

Starting and Operating a Cycling Without Age Chapter in a Care Facility

Prepared for
Nancy Gray and Jill Axisa

In
April 2019

By
Evan Gravely
Pallavi Dutta
Mathura Vithyananthan
Katie David

Contents

Introduction: A Note from the Research Shop	4
Who we are	4
Why we did it	4
How we did it	5
What is Cycling Without Age?	6
Guiding principles	7
Operating models	7
Program Benefits	9
Starting Your Chapter	10
Establishing Partnerships	12
What kinds of partners?	12
Pitching CWA to a potential partner	13
Managing your relationship with a care facility	13
Finances and fundraising	14
Budgeting for your CWA chapter	14
Fundraising strategies	15
Approaching potential sponsors	17
Insurance and Risk Management	17
Insurance	17
Facilitating safe rides	18
Pilot and passenger liability waivers	19
Volunteer Pilots	19
Recruiting new volunteers	19
Screening volunteers	20
Training pilots	21
Daily Operations	22
Days of operation	22

Route selection	22
Scheduling rides	23
Media and Publicity	23
Importance of community events and news agencies	23
Social media	24
Other ways to raise publicity	26
Appendix 1: Chapter Interview Summaries.....	28
Chapter backgrounds.....	28
Bikes	29
Rides.....	31
Volunteers.....	33
Liability	36
Operating costs.....	37
Fundraising	38
Communications and publicity	39
Program impact.....	40
Lessons learned.....	42
Appendix 2: Review of Research Supporting CWA's Benefits	44
Social benefits.....	44
Health benefits (physical and mental).....	45
Conclusion	46
References.....	46
Appendix 3: Sample Introductory Package for Potential Project Partners.....	49
Sample cover letter	49
Sample introductory package	49
Appendix 4: Sample Sponsorship Letter.....	54
Appendix 5: Comprehensive Risk Assessment of CWA.....	56
Appendix 6: Sample Passenger Waiver	60
Appendix 7: Sample Pilot Waiver.....	62
Appendix 9: Sample Ride Checklist.....	65

Pre-Ride Trishaw Check	65
Ride Checklist	65

Introduction: A Note from the Research Shop

The McMaster Research Shop prepared this guidebook as a resource for community members who are interested in starting a Cycling Without Age (CWA) chapter in a care facility. Drawing from interviews with CWA chapters operating out of care facilities, the CWA website, the CWA online community (i.e., The Hood), and various other literature, we've packaged together information relating to:

- The CWA movement,
- CWA program benefits,
- Starting a CWA chapter,
- Establishing partnerships,
- Finances and fundraising strategies,
- Liability and risk management,
- Recruiting and managing CWA volunteers,
- Day-to-day operations, including routes and rides, and
- Media and publicity strategies.

Although we focused on the Canadian context, we believe this information will help anyone committed to starting their own CWA chapter achieve their goal.

Who we are

Three Research Associates and one Team Lead from the McMaster University Research Shop completed this research. The Research Shop is a co-curricular program where teams of volunteer upper-year undergraduate and graduate students work on applied research projects for community groups and organizations. This program allows organizations with limited resources and capacity get answers to their research questions while providing students with experiential learning opportunities.

Why we did it

Nancy Gray and Jill Axia are two community members in Hamilton, Ontario, who are passionate about cycling and healthy aging. They wanted to start a CWA chapter in a community care facility. Jill and Nancy, who both work at McMaster had already done some background work in 2018. This work included:

- Presentation to Cycle Hamilton in March 2018 to gauge interest,
- Follow up meeting with some Cycle Hamilton members, and City of Hamilton staff to plan a brainstorming session,

- Brainstorming session at McMaster with interested university and community colleagues in June 2018,
- Meetings in the summer of 2018 with care facility in Hamilton that was interested but due to staffing changes was unable to consider at that time,
- Visitations to St. Elizabeth Village, Hamilton in the fall,
- Presentation to City of Hamilton Cycling Committee to gauge interest
- Demonstration and trial rides for interested community colleagues on a prototype Canadian Trishaw at the David Braley Health Centre, with the Jane Hu (Canadian CWA Captain)

Through this pre-work Jill and Nancy were introduced to McMaster's Research Shop and encouraged to submit a request to the Research Shop. Although there's lots of information about getting started with CWA on the CWA website and online forums, the information is fragmented and not specifically targeted towards the care facility model. Before approaching care facilities, Nancy and Jill wanted a guidebook that details the "how to" of starting and operating a CWA chapter to ensure sustainable and high-quality programming. The McMaster Research Shop agreed to conduct the research on behalf of Nancy and Jill due to the perceived benefit a CWA chapter would provide to Hamilton's elderly community.

After taking on the project and discussing the guidebook proposal with other Canadian CWA organizers, Nancy, Jill, and the McMaster Research Shop decided that this information would be useful to the wider CWA community. Reflecting the CWA's culture of generosity, we're providing an electronic copy of this guidebook for anyone to read and benefit. We hope you will find value in it, and that the contained information will continue to grow and be shared among the CWA community.

How we did it

The McMaster Research Shop started research for the guidebook in January, 2019.

The research team drew information from three primary sources to write the sections of this guidebook:

- The CWA website and online forums (i.e., Podio and Discourses),
- Interviews with CWA chapters operating in care facilities across Canada. We contacted 12 facilities, and five agreed to talk about their experience. In Appendix 1 of this guidebook, we compare strategies used by various care facilities operating across Canada.

- Academic literature, evaluations, and other publicly available literature relevant to CWA.

The McMaster research team acknowledges that a large amount of information used to write this guidebook comes directly from the CWA online community. Due to discrepancies around the origins of the information as well as confidentiality, we do not attempt to make any individual attributions. If you are the author of any of the information in this guide and would like the information changed, removed, or your name credited, please email rshop@mcmaster.ca. Otherwise, we thank all CWA members for participating in a culture of information sharing - it would not have been possible to write this guide without your contributions.

What is Cycling Without Age?

Cycling Without Age (CWA) - a non-profit organization - was established in 2012 in Copenhagen, Denmark. It is a 100% volunteer organization that takes the elderly and less abled citizens out for free bike rides on specialized bicycles called trishaws. The elderly often experience a loss of mobility leading to social isolation, loneliness and depression. Cycling Without Age provides the elderly and less abled with an opportunity to remain an active part of society and to experience life beyond the confines of their residence or nursing home. The program gives them the right to wind in their hair, the ability to connect with nature, and the chance to share their stories. This program has grown rapidly throughout the world and is now represented in 42 countries with more than 1,500 chapter locations existing around the world using over 2,200 trishaws with over 10,000 volunteers involved.

Box 1: CWA “Fast Facts” (as of April 2019):

- Represented in 42 countries worldwide
- 1,500+ chapter locations
- 2,200+ trishaws
- 15,000+ trained trishaw pilots
- Over 60,000 elderly people have been on rides
- The oldest trishaw pilot is 90 (Jørgen Hass, Denmark)
- The oldest passenger is 107 (Madame Yeo Lu, Singapore)
- The trishaws cycle 2.8 million KM's a year, or 70 times around the world

Guiding principles

CWA is based on five guiding principles:

1. **Generosity:** Taking elderly and less-abled people out on a bike ride is a simple act that spreads a great amount of happiness. On top of this, CWA fosters a culture of generosity through knowledge sharing, providing a welcoming culture for pilots, and through inviting others to get involved in the movement.
2. **Slowness:** Slow cycling is a key principle and ensures that pilots, passengers, pedestrians, and other road/path users have good experiences with CWA groups.
3. **Storytelling:** CWA listens, documents, and shares stories via word of mouth or on social media. Storytelling is crucial for building and spreading the movement and encourages everyone - pilots, passengers, and organizers - to participate.
4. **Relationships:** CWA is about creating a multitude of new relationships: between generations, the elderly, pilots and passengers, nursing home employees, and family members. Relationships build trust, happiness, and quality of life.
5. **Without age:** Life unfolds at all ages, and CWA is about letting people age in a positive context, fully aware of the opportunities that lie ahead when interacting in their local community.

Operating models

Setting up a CWA chapter in a long-term care facility isn't the only way to operate. Individuals and organizations can purchase and operate a trishaw in a designated region, as can municipalities. A brief overview of these options, including their advantages and disadvantages, are summarized in Table 1 so you can see how they compare to the care facility model. Based on the pre-work that Jill and Nancy had carried out, they believed that the care facility model had the best chance of success in Hamilton, and therefore asked the research team to focus their research on that model.

Table 1: Comparison of CWA operating models

Model	Agreement	Advantages	Disadvantages
Independent (e.g., community associations, social clubs, individuals)	Allows private individuals and organizations (e.g., social clubs and community organizations)	-The passenger can be anyone in the community	-Need to establish your own insurance -Need to establish your own pool of volunteers

	purchase and operate a trishaw under the CWA banner.		-Need to determine your own storage requirements
Municipality (e.g., City Hall, fire/police, library)	Allows a designated municipality to purchase and operate a trishaw under the CWA banner. Fee-based memberships may be offered by local/national CWA organizations based on municipal population.	<ul style="list-style-type: none"> -Can run a program across multiple centres and residences -Already have volunteers programs in place -Already have someone on staff that can organize operations -Already have insurance for volunteers and passengers 	-Difficult to establish where to start, who will be involved, and how liability will be dealt with
Care facility (e.g., adult living, assisted living, long term care)	Allows a designated care facility to purchase and operate a trishaw under the CWA banner.	<ul style="list-style-type: none"> -Already have volunteer programs in place -Already have staff to help organize operations -Already have insurance for passengers and volunteers -Often have storage locations for the bike(s) 	-Passengers are limited to residents in the facility and not open to the whole community

Program Benefits

CWA is a program with immense value for the elderly, pilots, and the communities involved. The main benefit is engaging senior citizens by offering them free bike rides in specialized bicycles that provide the opportunity to remain an active part of society and to experience life beyond the confines of their care facility. Several studies further illustrate the social and mental and physical health benefits that CWA provides. A short summary of these benefits may be found below. A more detailed review of the studies supporting CWA's benefits, including references, may be found in Appendix 2, which may help when pitching CWA to a potential partner or funder.

Social benefits:

- Seniors build positive **intergenerational relationships** with young(er) volunteers and engage with community members
- Facilitators have seen an elimination of age-related stereotypes and increased **community activism**
- Residents enjoy the **opportunity to be outside** and see scenic places and city sights
- Participants report greater awareness and advocacy for green spaces and **environmental consciousness**
- Residents become more engaged with their communities leading to **social stimulation and improved** mental health

Mental and physical health benefits:

- CWA can decrease **social isolation** in elderly communities
- Seniors with **increased frequency of outdoor exposure** tend to have higher disability recovery, self-care, confidence, and increased social engagement.
- Seniors who go outdoors more than once a week tend to have **higher cognitive capacity**; this is especially relevant for those with Dementia
- People who have increased contact with nature tend to have **stronger stress regulation and immunity against illness**

Studies have also reported **better sleep, mobility and pain tolerance** from many participating LTC residents.

