



**TWO WHEEL VIEW**  
**TRIP LEADER TRAINING**  
**Trip Leader Handbook**

## Contents

TRIP LEADER TRAINING – PROGRAM OVERVIEW .....	4
About Two Wheel View Calgary   Montreal   Twin Cities .....	4
TWV – Trips   Meaningful Experiences .....	4
2017 TWV Trips .....	4
The Purpose of this Handbook .....	5
Measures of Success .....	5
Trip Outcomes & Goals.....	6
Time Requirement.....	7
Training Activities .....	7
Trip Leader Descriptions.....	8
Trip Leader (Lead): Requirements, Standards & Responsibilities.....	8
Co-leader: Requirements, Standards & Responsibilities .....	9
Chaperone: Requirements, Standards & Responsibilities .....	9
Trip Planning Responsibilities.....	10
Trip Leader Contracts .....	13
The Two Wheel View Way – Trip Tactics, Policies and Procedures.....	14
EMERGENCY RESPONSE PLAN .....	22
Critical Incident Plan.....	22
Crisis Communications Plan .....	22
Dealing with Emergencies .....	22
Disclosures of abuse, supporting youth with unique/challenging backgrounds.....	22
Additional Resources and Tips .....	22
Preparing Parents for Success .....	22
Trip Leader Resources / Binders.....	23
Travel Days .....	23
Cultural Norms in Norway that may impact your trip .....	23
Cultural Norms in Argentina that may impact your trip.....	24
COMMUNICATIONS.....	24
Advertisement and marketing of trips .....	24

Social media and sharing trips successes (get photos and stories to our Marketing & Communications person!) .....24

How to take good images, what are we looking for .....24

Communicating with parents pre-during-post trips .....25

Communicating with champions, partners and sponsors .....25

Sponsored seats .....25

On-trip: guidelines for participant’s cell usage and contact with friends/family back home.....26

## TRIP LEADER TRAINING – PROGRAM OVERVIEW

The Two Wheel View Trip Leader Training program focuses on the essential skills required to be a successful trip leader and includes learning about the Two Wheel View way, trip tactics, policies and procedures, role-playing scenarios, group challenges, bike repair, trip financials, trip reporting and a 3-day training trip.

### About Two Wheel View [Calgary](#) | [Montreal](#) | [Twin Cities](#)

Two Wheel View uses the bicycle as a tool to build resiliency in youth. Our programs focus on leadership, health and wellness, environmental stewardship and community engagement.

*“The mission of Two Wheel View is to provide youth development programs that use the bicycle as a tool to build resiliency”*

### TWV – Trips | Meaningful Experiences

Imagine a one-of-a-kind travel opportunity in Argentina or Norway, visiting historic towns and cities of Quebec or discovering western Canada's mountain parks. Two Wheel View offers a grass-roots approach to responsible where participants explore new cultures and gain valuable experiences while making meaningful community connections.

Two Wheel View invites youth and adults, ages 14 and older to discover one of our amazing destinations - experiencing outdoor adventure, exploring new cultures, learning as you go.

As a part of the Two Wheel View bike trip experience, participants:

- ❑ Volunteer in local and host community projects.
- ❑ Discover cycle touring and build camping skills.
- ❑ Prepare for the adventure through Two Wheel View's unique pre-trip orientation sessions that includes bike mechanics, team building, and fun.
- ❑ Discover new cultures and natural landscapes.
- ❑ Stay connected after the trip through social media and events hosted by Two Wheel View.

### 2017 TWV Trips

The trips that are happening in 2017 are:

- ❑ May 10 - 17 (QC) and May 24 - 31 (Alberta): YMCA Exchange
- ❑ May 17 - 19, 2017: Eden Valley (Longview region)
- ❑ June 12 - 16, 2017: Morley (Banff to Morley)
- ❑ July 2 - 7, 2017: Scouts (Camp Impeesa)
- ❑ July 17 -22, 2017: Calgary to Banff (Alberta Open)
- ❑ July 24 - 28, 2017: CAWST (Banff to Calgary)
- ❑ August 4 - 13, 2017: Quebec (Montreal to Quebec)
- ❑ August 9 - 20, 2017: Badlands to Banff (B2B)

## The Purpose of this Handbook

The success of Two Wheel View trips is highly dependent on the capabilities of trip leaders to successfully execute a trip itinerary, manage group dynamics (both participants and fellow leaders), work with partner organizations and local and in-country hosts, and facilitate discussions and activities that achieve the desired outcomes of a given trip.

Two Wheel View welcomes the diversity of skills that each leader brings to the table and encourages creativity and innovation in facilitating meaningful experiences for trip participants, chaperones, and groups.

The goals of the Trip Leader Training Program is to:

- Introduce participants to Two Wheel View activities and promoting long-term commitment and involvement in these activities.
- Develop participant's skills and comfort levels in a variety of bike trip settings.
- To empower and challenge all leaders to reach beyond their personal limits.
- To provide environmental awareness promoting —minimum impact practices and conservation of our natural resources.
- To build an increased sense of community within Two Wheel View programs.
- Develop Leadership skills through Two Wheel View leadership experiences.
- To familiarize and have a group understanding of key terms and concepts surround risk prevention and mitigation.

