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# Volunteer Manual

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Kickstand Cycling  
Resource Centre



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Britannia Community Services Centre



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## INTRODUCTION TO KICKSTAND

Kickstand Cycling Resource Centre is a community bike shop in East Vancouver. We are a non-profit organization, providing a workspace for anyone to fix their own bike. Kickstand is staffed by volunteers who share a passion for cycling.

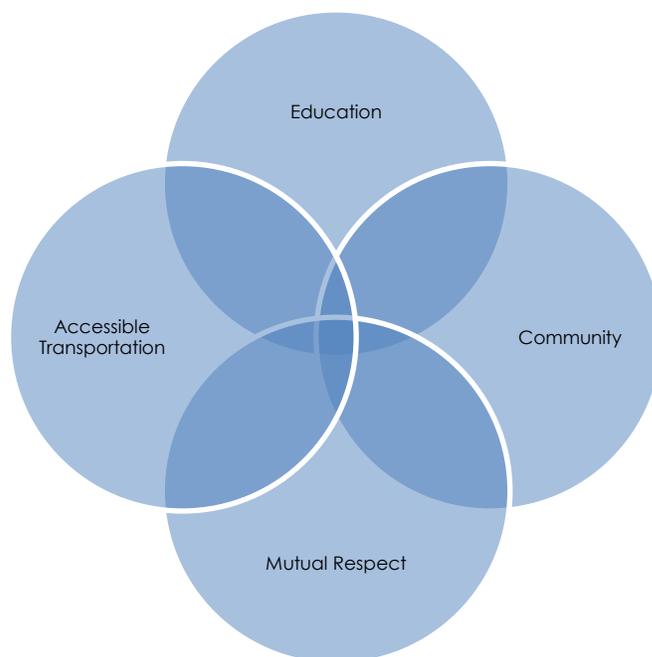
We are located at the corner of Commercial Drive and Venables Street, under Astorino's.

Kickstand is a project of Britannia Community Services Centre, and is governed by the Kickstand Committee.

## ABOUT KICKSTAND

Kickstand was founded in September 2012. Our founders were community members who believed East Vancouver would benefit from a community bike shop.

Our core values are:



Kickstand has the following aims:

- Educate community members about cycling and bike mechanics.
- Provide a safe and positive workspace for anyone to fix their bike.
- Promote a healthy cycling community through education and networking.
- Reduce environmental impact by up-cycling and recycling donated bicycles and parts.

## KICKSTAND SERVICES

Kickstand provides a workspace for anyone who wants to fix their bike. We are open for these sessions:

Monday	4-8pm	Drop in*
Tuesday	6-9pm	Grrls & Gears**
Wednesday	4-8pm	Drop in*
Thursday	6-9pm	Volunteer night
Friday	4-8pm	Drop in*
Saturday	Closed	
Sunday	1-5pm	Drop in

\*Extended summer hours apply from May – August.

\*\*The second and fourth Tuesday of the month only.

### Drop in sessions

This is our regular program. During drop-in sessions, anyone can use our workspace to fix their bike.

**What do volunteers do?** You will help cyclists fix their own bike using our tools. They might need verbal guidance, hands-on instruction, or just use of the workspace. Volunteers also strip bikes, organize the shop, and build bikes for sale.

### Grrls & Gears

Grrls & Gears is an extra program we offer twice a month. Each session includes a free demonstration (~30 min) followed by regular shop time.

**What do volunteers do?** You will help cyclists fix their own bike in a women and transgender setting.

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## Volunteer Nights

This is part of our volunteer program. You can use this opportunity to complete your own projects, and develop your personal mechanic skills. It's also a great social environment.

## COSTS AND FEES

Kickstand is non-profit. Our revenue comes from donations and the sale of used bikes, used parts, and new parts.

We recommend donations for shop time at these rates:

- Use of tools and a stand (no help) \$5 / hr
- Use of tools and a stand with verbal instruction \$10 / hr
- Use of tools and a stand with hands-on instruction \$15 / hr

Registration fees may apply for formal classes.

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## What Does Kickstand Sell?

Kickstand sells new parts, used parts, and refurbished bikes.

**New parts** – Kickstand stocks some new parts, including cables, brake pads, tires, and chains. We order these from reputable suppliers.

**Used parts** – We keep a selection of good used parts in stock. These are donated from bike shops and community members.

**Refurbished bikes** – We refurbish donated bikes to sell. All our bikes pass a safety inspection and are made street-legal before being sold.

