

# The Bike Dump

## GUIDE FOR NEW VOLUNTEERS

### NEW PARTS SHELF

We sell this stuff at cost, it's not negotiable. Price list is on the cabinet doors. People can use used alternatives if they have no money. Put the money in the donation box at the front asap. If we're out of stuff, the to-buy list is on the large whiteboard. We also have new rear axles, extra housing ends, brake/gear cables, lube, patches & glue and a few other new goodies in the back on the stairway shelf. New cables (gear & brake) are \$1 each and new housing is \$1 per meter.

### WORK IN PROGRESS ROOM

-This room holds three different kinds of bikes: shop bikes (white tags), for sale bikes (blue tags), and works in progress (yellow tags). Shop patrons should always be accompanied by a volunteer in this room, ask them their name and style/colour of bike before entering - often in the summer there is a chain across the entrance.  
-Feel free to work on a shop bike on a volunteer night, or a really slow open day. When completed give it a blue tag, a consecutive sale # (found in the blue Bike Sale book) and get it test ridden & double checked by someone else.  
-there is a special procedure for selling the for sale bikes; ask a collective member.  
-Yellow tagged bikes theoretically get purged every month if no one has worked on them in the preceding 4 weeks. Be sure to advise patrons of this and get them to update the last date of work on the tag.  
-ALL bikes stored in room should have pedals removed & attached to frame with a zip tie or string and the bars twisted in order to save space

### 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 one inch clearance to their crotch.  
-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.  
-If a patron has already built two or more bikes for them self in the last couple months, or another volunteer lets you know this, tell the person that before starting a new personal bike they should build a bike for the Dump to sell first  
-ALL bikes stored here should also have pedals removed & bars twisted  
-No yellow tagged bikes should be in this room!

### BASEMENT

-generally members of the public shouldn't be down here unless a volunteer is with them showing them a bike for sale. We keep some easily broken/often stolen tools in the stairwell; replacement tools and small parts, BMX chainbreaker, bolt cutters, power tools, chain wear gauge, etc. Also the locks for sale are here in the stairwell. \$15 each, no exceptions.

**Subscribe to the Volunteer email list by visiting;**

<http://lists.bike-dump.ca/listinfo.cgi/volunteers-bike-dump.ca>

### SO YOU WANT TO BE A BIKE DUMPLING...WHY NOT TRY THE FOLLOWING:

- Attend a Volunteer Orientation; 6-8pm, 2<sup>nd</sup> Wed of the month
- Come out to workshops on the 3<sup>rd</sup>/4<sup>th</sup> Wed. of the month.
- Drop in on shop work days & bike build days; Saturdays 12-whenever

### HOW EXPERIENCED WITH BIKES DO I HAVE TO BE TO VOLUNTEER?

No bike repair experience necessary! Many of our patrons only need basic repairs like patching a flat or replacing a crank. You can learn at your own pace and there is plenty of volunteer work that doesn't involve fixing bikes at all; carpentry, web design, graphic design, organizing social events, stripping parts off of bikes & sorting them, bringing food to shifts, acting as greeter or the esteemed cleaner of the bathroom.

It can be intimidating to be expected to teach Bike Dump patrons how to fix their bike if repair is new to you. That's ok! You aren't expected to know everything and everyone here is learning as they go. Don't be afraid to ask lots of questions and get help from other volunteers. Shop users don't come here for professional service, they come to learn something and you'll learn along with them. It's ok to tell them "I don't know, but we'll figure it out." Start out your volunteering by getting comfortable in the space, learning what all the different parts are, where they go on a bike and what drawer they occupy in the shop. Strip useful parts off a damaged frame, take things apart. Come in on volunteer-only days to build a few bikes for the shop to sell. Challenge yourself by building different types of bikes. Volunteering at The Dump is about having fun and learning about bikes, so don't let it stress you out.

### WHAT WE'RE LOOKING FOR IN A VOLUNTEER:

- Humility; no one here knows it all and we all learn something new each shift.
- Accepting and open-minded; leave your prejudice and judgement at the door. We can learn a lot from the folks we're teaching, it should be a 2 way street so don't put up roadblocks based on appearances or assumptions.
- Patient & calmness; bike repair can be frustrating & rushing or getting angry won't help. Grab a coffee, put on some good tunes and enjoy yourself.

### WHY VOLUNTEER WITH THE DUMP?

We're all volunteer run, always need more help and would love to be open to the public for more hours but we need your help! There are benefits to volunteering like learning bike repair & teaching skills, making new friends and getting first choice of bike parts and donated bikes. We try to keep our volunteers happy on shift by feeding them, caffeinating them, and keeping the tunes pumping. We also throw some pretty great party bikes, social events and fundraisers. We're a relaxed space where you can learn at your own pace and make the place your own. Bring in some music to play, make some art for the walls, design a bike dump sticker, make the Dump what you want it to be. Last but not least, seeing a bike you built or helped repair rolling off into the sunset is pretty darned gratifying. You gave that bike life!

