

VOLUNTEER HANDBOOK

2021



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MISSION & VISION

AN INCLUSIVE COMMUNITY
WHERE NO ONE FACES SOCIAL ISOLATION
AND EVERYONE CAN FEEL
THE JOY OF WIND IN THEIR HAIR

Board of Directors

Aaron Yeoh (Chairman)

Foo Ter Siang

Dorothy Teo

Yos Pang

Cyril Ong

Claira Chua

Jerome Yuen

Executive Director:

Addie Elicano

Programme Managers:

Alleshia Nordmark (Strengthening Generations)

Pam Rolink (Moving Generations)

HR & Accountant:

Veenita Singh

Operations:

Robin Tan

K. Sadana

STAFF MEMBERS

VOLUNTEER VISION STATEMENT

AT CWA SINGAPORE

WE STRIVE TO CREATE A POSITIVE ENVIRONMENT

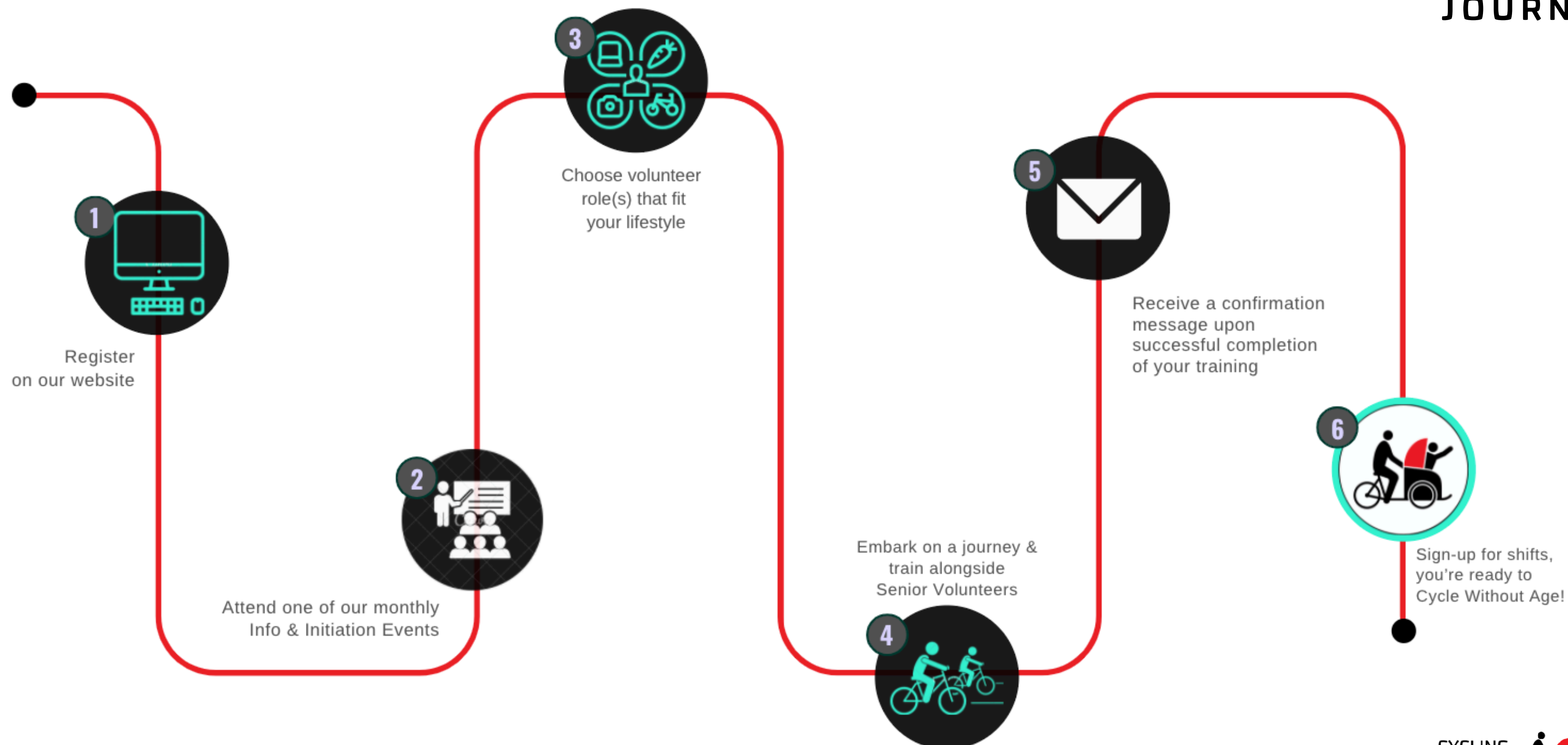
WHERE VOLUNTEERS

CREATE MEANINGFUL RELATIONSHIPS

WITH SENIORS AND DIFFERENTLY ABLED PEOPLE

THROUGH TRISHAW RIDES.

VOLUNTEER JOURNEY



VOLUNTEER ROLES

Trishaw Pilot

Marshal

Trishaw Trainer

Longevity Ambassador

Aging Simulation Trainer Assistant

Trishaw Mechanic Assistant

Admin Volunteer

Multimedia Volunteer

VOLUNTEER ROLES & RESPONSIBILITIES

Trishaw Pilot

The trishaw pilot serves as a cyclist on the CWA trishaw. Your primary role is to safely cycle the trishaw while engaging with the passengers. Passengers can be seniors or persons with disabilities. As a volunteer and representative of CWA, we expect you to embody our five guiding principles: storytelling, slow-cycling, generosity, relationships, and without age. We also expect you to follow all the rules as set forth in the trishaw training guide.

Training provided:

- 3 hr trishaw handling training on location
- 2hr Aging Simulation, Communication skills and Empathy training
- Route recce

Commitment:

To keep up with your cycle skills and trishaw familiarity we request you to volunteer as a pilot at least one time per month for a duration of at least six months.

Marshal

The role of the safety marshal is to be an extra set of eyes and help navigate a safe path as the trishaw cycles along the route. As the safety marshal, you will help inform passersby of a trishaw nearing so they can be prepared and if necessary due to a narrow path, move out of the way temporarily. The safety marshal will serve as a barrier between the trishaw and cars as the trishaw needs to cross at traffic lights and crosswalks. You will maintain some distance from the trishaw so as not to block the pilot's view but also in close proximity to assist with foot and road traffic (road traffic only at designated pedestrian crossing and intersections). As needed you will assist in maneuvering the trishaw in tandem with the trained pilot (ie: turns, slopes etc.)

