



Fernie
Volunteer Pilot
Handbook

Dear Volunteer,

Thank you for applying to become a volunteer pilot for the Cycling Without Age Fernie Program. 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 Fernie and 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 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 final pages of this guide you declare that you have read and understand these policies and procedures and will abide by them.

Shortly after completing and submitting your application you will be hearing from the Cycling Without Age Program Coordinator. The Coordinator will advise you of your status as a volunteer, and will be available to answer any questions and address any concerns you may have at that time.

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

Sincerely,
Cycling Without Age Fernie

Table of Contents

1.0	Program Administration	3
1.1	Cycling Without Age (CWA) Fernie Foundation	3
1.2	Facility	3
2.0	Volunteer Procedures	3
2.1	ID Cards	3
2.2	Volunteer Training, Supervision and Evaluation	3
2.3	Volunteer Records	3
2.4	Volunteer Dismissal	4
3.0	Ride Procedures	4
3.1	Pilot Shift Sign Up	4
3.2	Download Passenger Information	4
3.3	Trishaw Check	4
3.4	Assisting Passengers into the Trishaw	5
3.5	Entering a Passengers Home	5
3.6	Companions and Helpers	5
3.7	Cycling Practices	5
3.8	Routes and Ride Times	5
3.9	Seatbelts	6
3.10	Helmets	6
3.11	Additional Stops	6
3.12	Smoking/Alcohol/Drug Use	6
3.13	Cell Phone Use	6
3.14	Weather	6
3.15	Mechanical Failure & Accidents	6
3.16	Wildlife Encounters	7
3.17	First and Last Ride of the Day Pilot Responsibilities	7
3.18	Maximum Load Capacity for Trishaws	8
3.19	Trishaw Storage Location	8
4.0	Grievance Procedures	8
4.1	Pilot Initiated	8
4.2	Passenger Initiated	8
5.0	Confidentiality	8
5.1	Principles of Confidentiality	8
5.2	Limits of Confidentiality	9
	Appendix A - Important Phone Numbers	10



Volunteer Pilot Handbook

1.0 Program Administration

1.1 Cycling Without Age (CWA) Fernie Foundation

The Fernie CWA coordinators are responsible for volunteer pilot and passenger screening, record keeping, volunteer recruitment and appreciation, along with program advertising and promotion. The CWA booking coordinator is responsible for scheduling pilots and passengers for rides.

1.2 Facility

Rocky Mountain Village, Trinity Lodge and Tom Uphill are responsible for the referral and promotion of CWA to their residents, completion of passenger application, confidentiality and waiver forms, as well as passenger sign up for rides. Individuals (or a person responsible for them) residing outside of these facilities are responsible for the above mentioned duties, through the CWA coordinator and booking coordinator.

2.0 Volunteer Procedures

2.1 ID Cards

CWA Fernie will provide volunteer pilots with a CWA ID card upon completion of their training. Pilots are required to carry their ID Card while participating in the CWA Program.

2.2 Volunteer Training, Supervision and Evaluation

Upon acceptance as a volunteer pilot for the CWA Fernie Program, pilots will receive an orientation session and training on the trishaw.

Volunteer activities will be overseen by the CWA Fernie Program Coordinators. The Coordinators will randomly contact pilots and passengers 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 Fernie CWA coordinators with any concerns or questions about the CWA Program.

2.3 Volunteer Records

A volunteer pilot record will be kept by CWA Fernie including application form, waiver, confidentiality agreements, acknowledgement of training form, criminal records check, reference checks, feedback received and hours contributed to the program.



Volunteer Pilot Handbook

2.4 Volunteer Dismissal

The CWA Program reserves the right to refuse or dismiss a volunteer pilot if they create a potential risk to the organization or its passengers.

