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# **Volunteer Pilot Handbook Hamilton & Burlington Chapter**

**March 21, 2022**

Revision-March 15, 2022-phone numbers update

Dear Volunteer,

Thank you for applying to become a volunteer pilot for the Cycling Without Age Program, a program associated with the charity/social enterprise New Hope Community Bikes. The contributions of people like you allow our communities to remain vibrant and supportive places.

Cycling Without Age gives our local seniors and less abled individuals the right to wind in their hair, and the ability to experience Hamilton and Burlington's nature close up from a slow ride on a bicycle, as well as giving them an opportunity to tell their story in the environment where they may have lived their lives.

This Pilot Handbook outlines important program policies and procedures. Please read this handbook carefully, and ensure you understand and agree to abide by the guidelines listed herein. By signing the Volunteer Pilot Agreement and Waiver you are declaring that you have read and understand these policies and procedures and will abide by them.

Again, thank you for your contribution, and we look forward to working with you!

Sincerely,

CWA Coordinator – Nancy Gray  
Cycling Without Age Hamilton & Burlington Chapter

Tammy Heidbuurt - New Hope Community Bikes



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## 1 Program Administration

### 1.1 Cycling Without Age Hamilton & Burlington

The Cycling Without Age coordinators are responsible for volunteer pilot and passenger screening, record keeping, volunteer recruitment and appreciation, along with program advertising and promotion. Cycling Without Age volunteer booking coordinators and local Senior Center's staff are responsible for scheduling passengers (seniors and less abled individuals; any accompanying passengers) for rides.

### 1.2 Definitions for CWA Hamilton and Burlington

**New Hope Community Bikes (NHCB)** – Charity/Social Enterprise that houses CWA Program. NHCB provides insurance, trishaw storage and maintenance. Volunteers for CWA Hamilton and Burlington are volunteers of NHCB and must abide by NHCB policies including requirements for police checks (Vulnerable Sector Check) and vaccinations. NHCB maintains volunteer records including pilot screening, signed confidentiality, and waiver forms.

**Coordinator**– refers to the lead CWA Coordinator (Nancy Gray)

**Agency Coordinator(s)** – refers to volunteers that have taken on responsibility for managing the program at an agency with the agency staff and CWA Lead Coordinator

**Agency** – Term used to refer to a Retirement Home, Long Term Care Facility, Assisted Housing Agency, Community Centre that has an agreement with CWA/NHCB to run a CWA program either at their site or another agreed upon site. Agencies are responsible for the referral and promotion of Cycling Without Age to members, completion of passenger application, confidentiality forms and waiver forms, and for passenger sign up for rides.

**Pilot Escort** – refers to an additional cyclist. We found that having another cyclist ride in front of the trishaw, helped with route management, and provided support for the pilot and the rider

**Open Day for Community Rides** – refers to a day or part of a day where community members can sign up to bring seniors and others who cannot ride, to an identified location for a ride.

### 1.3 Financial Matters

One of the key principles of CWA International is that passengers cannot be charged for rides. Therefore, the program needs donations and grants each year to operate. Our two trishaws were purchased with generous donations in 2021 and 2022. Last year's direct operating costs were covered by individual donations and a contribution from the City of Hamilton Cycling Committee. NHCB provided in kind storage, staff time, maintenance, and transportation. Insurance alone (liability for you and property for the trishaws) totals almost \$4500. As a pilot there is no cost (other than the police check) for you to participate in the program. Having said that, last year most pilots made a financial

donation to offset these costs. Please consider a donation to NHCB (designated to the CWA program) as you are able. [NHCB Donation link](#)

## **2 Volunteer Procedures**

### **2.1 ID Badges**

Cycling Without Age will provide volunteer pilots with a Cycling Without Age ID badge upon completion of their training. Pilots and Pilot Escorts are required to wear their ID badge while participating in the Cycling Without Age Program. Safety vests are also provided to pilots and must be worn during rides.

### **2.2 Volunteer Training, Supervision and Evaluation**

All volunteers will receive an orientation session and direct training on the trishaw. Upon participation and successful completion of the training and program requirements, persons will be accepted as a volunteer pilot for the Cycling Without Age program.

Volunteer activities will be overseen by the CWA Hamilton & Burlington Program Coordinator. The coordinator may randomly contact pilots, passengers and Agency Staff (i.e. Activity Coordinators/Managers) to find out what is working well and what may need to be adjusted, hear stories, and address any concerns presented (see section 4.0 Grievances). Contact the CWA Hamilton and Burlington coordinator with any concerns or questions about the Cycling Without Age program.

### **2.3 Volunteer Records for Hamilton location**

A volunteer pilot record will be kept by New Hope Community Bikes including application form, waiver, confidentiality agreements, criminal records check, reference checks (as applicable), and feedback received.

### **2.4 Volunteer Dismissal**

The Cycling Without Age program reserves the right to refuse or dismiss a volunteer pilot if they create a potential risk to the organization or its passengers.

## **3 Ride Procedures**

### **3.1 Pilot Shift Sign Up**

Pilots will sign up for shifts/rides through the online scheduling system (reviewed during Volunteer Training session(s)). Pilots are encouraged to sign up one week prior to the shift/ride(s) they are volunteering for. Punctuality is very important for the pilots. Be at your scheduled location 15 minutes before the ride is scheduled to start.

To cancel a shift you have scheduled, remove your name from the schedule as far in advance as possible through the online scheduling system, and notify the scheduler and the Agency Coordinator and/or the Agency Staff contact.

### 3.2 Trishaw Check

Pilots will perform a pre-trip and post-trip Bicycle Inspection, and pre-trip test ride as per the Ride Log (Appendix C). This is to be filled for every ride. If the trishaw is deemed not suitable to ride, the Pilot will postpone the ride and notify the passenger, appropriate Agency, and New Hope Community Bikes.

### 3.3 Assisting Seniors into the Trishaw

Some seniors may require a little assistance in and out of the trishaw. If you feel more assistance is required than you are comfortable with, do not attempt to transfer on your own. No transfer training is provided. If it is a more difficult transfer, agency staff or the agency volunteer will assist the passenger in and out of the trishaw.

Passengers must be able to sit up unassisted. The trishaw is equipped with a lap belt, but not a harness. Passengers who initially meet these conditions but find their condition deteriorates after a time will be subject to a review of their suitability for the Cycling Without Age program. It is the responsibility of the Agency to determine which of their residents are suitable for a ride.

All Trishaw passengers (or those accompanying the ride as companion, family member, facility staff member) must complete the Cycling Without Age Hamilton and Burlington chapter Waiver(s). It is the responsibility of the Agency to ensure these waivers are completed and confirm to the pilot that they are before the ride starts. Liability coverage is being provided by Special Risk Insurance Managers, via Zehr Brokers insurance policy for the Trishaw bikes.