Training provided:

As a safety marshal you do not have to go through any formal training.

Commitment:

If you sign up to only volunteer as a safety marshal we request you to volunteer at least one time per month for a duration of at least six months.

Trishaw Trainer

If you wish to become a trishaw trainer we expect you to have at least completed 6 shifts and you have been a volunteer for 6 months or more. You can express your interest in this volunteer role and/or CWA staff will approach you. As a trishaw trainer we expect you to convey all of the information as outlined in the trishaw training guide to trishaw trainees. All trishaw trainers will receive a train-the-trainer session to ensure you feel confident in your ability to lead trishaw trainings. We will expect you to assess the competency level of each trishaw trainee and convey feedback back to CWA staff after each training, ranking each person which will determine if this person is able to safely cycle on their own, needs more supervised practice, needs more training or is not safe on the trishaw.

Training provided:

- 3hr train the trainer training provided by CWA staff

Commitment:

We request you to serve as a trainer on a minimum of a quarterly basis for the duration of 12 months. This will ensure you are familiarising yourself with the trishaw training content.

Longevity Ambassador

This opportunity will see volunteers aged 50 years and above receive training to become longevity ambassadors for Cycling Without Age Singapore. As a longevity ambassador, you will help promote positive ageing and healthy living to those you engage with over trishaw rides to create a lasting impact.

Programme duration: Jan 2021 - Mar 2022

Training provided:

3hr trishaw handling training (additional training as needed)

3hr longevity training (held in house at CWA Singapore's HQ in Dhoby Ghaut)

Commitment:

At least 1 volunteer activity per month is required (excl. training)

Longevity ambassadors will be invited to monthly opportunities to meet and connect with other longevity ambassadors and receive top-up longevity training

Ageing Simulation Training Assistant

Help CWA in our mission to create a more inclusive community by combatting ageism and building empathy for seniors at our ageing simulation training sessions provided at schools and to new volunteers. Training assistants will help facilitate small to medium group activities that form part of a larger simulation and empathy skills training.