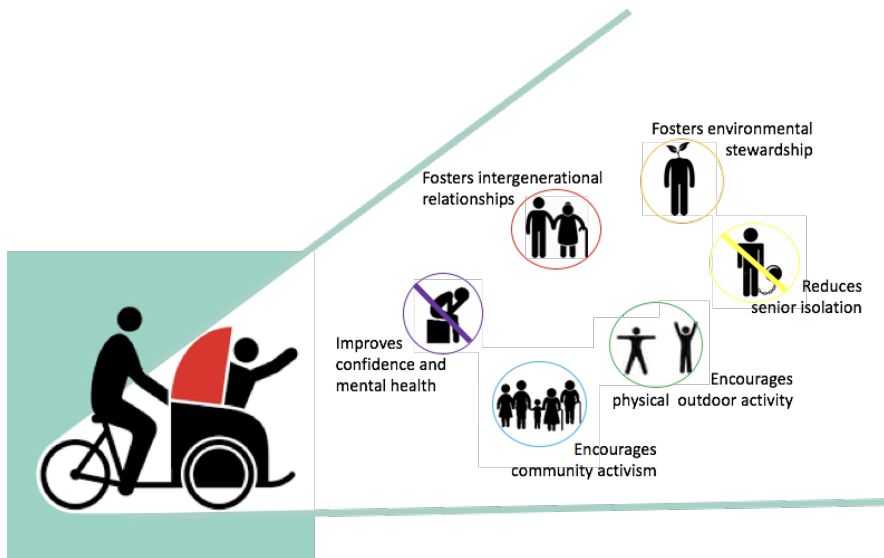


Image 1. CWA brings seniors out of the confines of their care facility and brings a multitude of benefits to individuals and their communities.

Starting Your Chapter

Setting up a CWA chapter can seem like a daunting task. Luckily, there's a wealth of existing resources and a general process to follow to help get your chapter off the ground. The following is a summary of the steps you can take (not necessarily in this order!) to help get your chapter off the ground:

1. **Gather a team.** Starting a chapter can be an enormous task for one individual. Consider finding some other people in the community to help you establish a chapter, ideally those passionate about cycling and/or healthy aging. Furthermore, contacting local care facility chapters for collaboration or information can be a great way to get assistance from a CWA member who's experienced with the model. On the [CWA home page](#), you can browse an interactive map to find CWA chapters operating in care facilities near you and use the contact information to reach out.
2. **Use Cycling Without Age resources.** As mentioned in the introduction to this guidebook, the CWA online community is full of resources to help you establish a successful chapter. We've attempted to provide you with copies or links of many useful resources in this guidebook, but we highly recommend all new chapter organizers sign up for the CWA online community, "The Hood." You should receive an invitation to this when you sign up as an affiliate. Many answers to frequently-asked questions can be found on this forum, and if not, you'll have the

opportunity to ask your question and get answers from CWA members around the world!

3. **Acquire funds.** There are lots of different models for raising money (e.g., online fundraising, corporate sponsorship, fundraising events, philanthropic donations, etc.), which we go into more detail in the “fundraising and managing finances” section of this guide.
4. **Acquire a bike.** The CWA website has [a page](#) with an overview of all bikes available to purchase for your chapter. As of 2019, Cycles Toussaint’s Ami will be providing “The Cruiser” as the most economic option with the fastest delivery time to the rapidly-growing CWA movement in Canada (see their [web page](#) for more details).

Box 2: “The Cruiser:”

Cycles Toussaint’s Ami (pronounced “ah-mee”, French for friend) is a throwback to an era when going for rides with friends was effortless and dreamlike. Ami’s styling draws from the classic French bicycle designs of all Cycles Toussaint products. Their cruiser features a cream frame, silver accents, leather bike seat and hand grips for the pilot. Passengers enjoy the handsome wood grain box accentuated by brown seat cushions, seat belts, fleece lined blanket and removable sun canopy for that top down experience.



The robust 500-Watt electric motor, battery capacity and trustworthy gearing selection will enable pilots the confidence to conquer a wide variety of terrain in style.

Ami is delivered in an efficient and economical manner which saves owners money on shipping costs. Owners will receive 3 flat packed boxes and should plan approximately 1 day for assembly. Some tools and enthusiasm required.

5. **Engage the community.** Visit local care facilities, social groups, activity centres, etc. and introduce them to CWA. You're looking for people who are excited about bringing CWA to the community and would be willing to help, be it as a volunteer, a funder, or as someone who can set you up in a host facility. For more information, such as how to run an event, see the "establishing partnerships" section.
6. **Protect yourself.** Your bike is going to be transporting people, and accidents can happen (although reports are rare). We go into the details of managing the risk of your operation in the "risk management and insurance" section, but the important thing is to be aware that your volunteers will need to be trained and protected under some sort of insurance plan. Most care facilities will have their own insurance that cover volunteers, but you should be aware of the risks ahead of time and the possible way to manage that risk (e.g. pilot and passenger waiver forms) as a prerequisite to establishing a partnership with the care facility.

Establishing Partnerships

What kinds of partners?

CWA encourages partnerships across sectors so long as the goal is to help the elderly "feel the wind in their hair" and the core principles of the organization are kept in mind.

Types of partnerships to consider include:

- **A care facility.** This is obviously the most crucial partnership. The care facility will be responsible for storing and maintaining the bike and facilitating rides out of the centre. They may also be involved in the fundraising process. In addition to securing a formal relationship with the facility, you should make an effort to have strong relationships with staff from the nursing home as well - they will likely be involved in the logistics like getting passengers on/off the bikes.
- **Sponsors.** Corporate sponsorships can be a great way to get contributions for acquiring your bike(s), sponsoring longer rides, and having an operating budget (e.g., for coffee/snacks for passengers and volunteers, maintenance costs, etc.). Sponsors are allowed to get their logo put on the bike, and you are welcome to advertise and endorse partners on social media as well.
- **Volunteers.** Having dedicated pilots who are well-trained and competent riders are critical to the success of your chapter. Family members of residents in your chosen care facility can be a good source of potential volunteers. You should invest in building and maintaining relationships with your pilots and ensuring that

they have all the tools they need (e.g., adequate training, ride checklists, etc.). Volunteer appreciation events and having budget to purchase volunteers coffee/snacks on their rides can help with retention.

There may be other partnerships than the ones listed to explore. Consider reaching out to local bike shops or social biking groups to see how they might be involved (e.g. by sponsoring and/or helping out with longer rides). Consider what you and your community need and explore the different options for who might be able to help you out.

Pitching CWA to a potential partner

If you're starting fresh, oftentimes you'll need to "pitch" the idea of your CWA to potential partners. Even if you don't have a bike yet, it's advisable to begin reaching out to potential partners. As one member from the CWA online community notes, "Do not wait until everything is settled. Moving forward shows potential partners that you are powerful and capable of taking action."

Aim to schedule a meeting or host an event with potential partners. Alternatively, you could provide a brochure or short information package to potential partners and let them learn about CWA on their own time. In Appendix 3, we've provided a sample cover letter and introductory package from the Vernon & Coldstream chapter that can be modified (with up-to-date information) and sent to potential partners.

If you're holding a meeting/event, you'll need to pitch the idea of CWA via a short presentation or speech. Ideally, frame the program as the "first in the city" to help bolster their choice to participate in something meaningful, exclusive, and exciting. The CWA website has [a page with links](#) to various videos made by the organization, which can be shown to potential partners to get the idea across. "The Grey Escape" movie is an excellent option for this purpose. Ole's Ted Talks video is another good option, although it's longer. Depending on who your audience is (e.g., potential sponsor vs. potential care facility), you might want to provide more information about the CWA model and how you intend to set up and sustain you chapter to inspire confidence in your ability to succeed. The Hood is also an excellent source of material to reaching out to potential partners, including samples of PowerPoint presentations that have been used to assist pitching the idea.

Managing your relationship with a care facility

You must strive to build a trusting relationship with your chosen care facility. It can be helpful to consider who the different stakeholders in the facility are and where their interests align:

- **Administration:** is primarily concerned with the health and safety of their residents. Risk assessment and policies and procedures will be their main concern.
- **Health professionals:** can be Recreational Therapists and others who play a critical role in making sure that seniors can participate safely.
- **Front desk assistants:** are often the ones who have the most interaction with volunteers and pilots and keep everything running.

You may also be interested in these tips and tricks compiled by a CWA member online:

- “Appreciate the stress and strain of the care workers and find ways to bring joy to their days too
- Recognize there will be bumps, work together to resolve things
- Always put the care of the passengers first
- Be patient when picking up and dropping off passengers
- Remember to show your appreciation of the care centre providing these opportunities
- Work together to continually promote the program
- Share ideas and thoughts you have with the care centre to make things easier
- Ask the staff for their help and ideas
- Plan events that could be held at the Care Center and invite both staff and passengers.”

Finances and fundraising

Trishaw bikes, while getting more affordable (especially for Canada), are expensive. Fundraising will be one of your main concerns when starting a CWA chapter. This section includes information on budgeting for your chapter, as well as different strategies you can use to raise funds for your bike and annual operating costs.

Budgeting for your CWA chapter

It's important to establish a budget for your CWA operation. Having a sample budget on-hand can help instill confidence in a care facility's administration when attempting to form a partnership. It can also be used to establish fundraising goals for your chapter.

From our interviews, all chapters reported having low operating costs. No major maintenance has had to be conducted on the bikes as the chapters are still relatively

new and the bike usage is low (during a couple of months each year). While costs may vary, below is a summary of the expenses you can expect to accumulate:

Start-up costs:

- Trishaw purchase and shipping
- Insurance
- Bike helmets
- Bike bumps
- Safety vests or t-shirts for pilots
- First aid kits
- Training materials (for pilots)

Annual costs:

- Insurance
- Bike checks (some local bike shops may agree to do these for free)
- Bike parts and maintenance (our interviewees reported low maintenance costs; two chapters spend \$200 per annum on maintenance costs)
- Disinfectant wipes (for helmets, seats, gear)
- Volunteer recognition
- Events budget/registration

Fundraising strategies

A core component of our interviews with CWA chapters was to learn more about what strategies they used to raise money for their trishaws. Unexpectedly, in most cases the care facilities had the finances to purchase the first trishaw for their CWA chapter. Some chapters, however, raised funds externally for subsequent bike purchases. The main methods of raising money were through donations, fundraising, and grants:

- **Donations:** Local foundations and corporations form the primary donor base, however, occasionally individual volunteers or family members of seniors in the care facility contributed to the cause.
- **Events:** Any fundraising event that was conducted was done on a corporate level. The majority of the long-term care homes had a department that would conduct fundraising activities. Some of these activities included a fundraising breakfast, a gala, golf tournaments, and 'bazaars' where volunteers sold items donated by the community.

- **Grants:** Some specific ones that the chapters mentioned included the Kinsmen foundation and specific city grants. This generally paid of a part of the cost associated with the initial purchase of the bike.

The CWA online community is full of alternative examples of fundraising. The website has a page with [detailed fundraising examples](#) that might give you some ideas for how to do your own fundraising. Additional sources of funds can come from different giving communities, which we summarize in Table 2 below.

Table 2. Summary of giving communities and opportunities for fundraising.

Giving Community	Opportunity
Corporations	Corporate sponsorships may involve companies that have social programs whereby they help raise money and dedicate time to a particular cause. Local companies with a strong community support agenda can be approached. You can offer to display the corporation's logo on the trishaw in exchange for their sponsorship.
Social Clubs	Social Clubs, such as golf clubs, can be partnered with to host events to raise money for the purchase of trishaws. This strategy for fundraising is beneficial because social clubs tend to have large community support. Some local social clubs to consider would be Rotary International and Lions Clubs.
Crowdsourcing	Crowdsourcing can be a viable option for raising money, however, it should be conducted on a local level and with adequate advertising in order to gauge interest. Hosting an event that allows the community to hear and understand the impact of the trishaws may make a crowdsourcing campaign more successful rather than just having a website where people can donate online.
Philanthropists	Local foundations interested in helping create and run programs for older individuals in the community would be more likely to sponsor your CWA chapter. Examples of organizations that may be a source of individual philanthropists include Retirees in Motion.

