Bike Dump Volunteer Mechanic Orientation

What is the Bike Dump?
- We are a community bicycle shop started in September 2005.
- Our mandate is to make cycling and cycling repair knowledge and practice as accessible as possible, especially to those who might not be able to afford it.
- What this means is people can come in and fix their bike or build one up using our tools, with help from our mechanics.
- Because we don't want to exclude people who don't have a lot of money, almost everything in the shop is offered on a by donation basis. (more on this later...)
- Everyone is welcome in the shop.
- We strive to be a safer space, free of violence, racism, sexism, homophobia, and, classism. If you want to display that kind of behaviour, you should find another bike shop to work at.
- We are entirely volunteer-run, and your commitment is very appreciated!
- Talk about the collective, how it is non-hierarchichal, consensus-based, how they can join, and about the committees

What this orientation is not
- This orientation is not to teach bicycle mechanics.
- If you're interested in that, we hold a workshop on a different bike repair topic every month
- or you can come by on open hours and follow a mechanic teaching someone else
- or you can try to work your way through things on your own on volunteer night.

Greeter & volunteer systems
- Show people the wall shift whiteboard calendar, and explain how the volunteer coordination system works.
- People should get their contact info to someone on that committee, or, better yet, you could take it down and pass it along.
- Every day we're open, a greeter sits by the front door and talks to everyone who comes in
- Explain the greeter responsibilities, briefly. Tell people if they want to act as greeter, they have to read and understand the greeter pamphlet.
- No matter how you're volunteering, be at your shift fifteen minutes before it starts. If you'll be late, make sure you've let the volunteer coordinator know and/or marked that on the calendar. If people are even fifteen minutes late, it really makes things stressful for the other volunteers.
- If you're a volunteer mechanic, introduce yourself to the greeter at the start of the shift and make to let them know you can help someone.
- The greeter should introduce you to people you're helping

When helping people
- Ask the person if it's their first time to the shop. If it is, give them a tour like the one you're on right now (doesn't have to be as comprehensive), and give them an idea of what they can expect and is expected of them in the shop.
- Don't make anyone feel shitty about the bike they're riding. Don't force your ideas of what's best on other people.
- Try to never be the one touching the tools. We are here to help people fix their own bikes, not fix the bikes for them.
- If someone is not strong enough to remove something from their bike, encourage them to use a tool with better leverage.
- Be especially conscious when working with people who are traditionally made to feel they
are not meant to be working with tools, like women and children, to treat them with respect.

• If you need to demonstrate something, undo it afterwards and get the person to try it themself.
• If people try to make you fix their bike for you, for money or not, or to fix up a different bike for them, firmly and politely tell them that's not what we do. You can suggest your favourite bicycle shop to them.
• Never take a tool out of someone's hand. Ask them if you can use it.
• If someone has a problem with their bike that you don't know how to fix, you can try to find a free volunteer to show both of you how to do it. Or if there's a volunteer helping someone else with something you know how to do, you could ask them to trade you people. Or you could consult one of the bike repair manuals we have around. Failing all that, don't feel bad about saying we can't help them.
• If you find a person is able to work on their own, and you feel comfortable taking on another person, and there's enough free space for someone else to work in the shop, let the greeter know you can take on another person. This doesn't mean you can ignore the first person! You always have to keep an eye on them. Tell them also that if they want to do anything in the build me up room, the in progress room, if they want to buy parts, or if they want to use any of the tools that break commonly, they should come get you. Both of those topics are talked about a bit later. Let the second person you take on know that they may have to wait for a bit if the first person you were helping has any questions.
• You should never be responsible for more than three people at once, and even that is pushing it.

Shop Tour:

The workspaces
• Color coded tools & boards. Point out special yellow board.
• Point out exceptions where toolsets (other than yellow) are different (only one adjusting cup wrench, etc.)
• Point out the list of needed replacement tools & parts on the wall.
• Pass on proper ways of using tools, and the idea that the right tool should be used for the job.
• Go over the proper use for the following tools that frequently break:
  ➔ Pumps  
  ➔ Chain tools  
  ➔ Sun Tour freewheel remover  
  ➔ Combination wrenches  
  ➔ Adjustable wrenches  
  ➔ Removing a stem  
  ➔ Hammers  
  ➔ Vice grips
• Make sure people don't misuse these.
• Put tools and parts away right away, don't wait until the end of the day, because it's really frustrating when all of the tools are off the board and on the tables and you can't find anything.

