



VOLUNTEER GUIDE

Sacramento Bicycle Kitchen Conditions of Volunteer Service

As a volunteer with Sacramento Bicycle Kitchen, you are expected to act in the best interests of the organization, and positively support its role in the community. In a cooperatively run organization, it is imperative that each of us abide by a code of conduct: respecting others, honoring the safe space of the Kitchen, accepting of feedback, and giving our time and energy in a way that promotes the mission of the Kitchen. All volunteers must sign the acknowledgement form below after reading and agreeing to abide by the Sacramento Bicycle Kitchen Code of Conduct - Safe Space Agreement.

Your volunteer status at SBK is voluntary one and is subject to termination by you or SBK Core at will, with or without cause, at any time.

SBK is an at-will agency and has the right to terminate a volunteer without cause, but will always consider the cause leading to the termination. In general, failure to adhere to policies of SBK is cause for immediate dismissal.

Grounds for immediate dismissal may include, but are not limited to:

- Theft of property or misuse of agency funds, equipment, or materials.
- Illegal, violent, or unsafe acts.
- Abuse or mistreatment of patrons or volunteers.
- Unwillingness to support and further the mission of the organization.

Sacramento Bicycle Kitchen Volunteer Code of Conduct - Safe Space Agreement

The Sacramento Bicycle Kitchen is committed to creating a friendly, safe environment open to all community members. SBK is a cooperative space that is accepting and inclusive of every race, economic class, religion, nationality, sexual orientation, gender identity, age, ability, etc. All who enter the Bike Kitchen must abide by the Code of Conduct - Safe Space Agreement ("Agreement") below. New volunteers must sign the acknowledgment form before their first day of volunteer work, and any existing volunteers (those who have served before December 2015) must sign the form before their next day of volunteer service.

- I understand that use of the tools is under supervision of a lead shift mechanic or manager. Access to certain tools may be restricted at their discretion.
- I understand that animals are allowed in the shop while under the immediate physical control of their owner.
- I understand that volunteers are expected to be supporting the mission of the Bicycle Kitchen during normal shift hours. Working on one's own bike is only allowed during staff open shop days, and, occasionally, at the discretion of the shift manager. Please indicate to the clerk if the purpose of your visit is to volunteer or work on your own bike. Volunteers guided by selfish motives (i.e. those spending the majority of their time at SBK working on personal projects) will be asked to leave, and/or their volunteer privileges may be removed.
- I will not be intoxicated, or drink alcohol if under the age of 21.
- I will not deal, use, or be under the influence of hard drugs.
- I commit to mutual respect, mutual aid, anti-oppression advocacy, conflict resolution, anti-violence, and community building.
- I will conduct myself in a peaceful and trustworthy manner.
- I will respect everyone's names, preferred gender pronouns, expressed identities and experiences.
- I will respect personal boundaries and consent.
- I share responsibility for who and what I bring into the Bike Kitchen.
- I will not endanger the space or anyone in it.
- I will not use words or actions that support oppression.
- I will attempt to educate and guide patrons in their repairs and not do the work for them.
- I will not be racist, sexist, homophobic, or transphobic.
- I will not engage in sexual behavior.
- I will not harass or abuse individuals or objects in the Bike Kitchen – including verbal, physical, emotional, or sexual harassment or abuse.
- I will show respect to all volunteers and patrons at all times or I will be asked to leave.
- I understand that the shift manager may ask anyone in the shop to leave for any reason at any time.

If there is a behavior that goes against this agreement or results in others feeling unsafe or uncomfortable, this agreement provides us with something to refer to. By agreeing to a commitment of mutual respect, we hope that if a conflict does arise, we will remember what we have agreed to, and act accordingly. Misconduct should be communicated to or between SBK Core members. The Core will discuss the appropriate action to rectify the issue(s).

ACKNOWLEDGEMENT FORM FOR CODE OF CONDUCT - SAFE SPACE AGREEMENT

I have read and am familiar with the Sacramento Bicycle Kitchen Code of Conduct - Safe Space Agreement ("Agreement"). I will comply with and enforce the policies within the Agreement in its entirety.