### 3.4 Companions and Helpers

Occasionally passengers may have a helper, companion, family member, agency staff member or volunteer accompany them on a ride. Additional trishaw passengers must sign a waiver form before being taken on the trishaw. The combined weight of the two passengers must be less than 350 pounds. Helpers, companions, family members and facility staff are welcome to ride along on their own separate bicycle. It is the agency's responsibility to ensure the two passengers do not exceed this weight. For Open Rides, pilots are responsible to confirm with passengers the weight restriction will not be exceeded.

### 3.5 Cycling Practices

Pilots will follow correct cycling etiquette and follow the rules of the roads and pathways at all times. This includes obeying all traffic signs and signals, using hand signals when turning and stopping, ringing the bell to alert other cyclists and pedestrians, riding slowly and in control at all times and yielding to pedestrians. Direct eye contact is encouraged whenever possible between the pilots, vehicle drivers and pedestrians.

### 3.6 Routes and Ride Times

Pilots are to adhere to the routes as outlined in the on route training sessions. Rides including any stops shall not exceed 1.0 hours unless prearranged to do so. Rides may be cut short due to weather, mechanical failure of the trishaw, or at the senior or agency's request.

### 3.7 Seatbelts

Passengers must wear seat belts at all times while in the trishaw.

### 3.8 Helmets

It is mandatory that pilots wear a helmet at all times while on the trishaw. The Cycling Without Age Hamilton & Burlington program recommends passengers wear helmets while on the trishaws (it is not mandatory though) with the decision remaining at the discretion of the passengers. Passengers who choose not to wear a helmet do so at their own risk. The Cycling Without Age Hamilton & Burlington program and its coordinators and volunteers accept no responsibility for any injuries that result.

### 3.9 Additional Stops

Permitted stops along the ride include parks, playgrounds, or unique features along the lake, etc. At this time, we are not allowing coffee and ice cream stops. Cycling Without Age is not intended to be a transportation program and therefore, stops are not permitted for appointments or errands.

### 3.10 Smoking/Vaping/Alcohol/Drug Use

Smoking/Vaping is not permitted by Passengers or Pilots at any time on the trishaw. The use of alcohol and recreational drugs are not permitted at any time. The Trishaw must not be operated by a Pilot who has consumed Cannabis within 24 hours of a scheduled ride. Pilots will not be permitted to operate the Trishaw if on medications that affect their ability to operate the Trishaw in a safe manner.

### 3.11 Cell Phone Use

Cell phone use is not permitted by the pilot unless the bike is stopped in a safe location and the parking brake is applied.

### 3.12 Weather

In the case of inclement weather, the ride may be canceled. This is at the discretion of the Pilot, Passenger, Agency, and/or coordinator. Pilots should contact the Agency Coordinator that they are scheduled with to confirm that the ride is canceled. If the weather is threatening (but not raining yet), and the ride goes ahead, it is recommended to stick to a shortened route and check the radar before leaving.



### 3.13 Mechanical Failure, Accidents and Health Events

In the case of a mechanical failure of the trishaw during a ride, the **Pilot** will take the following steps:

- Lock the Trishaw (rear wheel lock, front lock and cable lock to a nearby structure).
- If the Trishaw can be fixed quickly by the Pilot – the Pilot may proceed to do so.
- If the Pilot needs advice or assistance for something that can be easily and quickly fixed/repaired (i.e. flat tire or if not sure) – please contact Agency Coordinator, and New Hope Community Bikes. All phone numbers are in the binder in the Trishaw storage compartment and/or on each Ride Log ( texting preferably please. )

If the Trishaw cannot be easily fixed or needs trailering:

- Contact New Hope Community Bikes to address the Trishaw and the agency the Passenger(s) is/are a member of to alert them regarding the passenger. Request Passenger pick-up from the facility. If this is not available the Pilot will call a taxi company for pick up.
- If the trishaw is on a path that transportation cannot get to, assess the Passenger's ability to walk to an area where transport can reach or call the Agency for advice. If there is no other option, call the local Fire Department depending on location for assistance and as per contact information provided in the reference manual on the bike.
- In case of an accident with an injury, call 911 and the passenger's Agency at the same time.
- The Pilot will call the Agency with health events requiring evaluation and/or assistance, or in the case of breathing problems and/or serious bleeding problems call 911 as well.

### 3.14 Wildlife Encounters

Wildlife encounters may occur during trishaw rides. Please keep a safe distance from all large wildlife (geese, rodents, etc.) If you have any wildlife encounters of significance, please notify the CWA program coordinator. This also includes dogs on and off leash that you will pass by. Always pass by with caution, leaving plenty of space, as they may dart in front of you.

### 3.15 First and Last Ride of the Day Pilot Responsibilities

The first Pilot of the day will:

- retrieve the trishaw and helmets from the storage area (be sure to follow site-specific requirements for closing/locking facilities when you leave)
- retrieve the high visibility Pilot vest from the storage area and wear it
- unplug the batteries from the charger and insert into the trishaw

- complete a trishaw check and fill out appropriate sections in the Ride Log
- bring the trishaw to the passenger pick up location 15 minutes before first ride
- after your ride, complete the post trip inspections and complete Ride Log

The passenger pick up locations will be indicated in the online schedule which will be accessible to pilots. We use signup.com for pilots to sign up for training, piloting, and for the agency to sign up their passengers.

**The last pilot of the day at the end of their ride will:**

- return the trishaw and helmets to the designated storage area
- return the high visibility Pilot vest to the storage area
- remove the batteries from the trishaw and plug into charger
- leave the keys on the designated key rack in the storage area
- complete pre-trip/post trip inspections, fill out the Ride Log and file the Ride Log for all Passenger Rides
- lock the Trishaw and secure/lock the facilities upon departure

**All pilots will perform the BICYCLE Ride Log for their respective rides.**

The storage area for the Waterfront Trail route is at the Leander Boat Club. Pilots will be given an access code to the red front door. The Trishaw will be stored in the last set of bay doors closest to the water.

### 3.16 Cycling Without Age Passenger Loading Protocol

Please refer to Appendix D: Trishaw E-Assist bike: Pilot Skills Guidelines – skills category #2.

## 4 Incident Procedures

### 4.1 Pilot Initiated

If a Pilot has any problems during the course of their ride they are asked to contact the Cycling Without Age Agency Coordinator immediately following the ride with details of the incident. The Cycling Without Age Agency Coordinator will work with the Pilot and Passenger(s) and/or facility staff involved in the incident to ensure a satisfactory resolution. A record of the incident will be placed in the Pilots and Passengers file.

### 4.2 Passenger Initiated

If a Passenger or designate has any problems during the course of their ride, they are asked to contact the Cycling Without Age Agency Coordinator immediately following their ride with details of the incident. The Agency Coordinator will work with the Passenger(s), Pilot and/or facility staff involved to ensure a satisfactory resolution. A record of the incident will be placed in the Pilots and Passengers file.

