



Your **Cycling** Connection

# **HUB Cycling Employee, Contractor & Volunteer Orientation Handbook**

Last updated January 2021

I OVERVIEW.....	3
II HUB ORGANIZATIONAL BACKGROUND.....	4
Vision.....	4
Mission.....	4
Core Values.....	4
Diversity, Equity & Inclusion.....	4
Purpose.....	6
Strategic Priorities.....	6
Positioning Statement.....	10
HUB Membership & Volunteers.....	10
HUB Organizational Chart.....	12
HUB Historical Timeline*.....	12
III HUB LOCAL COMMITTEES.....	13
IV _HUB PROGRAMS.....	14
HUB Bike to Work Week.....	14
Bike to School Week.....	15
Bike to School.....	15
HUB Streetwise Cycling Courses.....	17
HUB Newcomer Bike Host.....	18
HUB Bike Friendly Building Consulting.....	18
HUB Bike to Shop Days.....	19
HUB Bike the Night.....	20
HUB Cycling Research.....	20
V REPRESENTING HUB AT EVENTS.....	21
VI FREQUENTLY ASKED QUESTIONS.....	24
VII HUB POLICIES & PROCEDURES.....	27
DEFINITIONS.....	27
Privacy & Information Policy.....	28
HUB Public Correspondence Procedures.....	29
Health & Safety Program & Policy.....	32
Bereavement Leave Policy.....	34
Zero Tolerance Policy.....	34
Substance Abuse Policy.....	34
Conflict Resolution Policy/Procedure.....	36
HUB Cycling Transportation Reimbursement Policy.....	37
HUB Driving Infraction and Parking Policy.....	39
Travel Meal and Incidentals Per Diems Policy.....	39
Accommodations.....	41
COVID-19 Guidelines.....	41

## I OVERVIEW

The purpose of this document is to provide new employees, committee members and volunteers with an overview of HUB Cycling (HUB). It will provide information related to the organizational history, key messages, standard policies and protocols and frequently asked questions. This guide may be adapted depending on the audience that it is intended for.

This HUB Employee Manual is to be used as a guideline for employees, volunteers and contractors. It is not intended to be a contractual agreement of any kind. All policies, procedures, terms and conditions are subject to change. Specific questions concerning this Manual should be directed to your supervisor.

The policies contained in this document are based on the HUB Cycling Policies and Procedures Manual as adopted by the HUB Board of Directors and regularly updated.

If, at any time, any policy, procedure, rule or regulation in the manual is in conflict with, or in violation of, any Federal, Provincial and Common Law, those laws will govern and our policy will be changed accordingly.

If there is any question as to the meaning or intent of any information contained in this manual, please direct it to your supervisor.

## II HUB ORGANIZATIONAL BACKGROUND

### Vision

By 2030, more people in British Columbia cycle as a preferred mode of travel and recreation.

This choice is supported by a culture that sees cycling as an essential mode of transportation and one which helps create livable, connected communities and healthy environments.

All levels of government demonstrate their commitment to Vision Zero through education, policies and by increased investment in safe and comfortable infrastructure.

### Mission

To get more people cycling, more often.

### Core Values

As Metro Vancouver's most recognized and respected cycling transportation organization we believe:

#### Community

Cycling is an exceptional catalyst for creating healthy, happy, connected and livable communities.

#### Sustainability

Cycling plays a fundamental role in meeting the social and environmental needs of the people of British Columbia.

#### Collaboration

Working with all stakeholders - the general public, the private sector, and the public sector - is pivotal as the best results for improved cycling infrastructure, training, and promotion come from working together.

#### Inclusivity

We welcome and celebrate the diversity of all British Columbians through our work. We also recognize that socio-economic and cultural barriers must be acknowledged and considered through our advocacy, training, and promotion.

## Innovation

Through the power of creativity, proactivity, and innovation we will adapt to and create new opportunities to introduce positive change and reach more people.

## Responsibility

We are accountable to our members, supporters, and the general public through our promotion, education, and advocacy for cycling improvements. Evidence-based decisions, transparency, integrity, and dialogue are core to how we conduct our work. This fosters trust among all stakeholders.

## Diversity Equity & Inclusion

Inclusion is an underpinning value of what HUB Cycling stands for, as reflected in our Core Values.

We view the diversity of our members and communities as assets and strive to create and sustain a diverse and culturally competent organization that reflects the populations we serve. This is central to our mission, “to get more people cycling, more often” and to our ongoing efforts to remove barriers to cycling.

HUB Cycling is committed to creating a welcoming, inclusive organization and to working with people and communities to support them to thrive and prosper. Diversity is integral to this commitment. Diversity among our members, volunteers, staff, and Board of Directors allows us to better understand, connect to, and respond to the needs of HUB members and broader communities.

We have included definitions of diversity and equity beneath for reference:

**Diversity:** The visible and invisible differences that exist among people, including but not limited to: gender identity, race, ethnic origin, age, place of residence, sexual orientation/identity, economic status, language, religion, education and family/marital status

**Equity:** A strategy to promote fairness. Giving individuals the resources they need in order to be successful. Equity may include equal treatment or treatment that is different but is considered equivalent in terms of benefits, obligations, and opportunities.

## Purpose

HUB has two purposes in its' constitution:

1. **To provide educational forums**, classes, workshops, and seminars to the public that teach the following two subjects in Metro Vancouver:
  - a. how to cycle safely and interact safely with people cycling on the road and,
  - b. how to repair and maintain a bicycle.
  
2. **To conserve the environment and improve the health of people** in Metro Vancouver by encouraging cycling as a mode of transportation through:
  - a. **facilitating communication between cyclists** by providing forums wherein people who cycle can discuss cycling issues;
  
  - b. **facilitating communication between cyclists, motorists, pedestrians**, bicycle retailers, non-political transportation companies and planners, real estate developers and other non-political groups dealing with people cycling by engaging these groups directly and presenting the interests of these various groups to each other;
  
  - c. **collecting and developing best practices related to cycling**, which includes compiling research & developing expertise in relation to cycling infrastructure and urban design and resources for businesses & organizations interested in promoting cycling to the public
  
  - d. **organizing and operating non-political events** that promote the use of the bicycle as an environmentally beneficial and healthy mode of transportation between destinations; and
  
  - e. **improving public cycling facilities** through engagement with decision makers & stakeholders in planning processes.

## Strategic Priorities

HUB has outlined strategic priorities for 2020-2025 to aid in achieving its mission and purpose. Those strategic priorities are:

1. **Expand the cycling network, with a focus on infrastructure that is comfortable for most users.**
  - Leverage the BC Active Transportation Strategy and BC Active Transportation Design Guide to create more high quality cycling infrastructure improvements.
  - Maintain a regional Gap Priority List for needed infrastructure improvements. Utilize the State of Cycling database and associated maps to help identify gaps

in the existing network, and to establish priorities for improvement.

- Work with funding bodies (Municipal, Regional, Provincial) to optimize criteria for cycling cost-share funding to create the most meaningful infrastructure and promotion improvements.

**2. Support and strengthen the ability of Local Committees to influence improvements in cycling infrastructure, education and promotion in their communities.**

- Expand the capacity and capabilities of Local Committees in the areas of advocacy, community engagement, infrastructure, and policy promotion
- Ensure there is an active Local Committee in each municipality where HUB Cycling operates. Ensure that each Local Committee has a Board liaison
- Ensure that each Local Committee has an annual action plan that is reviewed each year
- Provide staff support for LC activities with respect to technical advice, best practices, and innovations.
- Provide staff campaign support for initiatives identified and actioned by Local Committees, with letter-writing applications, social media mentions, etc.
- Increase the amount of engagement with decision-makers to improve cycling conditions (correspondence, meetings, presentations, etc)
- Support Local Committees in their work with municipalities to improve their bylaws relating to better cycling facilities
- Ensure that Local Committee attendance is strong and diverse which in turn will support better cycling improvement outcomes and accessibility. Consider succession planning and the role of strong institutional memory structures and processes to help the continuity of positive change and in maintaining stakeholder relationships. Ensure best practices are followed with respect to Local Committee administration.
- Enhance our volunteer recruitment, retention and recognition processes.

**3. Improve and expand cycling-related safety education for users of all transportation modes.**

- Expand the Provincial Everyone Rides Grade 4-5 and other school cycling education programs across BC, utilizing direct delivery, contract services, and other mechanisms.
- Reach more people with transportation cycling education, including using new technologies and on-line learning.
- Expand education offerings for seniors.
- Expand education for users of electric assist bikes.
- Work with ICBC, Road Safe BC and other stakeholders to improve driver training and testing, including continuing education at renewals, as it relates to increased cycling safety.
- Implement and evaluate an expanded Newcomer Bike Mentorship Program with immigrant service sector partnerships.