I understand my responsibility to promptly report any incident of misconduct or perceived misconduct that I may experience or witness. I further understand that the Sacramento Bicycle Kitchen takes a zero-tolerance approach to violations of this Agreement, and that violations of the Code or Agreement may result in termination of service.

By signing this acknowledgement, I am indicating that I have read and will abide by the Sacramento Bicycle Kitchen Code of Conduct - Safe Space Agreement.

Volunteer Signature

Volunteer name (printed)

Date

SBK New Volunteer Guide – updated 11/27/2016

Thanks for your interest in volunteering at the Sacramento Bike Kitchen! We welcome volunteers of any skill level. The Bike Kitchen is a **100% volunteer-run organization** — we depend on the generous efforts of volunteers. Your role as a volunteer will be defined by your **specific skills and interest**, and we regularly have volunteer tasks that require no mechanical experience.

After you have completed volunteer orientation, signed the SBK Waiver and the Code of Conduct - Safe Space Agreement Acknowledgement Form, you may begin your first shift. Simply show up during regular shift hours, check in with the clerk, and ask the manager or shift Volunteer Mentor to provide you a task or train you for your desired position. RSVPs or signing up for shifts is not required, but you may let the Volunteer Coordinator know ahead of time which shift you plan to attend.

Volunteer Positions

Every shift has four very important positions – Managers, Volunteer Mentors, Clerks, and Mechanics. You may also act as a General Volunteer.

Managers

Managers are responsible for implementing shop policy, ensuring the safety of the shop, assigning tasks to volunteers and patrons, assigning prices to parts and bikes, and so on. Managers will often be called on to perform clerk or mechanic duties, and so should be comfortable using the computer, the shop log, and all tools. During a shift, the shift manager's word is law. Because they must be aware of shop policy and aware of how it affects shop operations, shift managers are generally Core members. Generally, each shift has one manager.

The manager position is currently filled for every shift. If a manager position becomes vacant for a particular shift, the SBK Core group will identify and elect an interim or permanent manager to fill that role.

Volunteer Mentors

Volunteer mentors are responsible for providing guidance and direction to any new volunteers that show up during a shift. This position is filled variably. Shift managers will make an effort to assign one experienced volunteer as the Volunteer Mentor for the night, or as a regular role for that shift. Volunteer mentors may help new volunteers become more oriented by showing them where to locate things, assigning tasks, and providing any additional training.

Clerk

Clerks handle administrative tasks for the shop. The clerk will greet patrons, have them sign our waiver if it is their first visit, and check them in using our Freehub computer system. Clerks keep track of sales and membership fees, collect money, check out tools, and generally provide an extra set of eyes and ears for the manager, helping identify possible problems with patrons or other volunteers. No mechanical skill is required, but clerks might help out with minor tasks like flat repair guidance and assisting patrons in putting their bikes up on the rack. Clerks also direct new volunteers to the manager or Volunteer Mentor, or provide training themselves. Optimal staffing is to have two clerks, sharing administrative/monitoring duties, or to allow one clerk to shadow a mechanic to learn bicycle repair while the other handles the clerk duties.

If you are interested in clerking, ask the current clerk to provide training. You will be able to clerk independently without supervision once the manager has determined that you have received sufficient training. This will likely require you working alongside a regular clerk for at least 2 shifts.

Mechanic

Mechanics are mainly responsible for assisting patrons that have come into the shop to work on their bike or buy parts. Mechanics may also work on building up or breaking down shop bicycles, if it is slow or the manager has determined this would be an appropriate activity for their skill level. If building or breaking, the mechanic is largely left to his or own judgment about part suitability. If helping a patron, however, the mechanic is expected to assist the patron in locating an appropriate part and ensure they pay for the part prior to installation.

While assisting a patron, the mechanic's role is that of a teacher and "service adviser", taking a **hands-off** approach to the patron's bike and teaching the patron how the parts work, what the problem is, and how to fix it. The patron should be doing the majority of, if not all, the work to fix their bike. The mechanic should monitor repair progress on the patron's bike during the course of the shift, while coordinating with the shift manager for part pricing and project completion.

If you are interested in becoming a mechanic and would like to receive training to improve your knowledge and skill at bicycle repair, please refer to the mechanic checklist to determine your current Mechanic Level. If you have little or no mechanic experience, that is no problem; you may begin training at Level One.