## 5 Confidentiality

### 5.1 Principles of Confidentiality

During the course of volunteering, a Pilot or Passenger may acquire information that, while voluntarily shared, is privileged information. All Pilots and Passengers will:

- a. Be made aware during intake of the principles of confidentiality by which they must abide. These include Cycling Without Age, New Hope Community Bikes and Agency confidentiality agreements.
- b. Treat all personal information regarding any Passenger, whether read, overheard, observed or told directly, as confidential.
- c. Treat all information gathered while volunteering as confidential, not only for the duration of the volunteer's service/use of services, but indefinitely after service is completed.
- d. Permission must be given by passengers for any photos to be taken

### 5.2 Limits of Confidentiality

Pilots and Passengers will, where appropriate, ensure to the best of their ability that program users are made aware of the limits of confidentiality.

- a. Confidential information may be shared with staff for the purpose of guidance, debriefing, or referral without the consent of the Passenger.
- b. Confidential information will be shared with staff and/or appropriate authorities (i.e., Police, family members) upon disclosure of abuse, self-harm, or intended self-harm without the consent of the Passenger.
- c. Pilots and Passengers are encouraged to always use their best judgment and err on the side of caution.

### 5.3 Confidentiality Clause

- a. Pilots and Passengers will sign a confidentiality clause in the Waiver(s) upon entry into the program. The Pilot and Passenger confidentiality clause states that the Pilot or Passenger understands and agrees to abide by the principles and limits of confidentiality outlined herein.
- b. Staff of Agencies are bound to the confidentiality clauses in their employment policies.

## Appendix A: Important Contacts and Phone Numbers – also in Binder on Trishaw

### Cycling Without Age Hamilton and Burlington Volunteer Contacts

- Program Email: [cwahamilton@gmail.com](mailto:cwahamilton@gmail.com)
- CWA Coordinator(s): Nancy Gray 905-399-4965
- Trishaw Maintenance (Tuesday-Saturday 10-5pm): New Hope Community Bikes 905-545-1991 – if repair can wait till end of day
- Trishaw Maintenance (outside shop hours): Tammy Heidbuurt 905.807.8666 or Andrew Hibma 289-880-6658- mechanical failure on route, need trailering
- CWA Volunteer Trishaw Trainer: Adam K\_\_ 416-992-6387

### Taxi Companies

Taxi: Hamilton Cab 905-777-7777

Taxi: Blue Line 905-525-0000

### Agencies

Welcome Inn: 905-525-5824

Shalom Village –(905) 529-1613 ext. 356

Chartwell Christopher Terrace 289 230-3142

St. Peter's Chedoke Residence-905 383 0448 ext. #658

### Non-Emergency

Police General Enquiries Non-emergency: 905-546-4925

Fire Department: 905-546-3333 (if trishaw and passenger are stuck in area where transportation cannot get to)

Hospital: 905-521-2100

### Emergency

Call 911 for any emergency.

## Appendix B: Volunteer Pilot Agreement & Waiver for CWA Hamilton & Burlington a program of New Hope Community Bikes (NHCB)

### Confidentiality and Application Agreement

I, \_\_\_\_\_ of the city/town of \_\_\_\_\_, have received, read, and understand the Cycling Without Age Pilot Handbook including Section 5 - Confidentiality, and agree to abide by the procedures listed therein and I attest that all of the information I have provided herein and with my Volunteer Application is accurate and complete. I understand and agree that acceptance into the program is entirely at the discretion of the Cycling Without Age Program Coordinator.

### Waiver of Liability

I, the undersigned, am the Volunteer Pilot named herein taking part in the Cycling Without Age program as a volunteer pilot. I understand and agree that there are inherent risks associated with participation in this activity, that my participation is voluntary and that I am physically fit enough to participate in the activity.

- I accept all responsibility for my participation including the possibility of personal injury, death, property damage of any kind notwithstanding that the injury, loss may have been contributed to or occasioned by the negligence of CWA and NHCB and its coordinators, officers, directors, employees, members, volunteers, agents, assigns, legal representatives and successors.
- I acknowledge that the World Health Organization has classified Covid-19 outbreak as a global pandemic, and I am aware of the risks of Covid-19. I specifically acknowledge that I am aware of the risks to personal health, including by the failure to follow physical distancing, flowing from Covid-19, and that I am assuming all health risks and consequences (up to and including hospitalization or death) caused by or arising from engaging in activity as a pilot. I confirm that I am fully vaccinated and may be required to show proof of vaccination and/or take a rapid test if the passenger agency requires it.
- I do hereby indemnify and hold harmless: CWA and NHCB and its coordinators, officers, directors, employees, members, volunteers, agents, assigns, legal representatives and successors and any and all business associates and partners involved in the above noted activity and each of them, their owners, officers and employees hereby waiving all claims for damage now or in the future arising from any loss, accident, injury or death which may be caused by or arise from participation of the individual named herein during this event; and agree to assume all risks for the activity noted above that the individual named herein has agreed to participate in.

**My signature acknowledges that I am over the age of 18 and had sufficient time to read and understand this waiver. I am aware that by signing this agreement I am waiving substantial legal rights, on my behalf and on behalf of my heirs, executors, and next of kin, including giving up the right to sue.**