3.0 Ride Procedures

3.1 Pilot Shift Sign Up

Pilots will sign up for a ride through the CWA sign up genius. Pilots are encouraged to sign up one week prior to the shift they are volunteering for. The trishaws will pickup at the following locations: Rocky Mountain Village, Trinity Lodge, Tom Uphill and private residences. Punctuality is very important for the pilots. Be at your scheduled location on time. If picking up at Rocky Mountain Village please call 250-423-4214 the day of your scheduled ride to ensure a passenger has booked your time slot.

To cancel a shift: Remove your name from the schedule on sign up genius as far in advance as possible. If a passenger has already signed up for the time notify the CWA booking coordinator. For last minute cancellations (when there is no time to find another pilot) call the passenger or Rocky Mountain Village to let them know that the ride is cancelled.

NOTE – if possible please try to find another pilot to take your shift. You will need to update sign up genius to reflect this change.

3.2 Download Passenger Information

You will be provided with a link once you are certified to access the passenger PDF document from the Pilot Google Drive. Each passenger has a document with their name containing contact information, address, emergency contacts, and individual information about special needs, mobility and ride instructions. Please have this information available to you throughout the ride. If you would like to add or update passenger information please send an email to a CWA Coordinator.

3.3 Trishaw Check

Pilots will perform a pre-trip and post-trip Trishaw Inspection, and pre-trip test ride as per the Trishaw Inspection Report. You will fill out the report for every ride. If the trishaw is deemed not suitable to ride, the Pilot will postpone the ride and notify the facility staff or passenger, and the CWA Booking Coordinator.



Volunteer Pilot Handbook

3.4 Assisting Passengers into the Trishaw

Some passengers may require assistance in and out of the trishaw. Pilots may need to lend a hand for support. If it is a more difficult transfer, facility staff or a facility volunteer will assist the passenger in and out of the trishaw (those passengers must remain in the trishaw through the duration of the ride). 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.

3.5 Entering a Passengers Home

Occasionally pilots may pick up a passenger from their home. Pilots are advised that entering a passengers' home is not recommended under any circumstance and to do so is at their own risk. The CWA Fernie Program accepts no responsibility for volunteers who choose to enter a passenger's home.

If there is no answer at the door upon arrival to a passenger's home, pilots must notify the CWA coordinator and/or booking coordinator immediately.

If a pilot suspects an emergency situation, it is recommended that they contact local police, EMS, or dial 911.

3.6 Companions and Helpers

Occasionally passengers may have a helper, companion, family member, facility staff member or volunteer accompany them on a ride. Additional passengers must sign a waiver form before being taken on the trishaw.

3.7 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.

3.8 Routes and Ride Times

Pilots are to adhere to the suggested areas and routes as outlined in the onboard reference manual. Rides including additional stops shall not exceed 1.5 hours. Rides may be cut short due to weather, mechanical failure of the trishaw, or at the



Volunteer Pilot Handbook

request of the passenger or facility. Pilots will not ride in areas identified as no ride zones.

3.9 Seatbelts

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

3.10 Helmets

It is mandatory that pilots wear a helmet at all times while on the trishaw. The CWA Fernie program recommends passengers wear helmets while on the trishaws, but the decision remains at the discretion of the pilots and passengers. Passengers who choose not to wear a helmet do so at their own risk. The CWA Fernie program coordinators and volunteers accept no responsibility for any injuries that result.

3.11 Additional Stops

Permitted stops along the ride include, parks, playgrounds, along the river, etc, along with coffee and ice cream shops. CWA is not intended to be a transportation program and therefore, stops are not permitted for appointments or errands.

3.12 Smoking/Alcohol/Drug Use

Smoking is not permitted by passengers or pilots at any time on the trishaw. The use of alcohol, recreational or prescription drugs that affect the pilots ability to operate the trishaw are not permitted at any time

3.13 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.

3.14 Weather

In the case of inclement weather, the ride may be cancelled. This is at the discretion of the pilot, passenger and facility. Pilots should contact the facility or the passenger they have signed up to ride with to confirm that the ride is cancelled. If the weather is threatening (but not raining yet), and the ride goes ahead, it is recommended to stick to a route close to the facility.

