
Volunteer Manual

Kickstand Cycling
Resource Centre



Britannia Community Services Centre



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INTRODUCTION TO KICKSTAND

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

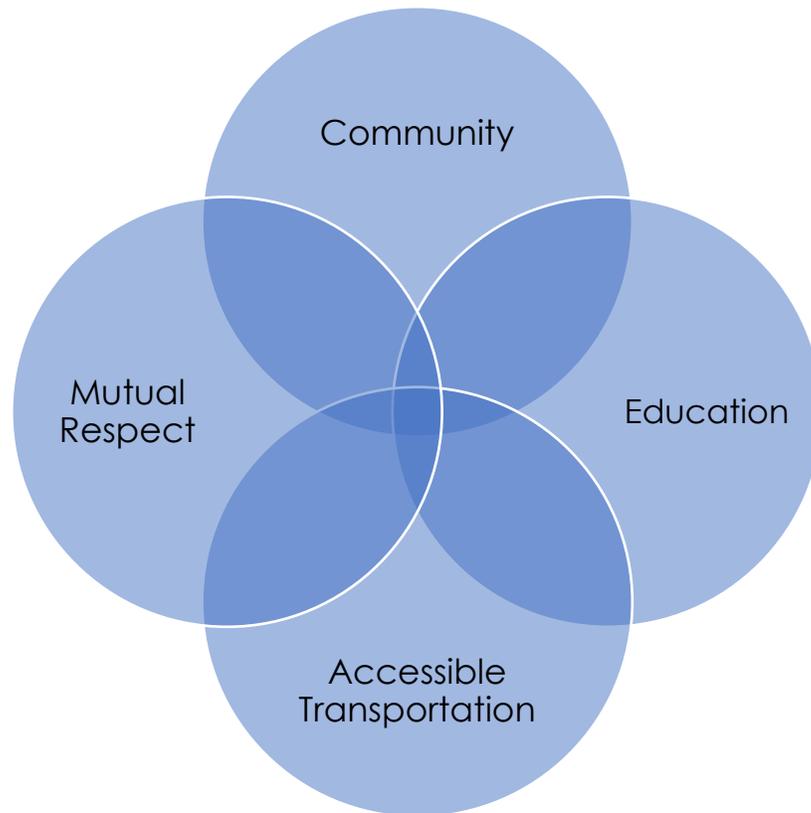
We are located at the corner of Commercial Drive and Venables Street, under The Hall (formerly Astorino's).

Kickstand was initially conceived as a standalone project of Britannia Community Services Centre. In 2016, we officially incorporated as a non-profit society. However, Britannia continues to provide us with financial and accounting support, and building management. Kickstand is governed by the Kickstand Committee, who are elected yearly from within our volunteer base.

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	5-9 pm	Drop in
Tuesday	3:30-6:00 pm 6:30-8:30 pm*	Youth Bike Club WGQT Night
Wednesday	5-9 pm	Drop in
Thursday	varies	Volunteer night
Friday	5-9 pm	Drop in
Saturday	varies	Volunteer day
Sunday	1-5pm	Drop in

*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. As a DIY (do-it-yourself) / DIT (do-it-together) space, we do not do repairs for shop users. However, we can support our guests in repairs.

What do volunteers do? You will help cyclists fix their own bike using our tools. They might need verbal guidance, demonstration, or just use of the workspace. Volunteers provide **hands off** support in order to educate and empower shop users. Volunteers also strip bikes, organize the shop, and build bikes for sale.

WGQT Night

We offer WGQT (Women, Gender Queer, Trans*) night twice monthly (2nd and 4th Tuesdays). These nights are reserved for folks who identify with one or more of these groups, and shop time is provided free of cost.

What do volunteers do? You will help cyclists fix their own bike in a WGQT setting. We ask that only volunteers who identify with one or more of these groups attend these nights.

Volunteer Night/Day

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. While the shop is frequently open during for volunteer-only use, timing varies depending on keyholder availability.

Youth Bike Club

Bike Club is a collaborate project between Kickstand and PEDAL Society. We offer a free drop-in bicycle mechanics program for people aged 12-19 years old. Each week starts at 3:30 pm with a half hour bike mechanics workshop followed by open shop hours from 4 pm – 6 pm, where youth can either work on their own bikes with our support or can volunteer with us on shop projects to build their skills and gain credits they can exchange for used parts.

