



KICKSTAND VOLUNTEER MANUAL

Kickstand History	2
About Kickstand	3
Services	4
Costs and Fees	5
Starting to Volunteer	7
Volunteer Training	8
Volunteer Roles	8
Volunteer policies	12
Volunteer Perks	12
Priority tasks	14

KICKSTAND HISTORY

Kickstand Community Bikes is a non-profit volunteer-run community bike shop in East Vancouver. Kickstand provides a workspace, tools, and educational resources for the community to be able to fix their own bikes. Kickstand is governed by a volunteer board of directors, the Kickstand committee, who is elected yearly at AGM from the volunteer base. The shop is staffed by volunteers who share a passion for cycling and community. Kickstand also has two part time program coordinators and these are the only paid roles at the shop.

Kickstand was initially conceived as a standalone project of Britannia Community Services Centre and was founded in September 2012. The founders of Kickstand were community members who believed East Vancouver would benefit from a community bike shop. In 2016, Kickstand officially incorporated as a non-profit society. Britannia continued to provide Kickstand with financial support, accounting services, and building management until 2020. In 2019, Kickstand moved to an independent location and started the process of becoming an independent organization.

Kickstand now operates out of the Mergatroid building at 1187 Parker Street, just a few blocks from its original location at Britannia. Surrounded by multiple artists' spaces, kickstand quickly felt right at home.

Like a lot of community spaces, Kickstand was hit hard by the pandemic. Nowadays operation looks a lot different and will continue to change following the government guidelines. The shop is open to the public a few days a week and due to social distancing measures, we can't have as many people in the shop as we once could.

ABOUT KICKSTAND

Mission

Kickstand is a space for education and empowerment about cycling, cycle repair, and mechanics.

With bikes and other wheeled modes of transportation as our 'hub', we will build a stable, diverse, robust, and resilient community by providing a low-barrier, safe, and inclusive workspace for anyone interested in learning about and repairing cycles.

We will advocate for and promote sustainable transportation and safe, accessible cycling infrastructure in the Metro Vancouver area.

We will actively reduce environmental impact and waste by extending the lives of older cycles and repairing and recycling used cycles and parts.

Vision

"An empowered and knowledgeable community working together so that cycling in Metro Vancouver is affordable, accessible, and safe."

Values

- We will provide an accessible, safe, and positive workspace for folks from all walks of life to repair and maintain their bicycles and other wheeled modes of transportation.
- We will empower and educate shop users and volunteers by providing mechanical instruction using hands-off teaching principles.
- We will work to make the repair, maintenance, and ownership of a cycle financially accessible.
- We will build and foster a diverse cycling community by providing a welcoming and radically inclusive space for folks to gather.
- We will support and be supported by our community by practicing principles rooted in mutual aid, rather than transactional exchange.
- We will dismantle systemic barriers to cycling by extending our services to underserved populations.
- We will champion and promote a circular economy by repairing, up-cycling and recycling donated bikes and parts, and by encouraging and promoting sustainable transportation.
- We will endorse other community organizations whose values and mission are in line with our own.
- We will use the above values to drive our decisions and guide our growth.

SERVICES

- Drop-in Session
 - A drop-in workspace for anyone who wants to fix their bike
 - Shop time is offered on by sliding scale donations
 - This is a DIY (do-it-yourself)/DIT (do-it-together) space, we do *not* do repairs *for* shop-users, we support them with their repairs
 - **What do volunteers do?**
 - Help cyclists fix their own bikes using our tools
 - Provide **hands-off** support in order to education and empower shop-users
 - Strip bikes, organize the shop, build bikes for sale
- Women GenderQueer Trans Night
 - These nights are reserved for women, genderqueer, and trans people
 - Shop time is offered for free
 - **What do volunteers do?**
 - Help cyclists fix their own bikes in a safer space where more space is given to their community
 - Only women, genderqueer, or trans volunteers can attend
- Volunteer Night/Day
 - This is shop-time that is dedicated **for volunteers** to complete their own projects and develop their personal mechanic skills
- Youth Bike Club
 - Collaborative project between Kickstand and PEDAL Society
 - Free drop-in bicycle mechanics program for people 12 - 19 years old
 - Typically, the first half hour would start with a bike mechanics workshop followed by open shop hours
 - During the open shop hours the youth will either work on their own bikes with the support of our volunteers or can volunteer with us on shop projects to build their mechanic skills
 - **What do volunteers do?**
 - Volunteers do not directly participate in Bike Club unless requested to do so by the Bike Club Coordinators
- Community Events/Partnerships
 - Kickstand occasionally hosts or co-hosts events or short-term programming
 - Examples: bike build parties, summer youth bike camp, pop-up bike repair events, fundraisers, movie nights, music events etc...
 - **What do volunteers do?**
 - Help plan, staff, or organize events depending on need and interest

COSTS AND FEES

Kickstand brings in revenue to support the ongoing operations of the organization from donations, fundraisers, and the sale of used bikes and new and used parts.