## Measures of Success

- Feedback is collected from trips participants & trip leaders; it's measured through:
  - Participant pre and post surveys
  - Trip leader training feedback surveys (post training)
  - Trip leader pre and post trip self-assessment
  - Post-trip trip leader reports
  - Post-trip leader surveys
- Antidotal feedback is collected from parents, chaperones, hosts, partners, and colleagues.
- Daily trip reports are written by trip-leaders on trip and are used to measure success of activities and help shape future trips

## Trip Outcomes & Goals

TWV trips have three key outcome areas, they are:

1. Youth development and social outcomes: through intentional programming that incorporates social-emotional learning and positive peer/adult connections we influence youth development and social well-being by increasing self-esteem and self-confidence, facilitating new positive social connections, and sparking participants' sense of adventures and self-efficacy. Participants also gain new life skills that propel them into greater resiliency and overall well-being.
2. Health and environment outcomes: promoting bicycle use by youth increases their desire and ability to pursue active transportation options, which positively impacts both participant health and our environment. At the same time, we continually work towards increasing participants' environmental literacy with information and discussions while helping them develop the tools to be conscientious environmental stewards. Experiential learning through expeditions exposes and connects participants to experiences in new environments and builds confidence and interest in ongoing bicycle use.
3. Cultural outcomes: integrated into our programming is intentional exploration of cultural identity and cultural belonging that encourages participants to connect with their cultural community and explore other cultural communities. Exchanges and bike expeditions to different communities create opportunities for participants to share their cultural identity with others while learning about new cultural contexts and making new cross-cultural connections.

Together, outcomes and changes in these three areas move participants towards increased resiliency. These outcomes are measured through pre and post trip surveys.

### **TWV's goals for trips for the 2017 season are:**

1. To run safe trips that is focused on preventative measures and risk mitigation through policies, training and transparent communication.
2. To have all trip participants return safely to their families post-trip.
3. To charge and document clear prevention strategies for 20 possible hazards on trip using the risk assessment grid.
4. To offer high quality programming for participants on all trips that focus on youth development, model positive relationships and increase environmental awareness.
5. To support and provide relevant resources to all TWV trip leaders pre, during and post trip ensuring their trip(s) are successful.
6. To provide all trip leaders with a rough draft of their day-to-day trip plans for in-class trip leader training.
7. To clarify expectations, roles and responsibilities to trip leaders for the 2017 trip season through more comprehensive training, transparent policies and resources.
8. To offer a pre-trip information session for all trip participants, families and parents pre-trip season for them to meet trip leaders, ask questions and meet each other.

## Time Requirement

- Trip leadership includes pre-trip, on-trip, and post-trip responsibilities and depends on the efficiency of the leadership team in preparing for trip departure as well as completing post-trip reporting requirements.
- Ideally all post-trip responsibilities are completed within 2 weeks of the trip having returned
- Trip leaders may be asked to volunteer time for Two Wheel View fundraising events, trip participant/group reunion events, and leader meetings that help build organizational capacity, team building, and strengthen Two Wheel View leader competencies and skills.

## Training Activities

- In-class trip leader training
- Trip Leader bike trip (ride leader training)
- Pre-trip meeting with TWV on-call staff member
- Mechanics sessions (optional but encouraged)
  - 1<sup>st</sup> and 3<sup>rd</sup> Tuesday of each month from 6:00 – 9:00 p.m.

## Trip Leader Descriptions

### Differences Between Trip Positions: Trip Lead vs. Co-leader vs. Chaperone

The main difference between Trip Leader and the other levels is that the Trip Leader has demonstrated solid maturity, the ability to handle administrative and supervisory duties, and, most importantly, has had trip experience and demonstrated the ability to make sound judgments in the field.

### Trip Leader (Lead): Requirements, Standards & Responsibilities

<p><b>Trip Leader Description</b></p> <ul style="list-style-type: none"> <li>❑ Someone who has been on a TWV trip as a co-leader or chaperone at least one time prior to leading a trip.</li> <li>❑ Required to ensure that the co-leader(s) and chaperones are learning and practicing skills necessary to lead a TWV trip in the future.</li> <li>❑ An experienced leader who is capable of and willing to assume responsibility for the safety, learning environment, and decisions of participants on trips.</li> <li>❑ Responsible for all aspects of the trip, including safety and success of the trip</li> <li>❑ Responsible for delegated leadership responsibilities within the framework of the trip, including direct teaching or, in some instances, supervision of a part of the group for an extended period of time.</li> <li>❑ They are models of good trip leadership practices and may share limited administrative duties of the Trip Leader.</li> </ul>	
<p><b>Trip Leader Standards (Minimum)</b></p>	<ul style="list-style-type: none"> <li>❑ Current CPR/First Aid (Standard level C or higher), valid police information check (vulnerable sector)</li> <li>❑ Completed Trip Leader Training</li> <li>❑ Ability to lead required trip activities (i.e. run a pre-trip meeting, and conduct trip leadership team and participant check-ins)</li> <li>❑ Demonstrated ability to make good decisions in managing a trip and supervising other trip leaders and participants</li> <li>❑ Knowledgeable about and able to initiate proper emergency action and emergency protocols</li> </ul>
<p><b>General responsibilities</b></p>	<ul style="list-style-type: none"> <li>❑ Conduct pre-group check-ins and interviews and review all trip and participant paperwork</li> <li>❑ Know and understand TWV trip policies and procedures</li> <li>❑ Know and understand TWV's forms and resources</li> <li>❑ Clearly communicate expectations to group and trip leaders</li> <li>❑ Fill out all appropriate paperwork during and post trip (including trip report)</li> <li>❑ Check gear in and out</li> <li>❑ Delegates duties and responsibilities to other trip leaders and participants as needed and as appropriate</li> </ul>



### Co-leader: Requirements, Standards & Responsibilities

<b>Co-leader Description</b>	
<ul style="list-style-type: none"> <li>❑ An experienced leader who knows program policies and procedures, is able to support Trip Leader in all aspects of a trip, and is comfortable with assuming responsibility for participant safety and development.</li> <li>❑ Assistant to and supporting the Trip Leader on the trip.</li> <li>❑ Required to be in a learning role with specific responsibility to observe, ask questions, and participate in leading different aspects of the trip.</li> <li>❑ They are models of good trip leadership practices and share administrative duties of the Trip Leader.</li> </ul>	
<b>Co-Leader Standards (Minimum)</b>	<ul style="list-style-type: none"> <li>❑ Current CPR/First Aid (Standard level C or higher), valid police information check (vulnerable sector)</li> <li>❑ Completed Trip Leader Training</li> <li>❑ Ability to lead required trip activities (i.e. run a pre-trip meeting, and conduct trip leadership team and participant check-ins)</li> <li>❑ Demonstrated ability to make good decisions in managing a trip and supervising other trip leaders and participants</li> <li>❑ Knowledgeable about and able to initiate proper emergency action and emergency protocols</li> </ul>
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>❑ Assist in all duties leading up to trip (paper work, pre-trip interviews, gear check out/in etc.)</li> <li>❑ Knowledge of TWV policies, emergency processes and paperwork</li> <li>❑ Group management and assisting in leading activities</li> <li>❑ Assist in filling out appropriate paperwork on-trip and post-trip</li> </ul>