Signed this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

Participant Name: \_\_\_\_\_ Phone # \_\_\_\_\_

Participant Signature: \_\_\_\_\_ Date of Birth \_\_ (year/month /day \_\_\_\_\_

Witness Name: \_\_\_\_\_ Witness Signature: \_\_\_\_\_

## Appendix C: from Pilot Handbook



<b>Pilot Name</b>		<b>Date</b>	
<b>Agency</b>		<b>Trishaw Bike Used</b>	
<b>Passenger Name</b>		<b>Start Trip Time</b>	
<b>Route Taken</b>		<b>Finish Trip Time</b>	
<b>Pre-Trip Inspection</b>			
<p>Check that all items have been inspected. Note deficiencies in the comment sections.          If unable to correct deficiencies, cancel ride and notify facility and CWA coordinator.  <b>**See phone numbers at bottom of page and on in Binder**</b></p>			
<b>Items</b>		<b>Comments</b>	
<b>Frame/ Theft Prevention Lock</b> Check for cracks, damage, fenders / Unlock rear wheel lock, key stays in automatically (When ride is done - LOCK and remove if no ride after you)			
<b>Passenger Box</b> Cracks, damage, cleanliness (Sanitize before ride using Lysol wipes)			
<b>Seatbelts</b> Buckles working properly, tears in belt fabric (Sanitize before ride using Lysol wipes)			
<b>Handlebars</b> Alignment, mirror not cracked, bell working (Sanitize before ride using Lysol wipes)			
<b>Battery/ Electrical</b> Battery charge level check and properly mounted, visual for wiring damage.			
<b>Chain</b> Cleanliness, check for damage by back pedaling and noting any kink issues, does it appear to be sufficiently lubed (light touch to see if it is dry)			
<b>Brakes</b> Proper adjustment-space between lever and grips when applied (1 finger space when braking), visual check for damaged pads.			
<b>Tires</b> Sidewall or tread damage, bulging, embedded foreign objects and proper inflation (60 – 70 PSI) Usually checked prior to the first ride of the day.			
<b>Helmets (these are the loaner helmets for passengers)</b> Cracks, significant scratches, deformation, foam damage. (Sanitize before ride using Lysol wipes)			
<b>Pre-Trip Declarations</b>			
<ul style="list-style-type: none"> <li>• I have reviewed the deficiencies noted in the <u>previous Ride Log</u>.</li> <li>• I have inspected the Trishaw and it appears safe to operate.</li> <li>• Facility staff have confirmed passenger(s) have signed waivers (<b>mandatory</b>).</li> <li>• I have reviewed the weather conditions.</li> <li>• I have a charged cell phone that I can access emergency #'s.</li> <li>• I am wearing a HIGH VISIBILITY SAFETY VEST (either my own or CWA provided)</li> <li>• I am wearing CSA approved helmet (<b>mandatory</b>)</li> <li>• Pilot and Passengers are wearing weather appropriate clothing.</li> </ul>			<b>Pilot's Initials</b> _____

<ul style="list-style-type: none"> <li>• I am fit to cycle &amp; not under the influence of drugs, alcohol or medications.</li> </ul>		
<b>Pre-Trip Test Ride (no passenger)</b>		
<ul style="list-style-type: none"> <li>• Unlock rear wheel lock, remembering that key stays in automatically</li> <li>• Turn on power switch behind saddle (check charge light level – s/b at least 3 dots)</li> <li>• Adjust saddle height</li> <li>• Test electric assist &amp; turn on. (Press power button on, in 3 secs all lights should be green.)</li> <li>• Mount bike and peddle forwards testing gears for shifting and smooth operation. (be sure to start in 1<sup>st</sup>). <b>DO NOT SHIFT GEARS IN A STATIONARY POSITION OR WHILE PEDDLING BACKWARDS.</b></li> <li>• Test front and rear brake operation; ensure steering turns easy. Check bell.</li> <li>• Ensure parking brake (the gray lever) is working properly. Test walk assist.</li> <li>• Test footplate – pull out cotter pin and use lever to lower. Use foot lever to raise. Be gentle!</li> </ul>	<b>Pilot's Initials</b>  _____ _____	
<b>Passenger Loading</b>		
<ul style="list-style-type: none"> <li>• Ensure both front and rear brakes are on. Check by rocking.</li> <li>• Lower the front footplate to the ground by pulling out cotter pin and gently using lever to release the footplate rest.</li> <li>• Ask Agency staff/volunteer to assist passenger into box and with fastening seat belts.</li> <li>• Ask passenger to lift feet while you raise footplate by pushing foot down on foot pedal until you hear it click and lock in, gently lift foot pedal back off the ground with your hand, and set it in hook, then return cotter pin into place</li> <li>• Sit on the seat, unlock both brakes, confirm passenger(s) are set (ring bell) and go off slowly in a low gear on E level 1.</li> </ul>	<b>Pilot's Initials</b>  _____ _____	
<b>Post Trip Unloading, Inspection and Tasks</b>		
<ul style="list-style-type: none"> <li>• Activate both brakes, stay on bike, ensure bike is stable.</li> <li>• Ask Agency staff to assist and decide if unloading is easier for this passenger(s) with the footrest UP <u>or</u> DOWN.</li> <li>• Repeat all tasks from pre-trip inspection.</li> <li>• Ensure trishaw is securely stored, <b>front park brake off</b>, bike is locked, and back in designated storage place. <b>Ensure batteries are plugged in!</b> TAMMY RE battery(s) are plugged in.</li> <li>• Record any deficiencies and pass information on to the next pilot by completing this Ride Log form. File Ride Log in binder.</li> </ul>	<b>Pilot's Initials</b>  _____ _____	
<b>Post-Trip Quotes, Stories, Ideas &amp; Concerns (optional/if indicated)</b>		
Did you take photographs on this ride?	Yes / No	
Did you get permission to share quotes/stories on the ride log?	Yes / No	
Is there an <b>Incident Report, Collision or Near Miss Report</b> for this ride? If yes, please note in space below:	Yes / No  _____ _____	

**Pilot Signature:**

\_\_\_\_\_

**CWA Coordinator** – Nancy Gray: 905 399 4965

**New Hope Community Bikes** – Tammy: 905-807-8666 / Andrew: 289-880-6658 / Store: 905-545-1991

SEE ALSO LIST OF PHONE NUMBERS IN BINDER ON BIKE

## Appendix D: Trishaw E-Assist Bike Pilot Skills Guidelines

No matter if you are an expert or novice cyclist, the uniqueness of the trishaw presents an opportunity to learn and discover a new skill. Everyone can become a safe and competent volunteer pilot by combining instructional videos, skill descriptions, hands-on experience, and common sense.

The Pilot Skills Index is organized into 10 Skill Categories that provide information on riding strategies to help pilots understand their rights, responsibilities, and how best to protect everyone's safety. **Content in bold in the skill descriptions highlights key information.**

***Cycling Without Age Hamilton & Burlington chapter reminds all volunteers to cycle within their confidence and ability level.***