What do volunteers do? Volunteers do not usually directly participate in Bike Club unless requested to do so by the Bike Club Coordinators.

Other Events and Programming

Kickstand occasionally hosts or co-hosts events or short-term programming. Examples include bike building parties, summer youth bike camp, and pop-up bike repair events. We also host fundraising parties, movie nights, music events, and more.

What do volunteers do? Volunteer roles vary, but there are often opportunities to help out at events.

COSTS AND FEES

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

Shop time rates operate on a sliding scale from \$1 - \$15 per hour. No shop users will be turned away for lack of funds. We are able to accommodate reasonable requests for parts donations to those who cannot afford the parts necessary to repair their bikes.

Registration fees may apply for formal classes.

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 refurbished bikes pass a safety inspection and are made street-legal before being sold.

As-is bikes – We sell bikes and frames in as-is condition to those looking for a project bike.

Kickstand does not have a consignment or trade-in program.

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 e-Bay, PinkBike, 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.

Haggling and accommodations – We do not participate in haggling, except for in cases of obvious mis-pricing. However, we are able to accommodate reasonable requests for free or reduced-cost parts to those who cannot afford the parts necessary to repair their bikes.

KICKSTAND VOLUNTEERS

With the exception of 1-2 Programs Coordinators hired for annual contracts, the Kickstand program is completely volunteer-run. This includes our regular volunteers, Key Holders, and Committee Members.

The benefits of becoming a volunteer are:

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

Below we outline the steps to become a volunteer, discuss different categories of volunteering, and give examples of volunteer roles and responsibilities. However, it is important to remember that these roles and responsibilities are by no means comprehensive. As a volunteer-run organization, you, the volunteer, can help set and meet goals, initiate new programs and partnerships, organize special events, and redesign existing systems. If you see a need within the organization, you can help address it. Examples of volunteer-led efforts include:

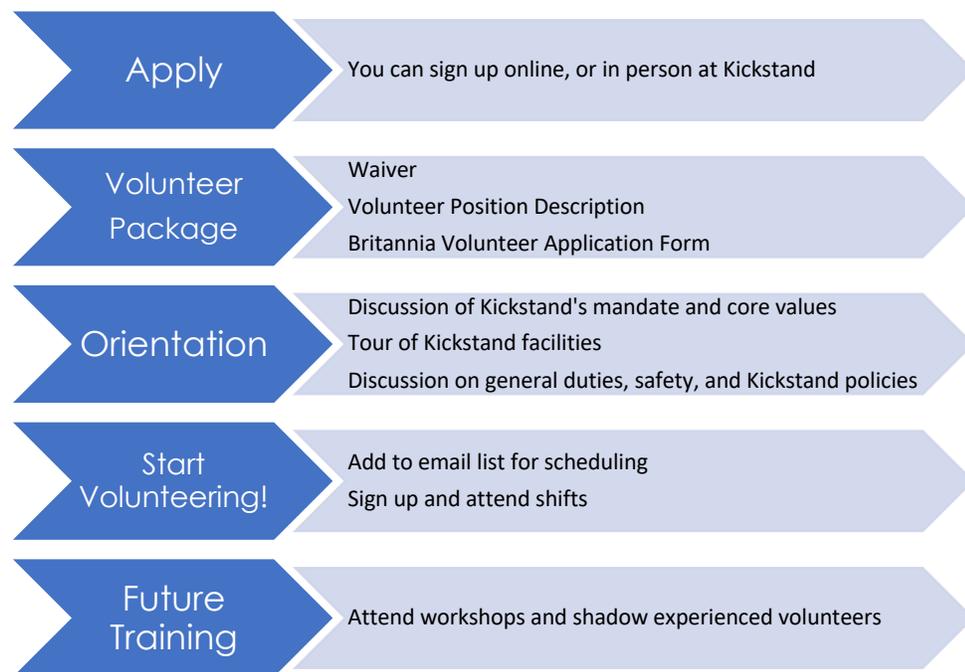
- Spearheading fundraising events
- Building new tool carts in the work space
- Painting signage
- Designing new Point of Sale programming
- Website design
- Partnership with Bici Libre
- Bike Touring speaker series
- ...and much more!