### Chaperone: Requirements, Standards & Responsibilities

<b>Chaperone Description</b>	
<ul style="list-style-type: none"> <li>❑ Someone who is new to a trip, but willing to learn, supports and assists while learning the basics of a trip.</li> <li>❑ Chaperones are those who have demonstrated the interest and motivation to want to join the trip staff of the bike trip. They should have no specific responsibilities other than to help the Trip Leader and Co-Leader with specific tasks.</li> <li>❑ Chaperons often have an existing relationship with the participant group, i.e. a teacher, coach, youth leader.</li> <li>❑ Primary duty is to observe all activities, model safe behavior, and support lead staff as appropriate (supervision, medical assistant, group dynamic etc.)</li> </ul>	
<b>Chaperone Standards</b>	<ul style="list-style-type: none"> <li>❑ Current CPR/First Aid (Standard level C or higher), valid police information check (vulnerable sector)</li> <li>❑ Filled out a TWV chaperone agreement</li> </ul>
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>❑ Assist in facilitating pre-trip orientation and team building activities;</li> <li>❑ Attend Pre-Trip meeting, participate as required</li> <li>❑ Know and understand TWV trip policies and procedures</li> <li>❑ Know and understand TWV's forms and resources</li> </ul>

	<ul style="list-style-type: none"> <li><input type="checkbox"/> Clearly communicate expectations to group and trip leaders</li> <li><input type="checkbox"/> Support on all on-trip duties</li> <li><input type="checkbox"/> Complete post-trip survey</li> <li><input type="checkbox"/> Participate in a post-trip leader debrief meeting</li> </ul>
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## Trip Planning Responsibilities

TWV uses the RACI model to identify responsibilities and expectations for roles in relation to trips. The planning of TWV trips includes many different peoples efforts. This will give you an idea of what is expected of you as a trip leader.

**(R)esponsible:** person who performs an activity or does the work

**(A)ccountable:** person who is ultimately accountable and has veto/yes/no vote

**(C)onsulted:** person who needs to give feedback and contribute to the activity (not necessarily the person who has a vote/say)

**(I)nformed:** person that needs to know of the decision or action

TWV office staff code:

- ED: executive director; Rick McFerrin
- MD: marketing & communications director; Laura Istead
- OM: operations manager; Tom Naested
- PD: program director; Madeleine Hardy
- ST: shop tech: Luke Robertson
- PT: program tech (head of safety committee); Molli Bennett

Item	TWV Office	On-call person (in TWV Office)	Trip leader (lead)	Co-leader(s)	Chaperons
<b>Pre-trip responsibilities</b>					
Recruit and register youth	R & A (PD & PT & MD & ST)				(R)
Complete all trip paperwork and pre-trip preparation forms	R & A (PD & PT)				(R)
Provide ongoing communication leading up to the trip to participants (trip specific information)	R & A (PD & PT)	I	I	I	I
Communicate with parents about expectations of the trip and participants	R & A (PD & PT)	I	I	I	I
Create the trip itinerary	R & A (PD & PT & ST)	I	I	I	
Ensure the learning objectives of the trip are achieved by selecting suitable daily activities, participant groupings, and involvement levels of leaders and chaperones;	R & A (PD & PT)		I / C	I / C	
Trip plans reviewed and updated	R & A (PD & PT & ST)	I	C	C	
Accommodation booked & paid for	R & A (PD & PT & ST)	I	I	I	

(ideally)	ST)				
Plan pre-trip orientation and team building activities;	I & A (PD)	I	R	R	I
Facilitate pre-trip orientation and team building activities;	C & A (PD)	I	R	R	I / R
Attend Pre-Trip meeting, participate as required	C & A (PD)	I	R	R	I / R
Conduct pre-trip Q&A phone calls to connect, prepare and inform the parents of each participant;	C & A		R	I	I
Bike "interviews" collected and reviewed (assign bikes to specific youth)	A & C (ST)		R	R	
Prepping trip bikes (checking for safety standards, replacing parts etc.)	A & R (ST)		I/C/R	I/C/R	
Plan and create an outline of relevant group activities and community engagement	R & A (PD & PT)	I			
Group and community engagement activities reviewed	R & A (PD/PT)	I / A	R	R	I
Travel and logistics plans updated or prepared	R & A (PD & PT)	I			
Travel and logistics plans reviewed	R & A (PD/PT)	I / A	R	R	I
Daily trip plans reviewed (from last year), prepared or updated	R & A (PD & PT) - ST	I			
Daily-trip plans reviewed	R & A (PD/PT)	I / A	R	R	I
Budget updated or prepared	R & A (ED) I (PD & PT)	I			
Budget reviewed	R & A (ED)	I	R	R	I
Critical Incident and Emergency Response Plan updated or prepared	R & A (PD & PT)	I			
Critical Incident and Emergency Response Plan reviewed	R	A	R	R	I
Prepping gear (checking numbers, setting aside gear, packing etc.)	A & R (ST) I (PD)		R / I / C	R / I / C	
Equipment needs reviewed & communicated	R & A (ST)	I	R	R	
Gear Check in/out list completed	R & A (ST) I (PD & PT)		R	R	
Pre-trip, trip leader team check-ins	R & A (PD & PT)		R	R	
Know and understand TWV trip policies and procedures	A (PD & ED)		R	R	R
Know and understand TWV's forms and resources	A (PD & ED)		R	R	R
Clearly communicate expectations to group and trip leaders			R & A	R	R
Complete self-assessment pre-trip	A		R	R	
<b>During trip responsibilities</b>					
	<b>TWV Office</b>	<b>On-call person (in TWV Office)</b>	<b>Trip leader (lead)</b>	<b>Co-leader(s)</b>	<b>Chaperons</b>
Assume responsibility for the safety, learning environment, and decisions of participants on trips.	A		R	R	R
Facilitate group check-ins with leadership team and participants	A		R	R	R/C
Execute the trip itinerary and make decisions with the help of other leaders to ensure the safety of the group at all	A		R	R	R

