

NORTH SHORE

1. Documentation

The documentation, which guides Cycling Without Age North Shore in carrying out its mandate, is listed in the Document Register.

2. Definitions

Project – Cycling Without Age North Shore (CWA North Shore).

Executive Director – The Executive Director of the Silver Harbour Seniors' Activity Centre Society.

The Committee – The group of volunteers helping to manage the Project, as shown in the Minutes.

Officer – A person who has been formally appointed to undertake duties by the Executive Director of Silver Harbour Seniors' Activity Centre Society.

Manager – A person who has accepted responsibility for a component of the Project.

Maintenance Assistant – A volunteer, probably a Pilot, who has agreed to undertake monitoring of trishaws and to undertake minor maintenance.

Sub-Chapter – A group of Pilots organized by a Sub-Chapter Manager to provide rides in an area as agreed by the Operations Manager.

Pilot Trainer – Committee Member experienced in riding all trishaws and designated by the Safety & Quality Assurance Officer.

Pilot – A volunteer who has been trained and certified to operate the trishaw.

Passenger Rescue Plan – A plan made by a Pilot, possibly in agreement with a recreation manager, to return passengers to the point of pickup in the event of a trishaw being disabled.

Exception Report – Trishaw Discrepancy Reports, Incident Reports including Collision/Near-miss Reports or Complaints.

3. Management.

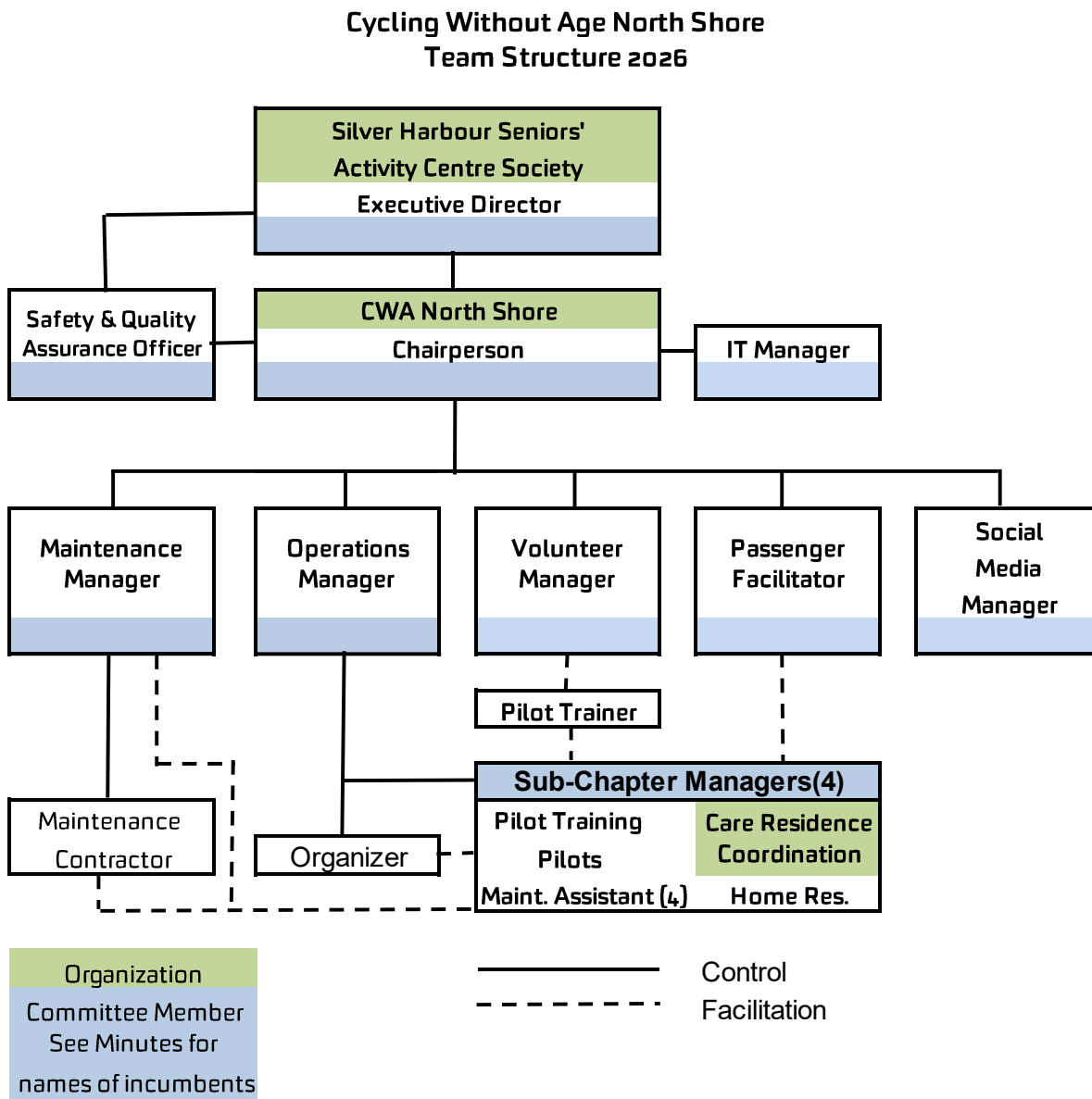
To minimize the workload of The Committee, responsibilities will generally be allocated at the lowest possible level. E.g., Pilots will be responsible for confirming ride details, for advising passengers in the event of cancellation and for advising managers of any exceptions which occur.