**4. Modernize the BC Motor Vehicle Act and other legislation to improve road safety and accountability for all.**

- Work with other stakeholders to achieve modernized road safety legislation that includes protection for vulnerable road users, acknowledges emerging micro-mobility devices, and is integrated with evolving ICBC insurance structures.
- Work with the BC Road Safety Law Reform group, the BC government, the media, and other stakeholders to effectively communicate the need and urgency to make changes.

**5. Be British Columbia's trusted resource for information on cycling infrastructure, education and promotion.**

- Increase visits to the HUB Cycling website and resource pages
- Increase the number of social media followers.
- Increase action media mentions
- Increase the number of contacts in the HUB Cycling database
- Ensure that the HUB Cycling brand is strong, leveraging the skills of marketing & communications staff and volunteers, including video, interactive and viral online outreach and other innovative platforms.

**6. Strengthen our relationships with the communities we currently serve, and seek opportunities to collaborate with new communities throughout British Columbia.**

- Maintain and enhance relationships with other transportation-related organizations and government bodies
- Expand relationships in the Public Health area, including research areas that support improvements for active transportation
- Expand relationships with property developers and builders, including focus areas on facilities within new buildings, and the design of new communities
- Increase Bike Friendly Business consulting services for businesses, developers and government.
- Expand relationships with cycling-related distributors and retailers, including both large chains and local bike shops. Be able to articulate a strong value proposition.
- Investigate opportunities to promote cycle tourism, working with tourism agencies and leveraging HUB Cycling expertise and knowledge
- Inform and educate local transportation engineers and planners about new infrastructure guidelines (BC ATDG, TAC, etc) and encourage them to use the most current best practices.
- Expand engagement with First Nations populations for cycling promotion and education.
- Staff addition Jan 2021: Expand engagement with underrepresented and racialized communities and include them as equal partners in the decision-making process.
- Utilize Board directors as active ambassadors in the community, increasing the profile of HUB Cycling and engaging people with cycling-positive discourse.



**7. Grow participation in our current programming, and offer programming to attract new user groups.**

- Increase the number of new participants taking part in annual events.
- Increase post-event and post-program ridership levels
- Strengthen cross-promotion between events, education, research, and action work to increase the number of participants taking part in multiple programs or events offered by HUB Cycling
- Ensure that HUB Cycling programs are resilient to new technologies and dissemination opportunities, and creative in strategic cross-promotional partnerships and events.
- Explore new programming to reach new geographic, cultural, language, and First Nations communities.

**8. Grow and diversify funding sources to maximize our organizational impact and sustainability.**

- Resolve the member/organizational member/donor/supporter model so as to best harness the support of those associated with HUB Cycling.
- Engage contacts with cycling improvement campaigns that compel them to donate or become members.
- Seek new corporate, government, foundation and community partners that can increase our capacity to make a positive impact.
- Ensure that programs and services are priced appropriately.

**9. Increase the number of people cycling among groups that may face social, cultural, and/or financial barriers to cycling.**

- Implement expanded Newcomer Bike Mentorship Program in Vancouver and Surrey.
- Provide programming that specifically serves people that may face social, cultural, and/or financial barriers to cycling.
- Collaborate with these groups and related support agencies to identify programming needs in order to offer effective programming.
- Utilize sponsorship to provide free events/programs and no barrier pricing for those that need it.
- Provide communications and marketing in more languages and/or simplified English.
- Ensure that marketing materials include representation of diverse groups of people.
- Educate engineering and planning professionals and advocate for clear, coherent, consistent infrastructure, maps, signage, wayfinding that are low barrier regardless of language, background, ability and age.

## 10. Capture and use data to support evidence-based decision making around cycling

- Maintain the State of Cycling database with planned updates every two years. Maintain an ongoing log of changes in local infrastructure so as to assist with those updates.
- Incorporate the HUB Cycling Gap Priority list within the State of Cycling database and maps, to help Local Committees to better visualize gaps and prioritize them for local action.
- Ensure that State of Cycling route information is incorporated into action work at both the Local Committee and RAC level
- Expand research activities beyond the State of Cycling, as funding and opportunity allows
- Capture, analyze and publish data to influence governments, community groups, the public, the private sector and within our organization to make more evidence based decisions around cycling infrastructure, education, and promotion.
- Maintain awareness of leading edge sector changes including electrification and sharing of bicycles and other micromobilities, automated vehicles, ride hailing, and their real and potential impacts on cycling.

## Positioning Statement

*This is the “elevator” description of the organization. It quickly answers the question “what does HUB Cycling do”. It should be used anytime the organization is introduced in speeches, articles, media kits and the like.*

We are HUB: Your Cycling Connection. We make cycling better through education, research, action and events. More people cycling means healthier, happier, more connected communities. HUB Cycling is leading the way in making cycling an attractive choice for everyone.

## HUB Membership & Volunteers

HUB Cycling is a membership-driven organization and we rely on the support of our members to make Metro Vancouver a more bike-friendly place. Members are able to vote for our board of directors, receive our Bicycle Bulletin and gain exclusive HUB membership benefits & discounts. For a full list of benefits, visit [bikehub.ca/membership](http://bikehub.ca/membership).

### Key Messages

- HUB is a membership-based not-for-profit charitable organization that provides a voice to the cycling community throughout the Metro Vancouver region. The more members we have, the more impact we can have when we work with the government to push for better cycling conditions. HUB has 10 volunteer-run local committees working across the Metro Vancouver region to assess, recommend and push for better bike infrastructure & facilities.

- By becoming a member of HUB, you are joining our growing community of people that cycle and want to cycle, and gaining access to fantastic benefits including discounts for bike shops, car-sharing, legal advice, health & wellness services and more!
- HUB Members get discounted cycling courses where you can learn everything you need to know about cycling safety, year-round bike commuting and maintaining your bike.
- HUB encourages people to experience the joys of cycling through events like Bike to Work Week, neighbourhood rides, member parties, festivals and more!

### Individual & Family Memberships

See the HUB Membership webpage for the most up to date information on membership levels and costs: [bikehub.ca/join](https://bikehub.ca/join)

### Advocacy Sponsorships

Organizations can support cycling improvements work by sponsoring HUB's advocacy work

### Contact Info

- Individual & Family Memberships - Cathy Acuna - [membership@bikehub.ca](mailto:membership@bikehub.ca)
- Advocacy Sponsorships - Rowena Farr - [rowena.farr@bikehub.ca](mailto:rowena.farr@bikehub.ca)

## Volunteers

HUB has a dedicated volunteer pool, recruiting for nearly 500 volunteer positions over the year.

Most of the roles are event based including the Engagement Team's events or helping one-off projects like the Education Team's data entry and the Action Team's State of Cycling report.

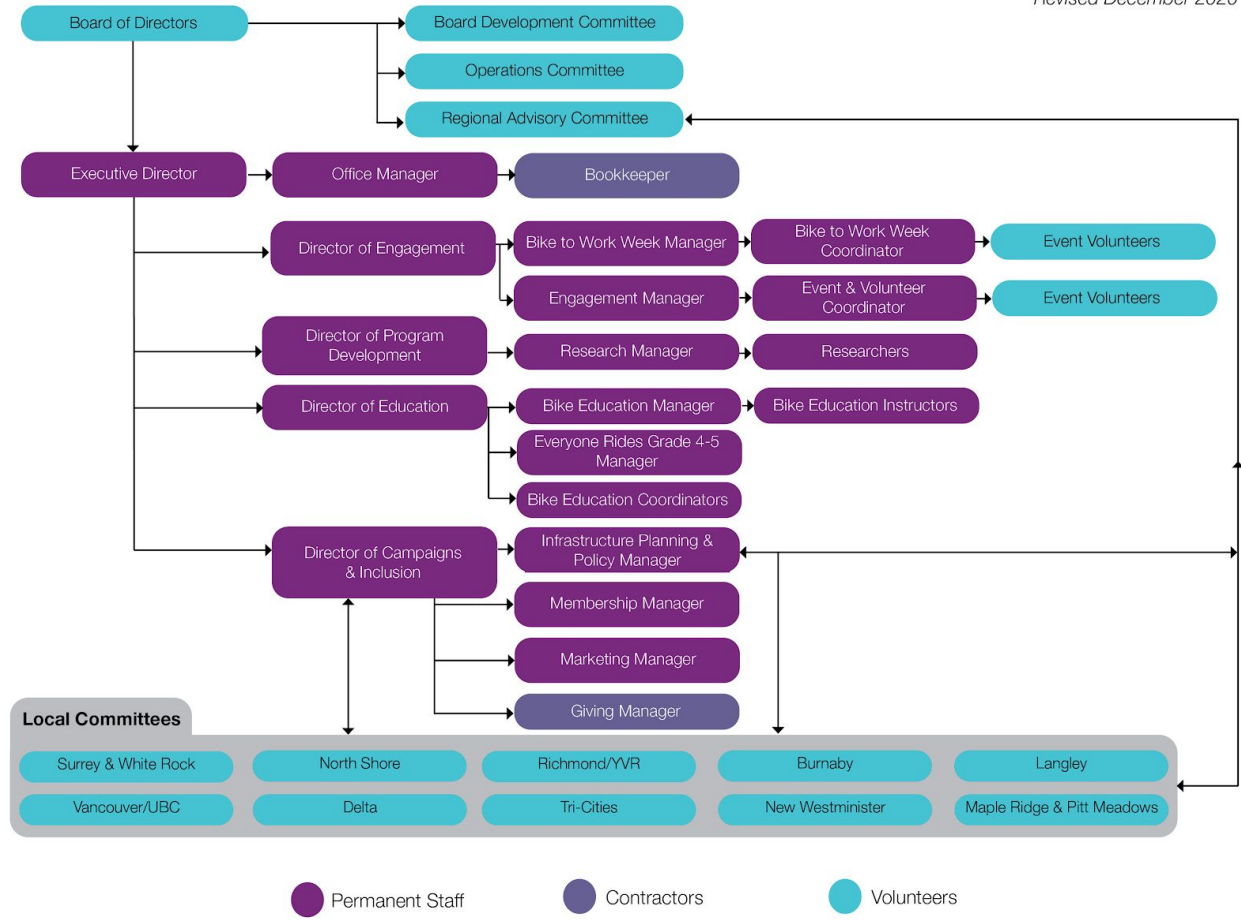
Over 100 volunteers help in one of HUB's 10 Local Committees. They meet regularly to discuss and advise on cycling issues specific to each municipality. Local Committees also support the Engagement Team's events.