times					
Handling of money and ensuring all trip expenses are logged to allow for accurate accounting and reimbursements upon trip completion.	A	A	R	R	I
Facilitate group debriefs with leadership and participants	A		R	R	R/C
Participate in or facilitate activities, model safe behaviour, and support fellow staff	A		R	R	R/C
Communicate and uphold all safety procedures, policies and practices	R&A(training)	I (on-trip) R&A (training)	R	R	R
Communicate with the TWV office as needed	R&A	I	R	R	I
Group supervision & cohesion	A		R	R	R
Ongoing trip bike maintenance (ensuring they are safe to ride throughout the trip)	A		R	R	R/C
Oversee any medical care to patient(s) and accident site until higher level medical care or professional rescue team takes over	A I (ED & MD)	I	R	R	R/C
Responsibility for participants and trip leaders after rescue team takes over medical care	A	I	R	R	R/C
Complete any necessary incident Report Forms	A (ED & MD)	I	R	R	R
Send photos, stories and quotes for social media to TWV	A (MD)	I	R	R	R
<b>Post-trip Responsibilities</b>					
	<b>TWV Office</b>	<b>On-call person (in TWV Office)</b>	<b>Trip leader (lead)</b>	<b>Co-leader(s)</b>	<b>Chaperons</b>
Complete all Post-Trip Paperwork	I (PD)	A	R	R	C
Complete Trip Report	I (PD)	A	R	R	C
Complete self-assessment post trip	A		R	R	
Complete and return Accident/Incident Forms as needed	I (PD) I (PT)	A	R	R	C
Return all trip documents to TWV	I (PD)	A	R	R	
Submit trip expense form and receipts to TWV	I (PD) I (OM)	A	R	R	C
Check gear back in from participants	I (PD) A&R (ST)	A	R	R	R
Report on any equipment (ex. Bikes, gear) problems/concerns	I (PD) A&R (ST)	A	R	R	C
Clean and/or dry and return gear to TWV	I (PD) A (ST)	A	R	R	
Complete a post-trip leader debrief meeting	I (PD)	A	R	R	R
Complete your post-trip survey	I (PD)	A	R	R	R
File all trip documents	R (PD)	A			
Pay TWV trip leaders	R (OM) A (PD)		I	I	
Reimburse TWV trip leaders for any trip expenses	R (OM) A (PD)		I	I	
Send thanks to participants (include information about future programming)	R (PD) & (MD)		I	I	

## Trip Leader Contracts

If offered a Trip Leader position, all trip travel and related expenses will be paid by Two Wheel View while on a trip.

### ***Volunteer Trip Leader Positions***

In an effort to keep our cost low for trip participants, Two Wheel View encourages Trip Leaders to volunteer their time to be on a Two Wheel View trip.

### ***Paid Trip Leader Positions***

Trip Leader pay is on a per trip basis according to skill and experience and includes pay for all responsibilities before, during, and after the trip. Detailed information about compensation will be provided and agreed upon prior to any trip departure.

## The Two Wheel View Way – Trip Tactics, Policies and Procedures

### Pre-trip essentials

- Recruiting / communication with trip participants
  - Be sure to read your teams registration forms for important and critical information
  - Complete pre-trip participant interviews with parents. There is a template for the interview with important questions you should be asking
- Forms: Waiver, Medical, Consent for travel abroad
  - Be aware of any medication group members are taking, and make sure they have enough to last for the trip. Make sure that you have their medical insurance numbers and are familiar with any medical needs.
- Budgeting
- Logistics plan / day-to-day plans
  - These can be found in your trip binder and should include all information such as reservations, suggested activities etc.
- Pre-trip meetings
- Risk management (CYA: cover your ass)
  - Emergency response plan
  - TWV on-call person: This person is here to support you throughout the trip. Give them a call to bounce ideas off of or just to inform them of what's happening. We suggest creating a group chat (text) conversation too to stay connected.

### Equipment & Packing

- TWV provides youth (and leaders if they'd like) with the following gear:
  - Bikes (be sure to budget time to pre-check bikes, use the form "Bike Interviews")
  - Pannier rack assembly
  - Panniers
  - Tents
  - Sleeping bags
  - Sleeping pads
- TWV has the following group gear:
  - Cook set / camp kitchen
  - Bicycle tools / repair kits / small bicycle parts for repair jobs
  - First aid kits
  - Water bottles (pre-washing is necessary)
  - Bungee cords
  - Stuff sacks
  - Bike locks and cords
- Consider including:
  - Bag liners
  - Money and passports (for international travel)
  - Appropriate clothing: culture, weather, expectations etc.

