

# VOLUNTEER HANDBOOK



**A WARM WELCOME TO  
CYCLING WITHOUT AGE**

**SINGAPORE**

# Welcome and Introduction!

- Thank you for your interest in becoming a pilot (cyclist) with Cycling Without Age Singapore, a non-profit organization and startup
- Cycling Without Age Singapore encompasses a team of six employees as well as 300+ volunteers including our devoted volunteer trishaw trainers



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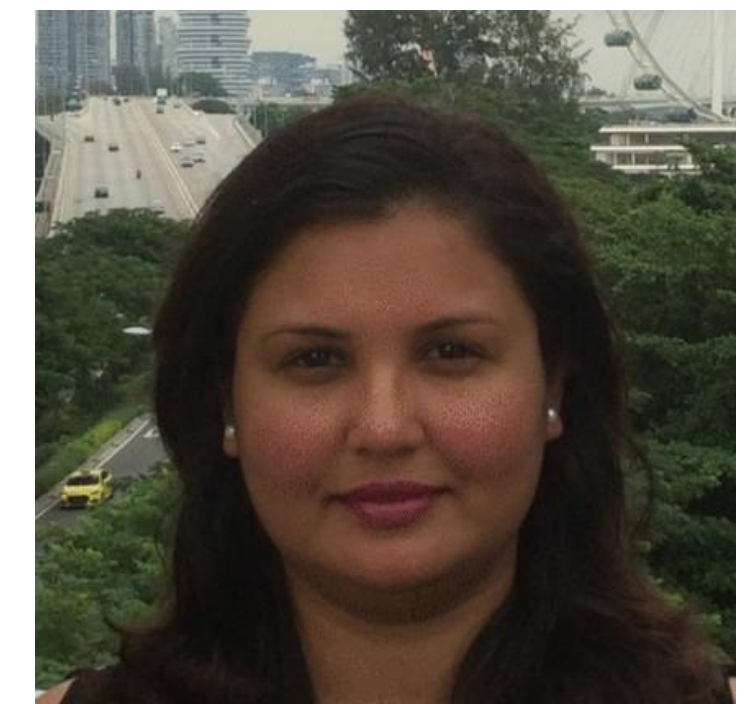
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# What We Do and Our Vision

- We are a global organization with 1,100+ chapters across 37 countries and we bring seniors and others with limited mobility on trishaw rides so they can experience the wind in their hair << [Click here for a video as a preview of what we do!](#) >>
- We believe that every person has the right to enjoy the wind in his or her hair

## THE RIGHT TO WIND IN YOUR HAIR!



We dream of **creating a world together**, making **accessibility to active aging, creating happiness** amongst our senior citizens by providing them with an opportunity to **remain as an active part of society and local community**.

We wish to **build bridges** between generations and we reinforce trust, respect and the social glue in our society.

# Our Guiding Principles

1

## GENEROSITY

It starts with the obvious generous act of taking seniors or less-abled people out on a bike ride.

2

## SLOW CYCLING

Allows one to sense the environment, be present in the moment and allows space for curiosity & conversations.

3

## STORYTELLING

Seniors have many stories that will be forgotten if we don't reach out & listen. We tell and listen on the bike, also documenting & sharing them.