Kickstand does not have a consignment or trade-in program. We are able to provide tax receipts for donated bikes or donated parts.

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## Pricing

Kickstand uses standardized prices for new and used parts. We want to be fair and consistent in our pricing.

**High-end used parts** – We use the same recommended price list as other community bike shops in Vancouver to stay consistent with

other non-profit bike shops. In some cases, we look up the market value of a used part by searching on EBay, Pink Bikes, or Craigslist.

**Standard used parts** – We store some used parts on the shop floor. Standard used parts are serviceable, and can be freely looked at without staff assistance. Most standard used parts are not individually priced. Instead, we use signs on the bins or walls.

**New parts** – Suppliers and distributors decide on prices for new parts, and we don't negotiate prices on new parts. We use orange price stickers for new parts.

## KICKSTAND VOLUNTEERS

The Kickstand program is completely volunteer-run. Our regular volunteers, Key Holders, and Committee Members are all volunteer.

The benefits of becoming a volunteer are:

- Bike mechanic training
- Great social environment
- Volunteer Incentive Program
- Eligibility to vote at the Kickstand AGM

## BECOMING A VOLUNTEER

We screen all prospective volunteers and provide the necessary training.

### Volunteer Screening

This is the process for becoming a Regular Volunteer.



**Probation period** - All new volunteers are given a 2 month probation period, after which the Kickstand Committee may choose to review a volunteer agreement.

## Volunteer Training

We provide training to our volunteers in two ways:

- Formal training courses
- One-on-one mentoring

**Formal training sessions** – Periodically, we will offer classes and training sessions. These will be scheduled by the program coordinator through email. We encourage you to attend as many of these as possible.

**One-on-one** – At the shop, an experienced volunteer will help you improve your skills.

You'll develop your bike mechanic skills by:

- Fixing your own bike
- Helping clients fix their bikes
- Stripping a bike for recycling or up-cycling
- Building a bike for sale

## VOLUNTEER CATEGORIES

Our Key Holders work with regular volunteers to run the shop, and our Committee governs Kickstand as a whole. It is possible to belong to one, two, or all three volunteer categories.



## VOLUNTEER INCENTIVE PROGRAM

Kickstand is pleased to offer a Volunteer Incentive Program (VIP) as a reward scheme for volunteers.

The aim of the Volunteer Incentive Program (VIP) is to:

- Encourage regular support from volunteers through scheduled shifts
- Promote a sense of responsibility among volunteers
- Recognize time contributed to Kickstand programs
- Foster personal education and growth among volunteers
- Assist volunteers in completing repairs or builds through a Volunteer Purchase Program

Volunteer incentives are based on the:

- Hours you log as a volunteers
- Shifts you schedule in advance and attend
- Level of responsibility you accept

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### Volunteer Incentives

Volunteers are eligible for these incentives:

**Letter of Reference** – Available upon request, a letter of reference will list duties performed at Kickstand and volunteer hours contributed. Any Kickstand Committee Member can write your letter of reference. This is based on your logged volunteer hours and can be requested even if you stop volunteering.

**Volunteer Night** – After logging 20 hours of volunteer time, all volunteers may attend Volunteer Night on Thursdays. You must hold active status to redeem this incentive.

**Britannia Courtesy Pass** – Available upon request, any volunteer may apply for free use of some Britannia facilities. This is based on your logged volunteer hours. Some conditions apply.

**Volunteer Purchase Program (VPP)** - After logging 20 hours of volunteer time, all volunteers may have access to the VPP. You must hold active status to redeem this incentive.

- New parts – cost+10%
- Used parts – 50% off
- Shop time – \$2 per hour during drop-in sessions but only if no clients are using the stand/tools, free on Thursdays

**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.

Earn-a-bike conditions:

- This is a one-time incentive.
- New parts - cost+10%
- Standard used parts - free
- High-end used - 50% off

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## Active vs Inactive Status

Some of our incentives can only be redeemed by active volunteers.