Each volunteer recruitment drive is done by one HUB staff member who is part of the event.

# HUB Cycling Organizational Chart

Updated December 2020

Revised December 2020



## HUB Historical Timeline

[See HUB Cycling's history here.](#)

## III HUB Cycling LOCAL COMMITTEES

### HUB Local Committees

HUB has 10 local committees across Metro Vancouver who engage with decision makers to improve cycling conditions in their municipality. Each committee meets regularly to discuss local cycling issues, perform assessment rides to document local conditions, develop reports and present recommendations to local councils/decision makers & plan local events to encourage cycling. The Regional Advisory Committee (RAC) works on region-wide or cross-boundary projects and policies.

#### Local Committee Contact Info

- Burnaby - [burnaby@bikehub.ca](mailto:burnaby@bikehub.ca)
- Delta (Delta, Tsawassen, North Delta & TFN) - [delta@bikehub.ca](mailto:delta@bikehub.ca)
- Langley - [langley@bikehub.ca](mailto:langley@bikehub.ca)
- Maple Ridge & Pitt Meadows - [mapleridge-pittmeadows@bikehub.ca](mailto:mapleridge-pittmeadows@bikehub.ca)
- New Westminster - [newwestminister@bikehub.ca](mailto:newwestminister@bikehub.ca)
- North Shore (North Vancouver/Bowen Island/West Vancouver/Lions Bay) - [northshore@bikehub.ca](mailto:northshore@bikehub.ca)
- Richmond/YVR - [richmond@bikehub.ca](mailto:richmond@bikehub.ca)
- Surrey & White Rock - [surrey-whiterock@bikehub.ca](mailto:surrey-whiterock@bikehub.ca)
- Tri-Cities (Anmore/Coquitlam/Port Coquitlam/Port Moody/Belcarra) - [tri-cities@bikehub.ca](mailto:tri-cities@bikehub.ca)
- Vancouver/UBC - [vancouver@bikehub.ca](mailto:vancouver@bikehub.ca)

#### Key Messages

- Working together, people cycling can make a bigger impact on the decisions made in our communities related to cycling issues, policies & infrastructure improvements. HUB brings together and supports cycling enthusiasts of all levels to craft policy positions, share best practices; build community and promote cycling education programs.
- HUB committees have been central to the implementation of major cycling-related initiatives, programs & improvements in regional areas.
- HUB provides access to user perspectives, motivations, barriers, data collected from cycling programming and membership (BTWW survey results, etc)

#### Contact & Website Info

Navdeep Chhina, Director of Campaigns & Inclusion - [action@bikehub.ca](mailto:action@bikehub.ca)

HUB Local Committees public webpage – [bikehub.ca/action](https://bikehub.ca/action)

HUB Local Committees internal resources page - <https://bikehub.ca/local-committee-resources>

## IV HUB Cycling PROGRAMS

### HUB Bike to Work Week

HUB Bike to Work Week uses events, friendly competition, and online interactive tools to encourage people to start riding to work and to celebrate those that already do. At [btww.ca](http://btww.ca) participants are able to log their bicycle commutes and calculate the amount of greenhouse gases that are saved by their bike use. Workplaces are encouraged to create ‘teams’ where employees can register and see the total trips for their team and for their organization.

We track the organizations with the highest number of trips, riders, and the best overall workplace involvement. HUB and our community partners host between 25 and 50 celebration stations (tents with food, drink, maps, and bike mechanics) along bike routes in the region. This occurs two weeks in the year, one in the spring, and one in the fall.

#### Key Messages

- HUB Bike to Work uses events and friendly competition to encourage avid cyclists and new riders alike to commute to work on bike.
- Improve your personal health & fitness, save money (on gas, insurance, parking & transit), reduce greenhouse gases & road congestion, and connect with the communities through HUB Bike to Work Week.
- By tracking your commutes, you are part of something greater. You help establish a benchmark for how many people cycle in Metro Vancouver, in your company and on average as a cyclist, which helps to show the growth of cycling in Metro Vancouver and influence decision makers in funding cycling improvements.
- Cycling to work is a great way to add activity to your day, saving time by combining a work out with your travel needs. We want to help you arrive at work energized, less stressed and full of endorphins year round.
- Chart the benefits: kilometres, calories, carbon savings. Challenge a friend or co-worker; challenge yourself and discover how fun it is.

#### Contact & Website Info

Negar Naghshinepour, Bike to Work Week Manager - [biketowork@bikehub.ca](mailto:biketowork@bikehub.ca)

HUB Bike to Work Week – Info & Registration – [bikehub.ca/btww](http://bikehub.ca/btww) or [btww.ca](http://btww.ca)

## HUB Bike to School Week

Bike to School Week encourages students to choose active transportation in their commute to school. The coordinators recruit Team Leaders (a parent, teacher, student etc.) at participating schools who can take a leading role in raising awareness about Bike to School Week. Team Leaders are supported by the Bike to School Week team with posters, tips, and other resources to share with their team. Students are encouraged to participate throughout the week through group rides, fun events, cycling workshops and given the chance to win prizes.

### Key Messages

- Imagine schools that help to secure a network of greenways for kids to bike to school and where parents are comfortable with their children traveling by bicycle to parks, community centres and friends' homes.
- Imagine a generation of students receiving bike safety, maintenance, repair and skills training in a routine fashion, several times throughout the school year and their school career. They will grow up making informed choices about their own transportation.
- Cycling to school is about freedom, joy and being a kid; about fresh air, making friends and having fun!

### Contact & Website Info

Contact - [btsw@bikehub.ca](mailto:btsw@bikehub.ca)

HUB Bike to School Week – Info & Registration – [bikehub.ca/btsw](http://bikehub.ca/btsw)

## HUB Bike to School

Designed for elementary, middle & secondary schools, our Bike to School program provides cycling instruction and fun activities for Grades 2 and up, as well as the Provincial Everyone Rides Grade 4-5 Program Participating schools will:

1. Promote and demonstrate cycling as a fun, healthy & social way to exercise, be independent, and get around!
2. Build and increase cycling skills
3. Teach and promote safe, responsible cycling
4. Teach the ABCs of bike care, security and maintenance

### Learn2Ride

A beginner course for grades 2-5, HUB Learn2Ride is a schoolground-based introductory cycling skills and safety course delivered in two sessions.

In Learn2Ride, students are taught how to negotiate different types of road safety situations in a simulated environment free from traffic.

Learn2Ride courses introduce many aspects of biking commonly encountered in the primary grades and beginner level, such as:

- Crossing busy streets safely
- Shared use pathways
- Corners
- Shoulder checks and hand signals
- Car door avoidance

### **Ride the Road**

- An intermediate course for grades 6-10, HUB Ride the Road introduces upper-level primary and secondary school students to the freedom and responsibilities of cycling in an urban setting. It is delivered in five sessions.
- In this course, a fun and positive approach to cycling goes hand in hand with more formal instruction on how to cycle safely within neighbourhoods and on city streets, and basics on bike maintenance.
- Ride the Road is focused on promoting the benefits of cycling as a form of transportation and recreation, and providing students the knowledge, skills, attitudes and values they need to bike safely and effectively, sharing the road with cars and people on foot.