***Additional information:***

**Videos:** <https://cyclingwithoutage.org/the-pilot/> (Videos are for the Trio and Christiana Bike

**Van Raam Video** <https://www.youtube.com/watch?v=ppKZvk2GCQ0>

**Further Instruction:** [www.bikesense.bc.ca](http://www.bikesense.bc.ca)

**Vanraam Manual :** <https://manual-hub.com/manuals/van-raam-chat-03-pdf-manual/>



Skill Category 1: Administration	
Ride Log & Inspection sheets	<ul style="list-style-type: none"> <li>A reference binder will be located on each bike (storage area behind seat). In the binder will be the 'Ride Log' sheets (with pre/post trip inspections and declarations) required for each ride, the pilot handbook (includes emergency numbers) and other helpful information and tools.</li> </ul>
Knowledge of Route	<ul style="list-style-type: none"> <li>Pilots are expected to walk or cycle the route to become familiar with it before taking passengers for rides. Knowing the route allows you to focus on the passenger's stories and safely cycling. Wherever possible a Pilot Escort will ride ahead on their own bike.</li> <li>Volunteers will have the opportunity to participate in the route auditing process, including suggesting new routes and going on auditing rides.</li> </ul>
Skill Category 2: Passengers	
Loading & Unloading Passengers	<ul style="list-style-type: none"> <li>Before loading passengers, prepare the trishaw: <ul style="list-style-type: none"> <li><b>Ensure the rear wheel lock is unlocked.</b></li> <li><b>Activate the parking brake.</b> Check that the trishaw is stable by rocking the trishaw back and forth; the wheels should not move. Lower the footplate.</li> </ul> </li> <li>Instruct the passenger to move into the footplate slot before sitting down, and put their foot close to the seat, not near the edge of the footplate. Raise the footplate. Reverse the process when unloading passengers.</li> <li><b>If the passenger needs help to load, the agency staff will assist them.</b></li> <li>Move the seatbelts aside so the passengers don't sit on them. <b>Seatbelts must always be worn.</b> With only one passenger, distribute the weight evenly by seating the passenger in the middle of the seat and using one combined seatbelt.</li> <li>The <b>maximum capacity of the passenger box is 350lbs</b> while the entire trishaw's max capacity is 550lbs.</li> <li><b>Helmets must be worn by pilots;</b> helmets are recommended but optional for passengers.</li> <li>For trishaw storage: Engage back wheel lock. <b>Disengage the handlebar parking brake.</b></li> </ul>
Conscious Riding	<ul style="list-style-type: none"> <li>Conscious riding involves the combination of training, common sense, and goodwill. It starts out with you being mindful of the changing care needs of your passengers. By asking staff about the passenger's health, you can best adapt your riding to their care needs. Throughout the ride, check in with your passenger to make sure they are comfortable with the trishaw's speed or ask if they need the canopy or blanket. Finally, conscious riding involves the pilot enjoying themselves on the ride. If you are having fun, your passenger probably is too.</li> </ul>
Socializing With Passengers	<ul style="list-style-type: none"> <li><b>Operating the trishaw safely on the road has priority over socializing with passengers.</b></li> <li>Let passengers know that you may not be able to talk at times because you need to concentrate on the road. However, the essence of the bicycle ride is about creating intergenerational relationships and spending time together. Ask questions, listen, talk about what you pass by, and make time to experience things that catch your passenger's attention. Feel free to stop and enjoy the view, or wave and smile to people you see.</li> </ul>
Managing Unsafe Passengers	<ul style="list-style-type: none"> <li>Pilots are responsible for the safety of their passengers. It is good practice to discuss expectations of the ride with passengers before starting out. <b>Pilots must explain to passengers that they must remain sitting for their own safety and to not lean forward which may cause the bike to tip.</b> If a passenger is being unsafe, find a safe location to stop away from traffic and contact the agency for assistance.</li> <li>If a passenger is confused, redirect their attention by giving them activities to do along</li> </ul>

	<p>the way such as waving to neighbors and spotting birds.</p> <ul style="list-style-type: none"> <li>• Passengers must be able to sit upright in the bike and transfer into the bike with minima with minor assistance. Those requiring lift into the bike must be accompanied by the Ag or Residence Support Staff Members (as passenger and pilot). This circumstance requires formal review with the Cycling Without Age Coordinator prior to acceptance of taking this degree of special needs passenger for trishaw rides.</li> </ul>
Staff-Volunteer Relations	<ul style="list-style-type: none"> <li>• The combined efforts of volunteers and paid staff can provide high quality service.</li> <li>• <b>Volunteers should share stories and celebrate successes with staff as both groups have the same goal of providing quality care.</b></li> <li>• When interacting with staff of agencies, patience and understanding is needed as staff have difficult and demanding jobs. In most cases, please ask staff for assistance rather than making an immediate demand for help. Remember to thank them for their work in making the Cycling Without Age experience possible.</li> </ul>
<b>Skill Category 3: Mounting and dismounting</b>	
Mounting & Dismounting	<ul style="list-style-type: none"> <li>• <b>Wait until the trishaw is completely stopped for both mounting and dismounting.</b></li> <li>• <b>Ensure parking brake is on before dismounting. Always use the parking brake. Do not stand on the cross bar.</b></li> </ul>
Walk-Assist & Pivoting	<ul style="list-style-type: none"> <li>• The Walk Assist can be used when walking the trishaw. Discussed under the E-Assist system in Skill Category 4.</li> <li>• <b>Always walk the trishaw if you are in a crowd, on a sidewalk, or using a crosswalk.</b> It is illegal to cycle in crosswalks.</li> <li>• Be careful when using the Walk Assist in busy areas or tight spaces. Whenever walking the trishaw, always have at least one hand covering a brake lever in case braking is needed. <b>Never let go of the trishaw if it is in motion; always apply the parking brake before letting go.</b></li> <li>• The trishaw can be pivoted on its front wheels by lifting the rear rack. Pivoting is useful for turning in tight spaces like sidewalks, crosswalks, pathways, and hallways. <b>Always warn the passenger about your planned movement.</b> Keep your left hand on the handlebar and cover the brake lever in case it is needed. Use the left hand so that the FRONT brakes are engaged, to fully stop the trishaw's motion.</li> </ul>
<b>Skill Category 4: Starting</b>	
E-Assist System	<ul style="list-style-type: none"> <li>• The trishaw features a pedal-assist electric drive system also known as e-assist.</li> <li>• Rotate the battery holder key to the left, insert the battery in the space in the rear rack, rotate the key on the battery holder to the right: the battery is now locked.</li> <li>• Turn the system on by pressing the power button. Take note of the readings available (battery charge level; assist level; Km/h).</li> <li>• <b>The e-assist system activates when the pedals are turning and deactivates when coasting.</b></li> <li>• Choose the desired assist level by pushing the “↑”(up) and “↓” (down) function on the handlebar control.</li> <li>• Find your own e-assist level for cycling comfort. Increase the e-assist level for climbing hills; decrease it for level roads or descents.</li> <li>• To activate walk-assist, <b>press the top</b> button on the handlebar control for 3 seconds. The bike will slowly move by itself without pedaling.</li> <li>• To turn the system off when finished riding, press the power button. When the display is off, the system is off.</li> </ul>
Strategic	<ul style="list-style-type: none"> <li>• Prior to stopping, <b>shift the trishaw to a low gear to make starting easier.</b></li> </ul>