4

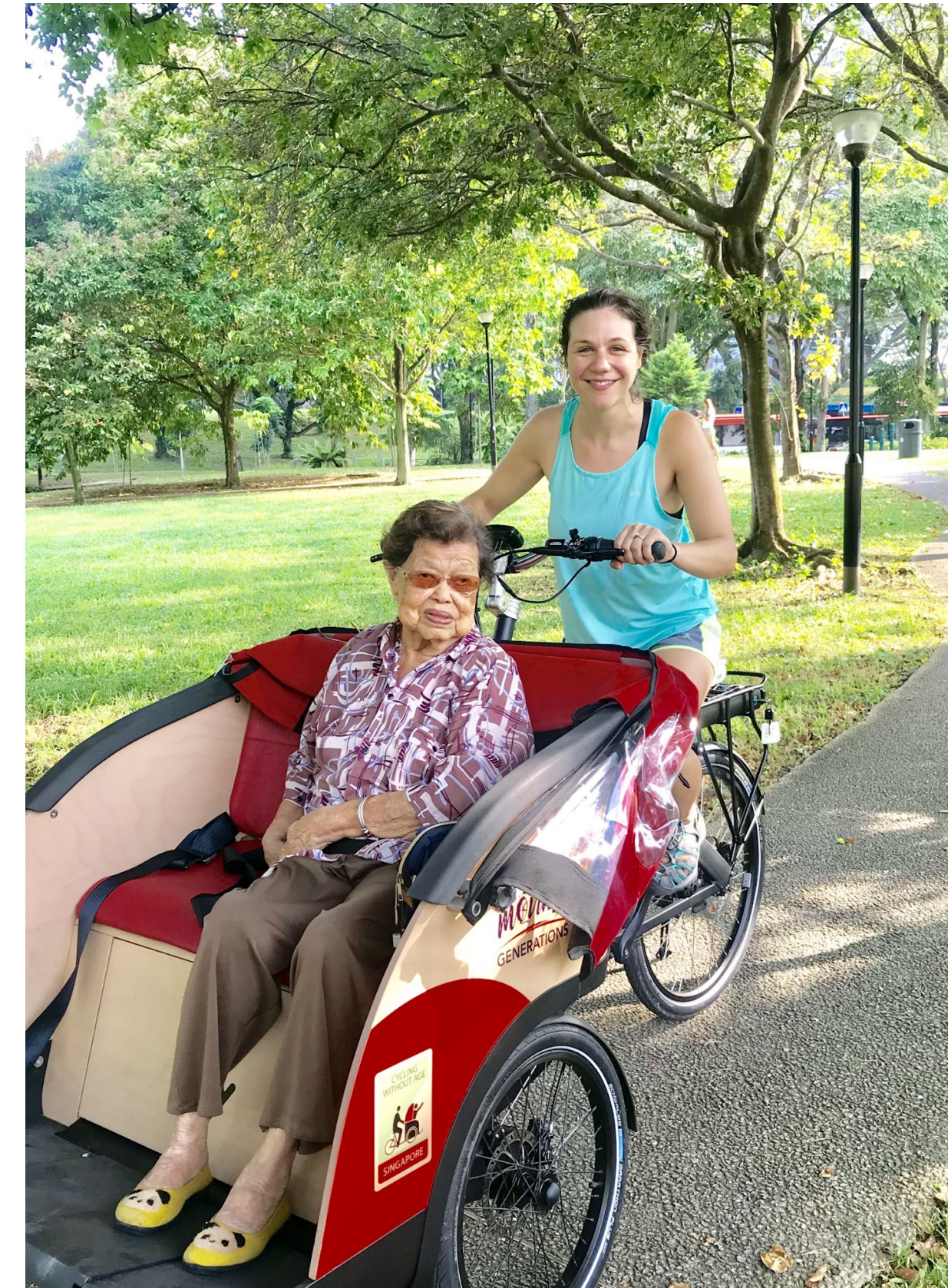
## RELATIONSHIPS

Creating a multitude of new and intergenerational relationships.

5

## WITHOUT AGE

Age in a positive context – fully aware of the opportunities that lie ahead when interacting with local community.



# **A note about our newest initiative**

## Moving Generations

# Moving Generations

- With support from Temasek Foundation Cares, Cycling Without Age Singapore has developed and deployed its newest initiative: Moving Generations
- Moving Generations is a 3-year Intergenerational Bonding Program encompassing youth aged 16 to 35 years and seniors with the goal of bridging the young and old generations through a simple, yet life-changing trishaw ride
- Volunteers that fall into this age range will be automatically enrolled into CWA Moving Generations
- We kindly ask that **every** volunteer commits to 12 shifts of cycling at CWA Singapore so we can meet our funding targets and be financially sustainable



# How to get involved and start cycling?

It's as easy as 1, 2, 3!

# Next Steps for Volunteering: Sign up for Rosterfy

- The first step towards cycling with us is to sign up for your personalized [Rosterfy](#) account which can be activated by [clicking here](#) (please be sure to check spam/junk folders upon registering if confirmation link does not come through)
- We welcome all interested volunteers from 16 years and up. There is no age limit to pilot seniors on the trishaw!
- Kindly take note!  
It is very important that you activate your account and regularly login to Rosterfy so that you can keep updated on training and cycling activities. We manage over 300 volunteers and have limited staff resources. The Rosterfy system helps streamline the coordination of trainings and cycling activities. We add new trainings and events nearly every week so please login often
- In addition, we send email messages communicating to you via Rosterfy!



# Next Steps for Volunteering: Sign up for Training

- The second step is to sign up for a Trishaw Training\* within the Rosterfy system; each Trishaw Training is approximately three hours long
- Kindly take note!  
The trainings are carried out in groups of five persons. When you sign up for a training on Rosterfy please know you are committing to attend the session. Due to the small size they tend to fill up quickly. Cancellations on short notice are really detrimental to our program as they prevent other trainees from attending thereby compromising our limited resources. We understand that things do come up.  
We just ask you to **please be mindful of training resources** before cancelling

\*If you are 16 to 35 years of age you will be auto-enrolled into our Moving Generations Intergenerational Bonding Program and also need to sign up for an Aging and Communication Skills Training; however, if you've completed your Trishaw Training you can start cycling prior to completing the Aging and Communication Skills Training