- **Shop time**
 - Sliding scale donation, suggested \$1 - 15 per hour, no one is turned away for lack of funds
- **Sales**
 - Kickstand sells new parts, used parts, refurbished bikes, and “as-is” bikes
 - Kickstand does not currently keep an up-to-date inventory to be able to check the stock of various items
 - We accommodate any reasonable request for parts donations to those who cannot afford the parts necessary to repair their bike
 - Kickstand does not have a consignment or trade-in program
 - ***New parts***
 - Kickstand stocks some new parts, including cables, brake pads, tires, and chains
 - ***Used parts***
 - Parts that have been donated from bike shops and community members and/or recovered from bicycles that are being recycled
 - ***Refurbished bikes***
 - We refurbish donated bikes to sell
 - All refurbished bikes pass a safety inspection and are made street-legal before being sold
 - ***As-is bikes***
 - We sell bikes and frames in as-in condition to those looking for a project bike
- **Pricing**
 - Kickstand has developed a standardized pricing system for new and used parts
 - ***High-end used parts***
 - Kickstand uses the recommended price list that other community bike shops in Vancouver uses in order to be consistent with other non-profit bike shops
 - In some cases, we loop up the market value of a used part of e-Bay, PinkBike, or Craigslist
 - ***Standard used parts***
 - Standard used parts are typically stored on the shop floor

- These parts are serviceable, and can be freely looked at without staff assistance
- Standard used parts are typically not individually priced, prices are on signs on the bins or on the walls
- ***New parts***
 - Suppliers and distributors decide on prices, we do not negotiate prices on new parts
 - Orange price stickers are generally used on new parts
- ***Haggling and accommodations***
 - We do not participate in haggling, except in cases of obvious mis-pricing
 - We *do* accommodate reasonable requests for free or reduced-cost parts to those who cannot afford the parts necessary to repair their bikes

STARTING TO VOLUNTEER

In order to become a volunteer at kickstand, you must attend a volunteer orientation and sign the [safer space agreement](#) and the [waiver form](#). When these steps have been completed, you will be added to the email and slack lists and will be able to start signing up for volunteer shifts. If available, you will be set up with a volunteer mentor who can be your go-to for Kickstand shop questions and your guide to becoming involved in the community. You will also be connected with a Keyholder for your first shift.

While you are volunteering, we ask that you do not work on personal projects. Although one of the perks of becoming a volunteer is access to the space to be able to work on your own projects, we request that you specifically volunteer for Kickstand and then during designated times, work on your own projects.

Kickstand expects every volunteer to maintain a respectful, non-violent workspace, and uphold Kickstand's Safer Space agreement. You are expected to show up on time for shifts and be available for the shifts you commit to. If for any reason, you will not be able to maintain a commitment you must communicate this with the keyholder and/or the coordinator via slack or email.

Prior to your first volunteer shift, you must also carefully read any [health and safety guidelines](#) and/or procedures that are in effect at the time. All volunteers must adhere to Kickstand's health and safety protocols during their time volunteering for Kickstand. Community health and safety is of utmost importance to us.

Volunteer onboarding process

- Apply to become a volunteer at Kickstand
- Coordinator contacts you to invite you to a volunteer orientation
- Attend Orientation
- Complete Shop Tour
- Sign Volunteer Waiver Form
- Sign Safer Space Agreement
- Read Volunteer Manual
- Read Kickstand's Health and Safety Protocols
- Your email will be added to the volunteer email list
- Sign up for your first shift
- Start volunteering

VOLUNTEER TRAINING

Kickstand provides training to volunteers in two ways, formal training workshops and one-on-one mentoring.