BECOMING A VOLUNTEER

We screen all prospective volunteers and provide the necessary training. All volunteers must agree to and abide by our Safer Spaces agreement (Annex E).

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.

We provide training to our volunteers in two ways:

- Formal training courses
- One-on-one mentoring

Formal training sessions – Periodically (usually Fall and Spring), we will offer workshops and training sessions covering numerous aspects of bike mechanics, as well as other skill sets relevant to our organization, including hands-off support skills, de-escalation, anti-oppression, and Naloxone training. These workshops are offered free of cost to volunteers, and are scheduled by the workshop coordinator or program coordinator through email. We encourage you to attend as many of these as possible.

One-on-one – At the shop, experienced volunteers will help you improve your skills. We encourage new volunteers to shadow more experienced volunteers for their first few shifts.

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.

Regular
 Volunteer

- Reports to Key Holders
- Eligibility to vote at the Kickstand AGM
- Responsible for general duties

Key Holder

- Reports to the Kickstand Committee
- Eligibility to vote at the Kickstand AGM
- Responsible for cash handling and shop supervision

Committee
 Member

- Report to Britannia Volunteer Coordinator
- Elected annually at the Kickstand AGM
- Responsible for management of Kickstand

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, will, at times, 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. While we usually have a volunteer sign up as the designated greeter, it is good practice for all volunteers make an effort to greet folks entering the 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 \$1-15 per hour depending on how much help you need.”

“We sell new and used parts.”

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

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:
 - Garbage and recycling
 - Rags, tools and chemicals
 - Washrooms
 - New and used parts
4. Provide as much or as little assistance as required, using hands-off support skills (see Annex D).
5. Make sure the work space is tidied up after the repair.

See Annex A, Annex B, and Annex D for more information.

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. Tools for the tool carts are marked with that cart's color.

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.

Perform a bike safety check - All bikes should receive a four-point safety check before they leave

the shop. Use “ABC Quick” to remember what to cover.

“ABC QUICK”

	Stands for...	Do this....
A	Air	Make sure both tires hold air. A flat tire prevents good control, steering, and braking of the bike.
B	Brakes	One brake must be fully functional. Two is preferable.
C	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.
QUICK	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.

VOLUNTEER POSITIONS AND SCHEDULING

Volunteers sign up for particular roles during open shop hours. There are two 2 hour shifts (2.5 for Key Holders) per day/evening and each shift is preceded by a volunteer check-in lead by the Key Holder. Check-ins consist of brief introductions (names/pronouns), and allow Key Holders to relay shop happenings, suggest tasks, and set priorities.

Dinner or snacks are usually provided for volunteers around shift changeover.

Schedule

Once you've completed orientation, you'll be sent a link to the Kickstand Schedule. Each tab in this Google Sheet displays two weeks. To sign up for a shift, enter your name. The cell should turn from red to blue. While we do not limit the number of volunteers per shift, please prioritize understaffed shifts if able.

If you are a new volunteer, we suggest that you shadow an experienced volunteer for your first few shifts. To do this write your name followed by 'shadowing' in parentheses after another volunteer's name.

We encourage volunteers to sign up for recurring shifts. To do so, add your name to a slot, and manually change the cell colour to purple.

Do not sign up for positions that you are not qualified for (see role descriptions below).

Volunteer Positions

Key Holder – As Key Holder, you are ultimately in charge of the shop during the shift. You will facilitate check-ins, delegate shop tasks as needed, communicate and report important matters concerning theft, inappropriate behavior or incidents, price items, take payments from customers, pick up keys (if opening), and complete the daily cash report (if closing). You will also communicate with shop users who are unable to afford parts or shop time. You will ensure that shop users and volunteers alike feel welcomed and supported. Only those who have undergone training and background checks are eligible to key hold.