Topics in the training include: virtual-reality assisted ageing simulation, hearing loss simulation, ageism and debunking stereotypes and positive actions toward seniors.

Trainers might at times be asked to help with the setup and takedown of training rooms and help guide new training assistants.

Training provided:

2hr Virtual reality + hearing loss simulation training

2hr Ageism and debunking stereotypes, positive actions toward seniors (stage 2)

Commitment:

Register to facilitate at least one ageing simulation training per quarter

Trishaw Mechanic Assistant

As our trishaws are being used almost every day they require regular maintenance to make sure every ride is a safe ride for our passengers and volunteers.

Do you have knowledge about bike mechanics, not afraid to get your hands dirty, able to travel and are you eager to learn what to look out for when it comes to trishaw maintenance? If this is something suits you then volunteering in this role is something for you!

You will be responsible to check the trishaws at several locations in Singapore, repair what can be fixed and communicate with the CWA staff about the repair done and needed.

Training provided:

3hr training by our mechanic on how to do a safety check on the trishaw and run a quick fix.

Commitment:

Travel to max 5 locations every other month to check the trishaws for a minimum period of one year.

VOLUNTEER ROLES & RESPONSIBILITIES

Admin volunteer

We appreciate volunteers who want to flex their unique skill sets, too! Our corporate volunteering roles are open year-round!

Do you have a knack for setting things in order and organising archives – whether virtual data or paper trails? If this is something you find joy doing, then volunteering as part of our operations team is for you! We have tons of data to sift through – from content to measures to programme documentation. Each day brings more data, and the admin volunteer will join our ops team in making sure we keep the data in an orderly and safe manner in CWA.

Training provided:
3hr onboarding session.

Commitment:
The minimum requested commitment is to volunteer for a 4-hour shift once every 2 weeks for 2 months after onboarding training has been completed.

Multimedia volunteer

We appreciate volunteers who want to flex their unique skill sets, too! Our corporate volunteering roles are open year-round! If you have talent in creating visual and written content, then we welcome you to sign up as our multimedia volunteer. The multimedia volunteers curate, create and tracks useful content for our social media channels, and repurposes the content to fit the audiences in each channel. If you are savvy in graphics and multimedia, multimedia volunteers also produce graphics and short videos for us to use in our outreach efforts.

Training provided:
3hr onboarding session.

Commitment:
The minimum requested commitment is to volunteer for a 4-hour shift once a week for a month after onboarding training has been completed.

VOLUNTEER SESSIONS

Registration

The first step towards volunteering with us is to sign up for your personalised Rosterfy account which can be activated by clicking here:

<https://cyclingwithoutage-sg.rosterfy.co/register?groupid=4669>

Through this portal you will be able to see volunteer opportunities specific to your role and status. It is important that you activate your account and regularly login to Rosterfy so that you stay updated on training and other activities. New opportunities will be added nearly every week!

Volunteer sessions

We have opportunities for regular volunteering during both the weekdays and weekends as well as opportunities for special events.

Recurring shifts are available Monday through Sunday; however some of our partnering organisations do not operate on the weekends. The timing will also vary between 9.30AM and 8PM.

Again, you can view all available opportunities using the Rosterfy portal. To make full use of the time you take to volunteer we schedule activities approximately from two to three hours long.

General CWA volunteer expectations

Your contribution as a volunteer plays a significant role to Singapore's community. It contributes to a civil society and active participation in building a strong, inclusive, and resilient community.

We expect to ensure that you:

- Attend volunteer opportunities regularly as expected by your volunteer role
- Be punctual for your volunteer shift
- Learn about our organization and our volunteer policies
- Be reliable and responsible
- Get an orientation to our organization and training for your volunteer role
- Get guidance and support in your volunteer role
- Kindly sign up for an activity at least 4 business days prior to the actual date
- Give us at least 48 hours notice if you can not come in for your volunteer shift
- Will communicate any issues or concerns with CWA staff
- Have a great time interacting with our beneficiaries and other volunteers!

