



Your **Cycling** Connection

HUB Cycling

VOLUNTEER

HANDBOOK

Last Update: July 2024



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Your **Cycling** Connection

Introduction

The purpose of this document is to provide 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 Volunteer Handbook is to be used as a guideline for volunteers. 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 the HR Handbook, and it is 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.

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.



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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.



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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.

Commitment: HUB Cycling is committed to taking meaningful steps toward long-term change. We recognize that the organization cannot make systemic change overnight or do this work alone. HUB Cycling’s [Equity Framework](#) provides a high-level vision, guidance, and accountability by outlining past harms, current policies and goals, and other vital directions to create the future of an equitable and just organization.

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, and wayfinding that are low barriers 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.



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- Maintain awareness of leading-edge sector changes including electrification and sharing of bicycles and other micro mobilities, 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.

[See HUB Cycling’s history here.](#)

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. For a full list of benefits, visit 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 can access 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 Go by Bike Week, Bike to Shop, 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

Organizational Membership



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Organizations can support cycling improvement work by becoming an organizational member or sponsoring HUB's advocacy work.

Contact Info

- Individual & Family Memberships - Cathy Acuna - membership@bikeHUB.ca
- Organizational Membership - Sadie Caron - sadie.caron@bikeHUB.ca
- Sponsorships - Yleana Alvarez - yleana.alvarez@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 300 volunteers help in one of HUB's 10 Local Committees. They collaborate 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 LOCAL COMMITTEES

HUB has 10 volunteer 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. The Youth Advisory Committee (YAC) is a youth-led group focused on getting more youth—high-school and university-aged people—to get on their bikes.

Local Committee Contact Info

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



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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

- Cathy Acuna, Community Manager - community@bikehub.ca
- HUB Local Committees public webpage - bikeHUB.ca/action
- HUB Local Committees internal resources page - <https://bikeHUB.ca/local-committee-resources>

HUB CYCLING PROGRAMS

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

1. 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, in the spring and fall, as well as the Provincial Everyone Rides Grade 4-5 Program. Bike to School courses:

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



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- 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 expanded to Kelowna, Victoria, Metro Vancouver, Rossland, Prince George and nearby communities

Contact & Website Info

- schools@bikeHUB.ca
- bikeHUB.ca/bike-to-school

2. 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.



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- 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
HUB Bike to School Week – Info & Registration - bikeHUB.ca/btsw

3. HUB Go By Bike Week

HUB Cycling's Go by Bike Week uses events, friendly competition, and online interactive tools to encourage people to start riding for transportation and to celebrate those that already do. At bikeHUB.ca/gbbw participants are able to log their bicycle trips and calculate the amount of greenhouse gases that are saved by their bike use. Workplaces, families, and friends are encouraged to create 'teams' where participants can register and see the total trips for their team.

HUB and our community partners host between 25 and 50 celebration stations (tents with food, drink, maps, and bike mechanics) along bike routes and/or areas with heavy foot traffic in the region. The event occurs twice in the year, once in the spring, and once in the fall.

Key Messages

- HUB Go by Bike Week uses events and friendly competition to encourage people seasoned and new to cycling alike to make trips by 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 Go by Bike Week.
- By tracking your commutes, you are part of something greater. You help establish a benchmark for how many people cycle in Metro Vancouver, which helps to show the growth of cycling in Metro Vancouver and influence decision makers in funding cycling improvements.
- Cycling 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, carbon savings. Challenge a friend or co-worker, friend or family member, or challenge yourself and discover how fun it is.

Contact & Website Info

- Go by Bike Week Manager - gobybike@bikehub.ca
- HUB Go by Bike Week – Info & Registration – bikeHUB.ca/gbbw



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4. 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](#) – Launched in spring 2021 SW Online cycling course provides 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.

[HUB Workplace Cycling Workshops](#) are offered to companies for a small fee. With virtual and in-person options, they offer employees a health promotion and sustainability program that fosters biking.