Starting	<ul style="list-style-type: none"> <li>Using either foot, turn the crank backwards until one pedal is at 2 o'clock position – forward and high. This position allows you to apply solid force on the pedal to get the bicycle rolling. Once the crank moves, the e-assist will activate.</li> </ul>
Managing Hills	<ul style="list-style-type: none"> <li><b>Always gear down before a climb</b> and continue gearing down as required to maintain your cadence (rhythm of pedaling) and to avoid last-minute, grinding gear changes.</li> <li><b>If you reach the lowest gear and are struggling, do not stand up on the pedals since you may lose control of the trishaw.</b> If it is safe, walk the trishaw using the Walk Assist mode.</li> <li>On descents, use high gears to avoid rapid pedaling, but do not exceed a comfortable speed or the trishaw's maximum speed limit of 15km/h. The trishaw may become unstable at higher speeds.</li> <li>If you cannot ride up a hill, you may need to use the Walk Assist. Walking uphill and across grass or loose gravel may require the pilot to put weight on the saddle with one arm to increase traction for the rear wheel. This should be very rare, our routes are generally quite flat.</li> </ul>
Skill Category 5: Stopping	
General Braking	<ul style="list-style-type: none"> <li>The trishaw uses disc brakes on all three wheels. The right lever controls the rear brake and the left lever controls both front brakes. Apply pressure firmly and evenly on both brake levers to maximize stopping power. Sudden or excessive application of the front brake could tip the trishaw or using just the rear brake could lead to skidding. It is important to always keep both hands on the handlebars when applying the brakes. <b>While riding, cover the brake lever with your fingers so you are always ready to respond.</b></li> <li><b>Take additional care when descending</b> as braking will require additional distance. Initiate braking slowly and earlier than usual. Braking hard on a steep downhill could potentially flip the Trishaw forward.</li> <li><b>Take additional care under wet conditions</b>, as the stopping power of your brakes (as well as the brakes of other vehicles sharing the road) is dramatically reduced and your tires do not grip nearly as well. This makes it harder to control speed and easier to lose control. To make sure that you can slow down and stop safely in wet conditions, ride more slowly and apply your brakes earlier and more gradually than you would under normal, dry conditions.</li> </ul>
Speed Control	<ul style="list-style-type: none"> <li>The faster you go: the higher the risk, and the longer it takes you to stop. <b>Pilots must ride at a speed appropriate for the passenger and the conditions.</b></li> <li>Generally, passengers enjoy riding at <b>5-10km/h</b> as it feels much faster than for the pilot. <b>Always ask passengers if the speed is right for them.</b> CWA preference is 5-10km/h.</li> <li><b>The maximum speed is 15 km/hr.</b> It may become unstable at speeds above 15 km/h.</li> </ul>
Skill Category 6: Shifting, turning, and cornering	
General Shifting	<ul style="list-style-type: none"> <li>The trishaw has a 8-speed rear cassette and one front chainring. The trigger shifter is on the right side of the handlebar. Use your index finger to shift up to a higher gear, and your thumb to shift down to lower gear.</li> <li>A 'lower' or 'slower' gear is one which is easier to pedal and is helpful for climbing hills. A 'higher' or 'faster' gear is harder to pedal and is helpful for increasing speed and descending hills.</li> <li>Remember a derailleur will shift only if you are pedaling forward. <b>Never shift while pedaling backward or while stationary.</b> Never pedal backwards immediately after shifting. This could jam the chain and cause serious damage to the trishaw.</li> </ul>

	<ul style="list-style-type: none"> <li>When shifting, reduce pressure on the pedals temporarily. This will result in smoother shifting.</li> </ul>
Strategic Shifting	<ul style="list-style-type: none"> <li><b>Always shift into a low, easy gear before you stop at an intersection.</b> This requires thinking ahead because it can take 1-2 full pedal revolutions to complete a shift.</li> <li><b>Shift into a lower gear well in advance of hills.</b></li> <li>Never change gears while crossing an intersection because a mis-shift may mean you stall or struggle in the intersection.</li> <li>If you find yourself stuck on too high a gear, especially on hilly terrain, you can change gears by engaging the parking brake, dismounting the trishaw, lifting the rear wheel, downshifting, and moving the cranks with your hands or feet so the chain can move across the cassette.</li> </ul>
Turning & Cornering	<ul style="list-style-type: none"> <li>Check your mirror and shoulder check to make sure a turn is safe.</li> <li>Signal well in advance, being careful that you do not confuse other road users if there are side driveways between your present position and the turn.</li> <li>Decrease your speed and prepare your body to lean into the corner.</li> <li>Shoulder check again to make sure you are safe.</li> <li>As you enter a corner, look towards the end of it and into the next section of road. Avoid sudden braking and sharp turns. Keep your grip on the handlebars relaxed as it will give you better control.</li> <li><b>When turning on inclines, the weight of the passengers will pull the trishaw towards the downhill side,</b> potentially tipping the trishaw. Slow down, be prepared and have a strong grip on the handlebars to maintain direction of travel.</li> </ul>
Skill Category 7: Riding in traffic, General	
Straight Line Cycling	<ul style="list-style-type: none"> <li><b>Pilots should ride in a straight, predictable line</b> so other road users can behave appropriately.</li> <li>Pilots should be able to cycle in a straight line while conducting a shoulder check.</li> <li>Give parked cars a wide berth in case a door opens (avoid being 'doored').</li> <li><b>When cars are parked intermittently, ride in a straight line</b> instead of swerving in and out between the parked cars, to increase your visibility and predictability.</li> </ul>
Lane Positioning	<ul style="list-style-type: none"> <li>Get a feel for the width and length of the trishaw, as you will have to develop a new sense of spatial awareness compared to your standard bike.</li> <li><b>The law requires vehicles moving at less than the normal speed of traffic to keep as close as practicable to the right-hand curb or edge of the roadway.</b> But this does not mean hugging parked cars or the edge of the road: ride approximately one meter from curbs and parked cars in most situations. When safe, pilots should take extra space to maneuver around hazards without running the risk of hitting the curb or going off the edge of the road (be mindful of potholes often found near the edge of the road).</li> <li>If there is no shoulder or bike lane and the curb lane is narrow, the law allows you to take the whole lane by riding in the center of it. This can be safer than riding near the curb, which may encourage motorists to squeeze by where there is insufficient room. Be prepared for the odd frustrated driver who is not familiar with the safe and legal operation of a bicycle.</li> </ul>
Visibility & Space Margins	<ul style="list-style-type: none"> <li>Wear fluorescent vest provided.</li> <li>To ride safely, you need to keep areas of space, called space margins, around the trishaw.</li> <li>Continually ask yourself: <ul style="list-style-type: none"> <li>Do I have space to stop safely? Is there space ahead? Space behind?</li> <li>Is there a car behind that might crash into me if I stop suddenly?</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>Do I have enough space to steer onto the shoulder?</li> <li><b>Never cycle in a vehicle's blind spot</b>, either beside or behind it. Increase your space margins to achieve better visibility. When a driver of a vehicle takes their foot off the brake, the vehicle can roll backwards; therefore, leave extra room when stopped behind these vehicles.</li> <li><b>Do not pass a vehicle waiting to make a right-hand turn.</b> Stop and wait for the vehicle to turn. It might be waiting for some reason other than your trishaw and might turn into you if you attempt to pass.</li> </ul>
<b>Hazard Perception</b>	<ul style="list-style-type: none"> <li><b>Anticipate behavior and movements of other road users</b> by consistently thinking about the next 30 seconds. Do this by scanning between the front of the trishaw and about a half a city block ahead for potential hazards.</li> <li>Always keep your eyes moving and try not to fixate on one spot. Avoid looking at your hands or feet when shifting or braking.</li> <li>Pilots should be able to make safe decisions while dealing with more than one potential hazard at a time. They must adjust their following distance in response to changing road conditions.</li> </ul>
<b>Skill Category 8: Riding in Traffic, Lanes and intersections</b>	
<b>Intersections &amp; Crossings</b>	<ul style="list-style-type: none"> <li><b>A bicycle always loses in a collision with a motor vehicle</b>, so be prepared to yield even if you have the right of way.</li> <li>Follow the "rules of the road" while exercising extra caution. <b>Hand signals and eye contact with pedestrians and drivers is important.</b> Remember, pedestrians have the right of way.</li> <li>Remember, drivers can look your way and still not see you. Watch the vehicle's front wheel to see what it is doing.</li> <li><b>Treat every driveway like an intersection</b> and watch for emerging traffic. Do not assume that a driver backing out of a driveway has seen you.</li> </ul>
<b>Changing Lanes</b>	<ul style="list-style-type: none"> <li>Decide well in advance that you want to change lanes. Look ahead and in your mirror for hazards, shoulder check, signal, and shoulder check again.</li> <li>Steer steadily into the other lane, looking ahead in the direction you want to go. Make sure you maintain speed as you change lanes to remain predictable for other road users. Remember, do not change lanes in an intersection or crosswalk.</li> <li><b>Do not pass moving traffic on the motorists' right side, since car drivers often neglect to shoulder check during right turns.</b></li> </ul>
<b>Choosing a Safe Gap</b>	<ul style="list-style-type: none"> <li>A gap is the space you need to move safely across an intersection or to merge into a line of traffic. Deciding on whether a gap is big enough to be safe is not always easy. You need to consider the speed of traffic, the time it will take to do your maneuver, and the time it will take the trishaw to accelerate (longer than a regular bicycle).</li> <li>Be careful not to underestimate the speed of approaching vehicles. They are often traveling much faster than they appear.</li> </ul>
<b>Hand Signals</b>	<ul style="list-style-type: none"> <li>If appropriate, encourage your passengers to do the hand signals so you can keep both hands on the handlebars. Hand signals are the primary communication tool on the trishaw. Always make hand signals well in advance of any turn to give other road users plenty of warning. Hold the signal for at least 5 seconds with fingers spread wide to make sure other road users see what you are doing.</li> <li><b>Correct hand signals:</b> <ul style="list-style-type: none"> <li><b>Right Turn:</b> Either: <ul style="list-style-type: none"> <li>Extend left arm, bent up 90 degrees at the elbow, or</li> <li>Extend right arm straight out.</li> </ul> </li> </ul> </li> </ul>



