

Safety Guidelines for Assisting Clients

While we are attempting to maintain physical distance, there are some cases where this may not be possible. Some volunteer positions may be asked to provide physical or communication assistance to the clients. If you are not comfortable providing this, please make sure your onsite Lead or Volunteer Manager/Coordinator is aware.

Always make sure you have checked with clients to see if assistance is needed and **will be accepted** prior to moving closer and/or touching a client.

Examples of assistance that may be requested:

- Assisting clients in and out of vehicles
- Pushing wheelchairs
- Reading signs to clients
- Walking with a client through the clinic to provide assistance as needed
- Assisting clients in and out of chairs or wheelchairs

Safety Considerations

Remember, clients may present with mobility or physical challenges beyond what you see.

Do not attempt to perform single assists or lifts if you are unsure of your or the client's safety.

- **Ask** a team member or lead for assistance if needed
- **Always** lift with your knees, not at the waist
- **Avoid** twisting your body, especially when bending (Keep a good posture)
- **Move** as close as possible when assisting a client
- **Move** slowly and **lift** by straightening your hips and knees