# Next Steps for Volunteering: Sign up for Cycling Shifts

- Upon completion of the Trishaw Training and demonstrating competency with the trishaw is the third step: start scheduling your rides using Rosterfy!
- All approved cycling routes can be found in Rosterfy as well as by [clicking here](#); **do familiarize yourself with the route(s)**, using a bicycle or bike share if needed; We are happy to have you complete your first shift without a passenger but please inform us if you intend to so we can let the staff know to not schedule seniors. Also, look to Rosterfy for any special instructions such as how to access the trishaw onsite; all of the contact information for the onsite staff is available in Rosterfy. Kindly take note!
- Please sign up for your shifts at least four business days prior to the date to give the center staff adequate time to schedule the seniors for the rides. If you cannot make your shift, it is your responsibility to notify the center staff by phone call as well as update your status to “withdraw” immediately within Rosterfy

# **What else should I know?**

Cycling shifts, locations, and pilot responsibilities

# Volunteer Shifts

- We have opportunities for regular volunteering during both the weekdays and weekends as well as opportunities for special events such as Car Free Sunday
- Recurring shifts are available Monday through Sunday; however some senior organizations do not operate on the weekends
- Shift times will vary by senior organization but can start as early as 8:30 am to as late 7 pm; you can view [all available shifts using the Rosterfy portal!](#)
- Each shift is approximately two to three hours long and each ride is approximately one hour long; the senior organizations schedule two seniors per hour so please plan accordingly as you are cycling to allow yourself enough time to return for the next round of rides with seniors; if you are going to be late to your shift for any reason please be courteous and inform the onsite staff person as listed in Rosterfy

# Our Senior Partners and Locations

We collaborate with senior organizations throughout Singapore by providing them with the use of a CWA trishaw as well as by providing them access to trained trishaw pilots such as yourself who graciously volunteer your time to give rides to the seniors

| Locations of our Senior Partners and CWA Trishaws |                                                   |
|---------------------------------------------------|---------------------------------------------------|
| Geography                                         | Name of Senior Organization                       |
| North                                             | Sree Narayana Nursing Home – Yishun*              |
| Northeast                                         | COMNET Senior Activity Center – Punggol           |
| Northwest                                         | MWS Yew Tee Nursing Home – Choa Chu Kang*         |
| Central                                           | AMKFSC Senior Activity Center – Ang Mo Kio        |
| Central/East                                      | St. Lukes Hougang Meadow – Hougang                |
| East                                              | Sun Love Senior Activity Center – Bedok*          |
| West                                              | Jamiyah Nursing Home – Clementi*                  |
| West                                              | St. Luke’s Ayer Rajah – Pandan Gardens            |
| Southwest                                         | Thong Kheng Senior Activity Center - Queenstown   |
| South                                             | Thong Kheng Senior Activity Center – Bukit Merah* |

\*Indicates locations with regular trishaw shifts available on the weekends

# Pilot Responsibilities: Safety

- Safety is our primary concern!  
As such, please remember you are responsible for not only yourself but for your passengers as well as pedestrians and cyclists that share the paths
- Only those who have received training from a CWA trainer are allowed to pilot the trishaw; under no circumstances can you allow anyone else that has not been CWA approved to cycle the trishaw. In addition, under no circumstances can you allow passengers a ride in the trishaw unless previously coordinated through one of our senior partners
- Upon receiving the practical trishaw training and before taking out seniors and other passengers on rides, it is your responsibility to be knowledgeable regarding all content in the [Trishaw Handling and Training Guide](#)
- Cycle slow, always slower than you think you can and never faster than 10 kph

# Pilot Responsibilities: Share Your Stories!

- We do this for the storytelling and the socialization! Please take photos and feel free to post them along with your stories on your own social media.
- You can post for CWA Singapore if you are a member of our FB-group: **Stories from Cycling Without Age Singapore**
- You may also share you stories with us via email [stories@cyclingwithoutage.sg](mailto:stories@cyclingwithoutage.sg)
- Follow and tag us on  
Instagram: @cyclingwithoutagesingapore  
Facebook: Cycling Without Age Singapore and  
Twitter: CWA\_SG; our hashtag is #cyclingwithoutagesg

lifess\_abliss  
Chai Chee Estate, Singapore



32 likes



**lifess\_abliss** Safety is always the top priority when comes to volunteering because many fragile lives are at stake! Before we go for our 'Jalan Jalan', we must always make sure safety belt is on! Granny Meenachi wakes up at 5 am and sleeps before 10 pm daily! She is 73 this year! She shared with me proudly that tomorrow she's going to take the bus on her own to Tekka market to have her favourite Masala thosai! She's a happy granny and I hope I'll be like her when I'm 73 too!  
[#cyclingwithoutagesg](#) [#sunlove](#) [#granny](#) [#volunteering](#)

**Thank you for your interest to volunteer**  
We look forward to seeing you on the trishaw!