

## PEDAL - Volunteer Orientation

**When:** 1 hour on the 2nd Tuesday of each month - the first hour of Volunteer Appreciation Night

**Where:** Our Community Bikes (3283 Main)

**Why:** The focus of the volunteer orientation is to create a familiarity of new volunteers with both the Pedal Depot and OCB. This will also allow a quick introduction to what PEDAL is and general shop politics (ex. safe space, customer interaction, staff interaction etc)

### The Layout:

- **Introductions & Paperwork handouts**
  - What's your name and what interests you about volunteering with PEDAL?
- **PEDAL:** What does PEDAL stand for, who are we and what do we do
  - **OCB:** Full service repair shop, DIY space, recycling facility
  - **Depot:** Educational workspace, P4P, warehouse
  - **PEDALs For the People:** Providing bikes to folks who face mental/physical/financial/etc. barriers to accessible transportation
  - **Our Community Bike Club:** Teaching elementary-age kids to ride safely in traffic and teaching high school-age kids bike mechanics and hands-on skills
  - **Events:** Monthly events we hold in the shops, yearly events where we go out to communities and fix bikes for free, one-off events where we hold various types of workshops
- **PEDAL's Organizational Structure**
  - **Consensus-based Decision Making:** How are decisions made in PEDAL?
    - Small scale (ex. Pricing items) to large scale (ex. Where will we have our shops, what programs will we run)
  - **Non-hierarchical Structure:** No boss, no managers
  - **Staff:** Full-time, part-time and floaters
  - **Board of Directors:** They provide guidance and support to shop staff
  - **Volunteers:** That's you!
- **Safer Spaces**
  - **What does "Safer Space" mean to each volunteer?**
  - **The PEDAL definition of Safe Space**
  - *"A place where anyone can relax and be fully self-expressed, without fear of being made to feel uncomfortable, unwelcome, or unsafe on account of biological sex, race/ethnicity, sexual orientation, gender identity or expression, cultural background, age, or physical or mental ability; a place where the rules guard each person's self-respect and dignity and strongly encourage everyone to respect others."*
  - **SafeR space:** we're not perfect, we're always striving to improve ourselves and our spaces
  - **Examples of things you wouldn't ask in a safe space:** "What country are you from?", "Are you a boy or girl?", "What's your 'real' name?"
  - **Bike shops as a historically male-dominated space**
    - Making females & trans people feel welcome (ex. Women's Nights)
    - Not being a "dude" in the shop (ex. Please don't call me "bro")
    - We maintain a gender balance when it comes to our staffing
  - **Witnessing an uncomfortable interaction:** staff are here to support you and make you feel safe, we can take customers/volunteers/staff aside and chat with them
- **Conflict & Conflict Resolution**
  - **Conflict can and will happen:** between staff, volunteers and customers - how we can work to lessen tensions (ex. telling customers to take breaks, drink water, come back another day)

- **Minor conflicts** (ex. someone makes a joke in bad taste)
- **Long-lasting conflicts** (ex. banning a customer from a shop)
- **Conflict resolution process:** there is paperwork involved, we file reports and track the steps taken to resolve the conflict
  - We don't ignore problems in our spaces
  - Staff are your support network
- **First-Aid, General Safety and Fire Safety**
  - **First Aid equipment**
    - **OCB**
      - In front of the sink: Bandages, polysporin, tape, advil, tampons
      - Beside the sink: Eyewash station
      - Many staff members are trained in first aid
    - **Depot**
      - Beside the front door (First-aid & eyewash)
  - **Fire Safety**
    - **OCB**
      - Location of fire extinguishers: Top of the stairs and by the back door
      - Location of fire alarm: Beside the front door
    - **Depot**
      - Location of fire extinguisher: By the back door, by the front door
      - Location of fire alarm: None, just yell "FIRE!"
    - **Location of exits**
  - **General Safety**
    - Don't pull down wheels or frames on your own, don't use power tools, please wear closed-toe shoes and appropriate clothing (put on a shirt), wear safety glasses when needed - ask that customers follow these rules as well
  - Drink water during your shift, bring a snack, take breaks
  - Our hand-cleaner contains **NUTS**, so don't use if you are allergic
  - Please don't wear strong scents if you are coming to the shop
- **General Rules & Scheduling**
  - **What is off-limits @ OCB:** upstairs, behind the front counter, no one should really be hanging out in the back room
  - **What is off-limits @ Depot:** the P4P area, behind the counter, the computer, no one should really be hanging out in the passage to the bathroom
  - **Location of tools, used items, new items, sink, bathroom:** point 'em out to the volunteers
  - **Scheduling**
    - 2 shifts a week, 3 hours max per shift
    - Summer scheduling: 2 people at a time on weekdays, 1 experience volunteer on weekends
    - Winter scheduling: 2 or 3 people at a time on weekdays, 1 experienced & 1 new volunteer on weekends
- **Volunteer Tasks**
  - **OCB:** Recycling, sorting donations, overhauling & truing wheels, stripping bikes, working with Sky (Tue & Wed) & Dave (Mon & Thu), cutting rags, bagging tubes, tidying
  - **Depot:** Building P4P bikes, recycling, sorting donations, overhauling & truing wheels, stripping bikes, cutting rags, bagging tubes, tidying
  - **OCBC:** Helping take kids on rides, helping to facilitate Earn-A-Bike programs
  - **Events:** Tabling, helping with minor repairs, talking to folks about PEDAL

- **Fundraising:** PEDAL is a not-for-profit so if you have some cool ideas on a fundraising event (ex. bake sale) and want to give us moneys, send us an email so we can say “Go for it!”
- Check in with staff if you are taking on a task you haven’t done before or if you’re feeling unsure of how to proceed
- Feel free to ask lots of questions!
- If you’re helping a customer out, tell them you are a volunteer and may not know how to fix everything on their bike
- If we can’t give you all of our attention - it’s not that we don’t like you, but there’s always a lot going on at once!
- All staff started off as volunteers so we know what it is like: thank you for choosing to volunteer your time with PEDAL
- **Kickstand:** New community bike shop on Commercial & Venables, open Mon, Wed & Fri 4pm-8pm, Sun 1pm-5pm and they always need eager volunteers! Check ‘em out too
- **Questions**
- **Wrap-up then Volunteer Appreciation Night:** 7:30pm to 9:30pm, free shop time for volunteers
- **Volunteer Perks:** Volunteers who maintain a regular presence at Our Community Bikes or the Pedal Depot (defined as 6 or more hours of productive time volunteered per month, for a minimum of two months) are granted the following perks:
  - 20% discount on new and used parts, course time and shop time at both shops
  - access to free shop time and workshops at monthly Volunteer Appreciation nights (there will be snacks!)
  - 20% discount on scheduled courses that are open to the public
  - free annual membership, which includes \$30 of shop/course time and any other member perks