	<ul style="list-style-type: none"> <li>○ <b>Left Turn:</b> Extend left arm straight out.</li> <li>○ <b>Stop:</b> Either: <ul style="list-style-type: none"> <li>▪ Extend left arm, bent down 90 degrees at the elbow, or</li> <li>▪ Extend left arm straight down and behind, with the hand splayed in a “stop” sign.</li> </ul> </li> <li>● The proper turning sequence is: look ahead and in your mirror for hazards, shoulder check, then hand signal, then replace both hands on the handlebars, shoulder check again, then make the turn.</li> <li>● In the case of an emergency maneuver, the need for the cyclist to keep both hands on the handlebars may sometimes outweigh their need to signal. Safety should prevail, at the pilot’s discretion.</li> </ul>
<b>Mirrors &amp; Shoulder Checks (Note: not all Trishaws are equipped With mirrors)</b>	<ul style="list-style-type: none"> <li>● The trishaw is equipped with a rear-view mirror. This safety device allows you to keep track of the traffic behind you without having to turn and look away from the road in front.</li> <li>● <b>Mirrors do not replace shoulder checks</b> as there is a large blind spot that can only be seen by shoulder checking.</li> <li>● <b>Shoulder checking is vital for making safe turns</b> or whenever you change your road position. It means looking back over your shoulder to see what the traffic behind you is doing. You must be able to shoulder check without wandering from a straight path. Remember a mirror does not replace the need to shoulder check in any circumstances.</li> <li>● The gesture of shoulder checking can also communicate to drivers that you know they are behind you.</li> </ul>
<b>Skill Category 9: Riding in Traffic, Navigating obstacles</b>	
<b>Managing Obstacles</b>	<ul style="list-style-type: none"> <li>● <b>Always prioritize the safety and comfort of the passenger over the condition of the trishaw.</b> For example, choose to ride over broken glass rather than making a sudden turn into traffic.</li> <li>● Avoid puddles since they might hide potholes or debris.</li> <li>● Always cross train tracks at a right angle or walk the trishaw across.</li> <li>● Small hazards such as rocks, paper cups, or small potholes can be ridden over. Remember that if you put the hazard directly between the two front wheels, it will hit the back wheel.</li> </ul>
<b>Curbs &amp; Bumps</b>	<ul style="list-style-type: none"> <li>● <b>When possible, warn the passenger of upcoming bumps.</b> Reduce your speed and shift to a lower gear before traveling up or down curbs. <b>Approach mountable curbs straight on and at a reasonable speed to minimize the swaying of the passenger’s seats.</b></li> <li>● Pilots may need to walk the trishaw up or down mountable curbs. Be aware of the potential for tipping the trishaw when doing so. <b>Approach mountable curbs straight on if walking or traveling slowly to minimize tipping.</b> Avoid vertical curbs to prevent getting stuck and damaging the undercarriage of the trishaw.</li> </ul>
<b>Pedestrians, cyclists, pets</b>	<ul style="list-style-type: none"> <li>● When approaching these obstacles from behind, slow down and ring your bell well in advance, then again as you approach.</li> <li>● If a person does not hear the bell, say firmly, “Passing on your left”.</li> <li>● Thank the people as you pass them</li> <li>● Dogs on leash can be a problem as they might dash in front of the trishaw as you pass, running under the wheels or getting their leash caught. Slow down and ensure the pet is under control before passing.</li> <li>● Dogs off leash are rarely under the control of their owners. Treat them as you would a stray: let them know you’re there, exercise caution, give them a wide berth.</li> </ul>

