

This document has four sections:

- Cycling Without Age Guiding Principles.
- Pilot Skills for the Trishaw E-Assist.
- Confidentiality and Grievance Procedures.
- Commitment

Cycling Without Age Guiding Principles

Generosity: Cycling Without Age is based on generosity and kindness. It starts with the obvious generous act of taking one or two elderly or less-abled people out on a free bike ride. It's a simple act that everyone can do.

Slowness: Cycling and riding slowly allows both the pilot and the passengers to sense the environment, to be present in the moment and to stop and talk with curious people, along the way, about Cycling Without Age.

Storytelling: Elderly people have so many stories that will be forgotten if we don't reach out and engage them. We tell stories, we listen to stories on the trishaw, and we also document the stories when we share them via word of mouth or on social media.

Relationships: Cycling Without Age is about creating a multitude of new relationships: between generations, among the elderly, between pilots and passengers, nursing homes employees and family members. Relationships build trust, increase happiness and improve quality of life.

Without Age: Life does not end when you turn 75. Life unfolds at all ages, young and old, and can be thrilling, fun, sad, beautiful and truly meaningful. Cycling Without Age is about letting people age with a positive attitude – fully aware of the opportunities that open up, when they interact with others in their local community.

Pilot Skills for the Trishaw E-Assist

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 North Shore Chapter reminds all volunteers to cycle within their confidence and ability level.

Additional information:

Videos:

1 Assist transfer from walker to/ from a trishaw:

<https://www.youtube.com/watch?v=gQpSUeMnnjU>

2 Assist transfer from a wheelchair to/from a trishaw: <https://youtu.be/b76gJDuC-q8>

3 Using bear spray: <https://www.youtube.com/watch?v=alvpLzHiCrg>

4 The Pilot: <https://cyclingwithoutage.org/the-pilot/>

5 Further Instruction: www.bikesense.bc.ca

Skill Category 1: Administration	
Session Log & Inspection sheets	<ul style="list-style-type: none"> A Trishaw File will be located on each trishaw. In the file will be the 'Session Log' sheets (with pre/post trip inspections and declarations) required for each ride, the pilot handbook, waiver blanks and other helpful information. Photo release forms are also included as Pilots are encouraged to take photos and videos.
Knowledge of Route	<ul style="list-style-type: none"> Pilots will refer to the Trishaw File for Route Summaries as these become mapped out. Pilots are expected to cycle the route preferably with able bodied passengers to become familiar with it before taking mobility challenged passengers for rides. Knowing the route allows you to focus on the passengers and on safely cycling. Volunteers will have the opportunity to participate in the route auditing process, including suggesting new routes and going on auditing rides.
Skill Category 2: Passengers	
Passenger Abilities	<p>Our guests may often be frail..... One or more of these medical conditions may apply to our guests, so pilots need to recognize that our ridership population may not always be fit and healthy:</p> <ol style="list-style-type: none"> Osteoporosis. Frail skin. Easily bruised. May be on blood thinners. May not tolerate extreme temperatures. Hearing and visual impairments Chronic conditions such as heart diseases, lung diseases, cancers, circulatory disorders, stroke, forms of dementia, arthritic diseases. Severe mobility challenges confining them to a wheelchair. These passengers will only be transported using a wheelchair carrying trishaw. <p>Passengers in 2-seater trishaws must be able to sit up unassisted. The trishaw is equipped with a lap belt, but not a harness. Passengers may be categorized as follows:</p> <p>Level 1) Able to get to, and get on and off trishaw without outside assistance, may have the use of own mobility device such as wheelchair, cane or walker. Can fully understand instructions.</p> <p>Level 2) Able to get to, and get on and off the trishaw, with minimal outside assistance. This could require extra verbal instruction from the pilot and/or minimal physical assistance such as offering an arm or guiding feet. Review the videos on assisting passengers to board and alight.</p> <p>Level 3) Requires trained physical assistance in order to walk to or get on and off the trishaw. We can only take riders at this level where trained assistance is available at the start and finish of the ride.</p> <p>Level 4) Severe mobility challenges and or severe difficulty following instructions. As per level 3 and may require a trained carer to accompany the rider on the trip.</p>