Mechanical Advisor – The Mechanical Advisor acts as a resource for mechanical knowledge for shop-users and volunteers. You will assist with challenging mechanics problems, add to the order list any parts or tools that are out of stock or broken, and if shop is quiet, assist in organizing, bike building, and safety checking. Volunteers self-select to become mechanical advisors; however we ask that only those with advanced mechanical skills sign up for these shifts. Desired skills for a mechanical advisor include: overhauling bearing/rotational systems, tuning shifting, working on mechanical disc and cantilever brakes, assessing drivetrain compatibility and replacing components, and respectfully transferring mechanical knowledge to others.

Customer Support - In Customer Support role, your primary role will be to provide hands-off mechanical support to shop users. When the shop is quiet, you will also help maintain shop cleanliness and organization, build and safety check bikes, assess donations, organize parts, and help with other shop duties. You should be comfortable with the following mechanical tasks: fixing a flat, assessing chain wear and replacing a chain, tube, tire and wheel size and style compatibility, assessing stem and saddle height, performing an ABC quick check, adjusting brakes and replacing brake pads (caliper and V-brakes), using barrel adjusters, and accurately estimating time for repairs.

Task Support – A Task Supporter helps out with many shop duties, including maintaining shop cleanliness and organization, building bikes and refurbishing wheels, and assessing donations. You will work with the key holder to determine what shop priorities there are that are within your skill set to complete. You will seek help from the Mechanical Advisor or other experienced mechanics when necessary for a given task, or to help build your skill set. If the shop is busy, you may be asked to support customers in repairs, as able.

Greeter – The Greeter welcomes shop users into the space using the tools outlined previously. You will check in with folks as they enter the space, explain how Kickstand works to new patrons, and ensure customers sign in as they come in. You will help set customers up at a stand if needed, and identify other volunteers on the floor for patrons to direct questions to. In order to ease confusion for new folks, you will ask them if they need support (and if so, in what form) once they're set up. When it's quiet, you will help maintain shop cleanliness and organization, and help out with other shop duties as

willing and able. If the shop is busy, you may be asked to support customers in repairs, as able.

Log Volunteer Hours

All volunteers are expected to log their hours after completing a volunteer shift. Hours are tracked using an online form that is accessible from the office computers, or via a link sent out in emails. In addition to time volunteered during normal operating hours, you may (and should!) also log time for attending volunteer meetings, planning and volunteering at events, teaching workshops, or doing other Kickstand-related tasks.

Your volunteer incentive program is based on logged hours. Further, these logs are important for grant applications and government funding. If you wish to know your total hours, contact the Programs Coordinator or the Committee.

VOLUNTEER COMMUNICATIONS

As a volunteer-run non-profit, communication is essential for the functioning of the shop. We communicate through email, at monthly Volunteer Meetings, during daily check-ins, and informally during operating hours.

Email Lists

Most Kickstand communication takes place via email. If you do not have access to a computer or the internet, you may use the shop computers to access this information. After Volunteer Orientation, you will be added to the *Kickstand Scheduling Google Group*. This email list is reserved for scheduling announcements, volunteer call outs, event information, and other notices relevant to the shop.

If you wish to become more involved in decision-making at Kickstand, you may join the *Kickstand General Google Group*. In this group, discussions include event planning, job postings, shop issues, social events, etc.

The *Key Holder Google Group* is used primarily for key holder call outs, and to disseminate information relevant to key holding. The *Kickstand Committee Google Group* is used as a means to discuss topics related to governance and make decisions that cannot or do not need to wait until the monthly Volunteer Meeting.

Volunteer Meetings

Kickstand holds monthly Volunteer Meetings to discuss organizational and shop issues, plan events, and receive updates. All Kickstand Volunteers are invited to attend these meetings, although only Kickstand Committee members are required to attend. Meeting announcements and draft agendas are usually sent out by the Director one week prior to meetings. These meetings take place in the back of the shop, and dinner is provided.

Slack

We use the Slack app as an opt-in communication channel. Slack allows for more informal communication, and is often used to schedule bike rides and other social events, provide shop updates, discuss grants, and chat. For an invitation link, please contact a Program Coordinator, Committee member, or long-term volunteer.

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

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 or Programs Coordinator 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/Day – After logging 20 hours of volunteer time, all volunteers may attend Volunteer Night/Day on Thursdays/Saturday. You must hold **active status** to redeem this incentive. You may attend these times prior to logging 20 hours or without active status if you use this time to work on shop tasks rather than personal projects. WGQT volunteers may attend WGQT nights as patrons at any time.