- Formal training sessions
 - Typically offered in Fall and Spring
 - Can cover numerous aspects of bike mechanics or other important practices that align with Kickstand's values (hands-off support skills, de-escalation, anti-oppression, naloxone training...)
 - Workshops are free for volunteers
 - Volunteers are encouraged to attend as many of these workshops as possible

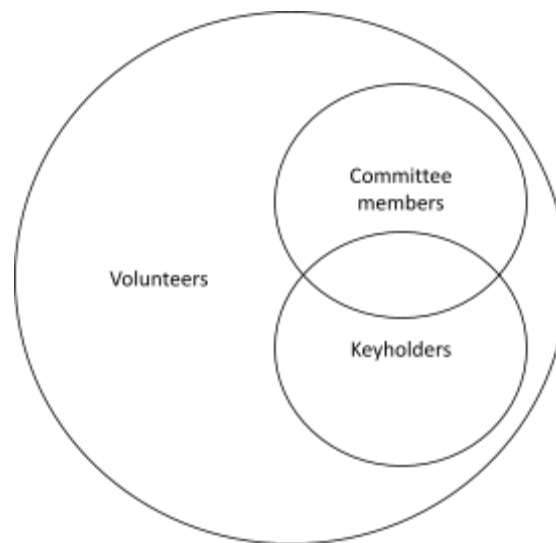
- One-on-one mentoring
 - While at the shop, experienced volunteers will help other volunteers learn new skills and improve their skills
 - When space allows, we encourage new volunteers to take the opportunity to shadow more experienced volunteers for their first few shifts
 - Volunteers develop their bike mechanic skills by:
 - Fixing their own bikes
 - Helping shop-users fix their bikes
 - Stripping a bike for recycling or up-cycling
 - Building a bike to sell at Kickstand

VOLUNTEER ROLES

This section will briefly outline the categories of volunteers and give examples of volunteer roles and responsibilities. However, this is by no means a comprehensive depiction of all the work that volunteers do at Kickstand. As a volunteer-run organization, Kickstand encourages volunteers to help set and meet goals, initiate new programs and partnerships, organize special events, and redesign existing systems. If you recognize a need within the organization, you can help address it.

There are three categories of volunteers, which include volunteer, committee member, and keyholder. In order to become a keyholder or a committee member, a person must first become a regular volunteer. A volunteer may choose to try to become a keyholder and/or committee member according to their own motivation and interest. Committee members are

elected every year at our annual general meeting. Volunteers who wish to become keyholders must express their interest to the committee, who will then approve, deny, or conditionally accept the request.



- **Volunteers**
 - Responsible for general shop duties
 - Reports to the Kickstand committee
 - Eligible to vote at Kickstand AGM
- **Keyholders**
 - Responsible for general duties
 - Responsible for the safety of the space
 - Reports to the Kickstand committee
 - Eligible to vote at Kickstand AGM
 - Responsible for cash handling
 - Responsible for opening and closing shop, including unlocking and locking up the shop
- **Committee**
 - Elected annually at the Kickstand AGM
 - Responsible financial and legal decisions for Kickstand
 - Responsible for Kickstand governance
 - Works closely with coordinators

KICKSTAND POSITION DESCRIPTIONS

Everyone on a shift is responsible for greeting people as they come in the door. We want community members to feel comfortable and welcome in the space.

KEYHOLDERS

- Completed volunteer orientation
- Completed keyholder training
- Are responsible for the shop during the shift
- Open the shop for volunteers and the public
- Carries out opening and closing procedures
- Knowledgeable about policies and procedures
- Engages in clear communication with fellow volunteers on shift
- Evaluates the needs of volunteers and shop-users
- Meet the needs of volunteers
- Assists new volunteers on their first few shifts
- Delegate and educate shop tasks to volunteers
- Ensure that each volunteer has a specific task to work on
- Announce time to everyone in the shop to ensure that people have enough time to clean up before the shop closes
- Facilitate team check-in/huddle at the beginning and/or end of shift
- Communicate any task that is unfinished to the next keyholder
- Understand purchase and return policies
- Have a good knowledge of Kickstand's philosophy, and values
- Communicates and reports important incidents such as theft, inappropriate behavior, safety hazards etc...