Care Centres	Care Centres may have corporate funding arms that can support the purchase of trishaws. Alternatively, care centres may have supporters who would be willing to purchase the trishaws to get the program started. This was observed in one of the chapters that we interviewed—a family of one of the seniors donated money for the purchase of one bike.
Governments	Government funding can be obtained on the municipal, provincial or federal level. This funding will generally be in the form of grants ¹ . Program evaluations may be a necessary requirement of receiving government funding.

Approaching potential sponsors

In order to receive funding, having a letter and a ‘pitch’ for potential sponsors will be key to generating interest and support for purchasing the bikes. A sample letter can be found in Appendix 4. Some resources to accompany your pitch would include Ole’s Ted Talk, program impact information, and media coverage from other chapters. Another aspect to be mindful of is the way in which the program is pitched. Pitching it as a “community engagement” program may garner more initial interest rather than asking for funding for bikes.

Insurance and Risk Management

One of the biggest difficulties with “buy-in” from a care facility will be around their concerns with risk and liability. A lot of these concerns can be addressed by making sure the CWA program is adequately insured, having clear policies and procedures for facilitating safe rides, and managing liability through having passengers and pilots sign liability waivers. For a more comprehensive risk assessment, see Appendix 5 for a comprehensive risk assessment conducted for a CWA program at the Carrondale Home Centre in the United Kingdom.

Insurance

One of the first challenges you’ll encounter when starting a CWA chapter is the question of insurance, for pilots, volunteers, and the bike. Luckily, in Canada, many care centres

¹ Suggestions for grants specific to the Hamilton community include the [Hamilton Future Fund](#) and an [Ontario Trillium Foundation](#) grant.

have insurance that your CWA program can be added to at no additional cost. Most existing insurance will cover:

- Pilots as they are working volunteers at the home (requires prospective pilots to formally register as a volunteer with the care facility),
- Passengers under “special outings,”
- Bikes under “asset insurance.”

This was confirmed by our interviews with CWA chapters: all passengers and pilots were covered by the facility’s existing insurance policies. Two of the facilities had to add the bike activity onto their asset insurance to become insured like other vehicles used at the facility (e.g., vans).

TIP: Another term you might look for when exploring insurance options at your care facility is “Commercial General Liability insurance.”

Facilitating safe rides

It’s the job of a CWA program to make sure that it’s facilitating safe rides for its pilots and passengers. One of the most important aspects of managing risk is making sure that all relevant personnel know how to safely operate the bike. This starts with making sure that pilots follow a comprehensive training program (see section “Recruiting, Training, and Managing Volunteers”).

Another aspect of facilitating safe rides is making sure that passengers are in good physical condition to participate. This is going to be dependent on the care facility’s own policies as well as the resources available to facilitate safer rides for passengers. Work with your care facility to carefully determine who can safely participate in the rides. From our interviews with CWA chapters, some facilities are more restrictive and exclude passengers with dementia, those with neck or back issues (the bike does not have a neck belt to keep the neck in a safe position), and those with a high bodyweight (one facility denied a passenger who weighed more than 320 pounds). A physiotherapist at one facility had concerns with a passenger with osteoarthritis.

Getting on/off the bike constitutes the most physically demanding activity for many passengers. Assistive technologies can help overcome this challenge. In our interviews, three of the facilities had access to a mechanical lift that they used to assist passengers with getting on and off the bikes. For passengers with reduced ability, a care facility staff or other personal care worker can accompany the passenger for the ride.

TIP: In terms of weather conditions, it's advisable to avoid riding in extreme weather conditions, i.e. snow/ice conditions, heavy rainfall, and extreme heat.

Pilot and passenger liability waivers

A key aspect of managing risk and reducing liability is having both pilots and passengers sign liability waivers. See Appendix 6 for an example of a passenger waiver and Appendix 7 for an example of a pilot waiver, both from the Luthercare facility.

While you are welcome to use these examples as templates, many of the facilities we interviewed consulted with a legal team to help write their liability waiver. All facilities had pilots sign a waiver. As for passengers, either a passenger could read through/sign the waiver on their own or a family member could sign on their behalf.

Volunteer Pilots

CWA is a worldwide success because of its thousands of trained and dedicated volunteer trishaw pilots. This section discusses volunteer recruitment strategies, screening procedures, and training procedures.

Recruiting new volunteers

Sometimes care facility staff will volunteer to take seniors out on rides. In all other cases, you're relying on community volunteers to pilot the trishaw bikes. There are various strategies that can be used to recruit volunteers for your chapter. The following are some strategies that have been used by other care facilities:

- **Word of mouth.** As knowledge about the program increases, people may begin approaching your program without you having to do any targeted outreach.
- **Social media and news outlets.** Facebook, Twitter, Instagram, and care facility newsletters can all be great ways to get the word out that you need volunteers for your program. Posting to local volunteer boards can garner additional interest.
- **Outreach to organizations.** Consider reaching out to local cycling clubs—they're a source of competent riders who might enjoy the opportunity of sharing their skills to help your program.

Box 3: Volunteer Recruitment Tips

- Make sure external organizations can easily contact you (e.g., have an email address you check regularly), as often times individuals and organizations will reach out with their interest to partake in the program.
- Invite family members of residents to become pilots (children and parents can take their grandparent out on the bike!).
- Contact the local police force or other service organization to volunteer on a monthly basis—volunteering helps improve public relations and image.
- When recruiting, make sure to mention the benefits that volunteers may gain from participating in CWA (e.g., physical activity, storytelling with seniors, volunteer appreciation events).
- Consider bringing postcards with information about your chapter on bike rides so that they can be passed out to community members if any approach you while you're out on your ride.
- Training staff members at your facility as pilots may be useful for situations when there are no volunteers available to take residents out on bike rides.

From our interviews, care facilities reported that once their chapter had established a network of volunteers, ongoing recruitment continues to occur through their pre-existing volunteer program, in which a position would be extended to interested applicants applying to a general position at their facility.

Screening volunteers

Screening volunteers ensures that you're recruiting committed, responsible and suited volunteers who will minimize any undue risks when taking seniors out on rides. Each CWA chapter has its own pilot requirements that are best suited for each care facility. Requirements for pilots that were reported in the conducted interviews at long term care facilities as well from other resources (e.g. The Hood, Podio), and that you may like to consider for your CWA chapter includes:

- Drivers licence (e.g. G1)
- Age (e.g. 18-80, teenagers; check the insurance policy as some policies indicate age requirements for coverage)
- Criminal record check/Vulnerable sector check
- Skillful riders/adequate biking skills
- Physically fit
- Vaccination report (e.g. Tuberculosis)
- Volunteer requirements as per the Long-Term Care Act policies within your jurisdiction

In general, volunteers should fill out an application to help ensure they meet your requirements. A sample CWA volunteer application has been provided in Appendix 8. Volunteer Canada also outlines a useful [10-step screening process](#) that may help you select the best-suited pilots for your chapter.

Training pilots

In order to increase safety, reduce liability, and improve volunteer experiences, all volunteers should go through a training program. There are lots of resources on The Hood, such as sample volunteer training manuals, to help you develop a training program. The CWA website also has a page with [training videos](#) that can be shown to new pilots. In general, topics to discuss or consider when training your new volunteers include:

- What CWA is, why it's important, etc.,
- The physical components of the trishaw bike (note: this will allow pilots to better understand if something is not working on the bike),
- How to properly sit on the bike, brake, turn, etc.,
- The rules of the road for cyclists,
- Assisting passengers on/off the bikes,
- How to respond in an emergency situation.

Your volunteer training program should include an opportunity for new volunteers to ride the bike and give practice rides. These can be done in private sessions or group sessions. When beginning your chapter, you might consider reaching out to other chapters in your area and having an experienced pilot come to provide a demonstration and guidance on operating the trishaw bike.

TIP: Consider offering a 'refresher course' before each season (i.e. before the program starts up) to give past volunteers a chance to practice their riding skills – it is important that pilots feel comfortable before giving rides to residents! Also, consider having pilots start by taking only one resident on the bike and, once more comfortable, taking two residents at a time.

TIP: Consider developing a pre-ride and ride checklist for your volunteers to make sure they're set up properly for their ride. A sample of a checklist may be found in Appendix 9. You should keep this checklist, as well as any other important documentation (e.g., bike user manual, emergency contact information, local map, pilot handbook, etc.) on the bike at all times to help avoid problems and navigate roadblocks on the rides.

Daily Operations

Daily operations for CWA chapters vary according to their partnership with the care facility. Some facilities take seniors out on rides throughout the day, year-round, whereas others only operate during specific times of the year. This section discusses days of operation, as well as route selection and tools for scheduling rides.

Days of operation

Bikes generally run from May to September. A common theme among the chapters we interviewed was that the operation of the bikes was weather-dependent. Some chapters were more lenient than others with regard to the weather conditions they would take seniors out on rides. Others had more rigid guidelines to protect the safety of their passengers, and prohibited rides in rain, thunderstorms, and other extreme weather (like heat waves). It's up to you and your care facility what your policy is around weather conditions; some seniors may in fact enjoy the feeling of rain on their skin, but ultimately passenger safety should be the number one priority.

Route selection

Our interviews with CWA chapters generated some important considerations when selecting routes. Some chapters have set routes that pilots must take while others have recommended routes that pilots are permitted to deviate from. All chapters had generally mapped out safe routes prior to receiving approval for operating due to liability requirements. Care facilities reported selecting initial routes based on traffic considerations and the presence of bike lanes, as these factors related to the safety of the rides. Some chapters also had the city involved in helping select bike routes for the trishaws.

Most CWA chapters are continually experimenting with new routes. Over time, some may work well while others do not, as reported by the pilots who used the routes on a daily basis. One of the main factors is the busyness of the street. In particular, pilots noticed that routes that involved core downtown streets tended to take longer due to maneuvering around both motor and walking traffic. For this reason, alternative routes were considered to avoid the downtown core.

Overall, chapters seemed to prefer more scenic and low traffic routes. One chapter even reported having a sunset ride that has become very popular due to its serenity. Other chapters report having pilots and residents explore scenic routes within their comfort, which generally relates to the pilot's biking expertise.

Scheduling rides

Based on our interviews with CWA chapters, a volunteer coordinator or program coordinator handled the scheduling of rides. Most often, this takes the form of pre-establishing “time slots” where that seniors in the facility can reserve. These time slots can be based on specific volunteers’ availability, or volunteers can sign up to take a passenger (who has already reserved a time slot) on a ride. When scheduling rides, it’s important to consider the availability of nurses in the long-term care facilities who might be involved in helping older adults get on and off the bikes.

Some chapters reported using SignUp Genius to help them manage scheduling for multiple bikes across multiple locations. This platform allows care facility staff to book in the passenger and allows pilots to access the system and book themselves in for rides. The system also allows for notes to be added that pertain to specific considerations for the passengers (e.g., relevant physical and/or mental health conditions).

Media and Publicity

Having a dedicated team of employees or students who can help initiate and plan awareness about the CWA program can be very beneficial. Contacting news agencies (television and paper), using social media, and hosting campaigns or events can expedite the community’s awareness about the CWA program and help in recruiting volunteers, gaining traction to grow as a program, and encouraging other chapters to open in the area.

Importance of community events and news agencies

In our interviews, CWA chapters all had the same recommendation: get involved in the community! A great way to gain publicity is to attend community events, markets, and parades with your bike(s) so that people can see what you are doing and give you the opportunity to speak with them directly. It is also important to reach out to different levels of community leadership and governments to promote your initiative.