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

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

5. HUB Newcomer Bike Mentor Program

The Newcomer Bike Mentor Program is 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



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Western Canada, the program matches recent immigrants and refugees with local “host” volunteers for companionship and cultural orientation to Metro Vancouver’s active transportation lifestyle. Newcomers receive city cycling instruction and have the opportunity to spend time with their host volunteer getting oriented to Metro Vancouver’s cycling routes, rules, and culture, while having fun exploring the community by bike together.

Contact & Website Info

- Bike Mentorship Program Manager - mark.corbett@bikeHUB.ca
- bikehub.ca/education/bike-mentorship

6. HUB Bike Friendly Building Consulting

HUB Cycling’s Bike Friendly Building Consulting Services provide cycling end of trip facility assessments and recommendations along with education and marketing that 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 solutions for cycling end of trip facilities 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 to develop buildings which are exemplary in facilitating and encouraging cycling, and to receive the recognition they deserve for going “beyond the call” in providing bike friendly facilities and practices.

Bike Friendly Building services support the development of excellent buildings for cycling through:

- Certifying and providing building assessments based on a set of expert standards
- Consulting on all aspects of bike infrastructure for planned and existing developments
- Delivering a professional report to inform building design and programming
- Analyzing sites to support municipal applications and other variances
- Awarding and recognizing leaders in cycling infrastructure

Contact & Website Info

- Tim Welsh, Director of Program Development - tim@bikeHUB.ca
- Bike Friendly Building Consulting – bikeHUB.ca/bfb

7. HUB Bike to Shop

Bike to Shop is an initiative that promotes cycling for shopping trips by providing education on carrying items on a bike, highlighting local bike routes that connect to shopping areas, and celebrating the joy of biking to shop. Participants can access an interactive map and resources at bikehub.ca/biketoshop,



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and visit celebration stations set up in shopping districts for a chance to win prizes. Additionally, guided rides and social media sharing are encouraged to further promote the benefits of biking for shopping.

Contact & Website Info

- Events Manager - events@bikehub.ca
- bikehub.ca/biketoshop

8. 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

- Yleana Alvarez, Director of Partnerships & Events - yleana.alvarez@bikeHUB.ca
- bikeHUB.ca/BiketheNight

9. 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 continues 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
- State of Cycling Project - bikeHUB.ca/about-us/news/the-state-of-cycling-in-metro-vancouver
- bikeHUB.ca/research

REPRESENTING HUB CYCLING AT EVENTS



Your **Cycling** Connection

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, Go by Bike 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 donation
- 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 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
 - Thank them for supporting cycling improvements in Metro Vancouver
 - 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



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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, Tri-Cities, Vancouver
 - 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 a QR code and 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 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
- 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

What would make you cycle more?



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- *“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 and that bike share programs in select municipalities have e-bikes.
- *“It’s too rainy in Vancouver”* - 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 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 the HUB Policies and Procedures folder.

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:



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- Bikes on SkyTrains
- Bikes on buses
- Cyclist-triggered push buttons for traffic lights
- Bike paths & lanes across Metro Vancouver & ongoing improvements
- HUB Go by Bike Week (formerly Bike to Work Week) - a bi-yearly initiative that has encouraged thousands of people to cycle to work by hosting celebration stations and giving away prizes/incentives to those who track their bike rides
- Bike to School Week – an annual event that has encouraged over 100 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.
- Find updated information here: <https://bikeHUB.ca/about-us/infrastructure-successes> (scroll down)

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



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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 people who cycle?

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 people cycling 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.



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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 homeowner (but not a car owner), a significant amount of tax dollars is 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 number of people who can get around.

Every kilometre that a person 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.

Does HUB support e-biking?

HUB Cycling's mission is to get more people cycling more often. Electric-assist bikes further this mission because they allow people with physical limits, longer commutes, heavier loads, carrying children, and those facing hilly terrain to cycle more often!

We have a range of cycling courses and e-bike education in Metro Vancouver and across British Columbia to help you build the skills, confidence, and knowledge to purchase and ride an electric assist bicycle (e-bike).