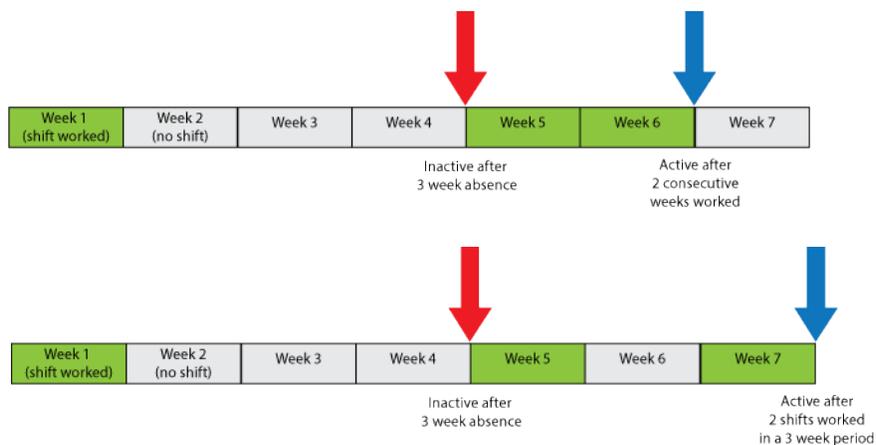
**Active status** – Regular volunteers are asked to commit to one shift per 2 weeks, and Key Holders are asked to commit to one open or close per week.

**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.

## SHOP POLICIES

As a community resource, it is important that we are fair, organized, and safety conscious. You are responsible for being aware of shop policies, and asking questions if a policy isn't clear.

These policies apply to shop operations at Kickstand.

## SAFETY GUIDELINES

We are committed to making Kickstand a safe workspace.

Follow these general safety guidelines:

- Wear closed-toe shoes.
- Avoid wearing loose clothing or personal accessories that might catch on anything.
- Do not run or ride bikes/boards in the shop.
- Do not use matches or lighters in the shop.
- Know the locations of fire exits, first aid kits, and fire extinguishers.

## Using Chemicals

In our workshop, we use oils, lubricants, adhesives, cleaners, solvents, and degreasers on a regular basis. It is important that you take precautions when using these chemicals.

It is possible to ingest chemicals by:

- Inhaling them as fumes or spray
- Absorbing them through the skin or eyes
- Swallowing them

**WARNING:** Ingesting chemicals can cause illness or other adverse effects.

Take these precautions when using chemicals of any kind:

- Do not mix chemicals together
- Use chemicals in open well-ventilated spaces
- Wear protective eyewear, clothing, or latex gloves

- Wash your hands immediately after each use with hand degreaser

#### BC DRUG AND POISON INFORMATION CENTRE

Phone: 604-682-5050

Toll Free: 1-800-567-8911

Website: [dpic.org/](http://dpic.org/)

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## Safe Tool Handling

Our workshop is fully equipped with hand and power tools. It is important that you take precautions when using hand or power tools in our workshop.

**WARNING:** Hand tools and power tools can cause injury including abrasions, cuts, punctures, and amputations.

### HAND TOOLS

Hand tools include hammers, wrenches, screwdrivers, saws, and cable cutters.

Take these precautions when using hand or power tools:

- Use the right tool for the right job.
- Do not use damaged tools.
- Pass tools by the handle. Do not toss them, or pass by the sharp side.
- Ask for advice when using a tool for the first time.
- Cut in a direction away from your body.
- Use the right personal protection equipment (ie. Gloves, eye protectors, etc) for the job.
- Keep your hands dry and free of oil or grease.

### POWER TOOLS

Power tools include drills, saws, and angle grinders.

Take extra precautions when using power tools:

- Understand the tool's functions and how to safely operate the tool before you start.
- Use the right power supply, and set up power cords to avoid tripping hazards.

- Use power tools away from others.
- Use both hands to control the tool.
- Keep good balance.
- Tighten drill bits and blades before plugging in a tool.

## SHOP SECURITY POLICY

As a project of Britannia Community Services Centre, we operate as a public space. However, for security reasons certain areas of Kickstand are kept off limits to the public.

### AREAS OFF LIMITS

These areas of the shop are off-limits to clients and guests:

- Office
- Display case and new-parts display corner
- Storage areas in the back of the shop
- Any area of Astorino's not leased by Kickstand

### CASH AND SALES

Only approved Key Holders may process sales, cash deposits, or petty cash purchases.

### KEYS

Only approved Key Holders may sign out the keys from Britannia. If you are a Key Holder, do not leave keys lying around, and do not give them to anyone who isn't a Key Holder.

## THEFT POLICY

Theft is not an easy problem to deal with. In some cases, it is directly linked to social issues such as poverty and substance abuse.

We do not expect you to place yourself in harm's way in order to recover cash or items stolen from the shop.

### PREVENTING THEFT

The best way to deal with theft is to prevent it in the first place.