	<p>Pilots should not be doing heavy transfers with their guests. If the assistance a guest requires is beyond light physical assistance, then they should not be trying to board the rider without trained help. This is for the safety of the pilots and the riders. These passengers may be better transported in their wheelchairs.</p>
Passenger Rescue Plan	<ul style="list-style-type: none"> You may experience a mechanical or other issue on the ride which prevents you from returning to the start. You must therefore have a Passenger Rescue Plan in place before commencing the ride. This plan could be for the care residence staff to use wheelchairs or vehicles to fetch the passengers or to call a taxi, but must be agreed in advance with the care residence Recreation Manager.
Loading & Unloading Passengers	<ul style="list-style-type: none"> Before loading passengers, prepare the trishaw: <ul style="list-style-type: none"> Activate the parking brake. Check that the trishaw is stable by rocking the trishaw back and forth; the wheels should not move. Remove the footplate. For the Trios, install the footplate under the tip limiting runner. Note the different heights of the legs under the footplate to adjust for uneven ground. Instruct the passenger to move into the footplate slot or step up onto the footplate before sitting down. Reverse the process when unloading passengers. View the videos for assisting walker https://youtu.be/gQpSUeMnnjU and wheelchair passengers. https://youtu.be/b76gJDuC-q8 Move the seat belts aside so the passengers don't sit on them. Seatbelts must always be worn. With only one passenger, distribute the weight evenly by seating the passenger in the middle of the seat and using one combined seatbelt. The maximal capacity of the passenger box is 160kg while the entire trishaw's max capacity is 340kg. Helmets must be worn by pilots; helmets are recommended but optional for passengers. For trishaw storage: Use the wooden wheel chocks. Disengage the handlebar parking brake.
Conscious Riding	<ul style="list-style-type: none"> Conscious riding involves the combination of training, common sense, and goodwill. It starts with you being mindful of the changing care needs of your passengers. By asking staff about the passengers' health, you can best adapt your riding to their care needs. When crossing a street, ensure that cars are stopped before proceeding. Failure to do so is likely to frighten your passengers! Ensure that your passengers know that they are safe, not just that you know they are safe. Throughout the ride, check in with your passengers to make sure they are comfortable with the trishaw's speed or ask if they need the canopy, blanket or ponchos. Finally, conscious riding involves the pilot enjoying themselves on the ride. If you are having fun, your passengers probably are too.
Socializing With Passengers	<ul style="list-style-type: none"> Operating the trishaw safely on the road has priority over socializing with passengers. 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 trishaw 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 at the people you see.
Managing Unsafe Passengers	<ul style="list-style-type: none"> Pilots are responsible for the safety of their passengers. It is good practice to discuss expectations of the ride with passengers before starting out. Pilots must explain to passengers that they must remain sitting for their own safety and to not lean forward which may cause the trishaw to tip. If a passenger is being unsafe, find a safe location to stop away from traffic and contact the facility for assistance. In most cases, if a passenger is confused, redirect their attention by giving them activities to do along the way such as waving to neighbors and spotting birds. Passengers must be able to sit upright in the two-seater trishaw and transfer into trishaw with minimal or minor assistance. Those requiring lifting into the trishaw should be transported in the wheelchair carrying trishaw.
Staff-Volunteer Relations	<ul style="list-style-type: none"> The combined efforts of volunteers and paid staff can provide high quality service. Volunteers should share stories and celebrate successes with staff as both groups have the same goal of providing quality care. When interacting with staff of Senior Residences, 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.
Skill Category 3: Mounting and dismounting	
Mounting & Dismounting	<ul style="list-style-type: none"> Wait until the trishaw is completely stopped for both mounting and dismounting. Ensure parking brake is on before mounting or dismounting. Always use the parking brake. Pilot is to remain seated throughout the ride.
Walk-Assist, Pivoting and Walking.	<ul style="list-style-type: none"> The walk-assist can be used when walking the trishaw. Discussed under the E-Assist system in Skill Category 4. Always walk the trishaw if you are in a crowd, on a sidewalk, or using a crosswalk. It is illegal to cycle in crosswalks except those with “Elephant Feet”. 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 (must be the Left) in case braking is needed. Never let go of the trishaw if it is in motion; always apply the parking brake before letting go. 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. Always warn the passenger about your planned movement. 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. If you need to release the front brakes to turn the passenger compartment, apply the rear brake and put your foot and weight on the pedal or lean your body onto the saddle to increase the effectiveness of the rear brake. When walking the trishaw stand on the left side and grip the rear rack with your right hand. Use the left hand to steer and the right hand to drag the trishaw forward and to keep the rear wheel on the ground. Pushing on the handlebars with both hands will result in the Trios tipping forward.
Skill Category 4: Starting	
E-Assist System	<ul style="list-style-type: none"> Refer to Trishaw Operating Guidelines for details.
Strategic	<ul style="list-style-type: none"> Prior to stopping, shift the trishaw to a low gear to make starting easier.

