

Cycling Without Age Pilot Procedures

Change of Contact Information

It is important to keep our records accurate in order to contact you to schedule rides. Please notify our chapter of any changes in your contact information by emailing us at info@wisconsinbikefed.org.

*Please let us know if your address has changed or if you have moved.

Confidentiality/Personal Health Information

As a volunteer you may have access to confidential passenger information or confidential information about a passenger's family. All pilots are responsible for protecting the privacy of those passengers in their care. Healthcare Insurance Portability and Accountability Act (HIPPA) is designed to protect private health information (PHI) which includes, name, date of birth, address, unit, etc. Disclosing confidential information has possible civil and criminal penalties as well as termination as a pilot.

Passengers

The typical number of passengers is one (in the middle) or two. However, if a small child wants to be a part of the ride, this is permissible as long as all passengers are able to sit on the seat and be buckled in a seat belt.

Before any passenger is being loaded or unloaded from the trishaw, **the pilot must be on the seat**, securing the trishaw with the brakes in a locked position. If assistance is needed for the passenger, it must come from someone other than the pilot. Please refer to [Appendix D](#).

Some of our passengers may have dementia. Please see [Appendix A](#) for suggestions when communicating with people who have dementia.

Incident Reports

If there is anything of concern to be reported from your ride, please use the Incident Report form found _____. When in doubt, fill out the form, even if it seems minor. After the ride, a pilot must report the incident to a staff member immediately and report it to _____, of the CWA organization servicing that community.

Emergencies

In a health emergency, call 911. For other emergencies, such as a flat tire, call the facility to arrange for staff to pick up the resident. If the facility is unable to assist, call the local non-emergency police number (_____) for assistance. They will pick up the passenger(s) and return them to their facility. If the police are not able to arrive in a reasonable time, please call _____, who will arrange for a taxi.

First Aid and/or Medical Emergencies

If a first aid situation should arise on your bike ride, return to the facility as soon as possible for assistance. If a medical emergency occurs, such as unconsciousness, and medical personnel are required, call 911 for an ambulance. Then call the facility. See [Appendix B](#). These numbers will also be in the binder on the trishaw. Pilot must report the incident to a staff member immediately and report it to _____, of the CWA organization servicing that community.

Weather Awareness

As a pilot you will need to check the weather before your rides. If you are unsure about taking a passenger out safely, discuss it with the staff before you leave. You may choose to shorten your route or stay close to the facility in case the weather should turn unpleasant.

Bicycle Benefits

Please reference Bicyclebenefits.org for local businesses offering special deals to those who arrive by bicycle. You must have permission from staff in order to stop, for health, allergy and safety reasons. Please check before departing for your ride.

Extra Bikers

It is not recommended that extra bikers go along on the trishaw rides. While we understand that we wish to have others experience these rides, it really is about the passenger.

Risk Management

We strive to provide a fun, adventurous and safe ride for our passengers. As a pilot, it is your responsibility to identify and report any potential risks. If, during your ride, you encounter a situation that appears unsafe, please contact the appropriate person or agency. If a situation arises with a passenger, please speak to the staff which coordinated the ride. If there is a situation with an unsafe route or something is wrong with the trishaw, please make a note for other pilots and let the CWA organization know within 2 hours of ending the ride.

Social Media

Please check with staff for a passenger waiver before your ride. As a pilot, you will not be able to take photos of passengers, use names or post information about your ride to social media without a signed passenger waiver form on file from the passenger. Feel free to send photos from your ride to _____ for posting on our FaceBook page.

Concerns/Complaints

If you have a concern or complaint to make, please address it to _____ or email _____.

Professional Relationship

While we strive to enhance the lives of older adults and adults with differing abilities, it is important to remember to keep a professional relationship with all passengers. Do not share your phone number or address with passengers. If a passenger wishes to get in contact with you they can do that through the local Cycling Without Age program. If a passenger shares personal information with you regarding an illness or injury they may have, even if you can relate, do not give them your personal experience or opinion. If a passenger talks to you about their problems, be a listener. Refrain from offering advice or engaging in negative, political or offensive conversations with passengers while volunteering as a pilot for Cycling Without Age.

Pilot Health

Pilots should maintain a base level of fitness, be comfortable pedaling a bike, and enjoy working with people, especially older adults. If you are experiencing signs of illness please stay home and pilot at another time.

Covid - See [Appendix C](#).

Trishaw Storage Compartment

You should find the following items in the trishaw's storage compartment(s):

1. 2 Helmets for passengers
2. CWA binder
3. Blanket
4. Sunglasses
5. Tissue
6. Wipes - for face/hands; not for disinfecting
7. Rubber Gloves - for bodily fluids or if needing to touch the chain
8. Pre/post ride check card
9. Seat Belt extender
10. Masks (We prefer you bring your own please)

Please note: a tire pump is stored at each facility where a trishaw is kept.

For additional questions regarding Cycling Without Age and policies, please contact Program Manager Michelle Bachaus at michelleb@wisconsinbikefed.org.

Thanks to Marathon County CWA for assistance developing this document!