Mechanical Adviser

- Priority is to be on the floor and available to help customers and volunteers with mechanic related questions
- Able to assist with challenging mechanics problems and is a resource for others in the shop
- manage the busy flow, manage multiple customers and multiple active volunteers with respect servicing customer bicycle service
- add to order list any parts or tools that are out of stock or broken
- Help to maintain shop cleanliness and organization
- If necessary, remind customers and volunteers to clean up after themselves (e.g., return their tools when they are done with them).
- If the shop is quiet, check in with the keyholder regarding shop priorities and/or work on bikes to build and sell

Desired skills for Mechanical Advisor position:

- Overhaul all bearing/rotational systems (complete overhaul)
- Shifting
- Mechanical disc & canti brakes
- Truing wheels and spoke replacement

- Drivetrain component replacement & compatibility
- Training techniques

Customer support

- Help customers as they enter the shop
- Help to maintain shop cleanliness and organization
- Seek out help from the go to mechanic or other more experienced mechanics when necessary
- If the shop is quiet, check in with the keyholder regarding shop priorities and/or work on bikes to build and sell
- help with shop clean up duties at the end of the shift

Desired skills for Customer Support position:

- Fix a flat
- Chain wear (know how & when to replace it)
- Tube, tire & wheel size & style compatibility
- Stem & saddle height
- ABC Quick check
- Brake adjustment and pad replacement (calliper & v-brakes)
- Barrel adjusters
- Time estimating for repairs

Task Support

- help with customer greeting
- Check in with the keyholder to determine what shop priorities there are that are within your skill set to complete
- If you have completed a task, check in with the keyholder again to see what more needs to be done.
- Seek out help from the go to mechanic or other more experienced mechanics when necessary
- Help to maintain shop cleanliness and organization
- Help with shop clean up duties at the end of the shift

Greeter

- welcome customers
- explain how Kickstand works to new customers
- ensure customers sign in as they come in
- help set customers up at a stand if needed
- identify other volunteers on the floor for customers to direct questions to
- ease confusion for new customers by asking them if they need support (and if so, in what form) once they're set up
- help maintain shop cleanliness and organization
- help with shop clean up duties at the end of the shift

VOLUNTEER POLICIES

Communication and respect are vital to the Kickstand workspace. If you sign up for a shift, you are expected to show up on time. If you are unable to show up or will be late, you must notify the keyholder and/or the coordinator either by slack or email.

When quoting prices, please consult the keyholder beforehand.

When volunteering at Kickstand or when you are in the kickstand space, you are expected to follow the Safer Space policy. Safety is our number one priority, including tool safety, bike safety, and personal safety. When prioritizing duties, safety is first (safe and respectful workplace & non-violent communication), helping clients comes after (bike repairs & free safety checks), then general duties (shop operations and bike building).

VOLUNTEER PERKS

Volunteer Perks:

- Bike mechanic training
- Volunteer purchase program
 - After logging 20 hours of volunteer time
 - Must hold active status to redeem this incentive
 - New parts – cost +10% (either add to [order request form](#) or contact Kickstand email or Inventory Coordinator for details and catalog)
 - Used parts and as-is bikes – 50% off **market**
 - Used refurbished bike - 25% off
 - Shop time – \$2 per hour during drop-in sessions but only if no clients are using the stand/tools, free on Thursdays and Saturdays
- Eligibility to vote at the Annual General Meeting
- Sense of community
- Letters of reference
 - Available upon request
 - Includes list of duties performed and hours contributed
 - Can be requested after you stop volunteering
- Volunteer night
 - Available after logging 20 hours of volunteer time
 - Kickstand encourages volunteers who come to volunteer night to actually volunteer as well
- Earn-a-bike program

- After logging 40 hours of volunteer time
- You may build a bike of your choice
- You must hold **active status** to redeem this incentive.
- Max one per year
- New parts - cost+10%
- Standard used parts - free
- High-end used - 50% off
- Total **market** value of frame and parts should be ~\$200. If **market** value exceeds \$200, parts discounts revert to standard VPP pricing.
- Cannot work on build a bike during volunteer hours
- You may not store the bike at the shop whilst its being built
- You may not remove parts from completed builds, or unprocessed donations
- Notify coordinator or committee of your intention to build a bike

Keyholder Perks

- **Active** Keyholders can receive monthly credit towards parts at Kickstand
- **Active** Keyholders can receive \$15 in store credit per shift, up to \$60 per calendar month.
- Store credit may be used for **undiscounted parts**.
 - This means, if you have \$60 in credit and you wish to buy a wheel that retails for \$60, you will use all your credit. Your volunteer discount does not apply when using credit. If you are buying something worth more than your store credit, your discount kicks back in **after** your credit has been applied. For example, if you have \$60 credit and wish to purchase a \$100 wheel, \$60 will be deducted from the retail price. You may apply your discount to the remaining \$40 (i.e., you pay \$20).
- Credit is not cumulative, and must be used in the calendar month that it was acquired.
- Keyholders are responsible for **tracking their credit usage**. We will post a log sheet in the office where you can write down the part and the value.
- We will revisit this new perk at a later meeting to ensure that it is being utilized correctly.