### Food & Snacks

- Meal planning
  - Note any food, dietary or allergy restrictions
  - Meal preparation and cleanup will be done by the food team
  - Using reusable bags when shopping
- Eating meals
  - Meals out: be respectful and avoid taking personal food into restaurants
  - Eat as a group (this helps keep the group bonded)
  - Take time for a chow circle: a chow circle gives individuals in the group a moment before the meal to privately give thanks or say a prayer. This is a respectful time.
- Prepping and cleaning:
  - Use of camp stoves: use of stoves is preferable to cooking on the campfire
  - Food safety & storage: use bear bins provided when camping
  - Doing dishes: wash dishes at your campsite or at a designated "slop sink." Do not wash dishes in restrooms, at pumps, or at water taps.
  - Packing garbage out / disposing of responsibly
- Keeping the group hydrated
  - Ensure you are drinking portable water
  - Drink plenty of fluids even when you don't feel thirsty. A rule of thumb for avoiding dehydration and low energy levels is to drink before you are thirsty and eat before you are hungry. Some groups opt for early departures to avoid midday heat. Opportunities to refill water bottles may be limited along bike routes. It is best to carry two to three large water bottles. Participants who live at low altitudes may have a hard time adjusting to the altitude. Steep climbs at high elevations can cause shortness of breath and general fatigue. Be prepared to climb more slowly as you adapt to higher altitudes.

### Group Dynamics

- Working with your trip leadership team
  - What happens if I don't get to meet my co-leaders in advance of the trip?
    - You can always request skyping sessions with your fellow trip leaders prior to the trip. This also helps in determining roles & strengths for the trip.
  - Why it's important to be on the same page prior to, during, and after the trip:
    - It is TWV's philosophy that increased communication is an important part of leading a successful trip.
  - Ways to communicate during the trip to increase level of success:
    - After the participants go to sleep, it is good to communicate with your fellow trip leaders about how the trip is going. It doesn't have to be formal, just a debriefing of sorts to be sure you are addressing all the needs of the group.
  - If a problem arises be sure to discuss when possible with fellow trip leaders.
- Forming groups: assign groups and then rotate them through these three teams.
  - Green team:
    - Responsible for in-camp needs. For example locking up bikes, pumping up tires, gathering firewood, making the fire, help setting up tents, and filtering water if necessary. They are also responsible for waste management and making sure the group leaves no trace at rest stops and campsites.

- Food team/cook group:
  - Responsible for planning the meals for the day they are cooking. This includes purchasing food for those meals, cooking and cleaning up. The cook group is the first up that morning and sometimes the last to go to bed.
- Journal team / leadership team / guide team:
  - Responsible for planning, organization and directing teamwork activities. They may be responsible for running opening circle, giving a report on the day and then recording the day in the journal at the end of the day. The leadership team gets the opportunity to problem solve, trouble shoot, manage team dynamics and make some decisions as a group.
- Managing participant behaviours during the trip
  - If you keep in mind that you are always trying to set your group up for success you will begin to think with the end in mind which will help you prepare your group for any obstacle whether it be: a long day, climbing a mountain, an in-home visit, etc.
    - Consider: what do you have control over as the trip leader? Food, sleeping time, biking time etc.
  - Sometimes using the acronym, HALT (Hungry, Angry, Lonely, Tired) can help you identify why your group is not doing well. Are they hungry? Angry? Lonely? Tired? What do you have control over?
  - There are direct and indirect ways of communication and group management – try to incorporate both
  - Ways to empower students on the trip while still maintaining safety
    - You can provide them choices, thereby guiding their options so that the task at hand remains manageable
    - You can provide jobs to participants so that they are managing parts of the trip:
      - Navigator (Explain the route to the navigator and let them share it with the group and maintain a map for the day)
      - Safety Monitor (makes sure people drink water, take regular snacks, & use sunscreen)
      - Cook
      - Etc. Be creative!
    - Why it's important to find ways to reward the group
      - When you find ways to reward the group, they will appreciate you and it will encourage positive interactions amongst all the members. It provides a jolt of energy and can enliven a group when spirits may be low.
- Staff “down” time on trips
  - Personal needs vs. group needs (self care is important!)
  - Communicate to your leadership group what you need as a leader to get some self-care in and feel supported.
- Managing goodness
  - Travel respectfully, whether biking by road or cross county. You will be more aware of your environment; wildlife will be less disturbed and other visitors will appreciate the solitude.



- Pack out all of your litter. On the way out, when your pack is light, pick up any trash left by others.
- Allow others a sense of discovery by leaving rocks, plants and other objects of interest as you found them. Do not blaze trees, build cairns or leave messages in the dirt. Such markers may be confusing and they detract from other visitor's sense of discovery.
- Respect the need of birds and other animals for undisturbed territory. When tracking wildlife for a photograph or a closer look, stay downwind, avoid sudden movement, never chase any animals, and resist the temptation to feed them.
- To prevent additional trail erosion and multiple trails, please ride single-file on the designated path and avoid shortcutting switchbacks. If a trail is impassable, walk on hard surfaces (such as rock, sand or snow) as much as possible.
- Take breaks by moving off the road to a durable stopping place (rock outcrops, sand, or other non-vegetated places).
- Games (refer to the resource binder for ideas!)
- Full Value contract
  - Ex. Respect, participation, safety, fun, communication, punctuality
  - Consider making one with the group and one with your leadership team

## Camp Craft

- Campsite selection and use
  - Mostly your campsites will be pre-booked and pre-chosen due to planning logistics.
  - For larger groups and multi-day stays, select a high impact site where vegetation has been removed from an area large enough to accommodate your group.
  - If possible, avoid those with obvious soil erosion, root exposure and mutilations on most trees, open meadows, and vegetated alpine zones.
  - Choose either forested sites with thick organic floors or sites that naturally lack vegetation (gravel, sand or exposed mineral soil).
  - To avoid enlarging the site, set up tents and the "kitchen" in places that have already been impacted, with well-developed paths between tents and the "kitchen".
  - On all sites, leave the area as you found it or better. Do not dig trenches for tents, cut standing trees or branches or pull up plants or embedded rocks to make a pleasant camp. If you clear the sleeping area of surface rocks, twigs or pinecones, replace these items before leaving.
- Tents: care & use: We want our tents to last!
  - Please, do not wear shoes inside the tents.
  - Open and close zippers slowly.
  - Keep doors and windows zipped when you are away from camp (rain and rodent protection).
  - Post trip ensure that the tents are dry and clean before storing.
- Camp stoves
  - Never operate a stove on a table where people are sitting.
- Bathing / personal hygiene / washing clothes
  - To avoid/treat chafing, apply talcum powder or a chafing cream to the irritated area.
  - Bathe frequently.