*If you have not participated in any activity for more than 6 months, CWA staff will reach out to you and check if you are still interested in volunteering.

Data Protection Policy – Personal Data Protection Act

The purpose of this document (“Data Protection Policy”) is to inform you of how Cycling Without Age Singapore (“CWAS”) manages Personal Data (as defined below) which is subject to the Singapore Personal Data Protection Act (No. 26 of 2012) (“the Act”). Please take a moment to read this Data Protection Policy so that you know and understand the purposes for which we collect, use and disclose your Personal Data.

By interacting with us, you confirm that you have read, understood and given your consent for Cycling Without Age Singapore (“CWAS”) and its related corporations, respective representatives, staff, third party service providers, contractors and/or appointed distribution/business partners (collectively referred to as “CWAS”) to collect, use, disclose and/or process your personal data for the purpose of contacting you about products and services distributed, marketed and/or introduced by CWAS through marketing activities via all channels including but not limited to SMS, Social Media, Phone Call etc and perusing your contact details which CWAS has in its records from time to time and in accordance to the CWAS Data Privacy Notice, which is available at <http://www.cyclingwithoutage.sg/Privacy-Notice>.

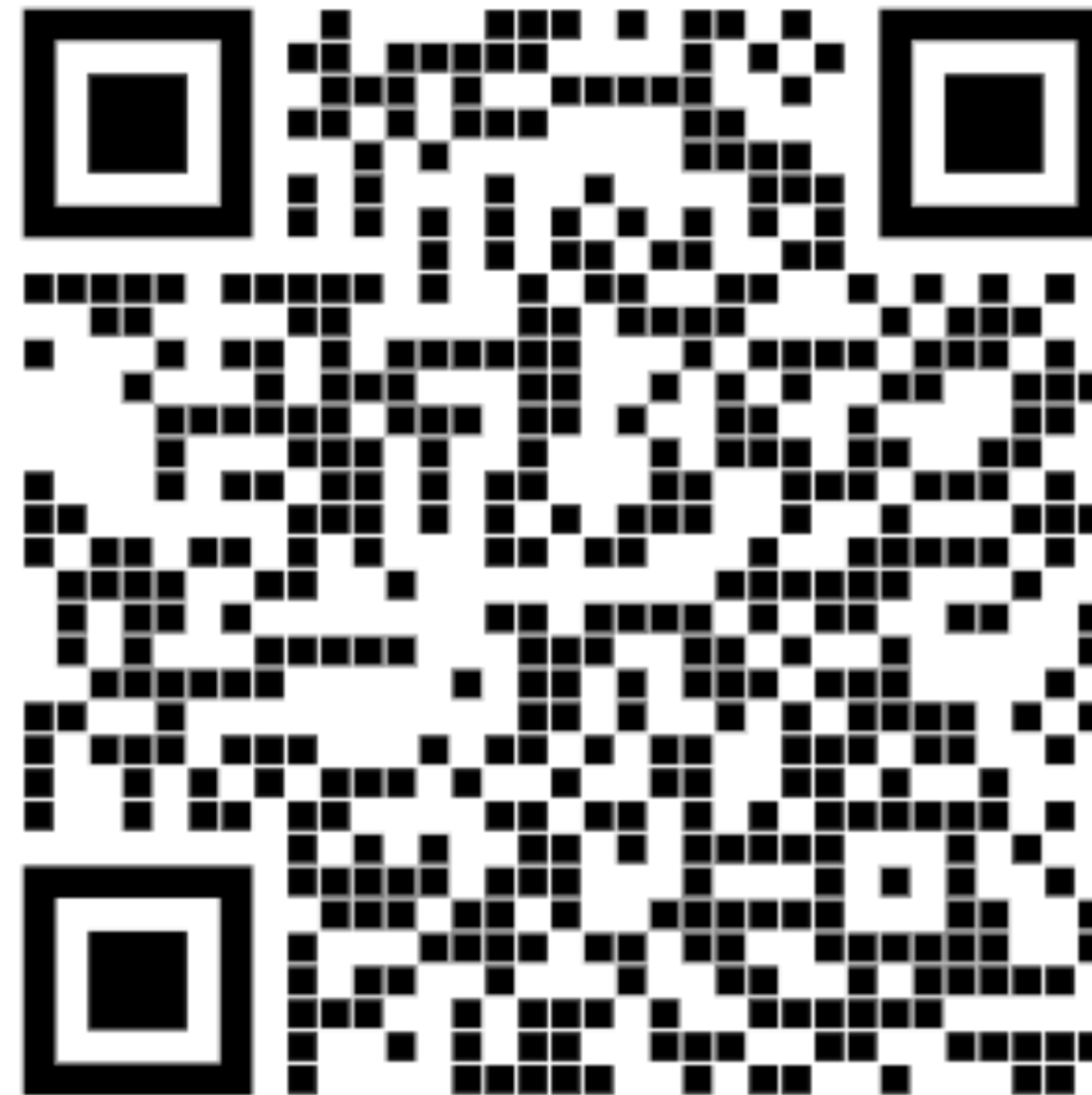
You hereby expressly understand and agree that your given consent does not supersede or replace any other consents and/or previous consents which you may have previously given to CWAS in respect of your personal data and is without prejudice to any legal rights available to CWAS to collect, use or disclose your personal data.