Starting	<ul style="list-style-type: none"> 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. The walk-assist can be used to assist starting.
Managing Hills	<ul style="list-style-type: none"> Always gear down before a climb and continue gearing down as required to maintain your cadence (rhythm of pedaling) and to avoid last-minute, grinding gear changes. If you reach the lowest gear and are struggling, do not stand up on the pedals since you may lose control of the trishaw. If it is safe, walk the trishaw using the walk-assist mode. On descents, use high gears to avoid rapid pedaling, but do not exceed a comfortable speed or the maximum speed limit of 15km/h. The trishaw may become unstable at higher speeds. 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. If the rear wheel skids under hard pedaling on gravel reduce the tire pressure to increase traction.
Skill Category 5: Stopping	
General Braking	<ul style="list-style-type: none"> The trishaws use disc brakes on the front 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. While riding, cover the brake lever with your fingers so you are always ready to respond. Take additional care when descending 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. Take additional care under wet conditions, 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.
Speed Control	<ul style="list-style-type: none"> The faster you go: the higher the risk, and the longer it takes you to stop. Pilots must ride at a speed appropriate for the passenger and the conditions. Generally, passengers enjoy riding at 5-10km/h as it feels much faster than for the pilot. Always ask passengers if the speed is right for them. CWA preference is 5-10km/h. The maximum speed with passengers is 15 km/h. However, it may become unstable at low speed when turning sharply without passengers. Speed, combined with standing on the pedals, is particularly hazardous, potentially giving rise to unstable steering resulting in overturning even when fully loaded.

Skill Category 6: Shifting, turning, and cornering	
General Shifting	<ul style="list-style-type: none"> • See Trishaw Operating Guidelines for technical details. • 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. • Remember a derailleur will shift only if you are pedaling forward. Never shift while pedaling backward or while stationary. Never pedal backwards immediately after shifting. This could jam the chain and cause serious damage to the trishaw. • When shifting, reduce pressure on the pedals temporarily. This will result in smoother shifting.
Strategic Shifting	<ul style="list-style-type: none"> • Always shift into a low, easy gear before you stop at an intersection. This requires thinking ahead because it can take 1-2 full pedal revolutions to complete a shift. • Shift into a lower gear well in advance of hills. • Never change gears while crossing an intersection because a mis-shift may mean you stall or struggle in the intersection. • 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 gears can shift.
Turning & Cornering	<ul style="list-style-type: none"> • Check your mirror and shoulder check to make sure a turn is safe. • 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. • Decrease your speed and prepare your body to lean into the corner. • Shoulder check again to make sure you are safe. • 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. • When turning on inclines, the weight of the passengers will pull the trishaw towards the downhill side, potentially tipping the trishaw. Slow down, be prepared, and have a strong grip on the handlebars to maintain direction of travel. Beware not to fall off the saddle when traversing cross falls.
Skill Category 7: Riding in traffic, General	
Straight Line Cycling	<ul style="list-style-type: none"> • Pilots should ride in a straight, predictable line so other road users can behave appropriately. • Pilots should be able to cycle in a straight line while conducting a shoulder check. • Give parked cars a wide berth in case a door opens (avoid being 'doored'). • When cars are parked intermittently, ride in a straight line instead of swerving in and out between the parked cars, to increase your visibility and predictability.
Lane Positioning	<ul style="list-style-type: none"> • 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. • 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. 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.