- Launder your cycling clothes frequently
- Soap must not enter lakes or streams, so it is best to minimize its use. If bathing with soap is necessary, get wet, lather up, and rinse far from lakes and streams. This procedure allows the biodegradable soap to break down and filter through the soil before reaching any body of water. Clothes can be cleaned by thorough rinsing (no soap), but avoid rinsing in small water bodies.
- Toileting
  - Proper disposal of human waste is difficult, particularly in heavily used areas where toilets are not provided. The most important objectives when deciding on how to dispose of waste are (1) to minimize the chance that other people will find it, (2) to minimize the chance that waters will be polluted and (3) to maximize the rate of decomposition.
  - Below treeline, catholes are the preferred method of disposal. Choose a level spot and dig a 6-inch hole in the organic soil horizon where organisms are most abundant. Avoid wet areas and go at least 100 feet from trails, campsites and water bodies.
  - 50/100 rule.
  - Minimize the use of toilet paper. Tampons should be packed out in plastic baggies, and not buried!
  - It is best to urinate away from trails, campsites and water bodies. Areas with thick organic horizons and bare rock are the best sites. A good rule of thumb is 50 feet away from previously mentioned places.
- Waste disposal
  - The basic rule of waste disposal is to pack out everything! Only wasted water should be scattered. Scattering and burying food remnants will attract wildlife and can alter feeding habits, migration patterns and reproduction levels.
  - Limit waste by preparing only foods that will be eaten and eat all foods or pack it out.
  - Waste water, from washing dishes or excess cooking water, should be drained off away from water bodies and campsite (to prevent attracting flies). Dig a small, shallow hole and line it with pine needles. Pour all wastewater into the “sump hole” and pack out food scraps with excess food and other litter.
  - Composting/recycling where possible.
  - Leave no trace mentality
- Clean camp: keeping the gear together
  - A backcountry camp should be organized. If you have laundry to dry or equipment to air out, make sure these items are not unsightly to others. Make sure your food is protected from animals.
  - Minimize Campfire Impacts
  - Respect Wildlife
  - Be Considerate of Other Visitors
- Bicycle security
  - Locks and cords are available for use

## A typical trip day / On the bikes

- Morning routine / notes:
  - Have food team prep breakfast
  - Strike camp and pack bikes
  - Have green team check bikes & do final campsite sweep
  - Opening circle:
    - Always incorporates Weather Report. This is when the group is in a circle and each person says how they are feeling on a scale of 1 – 10. It is fun to also add a question of the day that they answer as well.
    - You can add other items such as: quote of the day, question of the day, stretching circle, etc. be creative!
    - Announce groups (leadership/journal, environment & food)
    - Talk about the days itinerary
- Riding etiquette / notes:
  - A properly fitted helmet and safety vest must be worn while riding.
  - Always have a trip leader in front of the group and a trip leader sweep at the back. Make sure each leader carries a walkie talkie.
  - Never allow participants to be in front of the ride leader or behind a sweep.
  - Consider grouping riders if there are different skill/pace levels or if the road is particularly heavy traffic
  - Avoid injuring your knees; "spin" at a cadence of 70 to 90 rpm.
  - Avoid numb hands (and road rash in the case of a fall) by wearing cycling gloves; gel padding is especially effective. Change hand positions frequently.
  - Don't make abrupt steering movements, especially on downhills or on slippery surfaces, or your tires may lose traction. Avoid pedaling when you're leaning into a turn; your pedal or toe clip could catch on the pavement and cause you to fall. Hold the inside pedal at the top of the revolution
  - Obey traffic laws and ride safely; try not to ride two or more abreast
  - A cardinal rule of bicycling is to brake before you must, especially on curves and downhills. Brake just before going into a curve; then, if you need to slow down more, brake gently with the rear brake while in the curve. Always apply brakes gradually. Never slam on just the front brake, or you'll fly over the handlebars!
  - Use special caution on downhills. A loaded bicycle can accelerate rapidly, and rocks, loose gravel, vehicles and cattle guards can appear quickly when you're moving at 30 or 40 miles-per-hour. Brake in a rhythmic on-again-off-again pattern, squeezing the brake handles firmly for a few seconds and then releasing the brakes for a few seconds. Continuous braking will glaze the surface of the brake pads and result in loss of stopping power.
  - Don't begin your tour without practicing emergency braking. This entails three motions performed simultaneously: (1) Shifting your weight toward the rear of the saddle, while (2) moving your hands onto the brake handles, and (3) applying firm, even pressure to both brakes.
- Breaks / Lunch routine / notes:
  - Whenever stopping, get at least 10 feet off the road. If there isn't room to do this, ride on to a safer area.

- Relax as you ride, and take a break every hour.
- Eat frequently, in small amounts.
- Drink 4 to 5 liters of water daily.
- Don't park bicycles against windows, gas pumps, or near doorways.
- Camp arrival routine / notes:
  - Food group preps dinner, eat as a group
  - Have leaders check bikes, consider: brakes working properly, air and pressure in tires, gear adjustments etc.
  - Closing circle
    - Always incorporates Squash / BOSS Circle. This is when the group has an opportunity to discuss in a safe space any problems they might be having with the group. (i.e. frustrating behavior a fellow group member is exhibiting, or it could be items like the group is not getting enough food, etc.) It is your responsibility to facilitate a safe problem solving discussion and “squash” the problem.
    - Always incorporates Appreciation Circle. This is when each person appreciates someone in the group.
    - Can incorporate reading of the group journal during this time or “Crystal Ball” which would be a preview of the following day – add what fits your group! Be creative