News agencies can be instrumental in raising awareness about the CWA program quickly and effectively to a larger community audience. For example, when the Bruyère home first went live, they invited multiple news agencies such as CBC, CTV, and local French and English papers to report on the event and program. This helped to expedite the process of opening other CWA chapters in Ottawa, as many organizers and volunteers immediately reached out to Bruyère after watching or reading about the CWA program on the news



Seniors are easy riders in **Bruyère's** new **biking** program

Ottawa Citizen - Jul. 27, 2016

At the core of Bruyère Continuing Care's "Cycling Without Age" program is a new pedicab-type trike with a relaxing two-person seat at the front, ...



Helping seniors, one **bike** ride at a time

CTV News - Jul. 27, 2016

Cycling Without Age enlists volunteer "pilots" to give seniors bike rides in a ...
Bruyère's bike is one of just a few in Canada, and the first at any ...



Cycling without Age: How a Danish bike fan brought pedal power to ...

Ottawa Citizen - Oct. 18, 2017

Five years later, **Cycling without Age** is a worldwide phenomena, operating ...
Danish-built rickshaws in use at its Elisabeth Bruyère Hospital in ...



Bruyère bike project gets seniors back in the saddle

CBC.ca - Jul. 31, 2016

'Cycling Without Age' bike project aims to get seniors and volunteers ... **Bruyère**
Village has unveiled a bicycle built especially to take its elderly ...

Image 2: Select News Articles about Bruyère's CWA program.

Social media

CWA is present on several platforms, such as Facebook, Instagram, and Twitter, in several languages. Ideally, an interested videographer, photographer, or Youtuber can be enlisted to help with social media content generation and promotion.

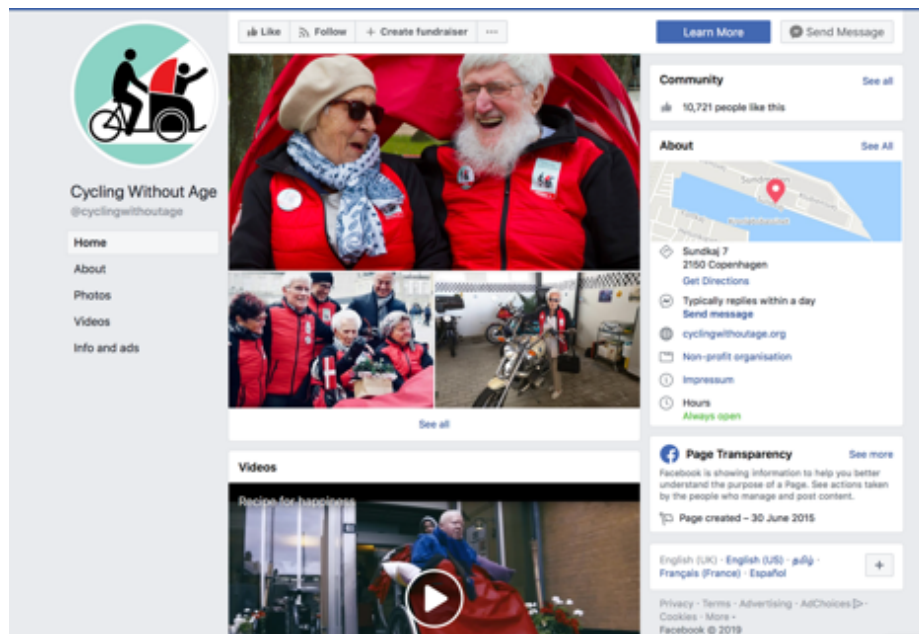


Image 3. Global CWA Facebook Profile.

CWA has an official global Facebook page, as well as ones for country chapters like Scotland, Switzerland, Singapore, and France. Some local chapters have their own groups, like Brockville, Ontario and Loudon, Massachusetts, as well as homes like Miravida Living in Wisconsin. If you wish to create a local group, please name it similarly, for instance “Stories from Cycling Without Age [Name of chapter]”

If your care facility already has a Facebook page, like Bruyère, feel free to leverage it to promote CWA activities. Facebook is a great way to share testimonials, news articles, and information as well as promote fundraising activities, social events and community engagement.

Instagram and Twitter are also a fantastic way to share photos, videos, and stories for inspiration, advocacy and awareness. Please tweet and post using either the the #CyclingWithoutAge hashtag or @cyclewithoutage (note the spelling).

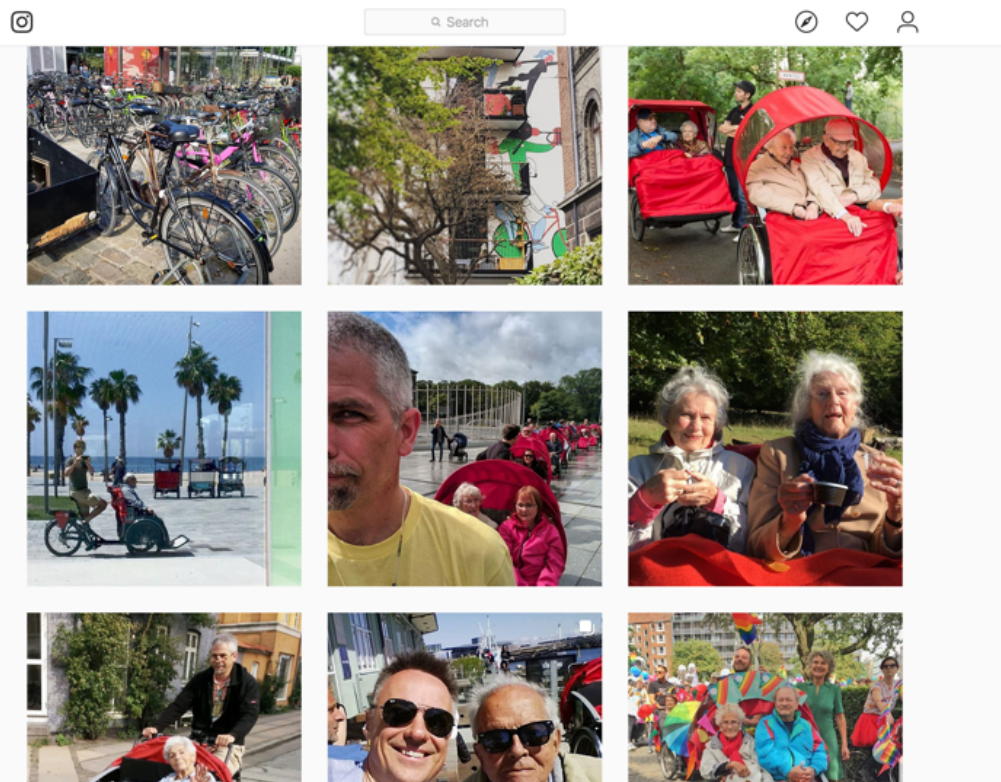


Image 4. Official English CWA Instagram Page.

Other ways to raise publicity

Publicity often starts from the inside, and every CWA chapter has its own recommendations regarding the best way CWA team members, volunteers and facilitators can help raise awareness about their program. Some suggestions include:

- Equip bikes with CWA and/or the LTC logo
- Create bilingual CWA postcards that volunteers can bring with them on rides, and distribute them to anyone who is interested in helping
- Prepare communication materials (e.g., a PowerPoint presentation) that can be easily tweaked and presented to interested partners, organizations, conferences, and/or at community events.
- Request an official CWA email address. The standard is to use the first name or surname followed by your local country domain. For instance: christian@cyclingwithoutage.com. To have a personal email, you must be officially affiliated with your local chapter – you can request an official email address.

- Build a local website such as Victoria in Canada. The Canadian CWA website is a great resource but if you wish to get access to building and editing your local chapter, please send a request and state which chapter you are affiliated with.
- Host events encouraging volunteers, families and community members to raise funds for the CWA initiative (ex. community BBQs, press release, participate in the Santa Clause Parade, etc.).

Appendix 1: Chapter Interview Summaries

Chapter backgrounds

Chapter	Launch Date	Location	History
Dundas Manor	2017	Winchester, ON	<ul style="list-style-type: none"> -The chapter organizer was inspired to start their chapter after seeing a news clip about a CWA program at the Bruyere facility in Ottawa. -The chapter organizer connected with the organizer at Bruyere who walked them through the process of setting up a chapter. -Dundas Manor purchased a bike and prepped their facility for the program in winter, 2016. They received the bike in February 2017. Letters were sent to residents about the program in March, and staff training occurred in April. The first ride happened shortly after.
Bruyère (Orléans)	2016	Ottawa, ON	-Bruyere was the first home to be affiliated with CWA in Ottawa (October 2015) and the discussions moved forward with an official media launch on July 27, 2016
LutherCare Communities	2017	Saskatoon, SK	-Chapter launched program in July-August. Bikes were ordered in October 2017. Bikes are shared within corporation, which includes senior housing and group homes.
Bruyère (Continuing Care)	July, 2016	Ottawa, ON	-This is the second location site in Ottawa. Bruyère Continuing Care was granted affiliation from CWA in the summer of 2015

Loch Lomond Villa	September 2015	Saint John, NB	-This is the first CWA chapter to open in Canada. Learned about the program through colleagues of the co-founder. They met one of the co-founders in Copenhagen in May. September they were well-established. In 2016, sent one of their pilots to the summits in Copenhagen.
-------------------	----------------	----------------	---

Bikes

Chapter	# of Bikes	Maintenance	Accessibility
Dundas Manor	1	-Tire pressure has been the only maintenance item so far. An on-site maintenance employee is responsible for checking and maintaining the tire pressure.	-The facility is selective about who can go on rides. Currently, individuals with severely reduced mental abilities (e.g., dementia) are excluded. -The facility works with nursing staff to assist those with mobility issues (e.g., folks in wheelchairs) go for rides.
Bruyère (Orléans)	2	-Tires, brake cables, adjustments to seats, regular chain maintenance (i.e. regular bike maintenance)	-If a resident cannot support their neck/neck they are discouraged from riding as the bike has no belts for the neck. There is also concern with residents who have a back issue, otherwise, residents with dementia, complete blindness, and even autistic children have been taken out for rides.
LutherCare	2 bikes currently; 2	-To date, they have only incurred cost from wheel	-Nursing home staff assist older individuals to safely get on and off bike

Communities	more will be purchased for this season	<p>repair caused by an accidental mishap to bike (minimal cost)</p> <p>-Other costs include: carrier bags, pump for tires, disinfectant wipes, locks, flags, helmets</p> <p>-One-year free warranty and adjustments for bike</p>	<p>-Nursing staff will also accompany riders</p> <p>-It has been found that the bike is still accessible for those using a cane or walker</p>
Bruyère (Continuing Care)	-2 bikes (one of the original trishaws and one in 2017 of a newer style)	<p>-Small budget allocated for bike maintenance</p> <p>-After 1500 km, the bike needs to be checked out</p> <p>-As of yet, maintenance fees have not been more than \$200 per annum</p> <p>-Tire repair (limited cost)</p>	<p>-Weight restrictions (had to deny a rider weighing more than 320 pounds)</p> <p>-Physiotherapist had concerns regarding seniors with osteoarthritis (however, have not denied anyone as of yet)</p> <p>-Use of mechanical lift to demonstrate to some seniors needing specialty seating and head rest that it would not be a good idea to ride the bike</p> <p>-Most volunteers are bilingual (try to pair people up appropriately with the preferred language of the pilots)</p> <p>-Nursing staff involved in mechanical lifts (one in morning and one in afternoon)</p>
Loch Lomond Villa	-2 bikes	<p>-Very low maintenance, around \$200 per annum for service checks (which are completed every 1000-1200 km)</p>	<p>-Highly accessible, all residents are able to use the bike</p> <p>-Loch Villa makes use of the lift program to help residents with physical limitations</p> <p>-Nursing staff helps with onboarding residents on and off bike</p> <p>-Bike will be brought into residents' rooms</p>

		<ul style="list-style-type: none"> -Have not experienced any major issues (have had the bikes for 3 ½ years) -Have checked brakes 	-Length of ride depends on resident's comfort
--	--	---	---

Rides

Chapter	Operating Months	Route Selection	Weather Considerations
Dundas Manor	May to September; also take bikes out for Santa Claus Parade	<ul style="list-style-type: none"> -The chapter currently has two routes mapped out that run through a nearby subdivision. -Uptown has a lot of traffic and lacks bike lanes so they avoid this area. -Picky with route selection due to safety concerns but wants to expand the routes they offer. 	-Rides are weather permitting. They do not go out in the rain or snow.
Bruyère (Orléans)	mid-May to mid-September; also take bikes out for Santa Claus Parade	<ul style="list-style-type: none"> -Bruyere residents will take rides along bike pass, along the river (outskirts of city). -Another path goes through downtown, passing the Governor General's house. -In other words, interesting, scenic routes are preferred by volunteers and residents. -Main roads are avoided, passing mostly through subdivisions – residents want to see “gardens and beauty and....sometimes kids playing soccer.” 	-Rides are weather permitting. They do not go out in the rain or snow.