The volunteers in the various positions of responsibility are not expected “to do the job” but are expected “to get the job done”. In doing so, they can call on the support of all volunteers, both those on the committee, and also those who have volunteered to be pilots. We are all invested in the success of the project.

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3.1. Team Structure

The Team Structure is set out below:



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4. Executive Director

Responsibilities:

As set out in the Memorandum of Understanding

5. Chairperson

Responsibilities:

- Management of CWA North Shore activities and purchases.
- Liaison with participating organizations.
- Promotion of CWA North Shore including securing ongoing funding.
- Support the Safety & Quality Assurance Officer.
- Support the activities of all volunteers.
- Oversee preparation and updating of documentation.
- Stand in for others when they are not available.

6. Safety & Quality Assurance Officer

A Safety & Quality Assurance Officer will be formally appointed by the Executive Director. The Officer will be responsible for developing safety procedures and for monitoring the operations and the performance of Pilots on an ongoing basis. Issues of concern shall be expeditiously reported to the Chairman, or directly to the Executive Director. Compliance with the terms of insurance policy shall be monitored and the Executive Director notified of any discrepancies.

Responsibilities:

- Report all issues of concern to the Executive Director or Chairman as appropriate.
- Overview and approve all documentation which governs the operation of the Project.
- Overview the execution of all processes by reviewing the documentation produced during training, maintenance and operations, and conducting such inspections as considered necessary.
- Direct remedial action by the appropriate Manager. Examine incident reports and collision/near miss reports and take appropriate action.
- Stop all activities, if considered necessary, until corrective action has been taken.
- Deliver documentation to Silver Harbour annually or more frequently if required.

7. IT Manager

Responsibilities:

- Maintenance of web site.

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8. Maintenance Manager

Responsibilities:

- Maintain the trishaws in safe and operational condition.
- Arrange interim servicing and an annual inspection by a qualified bicycle mechanic.
- Maintain servicing records for each piece of equipment.
- Maintain base equipment inventory and provide listed equipment at bases.
- Recruit and liaise with Maintenance Assistant for each Sub-Chapter.
- Manage documentation as required.
- Stand in for others when they are not available.

9. Operations Manager

Responsibilities:

- Set up Google Calendar booking system.
- Assign trishaws to bases.
- Oversee and coordinate the Sub-Chapter Managers.
- Create master schedules for Special Events.
- Oversee organizers of weekly events and Special Events.
- Review Exception Reports, take required action and submit them to the Safety & Quality Assurance Officer without delay.
- Manage documentation as required.
- Stand in for others when they are not available.

10. Volunteer Manager

Responsibilities:

- Recruit and retain volunteers.
- Organize training and certify Pilots.
- Maintain Volunteer Contact List and Pilot Register.
- Arrange annual documented refresher training of all pilots.
- Manage documentation as required.
- Stand in for others when they are not available.

11. Passenger Facilitator

Responsibilities:

- Liaise with care organizations to recruit them and work with the Sub-chapter Managers to encourage recruitment of Passengers.
- Maintain a recreation manager Contact List.
- Support Sub-Chapter managers.
- Monitor quality of rides as experienced by passengers and recreation managers.
- Manage documentation as required.
- Stand in for others when they are not available.

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12. Social Media Manager

Responsibilities:

- Encourage the collection of material by volunteers.
- Assemble material suitable for use on Facebook, in newsletters and other social media.
- Coordinate with the IT Manager.
- Operate social media accounts and prepare and publish newsletters.
- Stand in for others when they are not available.