The used parts section
• Point out where different parts are kept (wheels, small parts, bigger parts, forks, tubes, handlebars, etc.)
• People can use these parts on their bikes by donation. The sliding scale goes down to
zero. We'd rather have parts & bikes on the road than sitting around due to lack of funds.

- If people don't have their bikes with them and want to take a part away, then they have to make a donation of time or money. Suggest what you think is reasonable.
- Make sure to keep this area tidy, because it gets crazy really easily. Get people to clean up after themselves as they go, not all at the end.
- When searching, if you come across things you know are trash, get rid of them, don't throw it back in for someone else to find.
- Point out the metal recycling area.
- Point out that we don't have recycling pick up, but if a volunteer wants to co-ordinate some system for that it would be awesome.
- The donation box is on the front table. Use of tools, getting help, and all used parts are provided by donation. You can encourage people to donate, but we would rather have someone riding our bikes than to have them sitting in our shop due to lack of funds. There is no suggested donation for anything, but you can make up something if you want.

The new parts section
- Point out this section, and the prices
- We sell this stuff at cost, it's not negotiable.
- People can use used alternatives if they have no money.
- Put the money in the donation box at the front.
- If we're out of stuff, the buy list is right there.

The build-me-up room
- This is where people go to get a bike to start building up from scratch.
- People should always be accompanied by you into this room.
- Help people pick a bike that's right for them:
  ➔ Explain the differences between road bikes, cruisers, mountain bikes, and bmx
  ➔ Sizing: stand-over height should leave 1 clearance. There are more accurate methods if people really want to use those, but this does a good job. If you're building a frame with no wheels, throw some temporary wheels on it to size it first.
- Stripping parts off bikes in this room to go onto another bike is allowed, but strongly discouraged. People should have looked through all of the used parts first and not found anything that could work. People shouldn't take stuff off these bikes just because they like it better than something else that would work fine.
- If you know that someone has already built two or more bikes in the last couple of months, or another volunteer lets you know this, tell the person that's fine, but they should start alternating building one bike for us to sell, then one bike for themselves.
- People who have already built more than one bicycle recently certainly shouldn't be taking bikes from this room that are already almost ready to be back on the road.
- Used frames are also by donation.
- Keep this area tidy as well.

The work-in-progress/For sale room
- This room holds three different kinds of bikes: shop bikes, for sale, and work in progress
- Shop bikes
  ➔ These are bikes in decent condition we intend to sell
  ➔ They should have a yellow tag reading shop bike on them
  ➔ Feel free to finish building one of these for us on a volunteer night, or a really slow open day
- For sale bikes
They should have blue tags, but only when completed
You can show people these bikes, but if they want to buy one, get a collective member, since there is a special procedure for selling bikes. Don't just put the cash in the donation box.

• Work in progress
  ➔ Should have yellow tags with name, number, and date
  ➔ Tell people if they don't come back for a month they will probably lose their bike
  ➔ Make sure they know to update the date if they're returning

The bathroom
  • Don't use the main sink, because it doesn't drain! Use the bathroom sink.
  ➔ While showing that, show them the coffee machine, tell them they can make coffee
  • It should be cleaned by someone at the end of every shift (show them the lottery tool)
  • If there is no hand cleaner left, get a collective member to refill it. If there is none left in the back, add it to the buy list.

Truing stand
  • Show them around, and show them where extra spokes are

The basement
  • Show people mostly for the sake of wheels they can grab if they can't find any good ones upstairs
  • Volunteers should generally not be down here though
  • People you are helping should never come down

The space
  • If you experience sexist, racist, classist, homophobic or other behaviour in the space that you don't feel comfortable or able to address, please bring it up with the collective member they feel most comfortable with.
  • We are committed to providing a safer space for women, queer people, people of colour, and working class people.