		<ul style="list-style-type: none"> -Sunset ride is also offered. -Rides are about 1.5 hours 	
LutherCare Communities	April to September (from when the snow melts to when it gets cold again)	<ul style="list-style-type: none"> -Were under the impression that routes needed to be set out so LutherCare Communities initially established two main biking routes -However, as CWA program became more established and chapter gained a volunteer base of avid cyclists, routes became fluid and volunteers started to create their own routes. Routes were modified to ensure they were adhering to time constraints 	<ul style="list-style-type: none"> -Weather permitting; use of judgement -If weather becomes unsafe, volunteers are instructed to come back
Bruyère (Continuing Care)	Long weekend in May until the end of October, bike is used for Christmas parade in December	<ul style="list-style-type: none"> -Initially began with specific routes; however, because the downtown core could not accommodate the routes, they became a little more flexible → three main routes downtown, but allowed to go off the route a bit -In Orleans, there are 2 prescribed routes, but one of the routes is more readily used 	<ul style="list-style-type: none"> -Weather permitting. If there is any type of weather warning, bike rides will not take place -In extreme heat, bike rides will only occur before noon
Loch Lomond Villa	End of April to October, will use bike through winter months (i.e. through the hallways) and	<ul style="list-style-type: none"> -Has both flexible routes and predetermined routes - Started with flexible routes; pilots could take residents on routes of their choice - Not an entirely bike safe city yet, therefore they worked with City of Saint John to determine safe bike routes 	<ul style="list-style-type: none"> -They can go out in the different weather conditions, but most choose not to go out (too cold, wet outside, etc.) -Use of judgement

	for celebrations (Valentine's Day, Christmas, etc.)	<ul style="list-style-type: none"> - Communication and education department → Presented the program to city hall, council chambers and made safe routes - Seasoned pilots took residents everywhere - Pilots can go wherever residents feel most comfortable going - Most liked route is the park which is a few km away from the facility 	
--	---	--	--

Volunteers

Chapter	# Volunteers	Requirements	Recruitment	Training
Dundas Manor	5'ish staff members, one community volunteer	<ul style="list-style-type: none"> -Selective with volunteers; must be skilled riders. -Volunteers are screened according to Long-term Care Act policies (e.g., criminal record check, good physical condition). -No specific screening 	-Recruits via their website, Facebook, and local newspaper	<ul style="list-style-type: none"> -Use a training manual they received from the Bruyere chapter. -Bruyere chapter organizer came to facility and did step-by-step demonstration on using the bike. -Have a user-friendly checklist for every ride.

		procedures relating to CWA activities.		
Bruyère (Orléans)	- ~20 volunteers; will ride 1-2 times a month/ weekly, depending on volunteer's preference	-Cannot be older than 80 years old - Must have driver's license. (G1). -Must also be physically able, with a completed police check, and vaccination listing (especially TB vaccine)	-A large cohort of the volunteers are actually family members of residents themselves, who use the time as a fun group activity where kids and parents can ride along grandmother/father -Currently also working with a local OPP detachment to encourage their staff to come 1-2 days a month to volunteer (helps with OPP PR, community engagement) -Reach out to rotary clubs, Retirees in Motions club (coast-to-coast) - Bruyer also has created bilingual postcards that volunteers take out while on rides and give to anyone they pass who is interested in volunteering	-Chapter organizer came to facility and did step-by-step demonstration on using the bike; spent an hour with new volunteers going through the physical components of the bike, how to handle the bike, and give them practice with a passenger. -Volunteers will practice and start providing rides when they are comfortable. -The volunteer will always start with one passenger, and as the volunteer becomes more and more comfortable, a second passenger can be added.
Luthercare Communities	-10 community volunteers	-Criminal record check	-Word of mouth, advertising at the university; many volunteers	-Staff train volunteers -Use of pilot/volunteer handbook (borrowed from existing chapter)

	-22 trained staff, but not all staff have gone out	-Must be physically fit and be able to do a minimum of 30 minutes of biking activity	ended up being cyclists in the community	-Instructed volunteers to watch CWA training videos (available on the CWA website) -PowerPoint presentation to outline the program and how it works -Physical training on the bike after volunteers have watched the videos/PowerPoint
Bruyère (Continuing Care)	Between the two location sites there are 30-35 volunteers	-Age requirement (18-80) -Valid driver's license	-Recruitment took place both internally within the organization (recreational staff) and externally through Volunteer Ottawa which has a job description/volunteer posting -Recreational staff will be the pilot if there are no volunteers available	-Training begins with orientation and 'show and tell of bike', volunteers then get opportunity to ride bike -Full physical orientation for the bike and a volunteer (Staff demonstrates how to use it and make use of a training checklist) -Staff signs off on volunteers ready to ride bike with people on it (some will use it 2-3 times prior)
Loch Lomond Villa	-15 volunteers -Staff also take	-Standard volunteer requirements from Long Term Care policies (i.e. references, criminal	-Initially done in 2015 by staff through word of mouth -Reached out to cycling community within Saint John	-All volunteer get thorough training, use of checklist, given opportunity to ride the bike (one on one and group sessions)

	residents out	background check, etc.) -18 years old requirement -No driver's license necessary -Must have adequate biking skills	-Pre-existing volunteer system in place/utilize volunteer program at the Villa -Screening process includes application and interview	-Getting ready for the season, they will also offer a refresher for whoever would like to practice using the bike before taking out residents (e.g., offer a few afternoon and evening sessions to try/practice using the bike) -Communication material → safety check and manual given to pilots
--	---------------	---	---	--

Liability

Chapter	Volunteer Liability	Passenger Liability
Dundas Manor	-Staff and volunteers are covered by Dundas Manor insurance policy. They simply had to add the bike activity onto their existing insurance.	-In consultation with their insurance company and a lawyer, developed a waiver for passengers to sign to protect the facility from liability. -Consent process is “extreme” and warns of potential exposure to heat, dehydration, wild animals, etc.
Bruyère (Orléans)	-Since home owns the bike, volunteers are covered by the home's insurance. Both resident and	-Residents or consenting family members sign the waiver stating that the resident can

	volunteers sign waiver. Bruyère has a legal team who was involved in writing the waiver form.	go out on the bike but cannot hold the home responsible for any issues.
LutherCare Communities	-LutherCare Communities volunteers are covered/insured under LutherCare Communities policy (under VP of corporate services) once a waiver is signed.	-Passengers or residents of the facility are covered under LutherCare Communities policy once a waiver is signed.
Bruyère (Continuing Care)	-Covered under hospital insurance -Involvement of hospital lawyer and department of risk management (sourced out the insurance) -Insurance will only cover those aged 18-80	-Covered under hospital insurance -Waiver for residents and family members, can have a substitute decision maker sign off on waiver for resident
Loch Lomond Villa	-Pilot signs waiver when they become a volunteer -Bike fits under LTC facility insurance and it becomes insured just like the other vehicles used at Loch Villa (vans, etc.) → assumes that pilots would also fall under this insurance policy	-The residents and family members sign participation waivers yearly -LTC facility insurance, assumes that passengers would also fall under this insurance policy

Operating costs

Chapter	Bike Purchasing Cost	Bike Maintenance/Repairs	Other Costs
Dundas Manor	-Around \$10,000	-N/A	-Helmets, totes for bike, sunglasses, sunscreen, First Aid kit.

Bruyère (Orléans)	-Around \$10,000 Note new bikes that Jane Hu are introducing are ~\$7500	-low costs	-brake cables, tires, helmets
LutherCare Communities	\$12,000 per bike	-Low cost associated with wheel repair from accidental bike mishap (driving over curb) -One-year free warranty and adjustment from location where bike was purchased	-Costs for: flags, carrier bag, helmets, such costs, pump for the tires, disinfectant wipes, locks
Bruyère (Continuing Care)	\$10,000 for first bike and around \$11,000 for second bike (newer model)	-Around \$200 for seating	-Bike seats, cell phone for both bikes, vest for pilot
Loch Lomond Villa	Around \$8,000	-Roughly \$200 for the year (bike checks)	N/A → most of this is donated through pilots

Fundraising

Chapter	Fundraising Activities/Strategies
Dundas Manor	-The facility had budget to purchase the bike and accessories. Did not need to fundraise.
Bruyère (Orléans)	-Bruyère has a budget set aside for bikes, and welcomes fundraising and/or donations

LutherCare Communities	<ul style="list-style-type: none"> -Foundation department within corporation is responsible for fundraising -Foundation conducted a fundraising breakfast and gala to raise money specifically for the bikes -Applied for grant through a charity (Kinsman Foundation), which funded one of the bikes
Bruyère (Continuing Care)	<ul style="list-style-type: none"> -First bike was paid for by volunteers who operated 2 bazaars throughout the year, volunteers also donated money, hosted golf tournament to raise funds -Second bike was gifted by the Taggard Family Foundation
Loch Lomond Villa	<ul style="list-style-type: none"> -Community donation, grant funding, the LTC foundation gave some money as well -Did not have to host any fundraising events

Communications and publicity

Chapter	Communication Initiatives	Communication Materials
Dundas Manor	-Sent out letters to local newspapers to advertise/promote the initiative	-N/A
Bruyère (Orléans)	<ul style="list-style-type: none"> -Bruyère has a dedicated media (PR) team that was leveraged to raise awareness about the CWA initiative. -On Launch Day: CBC, CTV, local English and French papers, Facebook and Twitter were used. This actually expedited the process of opening other CWA chapters in Ottawa, as many organizations immediately reached out to Gary after launch day. 	<ul style="list-style-type: none"> -Coordinator has a PowerPoint presentation ready that he tweaks and uses when interested organizations, e.g. rotary clubs, reach out to him -Bilingual postcards are given to volunteers to take out while on rides and give to anyone they pass who is interested in the program

LutherCare Communities	<ul style="list-style-type: none"> -Public relations department was responsible for communication efforts -News release through 3 news outlets 	<ul style="list-style-type: none"> -Bikes have corporate logo on them -T-shirt for volunteers -Pilot/volunteer has a lanyard with LutherCare Communities credentials and emergency information
Bruyère (Continuing Care)	<ul style="list-style-type: none"> -Local media involved -Bike launch for both bikes -5 media stories for the first launch 	<ul style="list-style-type: none"> -Use of social media, pamphlets; advertise on bike unit -Use of personal story on website (volunteer was diagnosed with brain tumor and was in palliative care and was taken out on the bike)
Loch Lomond Villa	<ul style="list-style-type: none"> -Press releases, invitations to different levels of government, over 150 people attended the day of launching -Community rides → many brought own bikes, police came with their bikes 	<ul style="list-style-type: none"> -Banners hung on street, volunteers are given CWA t-shirts (however, it is not required that they wear them) -Emails sent about CWA program

Program impact

Chapter	Passenger Impact	Volunteer/Staff Impact
Dundas Manor	<ul style="list-style-type: none"> -“It’s hard to put into words, it’s just a beautiful thing” -Restless residents appear happy and settled when riding; make great conversation. -A student will be evaluating the program impact in the future. 	<ul style="list-style-type: none"> -The staff really enjoy the program. -There’s a team-building element as staff try to solve challenges like mechanically lifting mobility-challenged residents onto the bike.