## **SOME BASIC NOTIONS THAT THE BIKE DUMP OPERATES UNDER:**

- Anybody can fix a bike; bikes are simple machines that anyone (kids, people with disabilities, people who have never picked up a wrench) can learn to fix
- Solidarity not charity; we don't give away free bikes, we empower people to fix their own. They'll appreciate the bike more and be able to fix it again when it breaks, or better yet, help someone else fix theirs.
- Anti-oppression & creating a safe space; the Dump strives to be a space where people of all genders, sexualities, ethnicities, ages, abilities & classes, can feel comfortable. Some social groups have more perceived power than others & we ought to be conscious of our own privileges & ability to oppress others.
- Organizing non-hierarchically & democratically; we run our meetings using consensus, meaning that everyone gets a say and we must all agree on decisions. No one is the leader & no one is the boss. We all can contribute useful ideas & our organization should reflect it's users and volunteer base.
- Rotation of duties, sharing of knowledge; Everyone should get to facilitate meetings and we should all scrub the toilet too. Share what ya know, learn what you don't. Diversity of skills keeps us stable as an organization.
- Operate in an environmentally sustainable manner insofar as is possible; we reduce, repair, re-purpose & re-cycle in that order
- "Suggested Donations" - are used rather than set prices in an effort to make our services available to all incomes. We'd rather have a bike out on the road at no profit than have it sitting in the basement waiting for a big spender
- Gentrification; when rich folks move into poor neighbourhoods, buy up land, increase property values and therefore increase rent and taxes for those who already live there forcing them to move to poorer areas. The Bike Dump is a potential gentrifying force in our community. How can we address this?

## **IT'S OK, DON'T BE SCARED, BUT WE'VE GOT POLITICS:**

The Bike Dump has always had a "social justice" bent: Women & queers night creates a space where those traditionally made to feel disempowered around tools can reclaim the space for their own learning. The Bike Dump has sent bikes and tools to places such as Grassy Narrows and Sierra Leone as an act of solidarity and recognizes the negative impacts of colonial systems imposed upon native peoples. We facilitate youth mentorships with youths from the Immigrant & Refugee Community of Manitoba. We don't have a political agenda, but recognize that our personal politics are reflected by our actions. We are working very hard to make the Bike Dump a space where everyone feels comfortable and if anyone's actions or language make you feel uncomfortable please address the issue first hand or bring your concerns to a collective member with whom you feel comfortable so that we can address the issue ASAP.

## **THE BIKE DUMP IS RUN BY A VOLUNTEER COLLECTIVE**

You can join, just come out to a couple meetings (1<sup>st</sup> Wed @ 6 pm) and show your dedication. There are lots of roles to fill; finances, tool replacement, volunteer coordination, renovations, triage...

## **WHAT TO EXPECT AT THE START OF A SHIFT**

- Our volunteer coordinator will contact volunteers at the end of the month to schedule shifts for the upcoming month and make sure we have enough volunteers each shift.
- Feel free to sign up for shifts on the whiteboard calendar near the door
- Providing the volunteer coordinator with your phone number and email will allow us

to add you to the volunteer email list and database

- Please be at your shift 15 mins before shop open hours begin .
- We have a greeter stand by the door during open hours to assess patrons' needs and match them up with an available mechanic. Introduce yourself to the greeter at the start of the shift and let them know when you are free to help someone. They will introduce you to the person you're helping and their specific needs. If you want to greet, please read the greeter pamphlet.
- Some experienced shop patrons can more or less work unsupervised, in which case you can take on a 2<sup>nd</sup> person (while still keeping tabs on your initial patron, as they'll often need help finding a tool or part). Helping 3 people at once is kinda pushing it.

## **HOW NOT TO HELP PEOPLE**

Once you're comfortable working on bikes it's easy to forget how intimidating it can be for someone with less knowledge. Be patient with people. Give advice and feel free to demonstrate how to use a tool but do not fix people's bikes for them. You can fix bikes during bike build days if you want. During open hours we are a teaching facility and the tools should be in the hands of the shops users. Repairs may go slowly, but the Bike Dump is about education, empowerment, & equality, not speedy service. Never take a tool out of somebody's hand! This is extremely discouraging for the person trying to learn. If someone isn't strong enough to loosen a part, suggest they use a tool or angle with better leverage, a cheater bar and/or lube. Be especially conscious when working with people who are traditionally made to feel that they are not meant to be working with tools, such as women or children, to treat them with respect and to not make them feel looked down on. Don't push your personal bike preferences on shop patrons, as some people really do prefer to ride a full suspension mountain bike, an ancient cruiser or an ugly colour-coordinated fixie. It doesn't matter if people don't have money to donate. Explain that donations of money & labour are appreciated but not mandatory. The Bike Dump is not a place to "pick up chicks." Go back to the stupid bar from whence you came, Don Juan.

## **MEDIA POLICY**

Given that the Bike Dump has more patrons than we can handle, we don't really need media exposure. We have a "no corporate media" policy for this reason. When we allow media in the space or provide interviews we try to stress our need for volunteers and provide info on how to go about volunteering.

## **DIFFERENT AREAS OF THE SHOP**

### **USED PARTS CRATES & RACKS, SMALL PARTS DRAWERS**

- People can use these parts on their bikes by donation. The sliding scale goes down to zero. 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, or see the "suggested donation" poster by the door Used frames can be bought by donation too.
- Make sure to keep this area tidy, because it gets crazy really easily. Get people to clean up after themselves and put away small parts as they go, not all at the end.
- if you come across parts you know are trashed, put them in the scrap metal, don't throw it back in the drawer for someone else to find. There are scrap metal recycling bins at each stand and a big red one as well. There is also a blue bin recycling box for cardboard & plastics. There is often a rubber recycling pile for tires and tubes outside beside the BBQ..