

Mobility Assistant Information & Safety Guidelines

Mobility Assistants will assist in greeting clients and actively offer assistance. This position will require close and/or hands-on contact with the clients to provide this assistance. If you are not comfortable being within 6 feet of a client and/or touching a client, please do not sign up for this position.

Always communicate with the client prior to moving into their personal space and/or touching them.

Assistance could include:

- Line Management assistance – directing clients, asking if assistance is needed, identifying clients with other needs (interpretation, etc)
- Watching for Ride Line or Dial-A-Bus drop offs and pick ups (if available at your clinic)
- Directing ADA parking
- Offering walkers and/or wheelchairs
- Pushing wheelchairs
- Assisting clients through the clinic, including having them in your physical space touching your arm
- Calling bus services and/or clients' point of contact for pick ups
- Coordinating with Golf Cart Flaggers for golf cart rides back to vehicles (if available at your clinic)
- Assisting client in and out of vehicles, wheelchairs, or chairs (golf carts if available)
- Verbally assisting clients with communication with other volunteers/staff at the clinic
- Reading signs to the client

Safety Considerations

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

This is the one area where you will need to ignore the 6 foot distance rule. Make sure you have checked with client to see if assistance is needed and will be accepted prior to moving closer and/or touching a client.

- **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