Britannia Courtesy Pass – Available upon request, any volunteer may apply for free use of Britannia Community Centre's fitness centre, ice rink and pool facilities. In order to qualify for this perk, you must volunteer on a regular basis for a minimum of 4 hours per week throughout most of the year, after working for 3 months. The pass is valid for 6 months, but you may reapply if you continue to meet the requirements. This is based on your logged volunteer hours. Contact a Programs Coordinator to check your eligibility and for paperwork.

Volunteer Purchase Program (VPP) - After logging 20 hours, volunteers are entitled to VPP pricing. You must hold **active status** to redeem this incentive.

- New parts – cost +10%
 - Our current distributors include Asama, Live to Play and HLC (Lambert). Catalogs can be found in the Kickstand office, or online. To order parts, contact the Inventory Manger.
- Used parts and as-is bikes – 50% off market cost
- Used refurbished bike – 25% off market cost
- Shop time – \$2 per hour (suggested) during drop-in sessions, free on Thursdays and Saturdays.

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:

- Max one bike 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.
 - Note **market** value of frame and parts is different than market value of a refurbished bike, as the latter includes costs associated with labour.

- You cannot work on a bike build during volunteer hours.
- You may not remove parts from completed builds, or unprocessed donations.
- You must notify a coordinator or committee member of your intention to build a bike.

Key Holder Incentives

In addition to the above volunteer perks, Key Holders are eligible for shop credit.

- **Active** Key Holders can receive monthly credit towards used parts at Kickstand
- **Active** Key Holders can receive \$15 in store credit per shift, up to \$60 per calendar month
- Store credit may be used for **undiscounted used 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
- Key Holders are responsible for **tracking their credit usage**. There is a log sheet in the office where you can write down the part and the value.

Active vs. Inactive Status

Some of our incentives can only be redeemed by active volunteers. If you need help determining your status or you wish to know your cumulative hours, contact a Programs Coordinator.

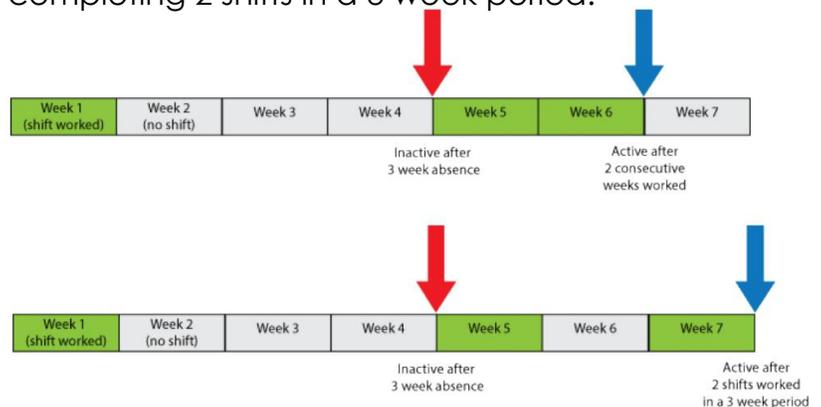
Active status – Regular volunteers are asked to commit to one shift per 2 weeks (2 shifts every 3 weeks).

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.

Inactive status – You will be listed as inactive if you do not log any volunteer hours for a period of 3 consecutive weeks. If you become inactive, you can return to active status by completing 2 shifts in a 3 week period.



Active Key Holders – Key Hold at least one shift per 2 weeks (2 shifts every 3 weeks).

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/

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 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 (i.e. gloves, eye protection, 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

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 The Hall not leased by Kickstand

Please help keep these areas off-limits by ensuring chains and signage are in use.

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. Do not leave keys in the cash register when the register is unattended.

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 prevention. These are some ways to prevent theft:

- Let shop users know ahead of time that Kickstand is committed to financial justice, and will support people with used parts needed to make **their** bike function.
- 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 all shop users.
- 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.
- A volunteer or Key Holder should complete an incident report (outlined below).

INCIDENT AND ACCIDENT POLICY

Kickstand values a safe and respectful workspace, and non-violent communication. It is important that we are as inclusive as possible to all community members. See Annex E for our Safer Spaces Policy.