- You can sign up for free or low-cost sliding scale in-person cycling courses at HUB's StreetWise Cycling Education Centres at Trout Lake Community Centre in East Vancouver or Steveston Community Centre in South Richmond. Find out more at <https://bikehub.ca/education/streetwise/streetwise-cycling-education-centres>.
- Or take our interactive online course to learn the basics of cycling safety, rights and responsibilities as a person biking, route planning, gear, and how to choose an e-bike. Sign up for free and start learning now at <https://bikehub.ca/education/streetwise/streetwise-cycling-online>.

COMPANY SPECIFIC POLICIES

CRIMINAL RECORD CHECKS

HUB Cycling takes our role in the development of children and vulnerable people, and the physical safety of all people involved in HUB Cycling, very seriously. HUB requires that all volunteers who may



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come in contact with children (under the age of 19) and/or members of vulnerable populations provide a completed Criminal Record Check before starting.

HUB uses the BC Criminal Records Review Program (CRRP) online service: electronic Criminal Record Check (eCRC) using the BC Services Card. To submit an application through eCRC, visit <https://justice.gov.bc.ca/criminalrecordcheck>. You'll be asked for HUB Cycling's unique access code: **LAFESP6GME**. Once the application has been processed, HUB Cycling will automatically receive a copy for our records.

Alternatively, if you do not have an active BC Services Card, you can obtain a record through your local police department/RCMP. This is called a *Police Information Check - Vulnerable Sector*. If you live within the City of Vancouver, [here are the instructions for how to obtain a PIC-VS with the Vancouver Police Department](#). If you live in another municipality, please check with your local police department/RCMP. If there is a fee associated with the application, this cost is paid upfront by the applicant but can be submitted as an expense later to be reimbursed by HUB. Be sure to keep a copy of the receipt!

We will also accept previously completed CRC/Police Information Checks that are from BC, have a minimum of one year before expiry, and include a vulnerable sector screening.

ABSENTEEISM AND ATTENDANCE

HUB Cycling volunteers are responsible for arriving at their scheduled time or providing as much notice as possible in the event they are unable to arrive for the start of their shift. Volunteers are to email their supervisor, and/or text or call them if they will not be present. If volunteers need to leave their shift early, they must provide as much notice as possible to their supervisor.

CODE OF CONDUCT

HUB Cycling believes in honesty, integrity and respect and requires everyone working on behalf of the organization to uphold these values. Volunteers of HUB Cycling are expected to behave in a professional and courteous manner toward the organization, employees, our clients, and the public at all times.

This means volunteers will adhere to the following guidelines for working with integrity:

- Fulfill their responsibilities to the best of their ability and notify their supervisor in a timely manner if they cannot fulfill those for any reason
- Take responsibility for their choices and actions
- Treat others with empathy, dignity and respect
- Represent the organization and its clients or affiliates in a positive manner
- Keep confidential information private
- Use company resources and property as intended
- Ask for clarification and guidance when unsure about an action or decision

HUB Cycling will not tolerate:



- Discrimination, harassment, bullying or violence of any kind
- Illegal or criminal behaviour including but not limited to stealing, damaging property, or possessing illegal substances or items
- Any type of lewd behaviour or unethical conduct
- Showing up for work under the influence of any substance that impairs judgement or hinders safety, whether that substance is legal or not
- Insubordination - willfully ignoring, disobeying, or refusing to follow direction from a supervisor
- Competing with the organization or using company information or intellectual property for personal gain
- Intentionally behaving in any untrustworthy manner such as misrepresenting the company or its products, services, or prices to clients or to the public whether in person or via social media channels

Volunteers who do not comply with the expectations set out in this code of conduct may be asked to leave immediately.