	<ul style="list-style-type: none"> 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.
Visibility & Space Margins	<ul style="list-style-type: none"> Wear bright clothing such as a red CWA North Shore pinafore or shirt. To ride safely, you need to keep areas of space, called space margins, around the trishaw. Continually ask yourself: <ul style="list-style-type: none"> Do I have space to stop safely? Is there space ahead? Space behind? Is there a car behind that might crash into me if I stop suddenly? Do I have enough space to steer onto the shoulder? Never cycle in a vehicle's blind spot, 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. Do not pass a vehicle waiting to make a right-hand turn. 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.
Hazard Perception	<ul style="list-style-type: none"> Anticipate behavior and movements of other road users by consistently thinking about the next 30 seconds. Do this by scanning between the front of the trishaw and about half a city block ahead for potential hazards. Always keep your eyes moving and try not to fixate on one spot. Avoid looking at your hands or feet when shifting or braking. 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.
Skill Category 8: Riding in Traffic, Lanes and Intersections	
Intersections & Crossings	<ul style="list-style-type: none"> A bicycle always loses in a collision with a motor vehicle, so be prepared to yield even if you have the right of way. Follow the “rules of the road” while exercising extra caution. Hand signals and eye contact with pedestrians and drivers are important. Remember, pedestrians have the right of way. Remember, drivers can look your way and still not see you. Watch the vehicle's front wheel to see what it is doing. Treat every driveway like an intersection and watch for emerging traffic. Do not assume that a driver backing out of a driveway has seen you.
Changing Lanes	<ul style="list-style-type: none"> 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. 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. Do not pass moving traffic on the motorists' right side, since car drivers often neglect to shoulder check during right turns.
Choosing a Safe Gap	<ul style="list-style-type: none"> A gap is the space you need to move safely across an intersection or to merge into a line of traffic. Deciding 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).

	<ul style="list-style-type: none"> Be careful not to underestimate the speed of approaching vehicles. They are often travelling much faster than they appear.
Hand Signals	<ul style="list-style-type: none"> 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. Correct hand signals: <ul style="list-style-type: none"> Right Turn: Either: <ul style="list-style-type: none"> Extend left arm, bent up 90 degrees at the elbow, or Extend right arm straight out. Left Turn: Extend left arm straight out. Stop: Either: <ul style="list-style-type: none"> Extend left arm, bent down 90 degrees at the elbow, or Extend left arm straight down and behind, with the hand splayed in a “stop” sign. 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. 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.
Mirrors & Shoulder Checks (Note: not all Trishaws are equipped with mirrors)	<ul style="list-style-type: none"> 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. Mirrors do not replace shoulder checks as there is a large blind spot that can only be seen by shoulder checking. Shoulder checking is vital for making safe turns 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. The gesture of shoulder checking can also communicate to drivers that you know they are behind you.
Skill Category 9: Riding in Traffic, Navigating Obstacles	
Managing Obstacles	<ul style="list-style-type: none"> Always prioritize the safety and comfort of the passenger over the condition of the trishaw. For example, choose to ride over broken glass rather than making a sudden turn into traffic. Avoid puddles since they might hide potholes or debris. Always cross train tracks at a right angle or walk the trishaw across. 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.
Curbs & Bumps	<ul style="list-style-type: none"> When possible, warn the passenger of upcoming bumps. Reduce your speed and shift to a lower gear before travelling up or down curbs. Approach mountable curbs straight on and at a reasonable speed to minimize the swaying of the passenger’s seats. Pilots may need to walk the trishaw up or down mountable curbs. Be aware of the potential for tipping the trishaw when doing so. Approach mountable