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 must write an incident report. Forms are available in the office. Any person can write an incident report, however, the Key Holder is responsible for submitting the incident report to the Committee. Incidents reports must also be forwarded to Britannia Community Services Centre.

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 (as per the Kickstand Constitution “Discipline” Article VI).

Kickstand endeavours to resolve issues using non-violent communication and de-escalation techniques, rather than police intervention. For more resources on police alternatives, see Annex D. If there is an incident involving violence, the threat of violence or other issue cannot be resolved through de-escalation, volunteers or Key Holders may call the police if necessary.

ACCIDENTS

If there is an accident, such as an injury from a tool, a volunteer, client or guest must write an accident report. Forms are available at the office. The Key Holder is responsible for submitting the accident report to the Committee. Accident reports must also be forwarded to Britannia Community Services Centre.

VANCOUVER POLICE DEPARTMENT

Calling the police as a response to shop users' behaviours should not be taken lightly. For more information, see the resources in Annex D.

Emergency: 9-1-1

Non-emergency: 604 - 717 - 3321

Car 87 (Mental Health Emergency Services): 604 - 675 - 3700

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 prohibited 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 – In extreme circumstances, 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 sell 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 (helmets are sometimes available for free or by donation).
- 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

Due to the potential for abuse, we have a no-returns policy. Exceptions (i.e., same-day returns) are up to the discretion of the Key Holder.

ANNEXES

Annex A – Time estimates on common repairs

Annex B – Guide to strip a bike

Annex C – Bike Components for up-cycling

Annex D – Community Bike Shop Support Skills

Annex E – Safer Spaces Agreement

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

The below table provides rough time estimates on common repairs.

SHIFTING AND BRAKES

This repair...	Might take...	And you also might have to...
Cable replacement (brake or shifter)	20-40 min	Replace the housing, or clean your shifters
Change brake pads	10-30 min	Replace your brake cable
Adjust a derailleur	20-30 min	Re-tension on or replace the shifter cable
Replace a derailleur	30-50 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	20-30 min	True your wheel
Re-pack a hub	20-60 min	Replace your axle, or true your wheel
True a wheel	10-50 min	Re-pack your hub, or replace a spoke

CHAIN AND GEAR COGS (DRIVE TRAIN)

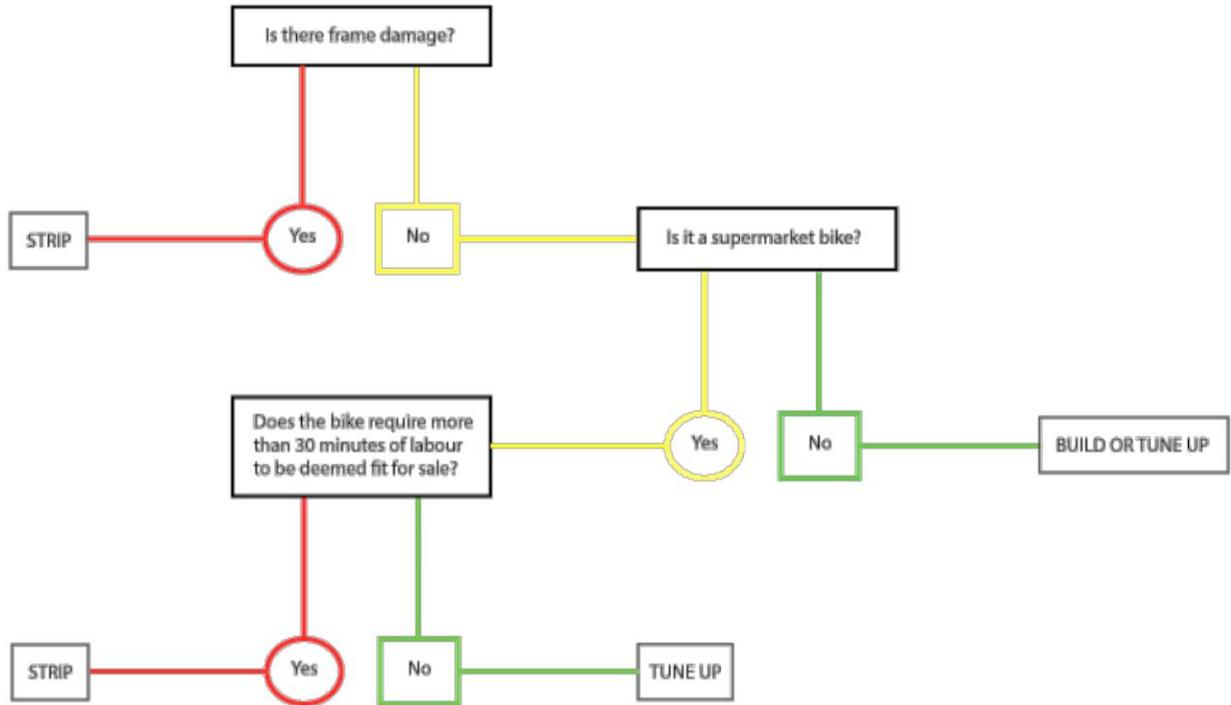
Clean the drive train	10-30 min	Replace your chain or gears
Replace the drive train	40-80 min	
Replace the chain	10-30 min	Change the length of the chain
Replace chain rings or crank arms	40-60 min	

