



Volunteer Orientation Guide

Updated March '25

- 2-part orientation, Ideally 8-10 new volunteers (no more than 10!)
- 2 1.5 hr sessions

Session 1 Goal: Welcome/Intros, Shop overview & Tour, Volunteering & shop culture, Breakout groups- flat fixes, patching tube, use parts scavenger hunt

Set up: Put 8-12 chairs out in a circle for the first part, move stands out of the way. Snacks, sign in out for folks.

Welcome & Introductions		Supplies-
20 min	<p>Hi! We're so glad you're here!</p> <p>Intro Staff & Volunteers</p> <ul style="list-style-type: none"> • Name, pronoun, how you got involved & how long have you been involved <p>Intro All</p> <ul style="list-style-type: none"> • Write down your first bike (kind, color, whatever you remember) • Pull out bike & whoever's it is shares: name, pronouns, what brought you to BT 	<i>Markers, paper, pens</i>
Bikes Together overview and shop layout		
10 min	<p>Go through pages 1-2 of the Volunteer Handbook:</p> <ul style="list-style-type: none"> • History, mission, etc. <ul style="list-style-type: none"> ◦ Heavily volunteer-supported! ◦ Nonprofit organization with a mix of paid staff and volunteers • How shop works & Tour: <ul style="list-style-type: none"> ◦ Show: <ul style="list-style-type: none"> ■ North side-retail & service, bathroom area- handwashing, water, coffee, tea, snacks! ■ Used parts & South side- aprons, nametags, sign in, checklists, programs closet ◦ Bikes donated: <ul style="list-style-type: none"> → If the bike <i>is</i> repairable: <ol style="list-style-type: none"> 1) Refurb- overhauled by staff mechanics to sell (~15% of bikes donated) 2) Pre-checked for quality and repairability and then sold "as is" (for \$0-\$150) off the sidewalk 3) Repaired somewhat to completely to be given away → If bike is <i>not</i> repairable (car crash, too long at bottom of Platte, too low quality), it is stripped down by volunteers, usable parts are saved, and the rest is recycled → Reusable parts are checked, sorted & put away by volunteers. Workspace is cleaned, cared for & organized mostly by volunteers. Anyone can shop for parts during open hours. Staff is here during shifts (but can't always give full attention). • Programs: <ul style="list-style-type: none"> ◦ Learn & Repair and Partner Bike Giveaways 	VH Printed out for folks to reference

	<ul style="list-style-type: none"> ○ Classes *Volunteers receive priority for scholarship spots! ○ GEM ○ Off-site MRC's & other outreach, Community partners! 	
Shop culture & agreements		
10 min	<p>* A note on the bikes industry:</p> <ul style="list-style-type: none"> ● BIGGEST BARRIER to getting/keeping people on bikes: Most People Do Not Feel Welcome In Bike Shops. "Bike culture" (mechanics & cycling) tends to be <u>male-dominated, white-dominated, and for wealthy, skinny people who ride fast, talk jargon, and are more into proving their knowledge than sharing their knowledge.</u> <ul style="list-style-type: none"> ○ Womxn of all races & people of color are especially doubted & dismissed, but *almost* everyone has had a negative experience in a bike shop. <p>It's different here. That is intentional. Not everyone likes this, but we NEED you to be ambassadors for the culture we are building.</p> <ul style="list-style-type: none"> ● Go over Community & Volunteer Agreements <p>Goal is to be inclusive and recognize this is an active learning space for everyone!</p> <ul style="list-style-type: none"> ● Brainstorm as group what a learning space might look like- how do learners act & respond? Ex's: <ul style="list-style-type: none"> ○ Ask lots of questions! ○ Say "I don't know" loudly and often. Say "let's look it up in a book or check YouTube or ask staff together." ○ Affirm whatever language people are using. Understanding is more important than using industry terminology. Pointing & gesturing is often best. *EXAMPLES/PRACTICE- pronouns, part names, tool names ○ Support whatever or however people are using & enjoying their bikes. Don't judge based on how much something costs or how new/old/heavy/lightweight it is. ○ Never take a tool out of someone's hand. Encourage everyone to try themselves. ○ Being welcoming, smile, use nametags. <p>Questions/Thoughts?</p>	
Shop Love Practice Groups		
45 min - 15 min per station & rotate 2x	<p>Break up into 3 groups (3-4 people/group) & practice some of the main jobs we do as volunteers. Ask lots of questions! This is only your first go, we hope you will get lots more practice. IT'S OK TO NOT KNOW!</p> <p>Group 1: Fix a flat</p> <ul style="list-style-type: none"> ● Go over how to switch out a tube/tire ● Demo: Remove rear wheel, Remove tire & tube, Inflate tube, find hole(s) (mention patching, but replace entire tube - explain how to find compatible tube), Inspect tire and rim strip, remove any debris from tire, Install tube and tire, Install rear wheel ● Other things to cover: 	<p>- 3 wheels w/ tube & tire to demo and practice flat fixes</p> <p>- tire levers</p> <p>- pumps</p>