Bruyère (Orléans)	<ul style="list-style-type: none"> -This alleviates social isolation, i.e. it is an exciting part of many residents otherwise monotonous weekly routine -<i>“That bike was what made my mom laugh for as long as she did”</i> -<i>“Just to feel a little bit of a breeze, across your face....that makes a huge difference”</i> 	<ul style="list-style-type: none"> -Interesting for therapy professionals (e.g., take residents out for some fresh air and bike around the tulip festival) -Reduces nursing workload as residents are taken out and come back with more positive attitudes -<i>“All I did was [take them on a bike]...but it was phenomenal...to me it was life-changing, just to see smiles”</i> -It’s great because <i>“you know you’ve made someone happy”</i>
LutherCare Communities	<ul style="list-style-type: none"> -<i>“Without a doubt, every person was elated that they went on the ride and it brightened up their day”</i> -However, have not measured program impact in a systematic way -Hoping to incorporate measure of impact in daily questionnaire administered by nurses (when the program is started in their nursing home and dementia unit) 	<ul style="list-style-type: none"> -Development of social skills through interactions with seniors
Bruyère (Continuing Care)	<ul style="list-style-type: none"> -Lots of positive feedback during the first year when they conducted a survey, pictures with people smiling -Residents would like to have longer trips on the bike 	<ul style="list-style-type: none"> -Volunteers are thrilled with their experience -Lots of repeat volunteers

Loch Lomond Villa	<p>-“Oh my, I could give you dozens of testimonials, there are relationships that have been built”</p> <p>-Being outside meant a lot to residents, especially for an Indigenous resident where experiences in nature are important</p> <p>-The right to wind in your hair, the freedom induced from getting on the trishaw</p> <p>-Improved socialization and CWA has become a weekly recreational activity to partake in</p> <p>-Lots of relationships and rapport built between residents</p>	<p>-Ongoing relationships with residents</p> <p>-Positive experience</p> <p>-Fosters special relationships → e.g. granddaughter and grandma who suffered from a stroke who could go on the bike together</p> <p>-More engaged pilots create for a better experience</p>
-------------------	---	---

Lessons learned

Chapter	Major Challenges	Recommendations to Future Chapters
Dundas Manor	<p>-Safety and risk mitigation has been the biggest challenge and required the most consideration. Families entrust loved ones in their care and there's a lot of legislation around keeping residents safe from harm.</p>	<p>-Having assistance from Bruyere was essential to things going smoothly, i.e. knowledge sharing between chapters.</p> <p>-Many resources already exist, simply had to tweak the information to fit their context.</p>
Bruyère (Orléans)	<p>-Explaining liability concerns to interested organizations and facilities</p>	<p>-Publicity is important, making sure media is aware and community is engaged</p> <p>-Important to work with homes, hospitals who may have means to purchase/obtain funds for bikes</p>

		<p>-“Don’t give up!”</p> <p>-Reach out to large realtors/large corporations to fund or sponsor half the cost of bike (CSR initiative + can sell it as a PR initiative/advertising opportunity)</p>
LutherCare Communities	<p>-Challenges associated with retrieval of bikes: took over 6 months to get the bikes, issues with distribution (were told the bikes were coming in March but ended up coming in late May)</p> <p>-Time to get training regime in place (i.e. took a long time to get the training guide and manual up to speed and in agreement with the facility)</p>	
Bruyère (Continuing Care)	<p>-Transferring people from wheel chairs to the bike using a mechanical lift (time consuming)</p>	<p>-Use of Outlook calendar with pilot name, resident and resident information so that volunteers can be prepared. Volunteers login and get notifications about weather conditions here as well</p>
Loch Lomond Villa	<p>-Not a roadblock, however, this LTC facility has lost some volunteers when they have realized the extent of the commitment for training/becoming a pilot</p>	<p>-Continuous public relations</p> <p>-Parked bike at the front of the building so everyone can see</p> <p>-Must have a key person to rely and count on, build the trust and comfort level of the program</p> <p>-Pilots need to know what to do if something goes wrong</p>

Appendix 2: Review of Research Supporting CWA's Benefits

This short literature review examines the social, physical and community benefits of Cycling Without Age (CWA) at the individual (i.e. volunteers and seniors who are riding) and organizational level (i.e. society). We hope this information will help existing and interested CWA chapter organizers communicate the benefits of this program to its stakeholders, including community members, long-term care facilities, volunteers, and potential funders.

Social benefits

Engaging volunteers and seniors in CWA has many community benefits. Some of these benefits include fostering intergenerational friendships, connecting seniors with their communities and reducing ageism and stereotypes against seniors and youth (American Public Health Association [APHA], 2013; McNamara, 2017; McNiel & Westphal, 2018).

Several studies have evaluated CWA's potential to connect seniors with their community and physical surroundings. For instance, a team of researchers in Barcelona compared the satisfaction of seniors before and after they participated in a CWA program. This study demonstrated that those who partook in CWA indicated a high degree of satisfaction with the program, especially with regards to building positive relationships with young(er) volunteers (Salas, 2018). In another study in Wisconsin, United States, qualitative interviews with nursing home residents participating in CWA found that residents highly enjoyed being outside and noted that they enjoyed having the opportunity to see city sights (McNiel & Westphal, 2018). Another positive outcome was the opportunity for seniors to engage with the pilot and community members, including being able to wave, smile, chat, and share fond memories (McNiel & Westphal, 2018). CWA encourages pilots and passengers to share stories and carry out conversations, which can create a sense of nostalgia for seniors (CWA, n.d.). Studies have also demonstrated that engagement with nature through a program that encourages physical activity can build a sense of stewardship and care for the environment; in other words, such programs can encourage an awareness and advocacy for green spaces as well as communal environmental consciousness in volunteers and program facilitators (APHA, 2013).

CWA also has the potential to strengthen relationships between older and younger generations. Research suggests that intergenerational programs, i.e. programs that bring together people of diverse ages, can bridge generational gaps. For instance, a

study in based in New York assessed the outcomes of an intergenerational community service program called “Neighbourhoods 2000,” which was implemented in seven American neighbourhoods. (Kaplan, 1997) This program aimed to bring young adolescents and seniors from the same community together to partake in school activities such as community service projects, service-learning/tutoring programs, and culture preservation workshops (Kaplan, 1997). Case study data demonstrated that this program helped eradicate age-related stereotypes (for both young and old people) and helped build a sense of camaraderie among youth and seniors (Kaplan, 1997). The program also created a sense of “citizen responsibility and community activism” for youth, promoted community improvement, and allowed for an exchange of perspectives (Kaplan, 1997). Many studies have found that intergenerational contact can positively change existing views of elderly people and that intergenerational contact is related to more positive interactions with the elderly and less intergroup anxiety (McNamara, 2017; Alcock et al, 2011; Hutchison et al, 2010). Research also suggests that intergenerational contact among youth and older people can result in an increased interest among youth in working with older people in the future (McNamara, 2017).

Health benefits (physical and mental)

The public is increasingly concerned about the effects of social isolation on the elderly population, and the literature suggests that isolated seniors experience higher rates of anxiety, depress as well as other physical and mental decline (Kono et al, 2004; Harada *et al.*, 2016). CWA chapters can help eradicate social isolation in elderly communities through its innovative model. Ole Kassow, founder of CWA, suggests that the program can foster positive intergenerational friendships leading to improved health and wellbeing for both volunteers and seniors (CWA, n.d.). For one, CWA provides companionship by facilitating interaction between seniors and volunteers, who can socialize and engage in storytelling. By taking residents out on rides, CWA also connects the elderly with their community, familiarizing them with their neighbours and physical surroundings (Hu, 2019). For example, “*CWA chapters partner with local coffee shops, tea houses and ice-cream parlours so they can stop for a treat and socialize with their neighbours*”, and as such the most impactful aspect of the program is paving the way for seniors to become familiarized with their community, allowing them to habitually and comfortably reintegrate into society. (Hu, 2019). In addition, CWA increases the frequency that seniors engage in and participate in outdoor activity with others, which can facilitate a subsequent reduction in social isolation amongst participants(Hu, 2019).

Many studies show that connecting seniors with their physical surroundings is instrumental to improving their physical and mental health. Simply going out and

enjoying the outdoors is associated with increased disability recovery for elderly patients and residents living in care homes (Fujita et al., 2006; Sugiyama et al., 2007). A two-year study of seniors in rural Japan saw that increasing the frequency of outdoor exposure was directly correlated with higher levels of disability recovery, self-care, confidence, and social engagement. In a recent survey research, it was found that seniors who go outdoors more than once a week tended to have higher cognitive capacity and physical functionality than those who did not (Hadara et al, 2016). Another survey-based study indicated that seniors who go outdoors more than four times a week for even simple reasons like shopping, taking a walk, or working in the garden or field reported less cognitive impairment, greater desire to be socially active, less depressive episodes, and greater self-efficacy (Kono et al, 2004).

Increased contact with nature and the environment also has many health outcomes. For example, contact with nature helps with stress regulation, and studies have found a connection between being present in nature and a healthier immune system; in addition, having access to nature has been related to better health outcomes by lowering levels of mortality and illness, lessening stress, building a greater sense of wellbeing and increasing social capital (APHA, 2013). For the volunteers piloting the bikes, research indicates that ‘green exercise’ or physical activity taking place in nature or outdoors can result in increased feelings of enjoyment, energy, vitality, restoration, and self-esteem (APHA, 2013).

The positive therapeutic effects of structured outdoor activity in care facility residents with dementia has also been extensively studied. One study showed that residents had improved sleep duration and decreased verbal agitation when encouraged to participate in daily outdoor activities (Connel *et al.*, 2007)). A pre- and post-intervention study based on a CWA chapter in Barcelona showed that residents also had better sleep, mobility, and pain tolerance as a result of more outdoor activity (Salas, 2008). Further, residents also expressed greater social and life satisfaction (Salas, 2008).

Conclusion

The research states that outdoor recreational activity and exposure to one’s community and physical surroundings has significant positive benefits for seniors’ social lives, as well as their mental and physical health. As CWA involves taking seniors out of their home, exposing them to the outdoors, and connecting them with a community member to chat and share stories, this initiative is a complement to their health and well-being.