FRAME

Replace a bottom bracket	20-60 min	Replace the cranks, or re-adjust your front derailleur
Change the handlebars	30-80 min	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

Standard used parts may be kept on the shop floor. High-end used parts should be kept in a secured display case. Certain hard-to-find parts may also belong in the display case, regardless of whether they are high-end.

The table below lists parts that are considered high-quality components 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. The internet is an excellent resource for identifying and categorizing parts.

Brand	Standard Used Parts	High-end Used Parts
Shimano (MTB parts)	Tourney Acera Altus Alivio Exage Deore LX (most) most other parts with a Shimano label	Deore Deore DX SLX Deore XT XTR Saint any hydraulic brake
Shimano (road parts)	Claris (except shifters) Sora (except shifters) Shimano 500 / 550	any integrated road shifters Tiagra (most) 105 Ultegra/Shimano 600 Dura Ace
other	Suntour (some) Sakae / SR / Sakae Ringo SR Suntour (modern) Sunrace Simplex (most)	Suntour (some - ex. Cyclone, Sprint, Superbe, bar-end shifters) Simplex (some - ex. Retroshift levers) FSA Tektro Avid Race Face SRAM Campagnolo/Gipiemme/most Italian parts

Annex D – COMMUNITY BIKE SHOP SUPPORT SKILLS

We are a DIY (do-it-yourself) / DIT (do-it-together) space. Our goal is to educate and empower folks to repair their bicycles. We aim to treat all volunteers and shop users with warmth and respect. We hope that when folks leave the shop, they feel smart, capable, and better able to repair and maintain their bicycle.

We do not do drop off repairs, and do not repair bikes for folks while they stand by and watch.

INCLUSIVITY AND ANTI-OPPRESSION

We promote respect and inclusion of all community members regardless of race/ethnicity, cultural background, sexual orientation, religion, age, ability, appearance, mental health status, economic circumstances, citizenship status, cost/condition of their bicycle, gender identity, expression or presentation.

In order to avoid unintended harm:

- Recognize all bikes as tools of mobility. Do not make assumptions or pass judgements based on bike condition, age or quality.
- Be respectful of folks' financial situations. Either check in with shop users before recommending an expensive repair, or offer solutions across different price ranges. Avoid making assumptions about how much folks can pay based on their appearance or their bicycle.
- Respect each other's preferred names and gender pronouns. Do not make gender assumptions based on appearance. Introduce yourself and learn their name!
- Do not make assumptions about folks' mechanic skillset based on their appearance.
- Offer the same level of support to all shop users, and do not 'hover' unless asked to do so. Check in with folks about their level of knowledge before offering advice.
- Show respect by asking before touching someone's bike, and do not take tools out of the hands of a volunteer or shop user.

HANDS-OFF SUPPORT SKILLS

While it can be challenging, it is important to provide customer support in a hands-off manner. Even the best mechanics may struggle to master this skill. Below are some tips and tricks for facilitating repairs in a hands-off manner.