### **Everyone Rides Grade 4-5**

- The Everyone Rides Grade 4-5 program provides British Columbia elementary students with fully funded Learn2Ride courses.
- Piloted in 2020, the program is set to expand in 2021 in Kelowna, Victoria, Metro Vancouver and nearby communities

### **Contact & Website Info**

Kristen Elder, Bike Education Manager– [schools@bikehub.ca](mailto:schools@bikehub.ca)

[bikehub.ca/bike-to-school](http://bikehub.ca/bike-to-school)



## HUB Streetwise Cycling Courses

Streetwise Cycling Courses provide basic and advanced training that teaches people how to safely cycle in cities throughout the year and bike maintenance skills. The courses are held at locations around Metro Vancouver and online. In 2021 HUB will be launching Streetwise Cycling Online courses, along with several other new course formats

- [StreetWise Online Cycling course](#) – Set to launch in spring 2021 SW Online cycling course will provide knowledge and interactive activities to support adults in riding safely & confidently on the road. They will learn about their bike, helmet & lock, cyclist rights and responsibilities, how to communicate with other road users, plan a safe route and more.
- [StreetWise Webinar Courses](#): 1 hour online courses hosted by friendly & knowledgeable instructors. Topics include: Intro to City Cycling, Intro to Biking with Children, Basic Bike Maintenance, Getting started with E-biking, Route Planning and Fall & Winter Cycling.
- [Adult Beginner Bike Skills Lessons](#) - If you have never ridden a bike before or haven't ridden in a very long time, HUB offers small group or private instruction courses to get you pedaling.
- [Advance Your Ride Course](#) - Advanced Your Ride is our most in-depth and advanced course, covering effective cycling for those who already ride on the road, and want to increase their skills and knowledge about riding in a wide variety of urban street settings. This course is also offered for HUB Cycling instructor training.

### Key Messages

HUB Streetwise Cycling Courses:

- allow people of any age or experience to gain the skills and confidence they need to feel safe and confident while riding in the city.
- are taught by certified and experienced bike-safety instructors
- are offered online and in-person.
- are taught in a safe, fun and non-intimidating manner.
- are adapting to COVID and will continue to evolve as the public health situation changes.

### Contact & Website Info

Kristen Elder, Bike Education Manager– [streetwise@bikehub.ca](mailto:streetwise@bikehub.ca)

Streetwise Cycling Courses - [bikehub.ca/streetwise](https://bikehub.ca/streetwise)

## HUB Newcomer Bike Host

The Newcomer Bike Host Program was a collaborative program between HUB Cycling and the Immigrant Services Society of BC, modeled off of Toronto's CultureLink program. The first of its kind in Western Canada, the program matched recent immigrants and refugees with local "host" volunteers for companionship and cultural orientation to Vancouver's active transportation lifestyle. Newcomers receive city cycling instruction, and have the opportunity to spend time with their host volunteer getting oriented to Vancouver's cycling routes, rules, and culture, while having fun exploring Vancouver by bike together.

This program is currently on hiatus. HUB Cycling aims to expand this program with national funding in 2021 or beyond.

### Contact & Website Info

Tim Welsh, Director of Program Development - [tim@bikehub.ca](mailto:tim@bikehub.ca)

[bikehub.ca/bike-host](http://bikehub.ca/bike-host)

## HUB Bike Friendly Building Consulting

HUB Cycling's Bike Friendly Building Consulting Services support developers, building managers, employers, business operators, property managers and other stakeholders across Metro Vancouver to more fully promote cycling and reward people who ride bikes for transportation.

### Key Messages

Our cost-effective business advantage can benefit many aspects of your operations, including equipment supplier contracting, marketing, tenant retention, and corporate environmental responsibility. HUB Cycling is uniquely positioned to help developers, building managers, and employers receive the recognition they deserve for going "beyond the call" in developing Bike Friendly facilities and practices.

### Offerings:

- [Bike Friendly Building assessment](#) - planned and existing buildings / workplaces.
- [Specialized consulting](#) for building managers / developers
- [Transportation demand management / marketing](#) services for building users
- Workplace Cycling Workshops (see below).

[HUB Workplace Cycling Workshops](#) - A health promotion and sustainability program that fosters biking to work through on-site training for employees. Some in person courses may not be available in 2021, due to COVID-19 but generally courses include:

- [Biking to Work: A Lunch-Hour Primer](#) – A fun and interactive 1-hour workshop that covers everything you need to know to start biking to work in one hour. A Women's Only version is also available. (also available in webinar format)
- [Biking to Work: Fall & Winter Cycling](#) – Intermediate workshop that covers dressing for the weather (staying warm and dry), more advanced cycling safety, advanced use of your gears, cold-weather care for your bike, lights, visibility, and more. (also available in webinar format)
- [Demystifying Your Bike: Beginner Bike Maintenance](#) - Participants bring their bikes and we show them how to do a basic inspection to make sure it's in good running order.
- [Biking to Work: Commuter Skills](#) - This workshop includes both in-class and on-road training to teach the safest place on the road to ride, how to maneuver their bike effectively, communicate with other road users, handle riding at night and in the rain etc.

### Contact & Website Info

Tim Welsh, Director of Program Development - [tim@bikehub.ca](mailto:tim@bikehub.ca)

Bike Friendly Business – [bikehub.ca/bfb](https://bikehub.ca/bfb)

### HUB Bike to Shop Days

Bike to Shop Days educates people on how to carry things on bike, local bike routes that serve shopping areas, and why shopping is a great trip to bike for. There are celebration stations set up in shopping districts, and participants can sign up for prizes there and online, where they log their trips to shop by bike. Guided rides are also included in some events.

### Contact & Website Info

Madeleine Service, Engagement Manager - [madeleine.service@bikehub.ca](mailto:madeleine.service@bikehub.ca)

[bikehub.ca/biketoshop](https://bikehub.ca/biketoshop)

## HUB Bike the Night

Experience the beauty and energy of nocturnal Vancouver at its best - by bike. As dusk becomes darkness, join thousands of people on bikes and pedal the streets of Vancouver for HUB's mass participation ride, Bike the Night.

A family-friendly event, Bike the Night allows people a safe and comfortable way to try cycling on city streets and cycling at night, which has been reported as a barrier. Bikes get decorated with lights and fun colours and participants enjoy a 10km+ ride together. This event is currently on hiatus due to the COVID-19 pandemic.

### Contact & Website Info

Rowena Farr, Director of Engagement - [rowena.farr@bikehub.ca](mailto:rowena.farr@bikehub.ca)

[bikehub.ca/BikettheNight](https://bikehub.ca/BikettheNight)

## HUB Cycling Research

In 2018, HUB Cycling began a research program, starting with Benchmarking the State of Cycling, collecting data and compiling a shared understanding, cataloguing and mapping of cycling infrastructure types, quantities and usage in partnership with TransLink, MoTI and local municipal engineering staff.

HUB Cycling intends to carry on our research focus to better understand current cycling realities, potential, and partnerships, such as the links to the health sector.

### Contact & Website Info

Tim Welsh, Director of Program Development - [tim@bikehub.ca](mailto:tim@bikehub.ca)

State of Cycling Project - [bikehub.ca/about-us/news/the-state-of-cycling-in-metro-vancouver](https://bikehub.ca/about-us/news/the-state-of-cycling-in-metro-vancouver)

## V REPRESENTING HUB Cycling AT EVENTS

This section outlines what to expect when volunteering with HUB at events and applies to volunteers, committee members, board members, staff, and contractors.

### Main Objectives

- Raise awareness of HUB programming (StreetWise Cycling Courses, Bike to Work Week, Workplace Workshops and HUB Bikeability Assessments) & how we are involved in improving cycling
- Answer questions about cycling in general or forward people to resources
- Sell HUB T-Shirts & ask people to sign up for a charitable donations (over \$25 will receive a tax receipt)
- Sign people up to become HUB members

### What you will find at the booth:

- a table with HUB pamphlets & stickers, often there will also be bike maps
- HUB signs for the table
- Membership materials: sign-up sheets, ‘thank you’ letter, cards (often found in the cashbox or an envelope, if they are not there we will mail them a card)
- cashbox
- t-shirts and onesies for sale
- bins under and around the tables with extra maps, pamphlets, t-shirts and snacks
- donations tin

Extras items that we sometimes have:

- raffle draw & ballots
- a demonstration bike bus rack from TransLink with a bike that people can try out how to put their bike on the bus
- free treats & giveaways such as free snacks

### Instructions for HUB Materials:

- **HUB pamphlets:** Please distribute to everyone and tell them about HUB programs (*see descriptions above*)
- **HUB membership forms & cards:**
  - The minimum information for us to sign people up is their full name, email address and phone number, we would also like the physical address as well; have them complete the form
  - Write their name and membership expiry date (one year from date of purchase) on a HUB membership card for each membership purchased (individual & household members) and provide it to them
  - Complete the bottom of the registration form to document date, who collected the money and whether a membership card was provided or not
  - Offer them a copy of the “Thank you for being a member” letter which also lists the member benefits

- Thank them for supporting cycling improvements in Metro Vancouver and point them to the website where they can find info about discounts & benefits
- Deposit money in the cashbox or designated folder with the registration form
- **HUB T-shirts:** T-shirts are available in multiple sizes. Please arrange on the hanging rack (if applicable) and ensure one of each size is available. If people wish to try the t-shirt on away from the table, ask that they leave a piece of ID (if they leave with the t-shirt). Please keep them out of the rain. The t-shirts are usually sold for \$25 regular (sometimes less for current members). Onesies are usually sold for \$20.
- **Maps:**
  - Metro Vancouver maps by TransLink
  - Regional maps - Richmond, Surrey, Burnaby
  - Pocket maps - Vancouver, New Westminister, North Shore and Coquitlam have all produced accordion style pocket maps
  - Central Valley Greenway - a great route connecting Vancouver, Burnaby and New Westminister
- **Raffle Draw:** we often have prizes to give away at events. There will be raffle draw ballots to fill out, we just need an email address (preferably) or phone number. If they give us their email address, we will also be adding them to our monthly bike bulletin. There is an option on the ballot to opt out if they would prefer. The draw will take place after the event finishes, winners will have to pick up their prize at the HUB office.