References

- Alcock, C. L., Camic, P. M., Barker, C., Haridi, C., & Raven, R. (2011). Intergenerational practice in the community: A focused ethnographic evaluation. *Journal of Community & Applied Social Psychology*, 21(5), 419-432. doi:10.1002/casp.1084
- American Public Health Association (APHA). (2013, November 05). Improving Health and Wellness through Access to Nature. Retrieved from <https://www.apha.org/policies-and-advocacy/public-health-policy-statements/policy-database/2014/07/08/09/18/improving-health-and-wellness-through-access-to-nature>
- Cycling Without Age (CWA). (n.d.). The Right To Wind In Your Hair. Retrieved from <https://cyclingwithoutage.ca/>
- Connell, B. R., Sanford, J. A., & Lewis, D. (2007). Therapeutic Effects of an Outdoor Activity Program on Nursing Home Residents with Dementia. *Journal of Housing For the Elderly*, 21(3-4), 194-209. doi:10.1300/j081v21n03_10
- Fujita, K., Fujiwara, Y., Chaves, P. H., Motohashi, Y., & Shinkai, S. (2006). Frequency of Going Outdoors as a Good Predictors for Incident Disability of Physical Function as well as Disability Recovery in Community-Dwelling Older Adults in Rural Japan. *Journal of Epidemiology*, 16(6), 261-270. doi:10.2188/jea.16.261
- Harada, K., Lee, S., Park, H., Shimada, H., Makizako, H., Doi, T., Yoshida, D., Tsutsumimoto, K., Anan, Y., Uemura, K., Suzuki, T. (2015). Going outdoors and cognitive function among community-dwelling older adults: Moderating role of physical function. *Geriatrics & Gerontology International*, 16(1), 65-73. doi:10.1111/ggi.12437
- Hu, J. (2019). New Horizons for Seniors Pan-Canadian Projects [PDF]
- Hutchison, P., Fox, E., Laas, A. M., Matharu, J., & Urzi, S. (2010). Anxiety, Outcome Expectancies, and Young Peoples Willingness to Engage in Contact with the Elderly. *Educational Gerontology*, 36(10-11), 1008-1021. doi:10.1080/03601271003723586
- Kaplan M. (1997). The Benefits of Intergenerational Community Service Projects, *Journal of Gerontological Social Work*, 28:3, 211-228
- Kono, A., Kai, I., Sakato, C., & Rubenstein, L. Z. (2004). Frequency of Going Outdoors: A Predictor of Functional and Psychosocial Change Among Ambulatory Frail

Elders Living at Home. *The Journals of Gerontology Series A: Biological Sciences and Medical Sciences*, 59(3). doi:10.1093/gerona/59.3.m275

McNamara, I. (2017). The Impact of Intergenerational Projects on the Younger Person's View of Older People. *Journal of Social Care*, 1(1). doi:10.21427/D79Q88

McNiel, P., Westphal, J. (2018). *Final Report Project: Cycling Without Age* [PDF].

Salas, K. (2018). *Impact of "Cycling Without Age" on the health of the elderly* [PDF].

Retrieved from <http://communitylighteldernetwork.org/wp-content/uploads/Impact-study-on-health-benefits-and-well-being.pdf>

Appendix 3: Sample Introductory Package for Potential Project Partners

Below is a sample cover letter and introductory package that can be sent to potential CWA chapter partners. Note that the original file used a letterhead with the CWA logo at the top modified to include the name of the chapter.

Sample cover letter

Dear _____,

I would like to introduce you to Cycling Without Age – a 100% volunteer organization that takes the elderly and less abled citizens out for free bike rides in specialized bicycles called trishaws. This program has grown rapidly throughout the world and is now represented in 37 countries with more than 1,100 chapter locations existing around the world using over 1,500 trishaws with over 10,000 volunteers involved.

The elderly often experience a loss of mobility leading to social isolation, loneliness and depression. Cycling Without Age provides the elderly and less abled with the opportunity to remain an active part of society and to experience life beyond the confines of their residence or nursing home. The program gives them the right to wind in their hair, the ability to connect with nature, and the chance to share their stories.

I have included a detailed summary of Cycling Without age in the enclosed attachment titled 'Introduction to CWA' along with letters conveying the success of the programs in Canmore and Camrose Alberta (written to the Volunteer Affiliate in Invermere B.C.).

I look forward to further discussion regarding the Vernon and Coldstream Chapter of Cycling Without Age.

Best Wishes,

Sample introductory package

SNAPSHOT

Cycling Without Age – a non-profit organization - was established in 2012 in Copenhagen Denmark. It is a 100% volunteer organization that takes the elderly and less abled citizens out for free bike rides in specialized bicycles called trishaws. This program has grown rapidly throughout the world and is now represented in 37 countries with more than 1,100 chapter locations existing around the world using over 1,500 trishaws with over 10,000 volunteers involved.

The elderly often experience a loss of mobility leading to social isolation, loneliness and depression. Cycling Without Age provides the elderly and less abled with an opportunity to remain an active part of society and to experience life beyond the confines of their residence or nursing home. The program gives them the right to wind in their hair, the ability to connect with nature, and the chance to share their stories.

ABOUT

Local volunteers called 'pilots' visit care and senior centers/facilities around the community and offer residents an opportunity to be a passenger on the Trishaw – the opportunity to get out on their own and experience freedom and independence they otherwise would not be able to do. We break them free from social isolation. Make them smile. Bring back their memories. And let them be part of society again and thereby renew their appetite for life itself. We believe life can and should be beautiful at any age - even at 100!

Cycling without age is not only about the elderly or less able. It is also about the volunteers – the pilots – it is about bringing the young and elderly together, in the great outdoors, experiencing the joy of travelling by bike and feeling free. It is probably less about volunteering in the traditional sense of the word – and more about active citizenship. Citizenship driven by a desire to get involved and to make a real difference for someone. It's about creating relationships between people.

The program has grown rapidly throughout the world from a single care home in Copenhagen in 2012. We now span 37 countries worldwide with 1,100+ chapter locations (13 in Canada – 1 in B.C.), 1,500+ Trishaws, 10,000+ trained cycle pilots. Over 50,000 seniors have been on rides. The oldest registered volunteer pilot is 89 years of age and the oldest passenger 106 years! The Trishaws cycle 2.2 million km a year, equivalent to 53 times around the world. The idea of Cycling Without Age is simple -the effects are profound. There is no fee to participants. It is all through volunteerism - through the simple act of generosity and kindness.

CYCLING WITHOUT AGE GUIDING PRINCIPLES

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

Slowness: Slowness allows you to sense the environment and to be present in the moment. It allows people you meet along the way to be curious and gain knowledge about Cycling Without Age because you make time to stop and talk.

Storytelling: Elderly people have so many stories that will be forgotten if we don't reach out and listen to them. We tell stories, we listen to stories on the bike 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/senior centres and residence employees and family members. Relationships build trust, happiness and 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 meaningful. Cycling Without Age is about letting people age in a positive context – fully aware of the opportunities that lie ahead when interacting in their local community.

BENEFITS

The benefits of this program are immeasurable - for the passengers, the pilots and for the community. It is transformative on many levels.

Passengers

The Passengers will be given a new sense of purpose and freedom. They will be offered opportunities they would otherwise not have and which have significant positive physical and psychological-social impact. The impact has been shown to permeate through a care or residential home, opening up discussion, fostering friendships and offering hope. It provides the freedom to journey outside, share stories and develop relationships for the simple pleasure of doing so-rather than being on outings that become primarily appointment orientated. The bike rides become a means for social change, help create a feeling of being valued and integrated into a wider society and reduce the isolation and depression of our aging population.

Pilots

The volunteers that participate in this project come from all walks of life bringing their own life experiences and stories. Pilots gain a strong sense of fulfillment and satisfaction in giving back to their community and in serving the senior population. The intergenerational relationships formed between the pilots and passengers is what strengthens the bonds within communities building trust, happiness and quality of life. Volunteers in chapters around the world come forward readily and truly enjoy the experience – to be able to offer such a basic freedom that has such far-reaching positive effects with minimal time and effort is a wonderful feeling.

The Community

Cycling Without Age enriches the community as a whole. It promotes volunteerism, healthful opportunities, intergenerational relationships and it promotes a 'bike friendly' environment. It helps us as a community convey a clear and empowering message for the formation of a stronger and more cohesive culture. Nothing beats witnessing the joy of the elderly, pilots and residential personnel interacting on and around the Trishaw and seeing the smiles of the passengers coming back from their first ride with wind in their hair, rosy cheeks and with stories to share. It radiates throughout the community. Together we can make the world a more joyful, peaceful and united place.

NEXT STEPS

Launching of the Vernon & Coldstream chapter of Cycling Without Age is an exciting and multistep endeavor. Establishing community connections, relationships, and setting up all that goes into an organized and energized program is essential. One goal is to secure funding to initially purchase two Trishaw bicycles with the intent to offer rides to senior citizens and those challenged with disabilities. The preference would be to have one bike situated in Vernon and one in Coldstream with close access to the Okanagan Rail Trail. Subsequently the plan would be able to add more Trishaws to the Trishaw fleet. The intent is to operate the program entirely with volunteers.

Currently there are no bikes like these manufactured in North America. The Trishaw bikes are built in Copenhagen primarily for the purpose as outlined here and incorporate safety features not found on regular bikes. They are electric assist, hold two passengers and a rider pilot and come with options such as a fold up rain hood, seat belts, additional batteries and fitted insulated blankets. The cost per bike including delivery is estimated at approximately \$12 – 14,000cnd each and will be purchased through Cycling Without Age. The hope is to raise \$33,000 to enable this purchase along with batteries, lights, helmets and for routine maintenance (minimal annual cost). The cost can fluctuate based on exchange rates and import duties if applied. Import duties are

not applied if there is a business license. There may be an annual fee for liability insurance depending on the ownership circumstance/community support.

WHAT MIGHT SUCCESS LOOK LIKE?

Perhaps it will be apparent...

... with all the new stories we hear from the individuals involved.

... from seeing an elderly or disabled individual confined to their residence leaving for the first time for a Trishaw cycle.

... by having an elderly resident enjoy the outdoors again, not restricted to a car or to a wheelchair but feeling free, with the wind in their hair, directing where they want to go and sharing their stories.

... with improved quality of life and mental health, improved appetite and sleep, and in the need for fewer medications.

... from witnessing those with degenerative or chronic medical conditions or with visual loss feeling temporarily relieved of their symptoms and suffering and once again feeling back in control of who they are and what they want to do.

... by closing the intergenerational gap and bringing people together again to promote social change and cohesion and improving trust within the community.

... by everyone feeling purposeful in their lives and empowered to play their part as members of an active, supportive, cohesive and outward looking society.

... by simply bringing hope, joy and purpose to life.

RESOURCES

The Cycling Without Age website has a wealth of resources to explore and learn more about this amazing program. The website has some particularly good videos with my favorite being the one titled "Amazing Humans." It is short – under three minutes in length - and conveys the intent and heart of the program very well. The Canadian website (Cyclingwithoutage.ca) has links to the 13 chapters in Canada. The Manitoba chapter has a very nice write up that was in the local paper.

I look forward to further discussion regarding the Vernon & Coldstream Chapter of Cycling Without Age.

Best Wishes,

Appendix 4: Sample Sponsorship Letter

Dear _____,

Thank you for your interest in becoming a sponsor or in-kind donor for Cycling Without Age, West Hartford.

Cycling Without Age is a joy spreading movement that changes the everyday life of residents at nursing homes and assisted living facilities. It was started in Denmark three years ago and is spreading to towns and cities around the world. To bring CWA to West Hartford will show the people here that cycling has no age and that everybody has the right to get wind in their hair.