General Volunteer

Volunteers, especially new volunteers, may desire to not perform formal clerk or mechanic duties, but to instead help with general shop organization and administration. Duties will vary depending on current shop needs, but tasks will often include greeting and directing patrons, staffing outreach or Second Saturday events, providing administrative assistance (e.g. collecting donations, purchasing supplies), IT support, or helping to organize and clean the shop.

Ongoing daily tasks that require little or no mechanical experience:

- Sort tubes
- Sort wheels
- Sort donations
- Sort parts
- Put tools away and reorganize tool cabinets
- Organize outside storage area
- Remove bottle cages and racks off shop bikes
- Refill water dispenser
- Sweep

Other helpful information:

Activities

- We host a 2nd Saturday fundraiser March through November of each year. Local bands donate their time to come out and play music while we sell beer (usually donated by local breweries) to raise money. Come out to volunteer or to enjoy the music and support SBK. Be sure to invite your friends!
- Each shift rotates in planning and hosting a monthly staff ride for volunteers. It's always an easy ride around 6 or 7 miles, at the end of which we grab food & drinks at a local restaurant. SBK usually buys one round and some basic appetizers as a sign of volunteer appreciation. It's a great time to come out and meet volunteers from other shifts that you might not normally meet.
- Staff meetings are held the first Monday of every month at SBK. They are open to the public and, while not required, all volunteers are encouraged to attend and participate. It

is a great opportunity to see what the current issues are at the bike kitchen and share your thoughts about how things are run.

- During regular volunteer orientation nights (every 2nd and 4th Monday of each month), the shop is made open for volunteer nights. There are additional open shop times for volunteers at an ad hoc basis.
- Only as a regular volunteer does one have the privilege to use the shop for personal projects. A regular volunteer is defined as one that volunteers for **at least 2** full shifts per month. As discussed above and in the Code of Conduct – Safe Space Agreement, volunteers are expected to be supporting the mission of the Bicycle Kitchen during normal shift hours. Working on one's own bike is only allowed during staff open shop days, and, occasionally, at the discretion of the shift manager. Volunteers guided by selfish motives (i.e. those spending the majority of their time at SBK working on personal projects) will be asked to leave, and/or their volunteer privileges may be removed.
- Build-n-Break parties occur every Sunday, unless cancelled. Build-n-Break parties allow volunteers to build and repair project bikes and clean up the shop without interruption from patrons.

Parts and Supplies

- We sell new cables for \$2 each, housing for \$1 per foot and rim tape at \$3 per wheel. **HOWEVER**, we do not sell cables, housing, or rim tape for use outside the shop." They are only to be sold as a convenience to patrons working on their bike **in the shop with us that night**.
- Used cables and housing hanging on the tool wall are FREE.
- We generally do not sell new tubes, all the tubes we have are donated and very likely have holes. Patching tubes is a free service, the patch-em-yourself tubes are free, and the first couple patches are provided for free. . However, patrons **must still sign in** before working on fixing a flat. Patches are to be given to patrons once the rubber cement has dried and is **tacky**.

Running the Shop

- If it is a patron's first time in the shop, they must fill out the liability waiver on the iPad. The only exception is if someone is only looking to buy parts. Once it is complete it will transfer over to the software we use on the computer, however sometimes this takes a couple minutes. Minors must have a parent or guardian co-sign their waiver before they can work in the shop. Once the waiver is signed, the minor and other family members that have signed waivers can come in and work on the minor's bike free of charge. **Some patrons may have trouble understanding or using the iPad software, this is normal and you might have to help them with it.**
- SBK is a **do-it-yourself shop**, if work can be done by the patron, please try to have them do it instead of doing it for them. However, there may be occasions in which your **special** expertise is needed or a patron requires more assistance than usual due to a physical or mental disability. Use your best judgment and teach what you can.
- The upstairs storage room is off limits to all patrons; volunteers may go upstairs with manager approval.

- Non-volunteers cannot go into the back area of the shop without a volunteer.