### How Do I Engage the Public about HUB Cycling Programming?

Ensure that everyone who visits our booth learns at least one thing about HUB and its programming. Here are a list of questions you can ask and some possible ways to connect your discussions to HUB programming:

#### ***Do you know what we do at HUB Cycling?***

- Inform visitors that HUB (see messages above) is a membership-driven organization that works to improve cycling conditions and education in Metro Vancouver. We've been around since 1998 and re-branded to HUB Cycling in 2012 (we were called the Vancouver Area Cycling Coalition before that). We focus on increasing cycling in the region through education, action and events.

#### ***What's your favorite bike route?***

- Connect that work to what we do at HUB to make cycling infrastructure safer and more comfortable to people of all ages & abilities
- Refer issues & concerns to local committees

#### ***Do you have any issues with your bike route?***

- If they do, ask them to write down their comments, the street and city of the bike route on one of the pads of paper around so we can pass it along to the appropriate local committee for follow up. In Vancouver, you can email [bikevancouver@vancouver.ca](mailto:bikevancouver@vancouver.ca) to get in touch directly with the city bicycle

engineers. Contact info for other cities is online:

[bikehub.ca/get-involved/useful-links/report-route-problem](http://bikehub.ca/get-involved/useful-links/report-route-problem)

- Let them know about HUB local committee meetings that they are encouraged to attend to improve local bike routes. Meeting information is online at [bikehub.ca](http://bikehub.ca)

### **What would make you cycle more?**

- *“Safer streets and bike lanes”* - promote work we do at HUB to create a safe & connected network of bike paths suitable for all ages and abilities
- *“I don’t feel safe on the road”* - promote StreetWise and Workplace Cycling Workshops, which teaches people the skills to be safer and more confident on the road
- *“There are no secure parking or facilities at my workplace”* - promote HUB Bikeability assessment, which provides businesses, HR & property managers with resources, best practises, and concrete solutions on how to improve the bikeability of a building, workplace or overall business operations
- *“If I had someone to ride with”* - encourage them to reach out to a friend or co-worker
- *“Distances are too far / hilly”* - Don’t forget you can bring your bike on transit as well.
- *“It’s too rainy in Vancouver”* - HUB members get discounts on bike gear at bike shops and retailers across Metro Vancouver so you can suit up for the weather. Our [Biking to Work - Fall & Winter Riding Workplace Workshop](#) will also teach you tips for riding all year round.

For more details about HUB, check out the website [bikehub.ca](http://bikehub.ca) and read the ‘About Us’ and Organization pages. There will also be a copy of the Annual Reports at the table, NOT to give away but for reference material in case people are asking questions about our organization or funding.

### **How do I deal with negative comments?**

You are not required to deal with negative comments as a volunteer with HUB. If you receive questions about HUB, you may communicate the responses that are outlined in the FAQ or refer them to a staff or Board member if you are unsure. If there are no staff available suggest that they contact the office. Remember that you are acting as a representative of HUB and it is best that any interaction and communication to the public properly reflect our mission & values.

### **How do I deal with the media?**

Only designated spokespeople are authorized to speak to the media on behalf of HUB Cycling. If you receive a media request, please contact your supervisor, designated HUB local committee member, the Executive Director or Director of Campaigns and Inclusion.

Please see the HUB Cycling Public Correspondence Procedure for more information & contact info.

**Is there a pre-ride checklist for any group ride I organize?** [Pre-Ride Checklist](#) Can also be found on drive in HUB Policies and Procedures folder.

## VI FREQUENTLY ASKED QUESTIONS

### What has HUB done to improve cycling conditions in Metro Vancouver? What has HUB accomplished?

HUB Cycling has successfully engaged decision-makers around improving cycling conditions in Metro Vancouver in several ways. We have been instrumental in bringing about:

- Bikes on SkyTrains
- Bikes on buses
- Cyclist-triggered push buttons for traffic lights
- Bike paths & lanes across Metro Vancouver & ongoing improvements
- HUB Bike to Work Week - a bi-yearly initiative that has encouraged thousands of cyclists to cycle to work by hosting celebration stations and giving away prizes/incentives to those who track their commutes
- Bike to School Week – an annual event that has encouraged over 50 schools a year to encourage students to cycle to school with interactive events, group rides and prizes/incentives
- Developing & delivering Streetwise Cycling Education & Workplace Workshops to teach adults and children on how to ride safely and more confidently on the road
- Making the Burrard Bridge Separated Lanes permanent
- Widened sidewalks on Lion’s Gate, IronWorkers Memorial and Queensborough Bridge
- Creation of the Central Valley Greenway
- Building of the Canada Line Cycling Bridge

### What is HUB Cycling currently working on?

HUB Cycling has 10 local committees who directly engage decision-makers about making improvements throughout Metro Vancouver. We’re currently working on:

- Continuing to work with government, businesses & community organizations to connect Metro Vancouver through a regional network of safe, convenient and accessible cycling paths
- Working on providing access to cycling education for all school-aged children across the province
- Working with ICBC to increase content related to pedestrian and cyclist interactions in Driver Training & Exams and continuing education
- More cycling events, festivals and social rides to create more community and to celebrate the joys of cycling!
- Providing Streetwise Cycling Education and Workplace Workshops to teach people basic and advanced bike maintenance skills and the on-road cycling skills they need to ride safely and confidently on their bike.

### What is HUB’s position on the Helmet Law?

HUB supports and encourages the use of helmets by cyclists of all ages, but also recognizes an adult’s right to make their own choice. HUB believes that the over-emphasis of adult helmet



use may detract from addressing important cycling safety issues. Although helmet use may reduce the severity of some injuries, HUB believes the best measures to improve safety for cyclists are:

- Cycling education for both people cycling and driving
- Cycling infrastructure that reduces conflict between cyclists, motorists, and pedestrians
- Increasing the amount of people cycling, making cyclists a normal and expected part of the transportation landscape

### **What is HUB's involvement in Public Bike Share?**

Public Bike Share (PBS) is an important addition to the cycling facilities in Vancouver, and is increasing the number of people on bikes. HUB helped contribute to the educational messaging and training for PBS users and staff, and we continue to partner with Mobi by Shaw Go to cross promote. HUB also supports the expansion to e-bike share across the region.

### **What is HUB's involvement with Critical Mass?**

HUB has never been involved in the organization of Critical Mass. HUB encourages and teaches lawful, safe and respectful cycling at all times.

### **Does HUB support licensing or increased taxation of cyclists?**

ICBC looked into that idea extensively, and concluded that the cost of administering a bike-licensing scheme would exceed the benefits, while also causing many people to reject cycling altogether.

The administrative and bureaucratic burden of having people register and enforce licensing would be significant with little benefit especially when it comes to children. We do encourage all cyclists to take HUB Streetwise training courses to encourage safe and respectful road use by cyclists.

### **What are you doing about cyclists who run red lights/don't follow the rule of the roads/disrespect pedestrians?**

HUB believes that all road users should share the public space respectfully and responsibly and that cyclists should follow the rules of the roads. One of our main focuses is education – we teach people how to ride safely in accordance with the current rules of the road. One of the largest issues though is that there is no standard for cycling education.

Children and teenagers are on bikes before they are given the option to learn how to drive, this

means that they never have any formal training on what the rules of the road are. We think this is a failing of our education system and are working with the provincial advocacy group (BC Cycling Coalition) to integrate cycling into the school curriculum. We see this as a necessary step to ensure that our children grow up to be respectful road users whether it be on foot, on a bike, or driving a car.

We are also working with ICBC and would like to see changes made to the Motor Vehicle Act as well as driver education. This would include more questions on our drivers test focusing on how to interact with pedestrians and cyclists. In places in Europe there is standardized cycling education for all children in school - this is an aim of the Right to Bike campaign HUB is a part of.