These are some ways to prevent theft:

- Don't operate the shop with less than two volunteers under any circumstances.
- Greet all clients and guests immediately when they arrive in the shop.
- Make regular eye contact with clients and guests in the shop.
- Maintain the office, storage area, and display corner as "staff only" areas at all times.
- Keep your personal items in the office.
- Encourage the use of locks on bikes.
- Be aware of blind spots in the shop.

#### PROCEDURE FOLLOWING THEFT

If a volunteer, client, or guest is found to have stolen personal or shop property:

- The Key Holder has the authority to order them to leave immediately.
- Any volunteer can write an incident report.
- The Key Holder is responsible for submitting the incident report to the Committee for review.
- The Committee is responsible for deciding on an appropriate course of action, as per the Kickstand Constitution "Discipline" Article VI.
- Call the police if necessary.

#### VANCOUVER POLICE DEPARTMENT

Emergency: 9-1-1

Non-emergency: 604 - 717 – 3321

## INCIDENT AND ACCIDENT POLICY

Kickstand values a safe and respectful workspace, and non-violent communication. As a project of Britannia Community Services Centre, it is important that we are as inclusive as possible to all community members.

Kickstand abides by:

- The Kickstand Constitution
- Britannia Community Services Centre policies
- City of Vancouver Human Rights and Harassment Policy
- City of Vancouver Respectful Workplace Policy

## INCIDENTS

If there is an incident during the Kickstand program, such as theft or violent behaviour, a volunteer, client or guest may write an incident report. Forms are available in the office. The Key Holder is responsible for submitting the incident report to the Committee.

The Kickstand Committee is responsible for handling any serious incident that comes to its attention. The Kickstand Committee may decide to issue a verbal or written warning. The Committee may also apply restrictions such as separation agreements, probation periods, suspensions, or expulsions.

## ACCIDENTS

If there is an accident, such as an injury from a tool, a volunteer, client or guest may write an accident report. Forms are available at the office. The Key Holder is responsible for submitting the accident report to the Committee.

## TOBACCO, DRUGS, AND ALCOHOL POLICY

Volunteers, clients, and guests are strictly prohibited from using or consuming drugs or alcohol during the program.

**Tobacco** – As per BC Tobacco Control Act, tobacco products may be used outside, provided you are at least 30 feet away from the door. The workspace at Kickstand is tobacco-free, including e-cigarettes and chewing tobacco.

**Drugs** – Under no circumstances are illegal drugs to be used during the Kickstand program.

**Alcohol** – Under no circumstance are alcoholic beverages to be used during the Kickstand program.

Anyone under the influence of drugs or alcohol is strictly prohibitive from using tools or shop supplies.

## STORAGE POLICY

**Personal items** – Items such as bikes, furniture, or other personal effects, may not be stored at Kickstand.

**Bikes In-Progress** – Bikes that cannot be removed may be left at Kickstand with these conditions:

- Kickstand is not responsible for the security of parts, supplies, or components connected with the project.
- Kickstand does not provide locks.
- Items left at the shop for four weeks or longer, without work being completed during that time, shall be treated as abandoned.

## RETURNS AND WARRANTY POLICY

Kickstand stocks used and new parts. We don't anything that is severely damaged or unsafe.

For safety reasons, we don't sell:

- Frames with significant damage such as excessive rust, cracks, or large dents.
- Wheels that show excessive wear or damage to the rim.
- Carbon fibre frames or forks.
- Used helmets.
- Any other part considered unsafe or unhygienic.

## WARRANTIES

A warranty is a guarantee of quality or lifespan on a parts, services, or goods.

**Used parts** – All used parts, including bikes, are sold “as-is.” We do not offer a warranty or guarantee on used parts or used bikes.

**New parts** – All new parts come with a basic manufacturer’s warrantee. Certain disposable items, such as tubes and tires, have no warranty. For more details, check with the supplier.

## RETURNS

Within two weeks of the date of purchase, used parts may be exchanged with these conditions:

- The part must be in original condition.
- Proof of purchase is required.
- We do not offer refunds.
- New parts must be in new condition, with all original packaging.

## VOLUNTEER DUTIES AND PROCEDURES

It is important to be efficient with your time and energy, and keep certain priorities in mind.

This is what we expect of you:

- Do not work on personal projects during volunteer time.
- Respect our commitment to non-violent communication and a respectful workspace.
- Follow all safety guidelines.
- Consult the Key Holder before quoting prices.
- Complete extra tasks assigned to you by the supervising Key Holder.
- If you sign up for a shift, show up on time.
- Tell a Key Holder immediately if you see anything unsafe happening.