13. Sub-Chapter Managers

Responsibilities:

- Request new Pilots. Evaluate the performance of Pilots and request reviews if needed.
- Determine ride schedules, trishaw location and Pilot schedules.
- Maintain the base (including Cargo Trailer if applicable).
- Direct Maintenance Assistant, including undertaking procedures listed in 4.1 Monthly Trishaw Maintenance. Arrange contracted maintenance with Maintenance Manager.
- Liaise with Passenger Facilitator and care residence staff to encourage ridership and with home residents to organize rides.
- Arrange the movement of trishaws as required.
- Arrange rescue of stranded trishaws.
- Maintain Waiver, Trishaw and Session Log files.
- Immediately advise the Operations Manager of any incidents.
- Submit all documentation to the Chairperson at the end of season.
- Stand in for others when they are not available.

12. Pilot Trainer

Responsibilities:

- Organize and conduct training rides.
- Evaluate the performance of trainee pilots and confirm competence.
- Conduct annual refresher training for all Pilots.
- Carry out periodic reviews of Pilot competence when requested.
- Stand in for others when they are not available.

13. Pilots

Responsibilities:

- Undergo an adequate level of training.
- Join a Sub-Chapter and be willing to undertake ad hoc rides when offered.
- Develop a Passenger Rescue Plan, possibly together with the recreation manager, before each Session.

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- Ensure passengers have completed a Passenger Waiver-POA before each ride by consulting the Waiver List for the organization being served or obtaining a new waiver. File new waivers in the file at the base and add the names associated with new waivers to the Waiver List for the care organization being served.
- Operate the trishaw in accordance with the Pilot Agreement.
- Complete Session Logs.
- Exception Reports to be immediately emailed to northshore@cyclingswithoutage.ca.
- Fulfill commitments made, especially in respect of rides which have been booked.

14. Procedures

These need not be legal documents but should meet the expectations we have for participants in the project: Officers, Managers, Pilots and passengers. If anything goes wrong during our CWA operations the first question that will be asked is whether we were following our procedures.

15. Document Management

There is significant documentation required to guide and manage the chapter.

15.1. Procedures and Templates

All documents are recorded in a Procedural Document Register. All documents and revisions to documents must be approved by the Safety and Quality Assurance Officer before use. The Procedural Document Register provides for revisions of each document to be identified together with the date of completion. Once approved the document is assigned Rev 0 and subsequent revisions receive sequential numbers. The Rev No. is to be included in the title of the document and in the file name.

Each document receives an identifying number as can be seen in the Procedural Document Register. This allows the grouping of documents by manager and the addition of documents as required.

Once approved, documents are converted to PDF format and loaded onto our Google Drive so all have access. Outdated documents are moved to a Superseded folder on Google Drive.

15.2. Record Documents

These are documents generated during operations and which can impact on possible liability or community relations. These documents, either electronic or if hard copy, will be delivered to Silver Harbour for conversion to PDFs and retention.

15.2.1. Live Documents

Some “Live” documents, which need to be continuously updated, will be kept on Google Drive or the Volunteer Manager’s Google Contacts. These are:

- Pilot Register including records of signed waivers and certification.
- Volunteer Contact List.

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- Recreation managers contact list.
- Record of Exception Reports.

15.2.2. Exception Reports

- To be immediately emailed to northshore@cyclingswithoutage.ca, preferably in PDF format, by the Pilot. The Safety & Quality Assurance Officer will receive them and forward them to the Executive Director.

15.2.3. Volunteer Related

- Volunteer Waivers to be signed before training commences.
- Pilot Applications - Not all documents will be available in hard copy since some pilots will submit their documentation electronically. Silver Harbour will advise the Volunteer Manager when Criminal Record Checks have been completed.
- Pilot Certification - The Volunteer Manager will be responsible for assembling and checking all documentation required for certification of pilots as set out in the Pilot Certification form. All documents will be stored in the Volunteer Manager file on Google Drive. An email welcoming the Pilot will be sent and copied to the Sub-Chapter Managers.
- Pilot Register updated regularly and delivered to Silver Harbour at the end of the year.

15.2.4. Ride Documentation

- Session Logs delivered annually.
- Photographs and Photo Release forms emailed to northshore@cyclingswithoutage.ca

15.2.5. Maintenance Documentation

- Trishaw Maintenance record.
- Trishaw Discrepancy Report.
- Cargo Trailer documentation.
- Annual Inspection Invoices and reports to be delivered before rides commence.

15.2.6. Passenger Documentation

- Passenger Waiver /POAs – Originals placed in Waiver file kept at each base. Originals submitted to Silver Harbour annually.

15.3. Document Management Plan

The Document Management Plan setting our details is set out below.

IR-I/EB March 27, 2026