### On the bike

- Managing the TWV presence in our host communities
  - Social Impact
    - Practice Cultural Sensitivity
    - Do not draw unnecessary attention to the group
    - Ask the in-country hosts about typical customs
    - Pack appropriate clothing
  - Host impact
    - You will be managing the group at multiple hosts’ homes and communities; it is essential that you prepare the participants to be as polite and respectable as possible.
    - Help clean up even in hosted situations
    - Respect specific cultural traditions
      - Drinking mate in Argentina
      - Saying thanks for the food after a meal in Norway or anywhere
  - Bike fit:
    - The saddle should be raised to the point where there is only a slight bend in your knee when your foot is at the bottom of the pedal stroke. If your hips have to swivel in order to reach the bottom of the pedal stroke, your seat is too high. Knee pain is quite often caused by improper seat height. Pain in the inner or front portion of the knee is generally caused by riding with the seat too low. Pain in the outside portion of the knee is generally caused by riding with the seat too high. Handlebars should be placed level with, or at most an inch lower than, the height of the saddle; try different adjustments to determine what works best for you.
- Challenging Conditions

- The rule regarding weather is to prepare for the worst but hope for the best.
- Motor traffic presents the greatest danger to the cyclist. When a vehicle overtakes you, assume that there is a line of traffic following it, and that the second driver has not seen you. Towing units and RVs are often equipped with mirror extenders that can clip an unsuspecting cyclist. Be attentive and ready to leave the road if necessary.
- Watch for oil, wet leaves, loose gravel, railroad crossings, and foolish cyclists stopped in the roadway. Be aware that when you are heading directly into the sun, motorists behind you are doing the same and may have difficulty seeing you. Try to avoid night riding, but if caught out after dark, use lights and wear reflective clothing. Fog can be just as dangerous; it distorts depth perception and drivers generally have less experience navigating through it.
- Use of headphones and handheld devices
  - Participants will be permitted to bring their cell phones and other electronic devices such as laptops, iPods, and MP3 players.
  - In an effort to promote appropriate use of technology while keeping the integrity of the trip experience intact, Two Wheel View's electronic device policy will allow participants to use their electronic devices during designated free times throughout the day and after group activities.
  - Policy:
    - Please note that electronic devices such as cell phones, laptops, iPods, MP3 players are not allowed while riding bikes or during group check-ins and meal times.
    - The Trip Leaders and Chaperones will determine, in advance, which, if any, electronic devices may accompany participants.
    - Communication between participants on the trip and individuals who are not part of the trip will be restricted. In all cases, the Trip Leader is entitled to know whom the communication is with and the nature/content of the communication.
    - At any time during the trip, the Trip Leaders or Chaperones may suspend the use of any or all electronic devices. If necessary, these devices may be collected by the Trip Leaders in order to ensure compliance.

## EMERGENCY RESPONSE PLAN

### Critical Incident Plan

- The Critical Incident Plan will be reviewed with trip leaders prior to the departure of the trip.
- All trip leaders will carry a copy of this document during the trip

### Crisis Communications Plan

*Review with current documentation*

### Dealing with Emergencies

*Review with current documentation*

### Disclosures of abuse, supporting youth with unique/challenging backgrounds

*Review with current documentation*

## Additional Resources and Tips

### Preparing Parents for Success

**Rule #1: Never make promises you can't keep!**

You may be tempted to reassure a worried parent, but never tell them that their child will definitely get to call or email them during the trip. Sometimes there are circumstances that don't allow this communication for example in Argentina there are typically computer café, but often businesses change within the year and a previously running computer café may not be there the next year. You can ensure them that if an emergency were to happen, they would be notified by TWV staff as per TWV protocol.

**Rule #2: Use parents as a resource before you leave for the trip.**

It is useful to ask parents the following question: What should I know about your child in order to help them be successful on this trip? Often this question will provide more information that was not asked about on the forms. This may be essential in avoiding unnecessary obstacles that you may encounter.

**Rule #3: TWV office will ensure all forms are completed by the families prior to orientation day.**

Be sure to review these forms before you call parents – there might be notes on there you want to follow-up on and clarify with the families.

**Rule #4: If there are any participants traveling to the orientation location, ensure you have all of their itinerary information and contact information for their parents.**

**Rule #5: Parents must be notified on a trip if their child goes to the hospital or needs medical attention beyond use of trip leader first aid kit.**

### Trip Leader Resources / Binders

- Packing Lists
- Gear Check in/out forms
- Participant information (allergies, emergency contacts etc.)
- Critical Info Sheet (including on-call person/chain of command)
- Emergency Response Plan
- Incident Report Forms
- First Aid Kit Checklist
- Expense sheet
- Maps/Routes
- Daily trip plans
- Transportation details
- Accommodation details
- Contracts
- Termination notices
- Community Engagement / Service Learning Activities (details and contact information)

### Travel Days

Participants are responsible for carrying money for food/snacks during travel days. TWV will provide food/snacks for trip leaders during travel days.

If flying: It is helpful to encourage parents to send their kids off with a sandwich or lunch. It must not have any item that cannot pass through security. They can check online to find out what is able to get through security and what is not.

It is useful to begin to prepare students for managing their own bags. Enforce that they are responsible for keeping track of their own bags instead of asking others to do it for them. This will help when you begin biking because you have already begun the routine.

### Cultural Norms in Norway that may impact your trip

- Northern Norwegians eat seafood including dried fish, brown cheese is also very common, reindeer as well as many items in the grocery store come in tubes like: cheese, caviar, salmon, etc.
- Since the sun is out all the time, it may be hard to get participants in a sleeping routine. When the group needs to get up early in the morning it is your responsibility to set them up for success and set a deadline for bedtime.

Suggestions for handling dietary considerations in Norway:

- There have been times when participants on this trip do not eat pork. Be sure to ask in-country hosts the Norwegian names of the meat you are trying to avoid. This will allow you to provide the best food for your participants.
- There are handy bags of peanuts that you can get in almost any grocery store in Norway.