You can refer to CWAS Data Privacy Notice, which is available at <https://cyclingwithoutage.sg/Privacy-Notice> for more information.

You may also contact CWAS at info@cyclingwithoutage.sg on how you may access and correct your personal data or withdraw consent to the collection, use or disclosure of your personal data.

**QR code & URL
to COVID-19 Guidelines for Volunteers**

https://drive.google.com/file/d/1giuyXz6etMzQC8rRwRteBaTjenPbTBL_/view?usp=sharing



INFORMATION & RESOURCES

Information sheets/Resources/FAQs

Routes (interactive), trishaw handling (video), trishaw troubleshoot (video), COVID precautions, clean the trishaw, staff, vision, mission, locations, communication tips, few words/sentences in dialect, information about each of the routes, games to play with passengers is centralised and easy accessible for volunteers.

[Link]

<https://linktr.ee/FAQCWA>



OUR PARTNERS



Allium Care Suites
- Thomson



Youth Society for the Disabled
- Bedok North



Methodist Welfare Service
- Yew Tee
- Route Map - MWS YT



Jamiyah Nursing Home
- Clementi
- Route Map - JNH C

OUR PARTNERS



RenCi Nursing Home
- Ang Mo Kio
- [Route Map - RCAMK](#)



Singapore Association
of the Visually Impaired
- Caldecott



Sree Narayana Nursing Home
- Yishun
- [Route Map - Yishun](#)

- Woodlands
- [Route Map - WL](#)



St. Luke's Ayer Rajah
- Pandan Gardens
- [Route Map - StLPG](#)



Sunlove Senior Activity Centre
- Bedok
- [Route Map - SSAC](#)



Thong Keng Senior Activity Centre
- Bukit Merah
- [Route Map - TKBM](#)

OUR PARTNERS

NON-ROUTE



Yong En Care Centre



Movement for the
Intellectually Disabled of Singapore



Rainbow Centre



SHARE YOUR STORIES

We would like you to take pictures, gather stories and share this on your own social media or with the CWA staff!

You can tag us @cyclingwithoutagesingapore or use #cyclingwithoutagesg in your social posts.

Or share us your photos/short videos for us to post:
<https://www.dropbox.com/request/Kr8aey6lFnqIX5RpNyFR>

Our channels:

- [instagram.com/cyclingwithoutagesingapore](https://www.instagram.com/cyclingwithoutagesingapore)
- [facebook.com/cyclingwithoutagesingapore](https://www.facebook.com/cyclingwithoutagesingapore)
- [linkedin.com/company/cwasingapore](https://www.linkedin.com/company/cwasingapore)
- Email: info@cyclingwithoutage.sg
- Phone: +65 8189 9434
- Whatsapp: +65 8189 9434
- Telegram: +65 8189 9434



OUR CONTACTS

Hotline

+65 8189 9434

Email

info@cyclingwithoutage.sg

Address

Cycling Without Age Singapore
Level 4M, International Involvement Hub,
60A Orchard Road, The Atrium@Orchard Tower 1
Singapore 238890