Active vs Inactive Status

- Some of our incentives can only be redeemed by active volunteers.
- **Active status** – Regular volunteers are asked to commit to one shift per 2 weeks (two shifts every three weeks).
- **Maximum time per week** – Kickstand has a cap on weekly volunteer time. We do not want volunteers to burn-out, or lose objectivity at Kickstand. We also want to prevent Kickstand from becoming over-reliant on any single volunteer.
- All volunteers are required to:
 - Take one day off from the Kickstand program per week. This does not apply to Volunteer Night.
 - Keep total time volunteered at 10 hours per week or less.

- **In-active status** – You will be listed as inactive if you are absent from shifts at Kickstand for a period of 3 consecutive weeks. If you become inactive, you can return to active status by completing two shifts in a three week period
- **Leave of absence** – If you plan to travel, or have other personal circumstances that require your attention, consider asking for a leave of absence.
- **Active keyholders** – Volunteer at least one shift per 2 weeks (two shifts every three weeks).

PRIORITY TASKS

Greeting new shop-users

- Be respectful, friendly, and helpful
- Many shop-users are new to bike repair and might feel intimidated or anxious to start working in the space
- Please make an effort to greet shop-users as they enter the space
- Suggested approaches to this communication:
 - Welcome to Kickstand*
 - Have you been here before?*
 - Have you signed in?*
 - Our shop rates are \$1 - \$15 per hour depending on how much support you need but folks will not be turned away due to lack of funds*
 - We sell new and used parts*
 - Do you need some help? Our volunteers today are ...*

sHelp a client with bike repairs

- Develop a work plan for the day
- Suggested approaches to this communication:
 - How much time do you have today?*
 - Let's prioritize _____ today.*
 - How often do you ride this bike?*
 - This repair will probably take _____ minutes or hours to complete*
 - Your _____ needs to be replaced. What is your budget?*
- After the initial communication about the bike repair, set the shop-user up at a repair stand
- Then, point out the location of the
 - Garbage and recycling
 - Rags, tools, and chemicals
 - Washrooms
 - New and used parts
- Provide as much or as little assistance as required using hands-off support skills

- Make sure the work space is tidied up after the repair
- Remind shop-users to return their tools to the tool bench

General duties

- If you notice a tool is out of place, put it back
- Tools for the tool carts are marked with that cart's color
- *Refill Cleaners*
 - Make sure the spray bottles are full
 - Fill with water and degreaser 10:1 ratio
 - When filling cleaners, do so outside or in the washroom with a funnel
- *Clear the floor and doorways*
 - Bike parts, bikes and storage containers can be a tripping hazard and can create accessibility barriers
 - Fire exits must especially remain clear at all times
- *Manage garbage and recycling*
 - Encourage shop-users to clean up their own messes
 - Keep garbage and recycling tidy and empty it when it is full
- *Organize parts*
 - Disorganized parts are of little use when doing bike builds or repairs
 - Make sure spare parts are stored so that
 - Only one kind of part is stored per container
 - Damaged parts are not mixed in with undamaged parts
 - High-end used parts are kept separately in display cabinets
- *Perform a bike safety check*
 - All bikes should receive a four-point safety check before they leave - **ABC Quick**
 - **Air**
 - Make sure both tires hold air. A flat tire prevents good control, steering, and braking of the bike
 - **Brakes**
 - At least one brake must be fully functional, two brakes is preferable
 - **Chain, Cranks, Cogs**
 - Make sure the chain moves smoothly, without catching on any other portion of the bike
 - Look at the crank and the cogs - make sure nothing is jammed or damaged
 - **Quick** release - If the bike has quick release wheels or seat post, make sure they are tight and secure
 - According to the BC Motor Vehicle Act:
 - All bikes must be fitted with a white front reflector and a rear red reflector
 - All bikes must be fitted with a bell, or a sound maker

- All riders are required to wear a helmet
- For cycling at night, a rear (red) light is required; A front (white) light is recommended