### **Should cyclists pay a special tax?**

Roads are paid for mostly through general taxes. People who use bicycles for transportation pay these property taxes, income taxes, sales taxes, etc. Building cycling facilities and maintaining them is much less expensive than facilities for motor vehicles, because the impact on the roads from cycling is minimal.

Cycling mostly happens on municipal roads, which are paid for with property taxes, for which there is no difference between someone who rides a bicycle and someone who drives a truck. Many cyclists therefore actually subsidize driving.

As a taxpayer and home-owner (but not a car owner), a significant amount of tax dollars are spent on the road network, much of which is not used by bicycles because it still feels unsafe or is not permitted.

### **What are the benefits of investing in cycling?**

Infrastructure for cycling is a lot less expensive than infrastructure for automobiles in terms of the numbers of people who can get around.

Every kilometre that a cyclist rides brings economic benefits to society, mostly through lower health care costs and less air pollution.

Cycling is the most cost effective way of providing mobility for BC communities. More people cycling means less people driving so congestion is reduced. With proper cycling facilities, it will be safer for everyone. Also, cycling offers many benefits to society, including improved health and less pollution and noise. Increased investment in cycling will reduce overall costs for transportation AND health care.

## VII HUB POLICIES & PROCEDURES

The following policies and procedures apply to all HUB Cycling staff, contractors, committee members and volunteers.

### Safe Workplace Policy

HUB Cycling is committed to providing a safe work environment for all employees, contractors, and volunteers. We prohibit all incidents of workplace violence, harassment and discrimination.

### DEFINITIONS

#### DISCRIMINATION:

Distinguished treatment of a person because of the race, color, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or because that person has been convicted of a criminal or summary conviction offence that is unrelated to the employment or to the intended employment of that person.

#### NEW WORKER:

"New worker" means any worker who is

- new to the workplace,
- returning to a workplace where the hazards in that workplace have changed during the worker's absence;
- affected by the change in the hazards of a workplace, or
- relocated to a new workplace if the hazards in that workplace are different from the hazards in the worker's previous workplace.

#### YOUNG WORKER:

"Young worker" means any worker who is under the age of 25.

#### WORKPLACE:

For the purpose of policy, the "workplace" is defined as any and all places where company business is conducted. This includes but is not limited to;

- Company property, whether leased or owned, including buildings, and surrounding areas including: parking lots, sidewalks, and driveways: All off-site locations where company business occurs;
- Company sponsored functions: Any location of travel for business purposes.

## **WORKPLACE VIOLENCE:**

Workplace violence includes, but is not limited to:

- The exercise of physical force by a person including attempt, against a worker that causes or could cause physical injury to the worker. This can include physical injury to the worker; physical acts such as pushing hitting, kicking or throwing objects;
- A statement or behavior that is reasonable for a worker to interpret as a threat to exercise physical force against a worker in a workplace that could cause physical injury to the worker;
- Bringing a weapon of any sort to a company workplace or possessing weapons of any kind while carrying out company business, or threatening to bring a weapon to the workplace.

## **WORKPLACE HARASSMENT:**

For the purpose of this policy, "workplace harassment" is defined as engaging in a course of vexatious comment or conduct against a worker at a workplace that is known or ought to be reasonably known to be unwelcome. This includes conduct that demeans, embarrasses or humiliates an employee. Workplace harassment does not include:

- Legitimate performance management
- Application or delegation of management authority: Transfers, demotions and job assignments during the course of employment;
- Management mistakes;
- Any single action not considered harassment unless it involves a lasting impact on the employee.

## **SCOPE:**

This Statement of Policy and Procedure applies to all employees, contractors and volunteers.

## **Privacy & Information Policy**

It is essential that business information and affairs of HUB Cycling, its clients, contractors, volunteers and employees must be kept in the strictest confidence. The unauthorized release or use of confidential information is strictly prohibited. Disciplinary action, including but not limited to termination will be taken towards the violator of this policy.

## HUB Public Correspondence Procedures

*Extracted from Policy I - Communications (HUB Policy and Procedure Manual)*

It is essential that HUB Cycling speak, and be seen to speak, with a unified voice. It is also vital that the policies and opinions expressed be those agreed upon by the organization and not simply those of individual members or staff.

The following officers may speak publicly on behalf of HUB Cycling:

- President of the Board
- Current Board Member who has been on the board for at least 8 months and who regularly attends board meetings
- Executive Director
- Director of Campaigns and Inclusion
- Local Committee Chair. A Chair may appoint a Communications Representative for public speaking if preferred
- Program Manager

### **For Press Releases or public bulletins that are "information only" or "low-risk":**

- Do not define nor describe HUB policies on issues or opinions on current events. Examples: "HUB representatives will be available to speak at the following public open house"; or " HUB will be providing valet bike service and an information booth at the following event".
- Share factual data with the public
- May include statements about the HUB which have been previously approved by the Board (such as the organization's mission, purpose, or values, located on the HUB official website.)
- These may be issued:
  - Directly by the Executive Director
  - Directly by the Director of Campaigns and Inclusion.
  - In consultation with the ED
  - Directly by Staff after approval by the Executive Director; or by a Board member if the ED is unavailable
  - Directly by a Regional Advisory Committee member after approval by their Committee Chair or a Board member.
  - Directly by a Board member after a review by a 2nd Board member.
  - Directly by a Local Committee chair in consultation with the Executive Director

### For Written Statements, Letters to Government Officials, Public Correspondence that is "higher-risk":

- May define or describe HUB policies on issues or opinions on current events.
- Could have a higher impact on the organization for legal, funding, or public relation reasons.
- Examples: Letters to Mayor & City Council describing HUB's views on proposed infrastructure or municipal programs; Public statements or written articles regarding the organization's stand on legal issues (e.g. helmet laws, Motor Vehicle Act); etc.
- These may be issued:
  - After approval by at least two of the following four officers: Board President, Director of Marketing, Approvals Committee Board Member, Executive Director, and Local Committee Chair. At least one of these approvals must be by a Board member (President or Communications Committee)
  - If it was prepared by one of the above, at least two additional officers from the list will need to approve. Emails can be sent to approval @ bikehub.ca
  - If the above officers are unavailable, the statement should be held until approval if it is not "time-sensitive".
  - If the above officers are unavailable and the statement release is "time-sensitive", approval may be obtained by at least two Board Members who have been on the Board for a period of at least 8 months and who regularly attend board meetings.

If it is unclear whether a public statement is "low-risk" or "higher-risk", this can be confirmed by the Executive Director, Director of Campaigns and Inclusion or a Board member.

The Executive Director (ED) may assume the actions herein, after either: a) the ED has held the position at least 3 months; or b) the President has agreed the ED is ready to issue/ approve communication on behalf of the HUB.

### Individual statements:

HUB members are welcome - and encouraged - to write letters to newspapers, City Council, etc. regarding their *individual* views on current events. However, there must be no implication that these views are shared nor endorsed by HUB.

### Public speaking/ TV or radio interviews/ Media requests:

- The following officers may speak publicly on behalf of HUB:
  - President of the Board
  - Board Member who has been on the board for at least 8 months and who regularly attends board meetings.
  - Executive Director
  - Director of Campaigns and Inclusion
  - Local Committee Chair. [Chair may appoint a Communications Representative for public speaking if preferred]
  - Program Manager

- If there is little or no time for pre-planning, the above officers have authority to speak on behalf of HUB being consistent with board strategy and direction. A follow-up notification to the Board and/or ED is required.
- If schedule allows, the strategy for verbal messages should be approved by/ discussed with at least two of the officers from the same list of those who may approve "higher-risk" written statements.
- HUB officers may refuse to comment or respond to media requests.

#### **Timeline for Approvals/ Edits:**

- Regular correspondence should be sent for approval at least two days prior to release.
- Edits or Approval should be provided within 24 hours
- In the case of "time sensitive" correspondence, approvals should be provided as soon as possible: ideally within 3 hours.
- In "high risk" circumstances, if a statement reflects HUB policy that has not been previously approved and is not "time sensitive", a Board member may determine that the statement must be held until after HUB policy has been agreed upon by a quorum of Board members or the appropriate Board Committee.

#### **Rapid Response team for very time sensitive high risk events:**

- ED or Director of Campaigns and Inclusion is best positioned to be the point person in emergencies. Needs to have a consultation team to develop a confident emergency position.
- If ED or Director of Campaigns and Inclusion is not available, HUB president or vice president are to take the lead of Rapid response.
- Rapid Response team should consist of three people and needs to include two of the following: ED, Director of Campaigns and Inclusion, Board President, Board Vice-President, RAC representative (nominated by committee), chair of Local Committee. Rapid response team always must include at least one Board representative. Team is available at approval @ bikehub.ca
- Online media fact checking backgrounder/press release to be published for reference. Must be published within 24 hours.
- Review of emergency position to include appropriate committees and Board once time is available amendments/tweaking if necessary. Timeline: should be less than 2 days on review.
- HUB officers may refuse to comment or respond to media requests.