- Never take a tool out of someone's hands without consent, and *never* take over a repair.
- If possible, demonstrate repairs on shop builds, strip bikes or spare parts. You can also allow shop users to practice on 'junk' parts to try their skills (i.e., practice breaking a chain using a stretched out chain from the recycling bin).
- If necessary, perform an adjustment, then undo it and allow the shop user to do it themselves.
- Use resources! We have numerous books, handouts, and teaching tools (i.e., dissected wheel hub). You can also use the internet to show videos.
- Ask if they've used tools before: "Have you used one of these before?". If not, provide the tool's name, a description of its use, and a demonstration if needed.
- Keep in mind that some folks prefer to solve problems by themselves. Check in before offering advice.
- Use the shop computer to show repair videos or diagrams to help explain a repair

ADDITIONAL RESOURCES

These following links contain resources relevant to our community bike shop and similar organizations.

- Discussions on police and alternatives to calling the police
 - <https://incite-national.org/stop-law-enforcement-violence-toolkit/>
 - <http://www.aaronxrose.com/blog/alternatives-to-police>
 - <http://imaginealternatives.tumblr.com/>
- Respecting pronouns and gender identity
 - <https://www.youtube.com/watch?v=3xpvricekxU>
 - <https://letsqueerthingsup.com/2014/09/15/what-youre-actually-saying-when-you-ignore-someones-preferred-gender-pronouns/>

Annex E – SAFER SPACES AGREEMENT

Thank you for your interest in volunteering with Kickstand! Kickstand strives to be a welcoming and friendly community space for all individuals wanting to access our resources and services. Our goal is to provide the community with an accessible space where they can connect with others, learn to fix bicycles, share resources and knowledge and work together.

To support our goal of being a welcoming, anti-oppressive space, we ask Kickstand volunteers to review and sign the following Community Agreement. This Agreement outlines Kickstand's core values around safer spaces, and by signing it, you indicate that **you agree to abide by these values, to learn more about them as needed in order to respect them, and to be open to feedback and learning moments with your peers that will help you respect and create safer space.**

We at Kickstand acknowledge that we are on the the traditional, ancestral, unceded territory of the xwməθkwəyəm (Musqueam), Skwxwú7mesh (Squamish) and səłilwətaʔt (Tseil-Waututh) nations. We seek to learn what it means to participate in the decolonization of these territories and, for those of us who are Settlers, to be respectful visitors on this land.

We aim to be an accessible and inclusive place where everyone can feel safe, welcome, and respected especially regarding: race/ethnicity, cultural background, sexual orientation, gender presentation, gender identity, age, ability, mental health status, economic/social class, physical appearance, body size, condition or cost of their bicycle, religion, citizenship or citizenship status.

Volunteers, shop users and community members should not discriminate against an individual based on any of the above-mentioned items. Furthermore,

- This is a safe space for members of the LGBTQ2I+ communities. Please ask which pronouns someone uses and do not assume someone's gender identity based on their appearance.
- We will do our best to communicate with folks who do not speak English, or for whom English is a secondary language.
- We are aware that our location poses accessibility challenges and we will do our best to make this space accessible to everyone. If you are facing an accessibility issue, please inform a volunteer. Physical accessibility is a top priority in our long term planning.

We do not tolerate harassment of or by volunteers, shop users and community members. Harassment includes offensive verbal or written comments, deliberate intimidation, stalking, following, harassing photography or recording, inappropriate physical contact, and unwelcome sexual attention. Inappropriate language or behaviour is itself considered harassment, whether or not it's specifically directed at an individual.

Zero tolerance: If an individual commits a serious offense (i.e., assault or sexual assault), the Kickstand Committee may ban the individual from the organization/ space without further consideration, as well as notify appropriate authorities.

Use of alcohol or other intoxicating substances, or being in the shop while intoxicated, is not tolerated in Kickstand's space during programming ("open") hours.

If you feel uncomfortable because of something that happened in this space, please talk to a keyholder, committee member, or a Britannia staff person. We will actively respond to any violation or concern.

We acknowledge that our own work towards making our space safer and more welcoming is ongoing. We welcome suggestions on how to improve the safety and accessibility of our space and resources.

For further information on Kickstand's Policies for safer spaces, see Article VI in our Constitution.