	<ul style="list-style-type: none"> <li>An aggressive dog is dealt with by stopping and requesting the owner take control of the dog. Do not be aggressive back to the dog or the owner. Your passenger's safety and comfort are your first priority.</li> </ul>
<b>Skill Category 10: Riding in Traffic, Communication and sharing</b>	
<b>Sharing the Road</b>	<ul style="list-style-type: none"> <li><b>Emergency vehicles displaying flashing lights and sirens always have the right-of-way.</b> All traffic must clear out of the way and stop. Stay vigilant during this clearing as drivers may focus on the sirens rather than your safety.</li> <li>When the upper red lights of a stopped school bus are flashing and the flashing stop arm is extended, traffic in both directions must stop. If you are coming from behind the bus, stop at least 20 meters away, and a safe distance when approaching from the opposite direction.</li> <li>People riding bicycles are a legitimate and recognized part of traffic and they have a legal right to safe riding conditions; however, the prevailing North American societal attitude holds the convenience of the driving majority above the safety of the cycling minority. <b>All pilots should be aware of the status quo and adopt a cautious attitude when sharing the road with drivers.</b></li> </ul>
<b>General Communication</b>	<ul style="list-style-type: none"> <li>All road users communicate to give warnings, give responses, signal intentions, and to show their presence. Pilots must be confident using a variety of communication tools including hand signals, a bell, eye contact, body language, and lane positioning.</li> <li><b>When you stop for pedestrians, make eye contact</b> so they know you have seen them and it is safe for them to cross.</li> <li>When "making eye contact" with drivers, remember that it's not possible to tell if the driver has actually seen you. He or she may be facing you without having seen you. Continue to ride with caution.</li> <li><b>Watch a vehicle's front wheel</b> to determine what it is doing. This is the best way to read a car's motion and direction.</li> <li>Bicycles are quiet, so warn other cyclists and pedestrians of your approach by using your handlebar bell. You can also shout "Passing on your left".</li> </ul>
<b>Managing Road Rage</b>	<ul style="list-style-type: none"> <li>Driving can sometimes be frustrating. Some motorists become angry because: <ul style="list-style-type: none"> <li>Roads are congested,</li> <li>People have stress in their lives and are rushing to get somewhere,</li> <li>Aggressive driving behavior is normalized in a car-dependent society, and</li> <li>People think of cars as a status symbol and part of their own self-image.</li> </ul> </li> <li><b>The best way to prevent road rage is not to respond.</b> Pilots can avoid road rage by: <ul style="list-style-type: none"> <li>Ignoring behavior aimed at provoking reactions and keeping distance from it</li> <li>Reducing your own stress by taking deep breaths and not taking it personally</li> </ul> </li> <li>Pilots may become angry or impatient because of the driving environment. Remember to be patient and courteous as all road users make mistakes. <b>Please positively represent CWA in all situations.</b></li> </ul>

## Appendix E: **Cycling Without Age Hamilton & Burlington Guidelines during Covid-19**

- All passengers and pilots riding on the trishaw will follow public health requirements
- Regarding vaccinations, we will defer to our partnering organizations, i.e., if agency requires pilots to be fully vaccinated, only fully vaccinated pilots will be able to sign up for that agency's rides
- Pilots will be responsible for the cleaning and disinfecting of the trishaw before each ride.
- Volunteers and passengers are required to complete the Covid-19 symptom screening checklist and the ride will be canceled if anyone is exhibiting any symptoms
- The Agency may require the pilot to complete and pass a Rapid Test before the ride
- Volunteers will remain on the back of the bike for the duration of loading, cycling and unloading
- Volunteers are required to wear a mask during loading and unloading
- Passengers are encouraged to wear a mask if they are able to (Agency to determine)
- Only one passenger is permitted per ride, exceptions are made for family or staff members if masked
- Hand sanitizer to be kept in the storage area at the back of the trishaw for volunteers to use pre and post ride
- If volunteers or passengers begin to exhibit any symptoms during the ride, the trishaw will return immediately to the start location and the agency staff will be notified

### **Agency Responsibilities**

- Ensure passenger have completed the Agency symptom screening checklist and /or Rapid Test if before the ride
- Provide sanitizer and sanitize trishaw before and after each ride
- Assist passengers in and out of the trishaw
- Provide masks for passengers

### **New Hope Community Bikes Responsibilities**

- Provide hand sanitizer and masks (to be kept in the trishaw for volunteers)
- Track passenger and volunteer sign up

Updated March 14, 2022



## Appendix F: Code of Conduct

The Hamilton and Burlington Chapter of CWA is dedicated to ensuring a safe and positive environment by making individuals aware that there is an expectation of appropriate behaviour consistent with CWA and NHCBC's core values. The Chapter supports equal opportunity, prohibits discriminatory practices, and is committed to treating all individuals with respect and fairness. This Code supports the reputation of the Chapter and assists with making roads and trails a safer place for all users. This policy applies to all of our pilots and volunteers acting on behalf of the Chapter.

### RESPONSIBILITIES

This code of conduct applies to all Chapter sanctioned rides and posted events, social events, club social media spaces, interactions between Chapter members, and any other situation in which an individual is representing the Club.

#### Pilots and volunteers are expected to:

- Be aware of and adhere to the Highway Traffic Act (HTA), the Chapter's skills guidelines, policies;
- Respect and adhere to the direction of the CWA Coordinator(s);
- Act with honesty and integrity and conduct themselves in the best interest of the Chapter;
- Be a positive example to other riders and a good ambassador for cycling;
- Consider the safety and comfort of passengers, as well as other road or trail users;
- Behave responsibly, courteously and safely in the presence of all other road or trail users;
- Treat others respectfully and kindly and always display good sportsmanship;
- Ensure that all interactions with other volunteers and passengers are consensual and avoid unwelcome attention;
- Respect boundaries of other pilots, volunteers and passengers, be it physical, social, sexual, etc.;
- Notify CWA Coordinator if a member is creating an uncomfortable situation for others;
- Show respect to all people regardless of gender, sexual orientation, colour, race, or creed;
- Chapter members must be conscious of their role as ambassadors to the non-cycling and recreational cycling communities.
- Failure to abide by bicycling traffic laws may be observed by the public and can be detrimental to the Chapter's image and to the image of recreational cycling, New Hope Community Bikes and CWA as a whole.

Pilots and/or other volunteers demonstrating a manifest unwillingness to meet this Code of Conduct will be subject to complete or partial suspension of Chapter privileges and/or revocation of their Pilot Licence. Have fun, help passengers have fun and thanks for volunteering with our Chapter.

## Appendix G: Pilot Checklist

Pilot Checklist – please bring this checklist with you to each session. All steps must be completed (not necessarily in order) before any passengers are taken for a ride.

Requirement	Date completed	Signature of CWA Coordinator/Trainer
Attend orientation (may be on Zoom)		
Submit completed pilot application		
Submit signed Pilot Agreement & Waiver		
Attend 1 <sup>st</sup> on Bike Training Session		
Attend 2 <sup>nd</sup> on Route Training Session		
Pass Road Test		
Show vaccination proof (if piloting at nursing home or retirement home that requires it)		
Submit clean police check		