#### **Tracking:**

- All media events should be tracked and reported to the Marketing Manager or Director of Campaigns and Inclusion for debrief and refinement of actions or position.

## Contacts:

*(remove spaces between @). This was added to reduce spam to these email addresses.*

President: [president@bikehub.ca](mailto:president@bikehub.ca)

Executive Director: [erin@bikehub.ca](mailto:erin@bikehub.ca)

Director of Campaigns & Inclusion: [navdeep@bikehub.ca](mailto:navdeep@bikehub.ca)

Public Correspondence Approval: [approval@bikehub.ca](mailto:approval@bikehub.ca)

HUB Board of Directors: [directors@bikehub.ca](mailto:directors@bikehub.ca) (this email is internal only. For external communications use [board@bikehub.ca](mailto:board@bikehub.ca))

## Health & Safety Program & Policy

1. HUB strives to create and maintain a safe workplace in order to minimize and/or prevent occupational injuries and illnesses. Consistent and continuous efforts by all employees, contractors and volunteers shall be directed to preventing workplace accidents and maintaining the workplace and equipment in a safe condition.
2. At all times, employees, contractors and volunteers are required to observe and comply with the requirements of the British Columbia Workers Compensation Act and its regulations.
3. Everyone who undertakes, or has the authority, to direct how another person does work or performs a task is under a legal duty to take reasonable steps to prevent bodily and mental harm to that person, or any other person, arising from the work or task.
4. Ensure that the starting location of meetings, events and rides is in a visible and well-travelled area so that the safety and security of those who arrive first (and perhaps alone) is not compromised. If the starting location lacks visibility and is not well-travelled, consider a more visible location nearby.
5. To enhance safety and security, encourage participants to arrive with at least one other participant, as one's safety is known to increase when in a group.

## RESPONSIBILITY

Management is responsible for ensuring that appropriate health and safety standards are developed, implemented and maintained in accordance with the provisions of the British Columbia Workers Compensation Act and its regulations.

Supervisors (Anyone with direct report/s) are directly responsible for ensuring the health and safety of employees and volunteers under their supervision and for ensuring:

- Safe and healthy work conditions are maintained in their areas of responsibility.
- Employees, Volunteers and Contractors who perform their work in compliance with accepted safe work practices and procedures; adequate training is provided to employees so that tasks assigned to employees can be performed safely, including specific health and safety orientation and training to young workers and new workers.



- Employees are notified of any potential hazards, which may exist in and around the employee's work location.
- Each employee is responsible for working safely in compliance with accepted safe work practices, procedures and legislated health and safety standards.
- Contractors and their workers are responsible for meeting or exceeding the requirements of the Site Health and Safety Program.

## PROCEDURE

The employees, contractors and volunteers in a supervisory role are responsible to make sure:

- HUB's Health and Safety policy is posted at each location and effectively communicated to each employee, volunteer and contractor.
- Health and Safety program is distributed to every employee, volunteer and contractor reporting to him or her.
- Safety orientation, training is conducted in a timely manner.
- Accident reporting is in compliance with WorkSafe BC standards.
- All accidents are thoroughly investigated according to WCB standards.
- First Aid arrangements and procedures are communicated.
- Equipment Lockout procedures are posted when necessary.
- Emergency spill procedures are communicated, if appropriate.
- Health and Safety monitoring and reporting procedures are conducted as required by legislation.
- Other information deemed advisable or necessary by Management for the protection of employees, contractors and volunteers is provided.
- A schedule for reviewing the effectiveness of the Health and Safety program at least annually.
- A procedure for modifying the Health and Safety program, if necessary.
- Communicate Emergency Plan, which outlines procedures to be followed in the event of an emergency arising from fire, theft, break-in, bomb threats, power failure, or other natural disasters. Employee / Volunteer emergency response training, including fire training and drills, shall be conducted on a regular basis.
- Location Health and Safety policies, plans, and practices are in compliance with the legislated requirements governing the location.
- All young and new workers receive adequate health and safety orientation and training prior to commencing work.

Disciplinary action up to and including termination for cause shall be taken against any employee who fails to observe this policy or who violates established workplace safety requirements.

## Bereavement Leave Policy

Effective April 1, 2019, bereavement leave will be granted on the death of a member of the Employee's immediate family. For the purpose of this policy, "immediate family" will mean spouse/partner, child or step-child, parent or step-parent, father-in-law, mother-in-law, guardian, sibling or step-sibling, foster child, sister-in-law, brother-in-law, grandchild or grandparent of an Employee and any person who lives with an Employee as a member of the Employee's family.

Where a member of the Employee's immediate family dies, an eligible employee will be granted up to three (3) days' paid leave. Where a member of the Employee's extended family (aunts, uncles, cousins, etc) dies, an eligible employee will be granted up to one (1) day of paid leave. For hourly employees, hours/day would be based on average hours/day worked of the past 30 business days.

Staff may request to take vacation or unpaid time in the event of a death of a friend or non-immediate family member and permission will not be unreasonably withheld. Additional unpaid leave must be agreed upon in writing by the Employee and Executive Director or their designated representative.

## Zero Tolerance Policy

HUB is committed to providing a safe work environment for all employees. We have zero tolerance for incidents of workplace violence, harassment and discrimination.

### PROCEDURE

- It is every employee's responsibility to report the conduct to the respective manager/supervisor.
- Supervisor / Manager under the direction of Executive Director or Human Resources discipline the employee.
- Disciplinary actions up to and including termination will be taken towards an employee who breaks the policy regarding workplace violence, harassment and discrimination.

## Substance Abuse Policy

HUB's main concern and duty is to provide a safe workplace for all our employees. Use of illicit drugs and alcohol can have serious adverse effects on the safety and well-being of our employees present at the workplace. Therefore we maintain an alcohol and drug free workplace.

HUB prohibits its employee's consumption, manufacture, sale or purchase-or the attempted consumption, manufacture, sale or purchase of narcotics, drugs, alcohol, or any other illegal or controlled substances and their possession and/or use in the workplace. This prohibition applies equally to the consumption prior to an assignment and / or reporting to the workplace.

The presence of recreational drugs (including cannabis in any amount) on the worksite is prohibited. If an employee has a sufficient medical issue to necessitate cannabis possession at work, the employee must first receive written approval from the Executive Director, which may include conditions on the possession.

- The ED and managers are to identify and handle all situations promptly where there are concerns about an individual's ability to perform his or her job safely.
- Employees who are assessed and suspected to be impaired while at work will be sent home immediately. Transportation will be arranged. The ED or manager is responsible for documenting any incidence of suspected impairment.
- Employees are encouraged to inform their manager or another named person(s) about any situation that may compromise their safety or the safety of others, or impair their performance.
- HUB Cycling honours that disabilities are protected through human rights legislation. Employees who have substance dependence are strongly encouraged to seek assistance and canvass with their manager avenues in which HUB Cycling may support their recovery.
- Employees shall advise their manager or ED whenever they have any concerns about their colleagues' fitness or duties.
- The ED will work with the manager to determine appropriate disciplinary action if necessary.

We recognize the fact that a drug and alcohol dependency is a disease that can be successfully treated. Therefore no employee with a drug or alcohol dependency will be disciplined for requesting reasonable accommodation in conjunction with rehabilitation efforts, however, if an employee violates the provisions of this policy, or as a result of substance use, does not meet satisfactory standards of safety or work performance, appropriate disciplinary action will be taken.

Long term office employees that are enrolled with HUB's extended health benefits have free and confidential access to the Employee Assistance Program, which includes assistance with addictions or other health issues. [Details can be found here](#) (access limited to HUB Cycling staff). EFAP info starts on page 92.

## Conflict Resolution Policy/Procedure

Mutual respect and an honest attempt to listen and understand other points of view shall, without exception, be the frame of reference within which all HUB Cycling work is conducted. If an employee feels they are in conflict with another employee, Board member, contractor or Knowledge Philanthropist and that conflict is interfering with their capacity to fulfill their obligations as an employee, they must take the following steps (if the issues involves harassment and/or bullying, proceed directly to Step 2 or 3):

**Step 1:** Attempt to address it directly with the individual in a face-to face conversation to resolve the conflict. If the conflict is not resolved;

**Step 2:** Raise the conflict with your direct supervisor. The direct supervisor will either:

- a) provide advice about how to address it directly with the individual;
- b) Support you by meeting with the individual and facilitating a resolution;
- c) Advising the other individual's direct supervisor and asking them to address the issue of concern; and/or
- d) Bringing it to the attention of the Executive Director.

**Step 3:** if it is not resolved after Step one and two, the issue must be brought to the attention of the Executive Director (or, in the case of the Executive Director being one party to the conflict, to the Board Chair). The ED or BC will investigate the conflict and

- mediate a resolution, ending with a signed agreement between the parties; or
- make a decision, provided in writing to both parties, about how those involved are expected to move forward.