### OUR PRIORITIES AT KICKSTAND

Safety is our number one priority. This includes tool safety, bike safety, and personal safety.

If the shop is busy, we focus on helping with bike repairs and performing safety checks.



## GENERAL DUTIES

All volunteers, including Key Holders and Committee Members, help out with the same general duties.

**Greet new clients** – Be respectful, friendly, and helpful. Many of our clients are completely new to bike repair, and might feel intimidated or anxious in a work shop.

When you greet new clients, cover these points:

*“Welcome to Kickstand!”*

*“Have you been here before?”*

*“Have you signed in?”*

*“Our shop rates are \$5-15 per hour depending on how much help you need.”*

*“We sell new and used parts.”*

*“Do you need some help? Our volunteers today are...”*

**Put tools away** – We have a limited number of tools. Remind clients to return their tools to the tool bench. If you see a tool out of place, put it back.

**Refill cleaners** – Ensure spray bottles are full, using a 10:1 dilution of degreaser. These should be filled outside, or in the washroom using a funnel to reduce spillage.

**Keep the floor and doorways clear** – Bike parts, bikes, and storage containers can be a tripping hazard. Fire exits must remain clear at all times.

**Manage garbage and recycling** – Encourage clients to clean up their own mess. Keep garbage and recycling tidy, and empty it when it is full.

**Organize parts** – Unorganized parts are of little use. 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. See Annex C.

## VOLUNTEER PROCEDURES

All volunteers, including Key Holders and Committee Members, use the same basic shop procedures.

These are:

- Maintain volunteer log
- Help a client with bike repairs
- Perform a safety inspection

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### Maintain volunteer log

Any time you come to Kickstand for a volunteer shift, make sure you update your volunteer log.

1. Using a blank volunteer log sheet, fill out:
  - Your name
  - A contact email or phone number
  - "Kickstand" as the department
2. Add it to the alphabetized binder.
3. Every time you volunteer, update the log with:
  - The date
  - The time started and ended
  - The total time

Your volunteer incentive program is based on logged hours. Britannia requires all volunteer programs to keep detailed logs of volunteer time for grant applications and government funding.

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### Help a client with bike repairs

1. Develop a work plan for the day. These questions and suggestions might help.

*"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?"*

2. Set the client up at a repair stand.
3. Point out the location of:
  - o Garbage and recycling
  - o Rags, tools and chemicals
  - o Washrooms
  - o New and used parts
4. Provide as much or as little assistance as required.
5. Make sure the work space is tidied up after the repair.

See Annex A and Annex B for more information.

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### Perform a bike safety check

All bikes should receive a four-point safety check before the leave the shop. Use “ABC Quick” to remember what to cover.

“ABC QUICK”

	<b>Stands for...</b>	<b>Do this....</b>
<b>A</b>	Air	Make sure both tires hold air. A flat tire prevents good control, steering, and braking of the bike.
<b>B</b>	Brakes	One brake must be fully functional. Two is preferable.
<b>C</b>	Chain, cranks, cogs	Make the chain moves smoothly, without catching on any other portion of the bike. Look at the crank and cogs, and make sure nothing is jammed or damaged.
<b>QUICK</b>	Quick release	If the bike has quick release wheels or seat post, make sure they are tight and secure.

According to BC Motor Vehicle Act:

- All bikes must be fitted with a front (white) reflector and a rear (red) reflector.
- All bikes must be fitted with a bell, or 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.

## ANNEXES

Annex A – Time estimates on common repairs

Annex B – Guide to strip a bike

Annex C – Bike Components for up-cycling

## ANNEX A – TIME ESTIMATES ON COMMON REPAIRS

It is difficult to predict how well a repair will go. The time required for a repair depends on:

- How experienced you are
- If you need to unexpectedly replace parts
- What condition your bike is in

### SHIFTING AND BRAKES

<b>This repair...</b>	<b>Might be take...</b>	<b>And you also might have to...</b>
Cable replacement (brake or shifter)	10-20 min	Replace the housing, or clean your shifters
Change brake pads	10-20 min	Replace your brake cable
Adjust a derailleur	10-20 min	Re-tension on or replace the shifter cable
Replace a derailleur	20-40 min	Set new limits and tension the cable

### WHEEL

Change a flat tire	10-20 min	Replace your rim tape, or replace the tire
Replace a spoke	10-20 min	True your wheel
Re-pack a hub	20-60 min	Replace your axle, or true your wheel
True a wheel	30 min -2 hr	Re-pack your hub, or replace a spoke