3.15 Mechanical Failure & Accidents

In the case of a mechanical failure of the trishaw during a ride, if it is not something that can be quickly fixed, take the following steps:



Volunteer Pilot Handbook

- lock the trishaw (rear wheel lock, front lock and cable lock to a nearby structure)
- call the CWA coordinator and the facility you are riding from to alert them
- call Rocky Mountain Village as listed on your ID card for a pick-up to take the passenger back to their facility or home. (10am-6pm, 7days a week). If RMV not available, call a cab.
- if you are on a path that Rocky Mountain Village bus or a cab cannot get to, assess the passengers ability to walk to an area where transport can be reached. If not possible call the Fernie Fire Department as per contact information provided in the reference manual on bike and Pilot ID cards.
- in case of an accident with an injury, call 911

3.16 Wildlife Encounters

Wildlife encounters may occur during trishaw rides. Please keep a safe distance from all large wildlife (elk, bears, deer, etc.) If you have any wildlife encounters, please notify the CWA program coordinator. Bear Spray should be worn at all times by the pilots.

3.17 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
- unplug the battery from the charger and insert into the trishaw
- complete a trishaw check
- bring the trishaw to the passenger pick up location
- complete the pre trip/post trip Bicycle Inspection Report as trained

The passenger pick up locations are the main doors at Rocky Mountain Village. At Trinity Lodge and Tom Uphill, people will be picked up at the front entrance at the front of the building. For passengers not residing in one of these facilities, pickup will be at their residence.

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

- return the trishaw and helmets to the designated storage area
- remove the battery from the trishaw and plug into charger
- leave the keys in the storage pocket on the right rear of the passenger seat.
- complete pre trip/post trip inspections as trained



Volunteer Pilot Handbook

3.18 Maximum Load Capacity for Trishaws

When loading passengers please make sure the maximum weight of the combined passengers does not exceed 350 lbs. You can always take a second loop and take someone for another ride!

3.19 Trishaw Storage Location

The trishaw shed is located beside the barn in Montane. You must park your car by Coal Creek Road and walk in. If you cycle, you may ride right to the shed and leave your bike in the shed while you drive the trishaw.

4.0 Grievance Procedures

4.1 Pilot Initiated

If a pilot has any problems during the course of their ride they are asked to contact the CWA Coordinators immediately following the ride with details of the incident. The CWA Program Coordinators 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 CWA Program Coordinators immediately following their ride with details of the incident. The Coordinators 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.

5.0 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.
- b. Treat all personal information regarding any Passenger/Pilot, whether read,



Volunteer Pilot Handbook

- overheard, observed or told directly, as confidential.
- c. Treat all information gathered while participating in CWA as confidential, not only for the duration of the volunteer's service/use of services, but indefinitely after service is completed.
- d. Be aware that sharing information/photos on social media or in the public domain must be mutually consented to.

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 CWA coordinators and specific Facility Activity Director/Manager for the purpose of guidance, debriefing or referral without the consent of the Passenger.
- b. Confidential information will be shared with CWA coordinators and specific Facility Activity Director/Manager and/or appropriate authorities (i.e., Police, family members) in a medical emergency or 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.
- d. Confidential information regarding Passengers and Pilots may be shared among CWA coordinators, specific Facility Activity Director/Manager for the purposes of maintaining the integrity of the CWA.



Volunteer Pilot Handbook

Appendix A - Important Phone Numbers

Ride Sites/Administration

CWA Coordinator	Mel Wrigglesworth	250-278-1280
CWA Coordinator	Debbie Zammit	403-804-3180
CWA Coordinator	Mary Miller	250-423-6598

Cab Companies

Fernie Cab 250-423-4408

Facilities

Rocky Mountain Village 250-423-4214

Trinity Lodge 250-423-4145

Tom Uphill Manor 250-278-3347

Non Emergency

Fernie Fire Dept. 250-423-4226. If no answer, call 911 and specify it is a non-emergency and ask for LIFT ASSIST

RCMP 250-423-4404

Emergency

Call 911 for any emergency situation