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**Fernie  
Passenger  
Handbook**



Dear Community Member

Welcome to the Cycling Without Age Fernie. It is our hope that by utilizing this service you will be able to get outside for a slow bike ride, enjoy some fresh air and sunshine, meet new people and enjoy getting out into the community.

This Passenger Handbook outlines important program guidelines and procedures. Please read this handbook carefully, and ensure you understand and agree to abide by the guidelines listed herein.

Once you have reviewed this handbook, there is an information sheet attached for you to complete so we can plan your rides. Finally, you are required to sign the attached waiver. After that, you are able to sign up for rides through your facility or through the Cycling Without Age booking coordinator. We hope you enjoy this new program and enjoy feeling the wind in your hair again!

Sincerely,  
Melanie Wrigglesworth  
Founder, Cycling Without Age Fernie Chapter





Table of Contents

- 1.0 Program Administration..... 3**
  - 1.1 Cycling Without Age (CWA) Fernie ..... 3
  - 1.2 Facility ..... 3
- 2.0 Passenger Guidelines ..... 3**
  - 2.1 Passenger Criteria ..... 3
  - 2.2 Releasing Passenger..... 4
- 3.0 Ride Procedures ..... 4**
  - 3.1 Availability..... 4
  - 3.2 Companions and Helpers ..... 4
  - 3.3 Ride Times ..... 4
  - 3.4 Cancelling Your Ride ..... 5
  - 3.5 Seatbelts..... 5
  - 3.6 Helmets ..... 5
  - 3.7 Additional Stops ..... 5
  - 3.8 Home Pick Up ..... 5
  - 3.9 Smoking/Alcohol/Recreational Drugs ..... 5
  - 3.10 Weather ..... 5
  - 3.11 Wildlife Encounters ..... 6
  - 3.12 Mechanical Failure, Accidents and Health Events ..... 6
- 4.0 Grievance Procedures ..... 6**
  - 4.1 Pilot Initiated..... 6
- 5.0 Confidentiality ..... 7**
  - 5.1 Principles of Confidentiality ..... 7
  - 5.2 Limits of Confidentiality ..... 7

## 1.0 Program Administration

### 1.1 Cycling Without Age (CWA) Fernie

The CWA coordinators are responsible for volunteer pilot and passenger screening, record keeping, volunteer recruitment and appreciation, along with program advertising and promotion. CWA volunteer booking coordinators and local Senior Residences staff are responsible for scheduling passengers (seniors and less abled individuals; any accompanying passengers) for rides.

### 1.2 Facility

The CWA Fernie chapter volunteers and local Senior Residences staff (i.e. Activity Coordinators / Managers) are responsible for the referral and promotion of CWA to residing residents, completion of passenger application, confidentiality forms and waiver forms, and for passenger sign up for rides. Participating Senior Residences / Centres include: Rocky Mountain Village, Trinity Lodge and Tom Uphill Center. Additional local Senior Residences are welcome to participate likewise as well as Seniors in the community not residing in Senior Residences.

## 2.0 Passenger Guidelines

### 2.1 Passenger Criteria

Volunteer pilots provide recreational bike rides, and do not provide rides for appointments or errands.

Passengers must be able to get themselves in and out of the trishaw. Volunteers will only lend a hand for support. Any passengers that require more assistance (but not 'lift in' assistance) must have a facility staff or volunteer member, family member or companion assist them in and out of the trishaw. Those passengers that require this level of assistance must remain in the trishaw for the duration of the ride. The Pilot may request facility staff, volunteer member or family member to accompany the Trishaw ride as a passenger or ride along on their own bicycle when more assistance is required as described above.

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 CWA Program.

Passengers requiring 'lift' into the bike must be accompanied by the Facility of Residence Support Staff Members (one as passenger and one as a trained volunteer

CWA pilot). The passenger must be able to sit up unassisted for reasons already noted. This circumstance requires formal review with the CWA Coordinator prior to acceptance of taking this degree of special needs passenger for Trishaw rides.

All Trishaw passengers (or those accompanying the ride as companion, family member, facility staff member) must complete the CWA Fernie Chapter Waiver(s). Liability coverage is being provided under our insurance policy for the Trishaw bikes.

## **2.2 Releasing Passenger**

The CWA Fernie Chapter reserves the right to review a passenger's suitability for the program at any time.