## Cultural Norms in Argentina that may impact your trip

- People in Argentina have a different pattern of daily eating. Typically they have a light breakfast, mid-day lunch, afternoon tea & biscuits, and dinner between 9 PM and 11 PM at night
- Most restaurants do not even begin to serve food until after 9/9:30 PM
- Bed times can be late due to dinner being late at host sites and restaurants, try to plan these times on days when you don't have to wake up so early the next day.
- Argentines typically eat a lot of meat and availability or variety of vegetarian options is not always a possibility.
  
- Suggestions for handling dietary considerations in Argentina:
- When starting out in Salta, there is a large grocery store. Be sure to stock up on items that you can carry with you including dried fruit, trail mix, etc.
- If you have a participant who is a vegetarian/vegan on the trip, be sure to talk with the participant and their family ahead of time. They may be able to bring items such as protein powder, or other supplements they prefer.
- If you are completing a biking day and plan to eat out, be sure to have enough lunch food on hand to sustain the group until restaurants start serving dinner at 9/9:30 PM.
- Keeping participants well fed and rested on your trip is an easy way to ensure less conflicts, and problems as; hungry/tired kids are generally angry/aggravated kids.

## COMMUNICATIONS

### Advertisement and marketing of trips

Social media and sharing trips successes (get photos and stories to our Marketing & Communications person!)

- Our story is very visual. It's the pictures that show the happy faces of the participants that share the amazing scenery that we cycle through and what really sells our trips to our champions, parents and students.
- Our greatest surge in traffic during the year on social media is during trip season with parents and donors following along on the trips via Facebook.
- Please send pictures and anecdotes regularly for posting on our social media channels.

### How to take good images, what are we looking for

- Pictures of all activities – not just on bike shots. Here are some ideas:
  - Meal prep and participants sharing meals
  - Grocery shopping
  - Rest stops and circle times
  - Group activities: volunteering, swimming, hikes, bike repair
  - Cultural highlights of the locations: scenery, signage, historic sites, traditional foods etc.



- Try to ensure there are at least one or two pictures of everyone per trip. Some students are naturally more eager to be in front of the camera than others but everyone's family wants to see them while they are away.
- Make sure all helmets are fitting properly (this should be done daily as a part of safety procedures anyway but we won't post photos of students with loose or ill-fitting helmets).
- Make sure that all participants have consent to have their pictures taken
- No signs or symbols or poses (peace signs are okay). One way we get participants to comply with this request is to task for pictures without and then give them two or three pictures with as many signs as they can throw in. We never use them but it gives them a chance to express themselves and we get pictures that are appropriate for use in donor materials and online.
- Also watch for rude or inappropriate clothing that are culturally insensitive for the location one is cycling through. (i.e. biking in a bikini top is not really appropriate in most places)
- Ensure that all photos are taken with regard to safety for both the photographer and the participants.

### Communicating with parents pre-during-post trips

- Pre-trip conversations: this is about building trust, reassurance and answering questions in a timely manner.
- Pre-trip parent interview: the objective of this is to make sure you as leaders understand each particular participants needs.
- Please direct parents to TWV Facebook page for "on the road" updates. Most regular communications while on a trip will be shared on our Facebook Page.
- TWV recommends using the application 'WhatsApp' to communicate with the TWV office. On this app you can create group chats with your TWV on-call person and all trip leaders. Use this chat to share photos, stories, get support and answer questions. Anything emergency related should be done via a phone call and not messaging.

### Communicating with champions, partners and sponsors

- We like to celebrate goodness at TWV. Make sure to collect list of those who have helped/hosted/supported a trip so we can send them a thank you/recognize them on social media both during the trip and afterwards. If you can, please get their mailing address and any social media addresses so we can recognize them for their support.
- Please document as much of the trip as you can with photos, stories and quotes. Send them to our Marketing and Communications person throughout the trip so we can encourage parents, families, sponsors and partners to follow alongside your trip.
- Any multi-year supporters will receive additional recognition from Two Wheel View.

### Sponsored seats

- Some of the youth are on the trip due to sponsored seats from a variety of our funders
- We do ask that youth that receive this free trip give back in some way by sharing with others their journey. Ideas are endless, however this could be done by:
  - Blogging about the trip
  - Creating a short video about the trip
  - Photo essay (ex. Through instagram using TWV social media tags)

- Please connect with the TWV office to identify these youth on your trip and help them shape their project.
- Some of them may be asked to share their projects with funders post-trip.

### On-trip: guidelines for participant's cell usage and contact with friends/family back home

- Limiting cell phone use – harder in Canada than international trips. The idea behind limiting cell phone use is to ensure participants are getting the most out of the Two Wheel View experience by engaging and connecting with the people on the trip and the environment that they are in and not distracted by the virtual world. Two Wheel View Trips are a great chance to unplug from regular routines and connect with new knowledge, new friends and new experiences.
- Regular texting/calling with people back home can also make the participants homesick.
- It's also a safety issue as participants need to be focused on the task at hand and make safe decisions, which they cannot if they are listening to music or on their phones.
- We recognize that for many students their cell phone might also act as their camera so in that instance we encourage them to turn the data off on their phone. If there is an emergency, all communication will come through the trip leader and either be relayed through the communications protocol outlined in the emergency response plan or communicated to the parents/guardians directly. The severity of the issue determines whether or not the TWV communications team needs to get involved.
- If there is occasion on the longer trips to visit an internet café, ensure students send a message back home. They may be eager to reconnect with friends and less interested in communicating with their parents but it's important to send that message back home. Keep in mind that not all students may be familiar with using internet café's or may be intimidated by the language to ask questions.
- We try to never guarantee that parents will hear directly from their children on trips (especially on international) trips because internet/cell service isn't always readily available in the more remote locations. It becomes a tricky situation when we set parents up with unrealistic expectations for regular and direct communications with their kids when they are on some of our more remote trips especially.