Clerking and Purchases

- **We do not give out receipts for parts purchases.** If the patron purchases a bike and would like a receipt, we may give them one from the receipt book underneath the keyboard; however this is not a requirement and we usually don't offer if they don't ask
- We do, however, give receipts for donations upon request. The donation receipts are kept in the upper left-hand drawer by the computer. Fill out the date and a description of the items donated, sign at the bottom, and give the receipt to the patron. We are not legally allowed to decide the donation value amount.
- If you need to unlock bikes to show a patron, ask the shop manager where the keys are. Patrons must leave a photo ID if they would like to take a bike on a test ride.
- The Shop Log- If you are clerking and a patron buys something, enter the amount paid in the appropriate column. If selling parts, bikes, or T-shirts, no patron name is needed
- **WE DO NOT TRADE OR BUY BIKES OR PARTS.**
- If a patron does not have the shop fee, it is the shift manager's discretion to allow them to work in exchange for the shop fee. If approved by the shop manager, this should be noted in the computer as part of their visit notes. We generally try to limit work trade to two patrons per shift. Work trade participants may clean or organize the shop but are not allowed to assist patrons or work on shop bikes.
- We only accept cash; the closest ATM is across the street in the Bonfare gas station.
- The manager is different for every shift in a given week and, as such, prices might change from shift to shift. When providing price quotes, please advise patrons that the price is valid for that shift only. **WE DO NOT DO HOLDS.** We do not have the storage space or any way to track holds on potential purchases or patron's personal property.
- The daily shops fee is \$5, and it covers the duration of the shift. Memberships are \$50 for an entire year and include unlimited shop visits and an SBK T-shirt of the patron's choosing. If a patron decides to purchase a membership, you must account to reflect their membership start date and create a laminated membership card for them. This is relatively rare, so if it comes up just ask the clerk or manager on duty what to do.
- All parts and bikes are sold **AS IS.** We are not responsible for additional work that needs to be done to a bike after it is sold, although we may sometimes make minor adjustments for a customer prior to them buying a bike.

Mechanic Training Checklist

If you are interested in being an SBK mechanic and would like to receive training to increase your ability to repair bicycles, use the Mechanic Check List to identify your current Level and the Levels you wish to complete.

During each shift, you will learn and gain competence in one or more of the steps in your current Level by receiving training from the manager or another knowledgeable volunteer. Please note, shifts may, on occasion, be too busy or understaffed for the manager or other volunteers to provide mechanical training. Or, if you are at a higher Level, there may be no mechanic during a shift able to train you on your skill of interest. If this occurs, try coming in on a different shift or return the next week to see if different volunteers are available. If you would like to receive training on a particular skill and are unable to locate a knowledgeable volunteer on your own, contact the Volunteer Coordinator and they will attempt to connect you with someone. Once the manager determines that you have received adequate training and are now competent at the new skill, they will initial your checklist and record the completion of that skill step in Freehub. After completion of a full Level, your new mechanic Level will be recorded in Freehub so that we can easily identify you to assist patrons requiring assistance with issues within your skill range.

Level One:

Successfully Completed (staff initials)	Skill
	Patch tube, fix flat, remove, install tires (checking wear)
	Remove and install pedals
	Remove and install chain, cleaning and lubing
	Seatpost and saddle installation
	Remove freewheel

Level Two:

Successfully Completed (staff initials)	Skill
	Stem removal and installation [Quill/threaded & threadless/clamp-on]
	Handlebar sizing and installing
	Adjust front and rear derailleur
	Adjust brake calipers [cantilever, v-brake, u-brake]
	Remove and reinstall bottom bracket
	Cable and housing installation for brakes and gears Adjusting barrel tension

Level Three:

Successfully Completed (staff initials)	Skill
	Cassette/chainring replacement
	Shifter adjustment, tension
	Brake lever adjustment
	Hub Adjustment
	Crankset removal and installation. Cotter pin + cotterless

Level Four:

Successfully Completed (staff initials)	Skill
	Headset removal and installation, adjustment
	Choosing wheels for a frame

Level Five:

Successfully Completed (staff initials)	Skill
	True wheels
	Straightening fork

Level X:

Successfully Completed (staff initials)	Skill
	Diagnosing
	Build a complete bike