CONFLICT RESOLUTION

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 a volunteer feels they are in conflict with another volunteer, employee, Board member, contractor or Knowledge Philanthropist and that conflict is interfering with their capacity to fulfill their obligations, they must take the following steps (if the issues involve harassment and/or bullying, proceed directly to Step 2):

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. Advise the other individual's direct supervisor and asking them to address the issue of concern; and/or
- d. Bring it to the attention of the Executive Director.

HUB Cycling reserves the right to discontinue a volunteer's position if a volunteer puts the safety and/or well-being of others at risk, if the Code of Conduct is broken, or if they cannot carry out their duties effectively.

INSURANCE AND LIABILITY COVERAGE

HUB Cycling has liability and Accidental Death & Dismemberment coverage for volunteers through our insurance policy.



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REFERENCE OR PROOF OF VOLUNTEERING LETTERS

HUB Cycling can provide proof of volunteering or reference letters for volunteers. Please submit a request to your supervisor by email and allow two weeks for them to complete the documentation.

LEAVING THE VOLUNTEER PROGRAM

If you wish to leave your volunteer position, please give your supervisor two weeks notice by email. This gives us time to find a replacement. If your position is short-term, please provide 48 hours notice.

GENERAL POLICIES

HUMAN RIGHTS COMMITMENT

HUB Cycling is committed to upholding the Human Rights of all employees and volunteers. HUB Cycling will not discriminate against any of its volunteers under any of the protected grounds established by the Human Rights Code of British Columbia.

CONFIDENTIALITY

HUB Cycling is committed to upholding the privacy of private and identifiable information as outlined in British Columbia's [Personal Information Protection Act](#) (the Act). As a volunteer, you must keep confidential all personal information about any other person to which you have access through your role with HUB Cycling. You cannot share or forward any personal information to any party external to HUB Cycling.

Additionally you will keep any strategic, operational or other sensitive HUB Cycling information in the strictest of confidence and restricted to your designated capacity at HUB Cycling. If you are uncertain whether any specific information is of the nature described above, ask your supervisor before taking any information that could violate the protection of personal and/or confidential information.

NON-DISPARAGEMENT

You agree not to engage in any pattern or conduct that involves the making or publishing of written or oral statements or remarks (including, but not limited to, the repetition or distribution of derogatory rumours, allegations, negative reports or comments, including in any social media), which are disparaging, deleterious or damaging to the integrity, reputation or goodwill of the Employer, its affiliates and/or their management.



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COMMUNICABLE DISEASE PLAN

HUB Cycling values the health and safety of its employees, volunteers, and participants and will continue to follow instructions from the government and health authorities on how to keep our workers safe.

HUB Cycling will monitor for communicable disease related information from the regional public health officials and the provincial health officer related to their area and industry, and follow that guidance and direction should additional measures be necessary.

You are expected to:

- Stay at home if sick
- Use proper personal hygiene and cleaning
- Follow HUB's instructions related to precautionary measures

DRUGS, ALCOHOL, CANNABIS, SMOKING, AND VAPING

HUB Cycling is a smoke-free environment. No smoking or vaping is permitted within any workplace by employees, contractors, or visitors at any time, or in the six metre buffer zones around doors, open windows, and air intakes to these locations.

HUB prohibits the consumption, manufacture, sale or purchase (or the attempted consumption, manufacture, sale or purchase) of narcotics, drugs, alcohol, cannabis or any other illegal or controlled substances and their possession and/or use when volunteering. This prohibition applies equally to the consumption prior to volunteering.

HAZARD PREVENTION

HUB Cycling is committed to identifying, assessing, and removing or controlling any hazards it can to safeguard the health and safety of all its employees, volunteers, and participants. HUB Cycling will proactively identify hazards whenever possible to prevent them from becoming a danger. If the hazard cannot be corrected or removed, the appropriate personal protective equipment (PPE) will be provided by HUB Cycling.

Volunteers have the responsibility of notifying their supervisor of any known hazards on site and then working together towards a solution.

HEALTH AND SAFETY PROGRAM

Safety is top priority at HUB Cycling. The purpose of this policy is to outline HUB Cycling's health and safety program which is intended to prevent injuries and occupational diseases.