## **3.0 Ride Procedures**

### **3.1 Availability**

Passengers residing in a Seniors Retirement Residence or Assisted Living will sign up and have rides scheduled through their facility (i.e. dedicated staff member - Activity Director/Manager). Passengers living in the community otherwise may sign up several ways: go to the website [cyclingwithoutagefernie.bike](http://cyclingwithoutagefernie.bike) or email CWA Fernie at [cyclingwithoutagefernie@gmail.com](mailto:cyclingwithoutagefernie@gmail.com), or call the CWA Fernie Chapter at 250-278-1280. You need to complete the application and sign the waivers. If you need help, feel free to reach out and a CWA volunteer will assist with this process and with ride scheduling procedures.

While the facilities and CWA booking coordinators will work to ensure that all passenger requests are met, the availability of rides is based on the availability of the programs' volunteer pilots. Rides may be unavailable at times.

### **3.2 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. If there is not enough room in the trishaw for the companion, they may ride along on their own bicycle.

### **3.3 Ride Times**

Rides including additional stops will be approximately 30 minutes to 1.5 hours long and shall not exceed 1.5 hours unless prearranged. Rides may be cut short due to weather, mechanical failure of the trishaw, or at the senior or facilities' request.

### **3.4 Cancelling Your Ride**

If you need to cancel your ride, let your Residence/Facility know with as much notice as possible. The online schedule will need to be updated accordingly by the delegated Residence/Facility Staff member. If you booked your ride through a Cycling Without Age booking coordinator, email the coordinator at [cyclingwithoutagefernie@gmail.com](mailto:cyclingwithoutagefernie@gmail.com) or contact Melanie Wrigglesworth at 250-278-1280 and leave a message. If you booked via the online scheduling system, then cancel through this same system.

### **3.5 Seatbelts**

Passengers must wear seatbelts at all times while in the trishaw.

### **3.6 Helmets**

Cycling Without Age Fernie recommends all Trishaw passengers wear helmets while on the Trishaw although this is not mandatory. Pilots are required to wear helmets. Passengers and Pilots who do not or are unable to wear a helmet do so at their own risk. The Cycling without Age Fernie Foundation and volunteers accept no responsibility for any injuries that result.

### **3.7 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. Therefore, stops are not permitted for appointments or errands.

### **3.8 Home Pick Up**

Occasionally volunteer pilots may pick up a senior from their house. Volunteers will not enter a passenger's home. It is requested that passengers are ready prior to their pickup time and able to get themselves to the trishaw in a timely manner.

### **3.9 Smoking/Alcohol/Recreational Drugs**

Smoking, alcohol and recreational drug use are not permitted by passengers or pilots at any time on the trishaw. Pilots, at their discretion can refuse rides if they feel safety of the passengers or themselves is jeopardized.

### **3.10 Weather**

In the case of inclement weather, the ride will be cancelled. This is at the discretion of the pilot, passenger and Seniors Residence/Facility. Passengers will be contacted by

their Residence/Facility or by the Volunteer Pilot (for passengers not residing in a Seniors Residence/Facility) if the ride is cancelled.

**Please dress for the weather. It is cool sitting on the bike, and we are unable to use our blanket due to Covid restrictions. Feel free to bring your own blanket.**

### 3.11 Wildlife Encounters

Wildlife encounters may occur during trishaw rides. Pilots will attempt to keep a safe distance from wildlife at all times.

### 3.12 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/repared (i.e. flat tire or if not sure)
- If the Trishaw cannot be easily fixed or needs trailering, the pilot will contact Melanie Wrigglesworth at 250-278-1280. The pilot will also request passenger pick-up from the facility. If this is not available the Pilot will call a taxi company for pick up.
- If the Passenger(s) is/are residing in the community elsewhere, the Pilot will call the Passenger's emergency contact or taxi company for pick-up.
- If the trishaw is on a path that transportation cannot get to, the pilot will assess the passenger's ability to walk to an area where transport can reach or will call the Fernie Fire Department for assistance and as per contact information provided in the reference manual on the bike and Pilot ID cards.
- In case of an accident with an injury, the pilot will call 911.
- The Pilot will call 911 with any health events requiring evaluation and/or assistance.

## 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 Cycling Without Age Coordinators immediately following the ride with details of the



incident. The Cycling Without Age 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 Cycling Without Age 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, 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.



## Passenger Handbook

- 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.