Volunteers, called pilots, offer free rickshaw bicycle rides to elderly people. Experience from Denmark show that Cycling Without Age has the potential to build strong communities, citizenship and friendships. It will also put West Hartford on the map for doing something extraordinary for the elderly since only a couple of other places in the USA have similar programs.

In order to start Cycling Without Age, we need rickshaws and insurance for the program. A rickshaw is a three wheeled, highly specialized bicycle with room for two passengers in front and a driver (pilot) behind the passengers. The design of the rickshaw, and the electrical assist power motor, make it very comfortable for the passengers and easy pedal for the pilot.

The current goal is to raise \$_____. This will make it possible to purchase one rickshaw in 2015, two in 2016 and to cover insurance and liability costs for the first two years of the program. The rickshaws will be owned by Bike West Hartford, Inc. which is a 501(c)(3) organisation. Donations to Bike West Hartford, Inc. are tax deductible.

We invite sponsors and in-kind donors to support our efforts in giving the elderly citizens of West Hartford the right to wind in their hair.

Following are the key reasons to support Cycling Without Age:

- You get recognition for showing a deep commitment to make West Hartford an even better place to grow old. You get meaningful publicity as part of the launching events and through social media.

-You show that social responsibility and creating friendship across generations are important to you and your business

-Cycling Without Age is good for physical, mental and social health and also serves as a role model for an active lifestyle. Furthermore it has the potential to improve quality of life and reduce health costs

You can join the movement by donating money, by signing up to become a pilot or by offering a discount on a product or service you sell. Every contribution counts, small or large. Please see the next page for the different sponsorship options.

For questions please contact: (contact name), volunteer in West Hartford Bicycling Advisory Committee at (email) or (phone number).

Thank you in advance for your support and your donation.

Appendix 5: Comprehensive Risk Assessment of CWA

Cycling Without Age Risk Assessment Overall Operating Procedures

This Risk Assessment must always be located in the under-storage of the Trishaw and in the associated Care Home.

It should be reviewed at 6 month intervals.

Care Home	Carrondale Care Home		
Date of Risk Assessment	02/03/17		
Written By	Fraser Johnston	Chapter:	Falkirk
Bike Model	Triobike Taxi		
Address/location	Beaumont Drive, Carron, Falkirk	Postcode:	FK2 8SN
Care Home Activities Management	Does the Care Home have standard Risk Assessments for activities?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
	Has CWA become part of this?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Consideration of previous risk assessments	n/a		
Bike last serviced	August 2016		
Condition of bike	Very good		
Any reportable problems with bike	N/A		
Location of first-aid kit:	Care Home Reception	First-aid kit adequately stocked and maintained?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Emergency Contact Card Available?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Person conducting risk assessment			
Name:	Fraser Johnston	Telephone:	07712258281
Signed:	Fraser Johnston	Date:	02/03/17

No	Location of hazard	Description of hazard	People at risk (Residents, Pilots, accompanying passengers)	Level of risk (high, medium or low)	Advice on hazard required?	Resolution/action
1	On bike	Wheels not being locked out.	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	First part of all pilot training programmes to ensure that when appropriate brakes are applied. Pilot refresher courses ensure that this remains a prominent safety protocol
2	On bike	Incidence of passengers trapping hands in wheels when bike moving.	Residents, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Pilots must remind and ensure that passengers on the Trishaw always keep their hands/arms inside the bike when in motion.
3	On bike	Battery Pack/Pilot causing Trishaw to travel at too great a speed.	Residents, Accompanying Passengers	Medium	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	It is made clear during training that the maximum speed the Trishaw should travel at is 16km/h. There is no way of restricting speed relies on Pilots observing speed.
4	On bike	Bike becoming unbalanced when loading a passenger.	Residents	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Pilot keeps the bike steady by remaining on the saddle while another person i.e. relative/care assistant assists passenger onto bike.
5	On bike	Passenger unable to step up onto the footplate.	Resident/Accompanying Passenger	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Footplate can be removed to allow Passenger to directly board Trishaw from the ground. Important that this is properly secured before the bike begins to move.
6	On bike	Medical emergency for Resident	Resident	Medium	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Dependent on nature of emergency, make quick assessment with accompanying passenger and alert appropriate authorities.

No	Location of hazard	Description of hazard	People at risk (Residents, Pilots, accompanying passengers)	Level of risk (high, medium or low)	Advice on hazard required?	Resolution/action
7	On bike	Mechanical issues affecting normal Trishaw operations.	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Trishaws will be fully safety checked every six months. Pilots encouraged to undertake a bike check before and after each journey.
8	On bike	Loss of power from battery pack.	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Batteries will always be fully charged before trips and there will never be an instance where a Pilot will be out long enough where battery will die. If power loss does occur Pilot encouraged to drop into lowest gear and take flattest approved route back to original location.
9	On bike	Passengers becoming unseated from the Trishaw.	Residents. Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Passengers must wear the provided seatbelts at all times when Trishaw in motion. Pilot must remind and ensure that this is the case before Trishaw starts journey.
10	Off bike	Inclement weather conditions impacting on Trishaw operations i.e. Rain and Wind.	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Pilots will always observe upcoming weather conditions and make an informed decision on whether to undertake journey or not. In event of inclement weather Pilot will return to original destination as soon as possible, with the health and safety of the passenger remaining top priority.
11	Off bike	Inclement weather conditions impacting on Trishaw operations i.e. Snow and Ice	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	As above on observations. Slow Trishaw and take corners wide and steady to prevent any slippage due to changes in underlying conditions.

No	Location of hazard	Description of hazard	People at risk (Residents, Pilots, accompanying passengers)	Level of risk (high, medium or low)	Advice on hazard required?	Resolution/action
12	Off bike	Inclement weather conditions severely impacting upon Trishaw, making it unrideable.	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Health and safety of Residents and Accompanying Passengers absolute priority. Ensure alternate travel arrangements to ensure their orderly return to original location. Pilot endeavour to return bike to original location, but the likelihood of such conditions arising highly unlikely.
13	Off bike	Sudden hazard on Trishaw route causing emergency stop.	Residents, Pilots, Accompanying Passengers	Medium	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Major part of Stage 1 Pilot Training in how to bring the Trishaw to a quick, controlled stop. Regular training provided to ensure that no harm comes to anyone on/off bike.
14	Off bike	Diversion on Trishaw route causing diverted journey on non-approved route.	Residents, Pilots, Accompanying Passengers	Medium	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Pilots encouraged to look out for any local news/indications that routes will be affected by any planned works. Most approved routes will have back ups to take account of any route changes.
	On/Off bike	Pilot needing to make contact with Care Home/Care Home needing to make contact with Pilot	Residents, Pilots, Accompanying Passengers	Medium	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Pilots will always carry a charged mobile phone. Sheet at reception will note Pilots mobile number in case of emergency.
15	On/Off bike	Any hazards not mentioned above.	Residents, Pilots, Accompanying Passengers	Low	<input type="checkbox"/> No <input type="checkbox"/> Yes If yes, who can advise?	Pilots and Passengers must raise any issues with local Chapter coordinators to ensure that appropriate action can be taken to prevent any incidents or accidents occurring.

Appendix 6: Sample Passenger Waiver

Waiver of Liability

I the under signed, am the passenger named herein taking part in LutherCare Communities Cycling Without Age Program as a passenger:

- 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 Lutheran Sunset Home of Saskatoon (o/a LutherCare Communities) and its officers, directors, employees, members, agents, assigns, legal representative and successors.
- I do hereby indemnify and hold harmless Lutheran Sunset Home of Saskatoon (o/a LutherCare Communities), 1212 Osler Street, Saskatoon, SK, and its officers, directors, employees, members, 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 have had the opportunity to seek my own legal advice and that I understand and agree to the conditions stated in this document and that they are binding on my heirs, next of kin, executors, administrators and successors.

Signed this _____ day of _____, 20__

Participant Name: _____ Phone # _____

Participant Signature: _____

LutherCare Communities CWA Site Coordinator _____

Signature _____

Appendix 7: Sample Pilot Waiver

Waiver of Liability

I the under signed, am the volunteer named herein taking part in the LutherCare Communities 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 Lutheran Sunset Home of Saskatoon (o/a LutherCare Communities) and its officers, directors, employees, members, agents, assigns, legal representative and successors.
- I do hereby indemnify and hold harmless Lutheran Sunset Home of Saskatoon (o/a LutherCare Communities) of 1212 Osler Street, Saskatoon, SK its officers, directors, employees, members, 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 have had the opportunity to seek my own legal advice and that I understand and agree to the conditions stated in this document and that they are binding on my heirs, next of kin, executors, administrators and successors.

Signed this _____ day of _____, 20__

Volunteer Name: _____ Phone # _____

Volunteer Signature:

LutherCare Communities. _____

Signature _____

Appendix 8: Sample Volunteer Application



Volunteer Pilot Application



Contact Information

Name: _____ Sex: M / F Age: _____

Address: _____ City: _____

Postal Code: _____ Email: _____

Home Phone: _____ Cell Phone: _____

Emergency Contact: _____ Phone: _____

Relationship: _____

References

Name: _____ Relationship: _____

Phone: _____

Name: _____ Relationship: _____

Phone: _____

Comments (office use only):

Program information

Do you feel comfortable assisting seniors in and out of the trishaw? Yes No

Do you have a cell phone to use in case of an emergency? Yes No

Are you comfortable with carrying and using bear spray in case of a wildlife encounter? Yes No

Do you have any experience with bicycle maintenance? Yes No

This is a transitory document and will be used to create your volunteer profile then destroyed.

The personal information being collected herein is collected under the authority of the Freedom of Information and Protection of Privacy (FOIP) Act, R.S.A. 2000 Chapter F-25; Section 33(c). If you have any questions regarding the collection and use of this information please contact the Town of Canmore Municipal Records Officer 403.678.1509.

Appendix 9: Sample Ride Checklist

Pre-Ride Trishaw Check

- Visual inspection
 - reflectors & lights are placed and not obscured
 - passenger clothing and items are secured inside passenger compartment
 - passenger blanket is in compartment or secured when in use
 - tires are securely attached, with proper amount of tread, no bulges or excessive wear
 - frame is not bent or broken. Quick release clamps are locked
 - pedals and cranks are secured to arms and axle and are not bent
- Tires are properly inflated with recommend pressures
- Chain is oiled, clean and runs smoothly
- Bearings are lubricated, run freely and display no excess movement, grinding or rattling
- Hood inserted into holders when in use
- Front & rear brakes are working properly
- Battery has sufficient charge
- Seat and handlebar posts are adjusted to appropriate height and tightened

Ride Checklist

- Retrieve trishaw & helmets from storage area (first Pilot of the day)
- Complete pre-ride trishaw check
- Let the site office know you are there (if the passenger is not outside waiting)
- Escort passenger into the trishaw ensuring they don't stand up in the passenger compartment.
- Decide route and if you will be stopping for a treat (optional)
- Ride slowly and in control (between 5 – 10 km/hr)
- Follow street and path cycling etiquette and rules
- If stopping for a coffee or ice cream, ensure that when parking the trishaw it is not blocking the sidewalk, walkway or any doors
- Rides should not exceed scheduled ride time (rides may be shorter)
- Report any issues or concerns to site coordinator
- Return trishaw to passenger pick-up/drop off area, safely escort the passenger out of the trishaw, ensuring the passenger does not up in the passenger compartment. Refer to unloading procedure in Appendix B
- After each ride, sanitize helmet and trishaw passenger area
- Ensure the trishaw is clean for the next user and return it to the storage area. Sanitize seats and handlebar grips.