	<p>curbs straight on if walking or travelling slowly to minimize tipping. Avoid vertical curbs to prevent getting stuck and damaging the undercarriage of the trishaw.</p>
Pedestrians, cyclists, pets	<ul style="list-style-type: none"> • When approaching these obstacles from behind, slow down and ring your bell well in advance, then again as you approach. • If a person does not hear the bell, say firmly, “Passing on your left”. • Thank the people as you pass them. • 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. • 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. • 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 priority.
Skill Category 10: Riding in Traffic, Communication and Sharing	
Sharing the Road	<ul style="list-style-type: none"> • Emergency vehicles displaying flashing lights and sirens always have the right-of-way. 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. • 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. • 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. All pilots should be aware of the status quo and adopt a cautious attitude when sharing the road with drivers.
General Communication	<ul style="list-style-type: none"> • 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. • When you stop for pedestrians, make eye contact so they know you have seen them, and it is safe for them to cross. • 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. • Watch a vehicle’s front wheel to determine what it is doing. This is the best way to read a car’s motion and direction. • Trishaws are quiet, so warn other cyclists and pedestrians of your approach by using your handlebar bell. You can also shout “Passing on your left”.
Managing Road Rage	<ul style="list-style-type: none"> • Driving can sometimes be frustrating. Some motorists become angry because: <ul style="list-style-type: none"> ○ Roads are congested, ○ People have stress in their lives and are rushing to get somewhere, ○ Aggressive driving behavior is normalized in a car-dependent society, and ○ People think of cars as a status symbol and part of their own self-image. • The best way to prevent road rage is not to respond. Pilots can avoid road rage by: <ul style="list-style-type: none"> ○ Ignoring behavior aimed at provoking reactions and keeping distance from

	<ul style="list-style-type: none"> it, <ul style="list-style-type: none"> Reducing your own stress by taking deep breaths and not taking it personally. Pilots may become angry or impatient because of the driving environment. Remember to be patient and courteous as all road users make mistakes. Please positively represent CWA in all situations.
Wildlife Encounters	<ul style="list-style-type: none"> Wildlife encounters may occur during trishaw rides in the Demonstration Forest. Pilots will attempt to keep a safe distance from wildlife at all times. Bear spray must be kept at hand during rides in the Lower Seymour Conservation Reserve. A short video on how to use bear spray can be found on the following link https://www.youtube.com/watch?v=alvplzHiCrg

Confidentiality and Grievance Procedures

Confidentiality and Grievances	
Principles of Confidentiality	<ul style="list-style-type: none"> While volunteering, a pilot or passenger may acquire information that, while voluntarily shared, is privileged information. All pilots and passengers will: Treat all personal information regarding any passenger/pilot, whether read, overheard, observed or told directly, as confidential. Treat all information gathered while participating in Cycling Without Age as confidential, not only for the duration of the volunteer's service/use of services, but indefinitely after service is completed. Be aware that sharing information/photos on social media or in the public domain must be mutually consented to.
Limits of Confidentiality	<ul style="list-style-type: none"> Pilots and passengers will, where appropriate, ensure to the best of their ability that program users are made aware of the limits of confidentiality. Confidential information may be shared with specific members of the CWA North Shore Management Team and specific Facility Activity Director/Manager for the purpose of guidance, debriefing or referral without the consent of the passenger. Confidential information will be shared with specific members of the CWA North Shore Management Team, specific Facility Activity Director/ Managers or appropriate authorities (i.e., Police, family members) upon disclosure of abuse, self-harm, or intended self-harm without the consent of the passenger. Pilots and passengers are encouraged to always use their best judgment and err on the side of caution. Confidential information regarding passengers and pilots may be shared with specific members of the CWA North Shore Management Team and specific Facility Activity Director/Managers for the purposes of maintaining the integrity of the CWA North Shore chapter.
Pilot Initiated Grievance	<ul style="list-style-type: none"> If a Pilots have any problems during their ride, they are asked to contact the Passenger Partnerships Manager immediately following the ride with details of the incident. The Passenger Partnerships Manager will work with the Pilot and passenger(s) and/or agency staff involved in the incident to ensure a satisfactory resolution. A record of the incident and resolution will be placed

	in the Pilot's file and attached to the passengers' Passenger Application Waiver/POA .
Passenger Initiated Grievance	<ul style="list-style-type: none"> If a passenger or designate has any problems during their ride, they are asked to contact the Passenger Partnerships Manager immediately following their ride with details of the incident. Passenger Partnerships Manager will work with the passenger(s) and the Pilot to ensure a satisfactory resolution. A record of the incident and resolution will be placed in the Pilot's file and attached to the passengers' Passenger Application Waiver/POA .

Commitment

Commitment	
Commitment to Duty	<ul style="list-style-type: none"> If a Pilot is unable to undertake a duty which he/she has booked he/she is required to find, as soon as possible, a substitute Pilot from the list of volunteers and their contact details, which will be provided.

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