### CHAIN AND GEAR COGS (DRIVE TRAIN)

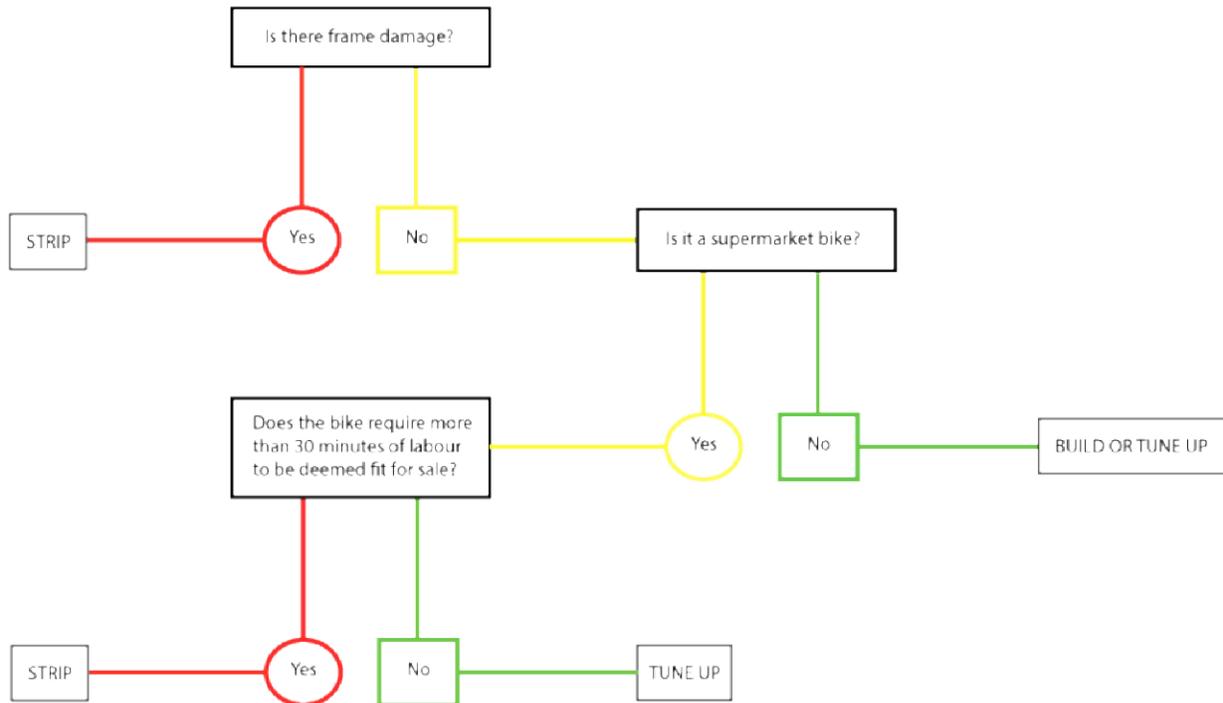
Clean the drive train	10-30 min	Replace your chain or gears
Replace the drive train	20-40 min	
Replace the chain	5-15 min	Change the length of the chain
Replace chain rings or crank arms	20-40 min	

### FRAME

Replace a bottom bracket	20-60 min	Replace the cranks, or re-adjust your front derailleur
Change the handlebars	45 min – 1.5hr	Hard to remove grips or levers
Re-pack a headset	20-60 min	

## ANNEX B – REPAIR OR STRIP A BIKE?

If you are assessing a bike or bike frame, follow this flow chart.



**ANNEX C – BIKE COMPONENTS FOR UP-CYCLING**

The parts listed below are considered high-quality components that are worth up-cycling for future builds. This table is not a comprehensive list. If you find something and are unsure of the value, ask another volunteer.

Standard used parts may be kept on the shop floor. High-end used parts should be kept in a secured display case.

<b>Brand</b>	<b>Standard Used Parts</b>	<b>High-end Used Parts</b>
Shimano	SIS Acera Altus Alivio Exage Deore Anything else with a Shimano label	Deore SLX Deore XT Deore LX Deore LXT
Shimano	Sora Tiagra Shimano 500 / 550	105 Ultegra Dura Ace Shimano 600
Other	Suntour Sunrace Simplex	FSA Tektro Avid Race Face SRAM Blackspire Campagnolo