If, at any time, evidence of harassment, bullying or criminal behavior is involved the Board Chair will be notified (or, where the Board Chair is a party to the conflict, a member of the Board Development Committee) and a report may be made to the police in the case of criminal behavior. Employees are asked to document their interactions with the individual if they are unable to resolve it as part of Step 1. Confidentiality may not be possible in situations of conflict, but HUB Cycling is deeply committed to protecting employees from the unnecessary sharing of information with others internal or external to HUB Cycling.

## HUB Cycling Transportation Reimbursement Policy

### Applicability:

- Local travel within Metro Vancouver.
- Cycling skills workshops / courses – instructors, Program Managers / Coordinators.
- Meetings for HUB business – Contractors.
- Reimbursement policy excludes travel for which Contract/Agreement fees explicitly include travel.

### Transportation Options:

- Travel by bicycle / transit / on foot is strongly encouraged.
- Travel by car from a car co-op or personal vehicle when necessary.
- Any travel mode is encouraged such that it minimizes the time spent traveling, impact of travel on the environment, and cost of travel to HUB Cycling.

### Minimum Distance for Reimbursement:

More than 10 km and less than 60 km (one way) between course, workshop or meeting, and whichever is the lesser of:

- place of residence / work /HUB office for instructors / contractors / volunteers residing / working in Metro Vancouver, OR
- from HUB Cycling office for instructors / contractors / volunteers living / working outside of Metro Vancouver.

10 km distance is chosen as the lower limit for being a reasonable cycling distance, with the travel time reasonably covered by existing fees. 60 km distance is chosen as the upper limit for being (roughly) the longest distance between two points within Metro Vancouver. Distances over 60 km are considered “out of town” travel, and may be reimbursed on a case-by-case basis, as determined by the Executive Director or their designate.

### Reimbursement Rates:

Time and travel cost may be reimbursed.

- 1/2 hour of travel time in each direction of travel, for travel distances of more than 10 km and up to 25km.
- 1 hour of travel time in each direction of travel, for travel distance of more than 25 and up to 60 km.
- Travel time reimbursement rate shall be \$20/hr.

AND

- Transit fare as indicated by submitted receipts or tickets for travel over 10 km

- Co-op cars are available for contractor/subcontractor use for occasions where travel by bike/transit will take more than an hour and a half. Registration must be completed in advance and all expenses related to this are automatically covered by HUB. Where instructors are required to drive in order to transport bikes or other supplies, travel time will be covered for the entire time spent driving.
- Reimbursement for personal vehicle use must be approved in advance by the appropriate program manager, Director of Programs or Executive Director. Reimbursement will be paid out at \$0.55 cents per kilometer to cover all costs including but not limited to gas, insurance, maintenance.

### Implementation:

Travel costs submitted on expense invoices must include the distances traveled on a given date and all relevant and appropriate receipts. HUB may verify the stated travel distances. Contractors and volunteers dishonouring the travel policy may be requested to reimburse HUB Cycling for overpayments. In addition, any one dishonouring the travel policy may be excluded from receiving any travel reimbursements for the balance of their Contract/Agreement, and/or may be terminated from HUB Cycling Contracts/Agreements.

There are HUB Compass Cards with stored value pre-loaded. Staff and contractors can borrow these cards from the office. They should email their supervisor with the date, program and trip description so that accounting can be matched. If staff or contractors use their own Compass Card, a print screen or print out of the statement can be used for expense reimbursement.

To drive a Modo shared car for work travel, HUB Cycling staff and contractors can be added to the HUB Cycling account – details and forms available from the office manager – or in the case where the driver is already a Modo member, they can be added as a driver on bookings that are made under the HUB Cycling account.

To get access to a car, staff and contractors can log in at [modo.coop](http://modo.coop) and book a vehicle for a time and location that is convenient and cost-effective, as agreed upon by the program manager. Alternately, vehicles can be booked by HUB staff and relevant details will be shared with the driver.

### *Example 1:*

Streetwise Instructor residing in Vancouver travels to Maple Ridge to deliver a one-day course. Distance between course and place of residence is 40 km each way.

- Instructor may expense for 1 hour of travel time in each direction, at \$20/hr, PLUS
- Instructor may expense for transit 3-Zone fare in each direction when submitting receipt or ticket

– \$5.50/adult weekday cash fare. Compass stored value (\$4.20 each way) is encouraged in this instance.) For a total of \$51 (\$40 time + up to \$11 cost (with receipts)). ALTERNATELY,

- If this travel will take more than 1.5 hours one way by bike/transit, the instructor may request a Modo shared car, and be reimbursed \$20 for travel time each way.

*Example 2:*

A Program Manager residing in Vancouver travels to Burnaby to meet with the City of Burnaby transportation department. Distance between course and place of residence is 12 km each way.

- Instructor may expense for 1/2 hour of travel time in each direction, at \$20/hr, PLUS
- Instructor may expense for transit 2-Zone fare each direction (\$4.00/adult weekday cash fare. Compass card stored value is encouraged in this instance.) For a total of \$28.00 (\$20 time + \$8.00 cost (with receipts)).

## **HUB Driving Infraction and Parking Policy**

Any HUB employee or contractor using a shared vehicle under the HUB account or their own vehicle for HUB purposes regardless of whether the individual chooses to use the vehicle or if they use the vehicle at the request of HUB. Any kind of driving infraction, parking ticket, towing fee or other penalty due to the manner in which a vehicle is driven or parked is the responsibility of the driver at the time of the infraction. No payments or penalties will be the responsibility of HUB. If HUB is penalized through Modo or other agencies, this value will be deducted from the pay of the responsible individual.

## **HUB Travel Meal and Incidentals Per Diems Policy**

HUB Cycling uses a per diem process to cover staff meals and incidentals while traveling. To simplify processing, no receipts are required when claiming per diem meal allowances.

Per diems are reimbursed after the travel has been completed through an expense form indicating for each day of travel the amount of per diem being claimed. Per diems will be provided in advance of travel on a case by case basis in instances where the employee does not have a HUB Cycling credit card and cannot incur the immediate per diem costs themselves.

Only meal costs incurred while on HUB business or during travel for HUB business should be claimed. For example, a traveller beginning or ending travel midway through a day should not claim the full day's allowance. A traveller adding on personal time to a trip should not claim

meal per diems for that time.

A claimant will not claim the full per diem amount if a meal is covered already (i.e. breakfast included at the hotel, lunch included in conference registration, etc).

Meals Without Receipts - maximum per diem rates (unless otherwise approved by the Executive Director):

- \$10 CAD including taxes Breakfast
- \$15 CAD including taxes Lunch
- \$25 CAD including taxes Dinner

On the date of departure, travel status must start before 7:00 a.m. to claim breakfast; before 12:00 noon to claim lunch; and, on the date of return, travel status must end after 6:00 p.m. to claim dinner.

All travel expenses outside of Canada will be reimbursed in Canadian dollars.

### **Other Eligible Expenses:**

The specific nature of miscellaneous expenses is to be detailed on the expense form and original receipts should be provided and subject to the approval of the staff person's direct supervisor or Executive Director.

### **Ineligible Expenses:**

Inclusive but not restricted to:

- Any expenses related to accompanying travel companions
- Child care expenses
- Pet care expenses
- Non-business or personal related expenses (barbers and hairdressers, toiletry articles, alcohol, movie rental)
- Parking and other traffic fines
- Personal travel insurance
- Insurance coverage for privately owned vehicles
- Expenses for the repairs and cleaning of privately owned vehicles
- Expenses related to damages to uninsured rental cars and privately owned vehicles
- Interest charges levied on overdue invoices or credit card statements
- Unnecessary stopovers
- Lost or stolen items
- Meals included in another reimbursable item (e.g. conference fee, transportation charge, accommodation)
- In room entertainment
- Passports
- Costs resulting from failure to cancel a guaranteed reservation
- Medical bills, prescriptions, etc., except for immunization costs incurred for foreign business travel as required by Public Health Canada



## Accommodations

Where possible and reasonable, the lowest cost option for accommodation should be selected. The maximum reimbursable rate for a nightly hotel room is \$125, unless otherwise approved by the Executive Director.

## COVID-19 Guidelines

Due to the COVID-19 pandemic, all staff and volunteers are currently working remotely. There is no HUB Cycling office at this time, although mail is still accepted at 312 Main St., Vancouver, BC. Please refer to these documents for guidance:

[Remote Working Guidelines: Living Document](#)

[HUB Cycling COVID-19 Safety Plan: Living Document](#)

The purpose of HUB Cycling's COVID-19 Safety Plan is to:

- ensure all HUB Cycling work and activities are planned for safety and demonstrate a safety commitment;
- outline our legal obligations as an employer; and
- provide guidance for staff

[COVID-19 Protocols for In-Person Programs - HUB Cycling Jun2020](#)