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.

HUB Cycling has implemented a health and safety program that is in full compliance with *Occupational Health and Safety Regulation* (section 3.2a) and WorkSafeBC.

RIGHT TO REFUSE UNSAFE WORK

HUB Cycling respects the legal right of workers to refuse work they have reasonable cause to believe is unsafe and will take the appropriate actions set out by the *Occupational Health and Safety Act (OH&SA)*, *Occupational Health and Safety Regulation (OHSR)*, or WorkSafeBC. This includes if the worker believes they themselves are in danger, another person may be at risk, or if they feel endangered by the risk of workplace violence.

The OH&SA specifically sets out certain conditions in which a worker may refuse work. They are when a worker has reason to believe that:

- Any machine, equipment, or tool that the worker is using or is told to use is likely to endanger themselves or another worker;
- The physical condition of the workplace or workstation is likely to endanger themselves;
- Workplace violence is likely to endanger themselves; or if
- Any machine, equipment, or tool that the worker is using, or the physical condition of the workplace, contravenes the Act or regulations and is likely to endanger themselves or another worker.

When a worker exercises their right to refuse unsafe work, the work refusal process set out by the *Occupational Health and Safety Regulation (OHSR)* must be followed explicitly. To initiate the work refusal, a worker must immediately report the circumstances of the unsafe condition to his or her supervisor or employer.



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WORKPLACE HAZARDOUS MATERIALS INFORMATION SYSTEMS (WHMIS)

HUB Cycling recognizes the importance that identifying hazardous products in the workplace can have on keeping employees safe. As such, HUB Cycling will implement WHMIS regulations as outlined by WorkSafeBC and the *Hazardous Product Act* and associated regulations.

HUB Cycling will comply with the requirements of WHMIS 2015, the most up-to-date version of WHMIS in Canada, which has been updated to integrate the world-wide labelling standards of the GHS.

WORKPLACE PREVENTION OF HARASSMENT AND BULLYING

HUB Cycling believes all employees and volunteers have a right to work in an environment that respects the dignity, worth and basic human rights of every individual. We are committed to ensuring a workplace free of harassment and bullying. In pursuit of this, HUB Cycling will not tolerate any harassment or bullying within the workplace.

HUB Cycling is further committed to investigating any complaints regarding workplace harassment and bullying, using the method of corrective action, up to and including the point of termination of employment for the perpetrator(s).

Canada's Criminal Code specifically lays out matters such as violent acts, sexual assault, threats, and behaviours such as stalking. In the event of any of the above, HUB Cycling will immediately contact the police.

HUB Cycling encourages any of its employees and volunteers who witness or who are victim to harassment or bullying to bring forward the information as soon as possible so that an investigation may immediately commence.

All HUB Cycling employees and volunteers have the responsibility to adhere to the contents of this policy and refrain from enacting or condoning any form(s) of harassment. Further, all employees and volunteers have the responsibility of fully cooperating in any investigations into complaints of harassment.

All HUB Cycling supervisors or managers have an additional responsibility of acting immediately upon either receiving a complaint of harassment or witnessing it themselves. Supervisors and managers are responsible for the creation and maintenance of a harassment-free workplace and must immediately investigate as soon as any forms of harassment become known in the workplace.

WORKPLACE VIOLENCE POLICY AND PROGRAM

HUB Cycling is committed to providing a healthy, safe, and supportive work environment that is free from workplace violence and will not tolerate any such incidents that are perpetuated by or against an employee, client, volunteer, vendor, or visitor.



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In pursuit of this commitment, HUB Cycling will take all reasonable steps to prevent workplace violence and will deal with incidents and complaints made in good faith, in a fair, consistent, and timely manner. We will fulfil our obligations under the *Occupational Health and Safety Regulation* and the *Workers Compensation Act*.

CONTACT

If a volunteer has a concern with how a situation was handled by a HUB staff person, they may follow up directly with Emily Beam, Director of Operations, at emily.beam@bikehub.ca.