	<ul style="list-style-type: none"> • Discussion of tire size (26 and 700c) • Introduce both valve types (presta/schrader) • QR safety (part of ABC check later) • Tire pressure, seating tire correctly to not pinch tube • Flat prevention options: Tire pressure, Tire wear - how to tell if tire needs to be replaced, Goat Heads! Tire liners, Puncture resistant tires and tubes (thorn resistant tubes), Sealant? • Practice if there's time! <p>Group 2: Patching Tubes & Tube processing</p> <ul style="list-style-type: none"> • Go through 3 steps of used tubes: check for holes (fill with air), patch if needed, roll, tape/label and sort into bins for sale • How to patch tubes- demo & practice if time <p>Group 3: <u>Used Parts Scavenger hunt</u></p> <ul style="list-style-type: none"> • Have group attempt to finish the scavenger hunt or just look around and ask questions • Give support and answer questions while allowing volunteers to figure it out 	<p>- goathead display</p> <p>- Tubes and patching supplies, tape, sharpie</p> <p>Scavenger hunt printed 1/group, pen, prizes (patch kit)</p>
Closing & thanks		
5 min	<p>Thank you for coming!</p> <p>Next time: Volunteer shifts, Bike anatomy & removing parts, signup for better impact</p> <p>ANNOUNCEMENTS- upcoming opportunities/gatherings, requests</p>	



Session 2 Goal: Get-to-know-you, quiz/questions from last time, Types of volunteer shifts, Volunteer Benefits, Better Impact & Communication, Sorting Bikes, Bike Anatomy and stripping parts

Set up: Put 8-12 chairs out in a circle for the first part, move stands out of the way. Nametags, snacks, sign in out for folks.

Welcome & Ice breaker		Supplies-
15 min	<p>Hi! Welcome back! Make a nametag! Break into groups of 3-4 and share:</p> <ol style="list-style-type: none"> 1. Name & pronouns 2. One thing that stood out to you/you remembered from 1st orientation 3. Summer bike goal <p>Any other questions/follow up from the first session?</p>	<i>Nametag, markers</i>
Types of Volunteer Shifts & Volunteer Benefits		
15 min	<p>Go through pages 5-9 of the Volunteer Handbook:</p> <ul style="list-style-type: none"> • Shift guidelines- what a shift looks like • Types of shifts & current schedule <ul style="list-style-type: none"> ◦ Where to start? Most helpful? ◦ Intro Journey map? In the works! ◦ Checklists & how to use them • Volunteer Benefits! Use 'em! • Questions/Thoughts? 	<p>VH Printed out for folks to reference Shift chart Shift types</p> <p><i>Checklists</i></p>
Bike Anatomy		
15 min	<p>Stands & parts of the bike activity</p> <ul style="list-style-type: none"> • Explain and demonstrate how the stand works, Put demo bike in stand • Go over Anatomy: Focus on “systems” (cables, springs, bearings, drivetrain, wheels) • Instruct 5 students to choose 2 parts from the table: 1 that they know and 1 they don't know or aren't sure. • Return to the circle. Go around the circle and have students do a “show and tell” with their 2 parts by identifying the location on the demo bike. Crowdsource the names and locations of the “unknown” parts <ul style="list-style-type: none"> ◦ Encourage students to experiment and guess! Make lots of space for not knowing and using deductive reasoning. ◦ Be thorough but don't get too detailed (i.e. name front and rear derailleur but don't name limit screws, jockey wheels - those types of things will be covered in future classes. Pedal the cranks to show how the chain moves across the chainrings, through the derailleurs, pulls on the teeth of the cogs, spins the wheel. Run hands along cables to show that they exist!) 	<i>Stand, demo bike</i>
Stripping parts & Better Impact Demo (breakout x 2 groups)		
40 min	<p>Break up into groups of 2-3 and strip bikes Sorting bikes- BY STAFF but know colors/locations</p>	<i>4 bikes to strip</i>

<p>- Pull out 6-7 people to go over BI (2x)</p>	<ul style="list-style-type: none"> Built to fail- how to know and why they're so bad <p>Removing parts</p> <ul style="list-style-type: none"> When do we remove parts? How to decide what to remove? <ul style="list-style-type: none"> Nice/modern/usable parts- model hierarchy list Check the bin When in doubt, remove it all! (Someone else can sort later) <p>Stripping bikes is a great, low-risk way to learn!</p> <ul style="list-style-type: none"> Take a moment to orient to the tools- most (but not all) should be on benches. Additional tools in 2 tool drawers Pick a part and then figure out how to take it off <ul style="list-style-type: none"> Utilize your team to figure it out if you can. Remember to practice encouraging others, offering advice without doing it, don't take tools out of hands! Ask if you don't know! Questions are the best!! No WD-40! No Hammers! (Use RARELY) Consider how you want to use your bench! Clean vs. messy- do what works for you! <p><i>After 10 minutes, pull 6-7 folks to go over, then switch and go over with rest.</i></p> <p>(1) Better Impact Demo & Volunteer Communication</p> <ul style="list-style-type: none"> Better Impact or MyImpact is our volunteer database- where you sign up for shift and record hours <ul style="list-style-type: none"> You will be sent login- need to change password, update contact info, and sign waiver Demo also: <ul style="list-style-type: none"> Calendar w/ schedule and how to sign up for shift <ul style="list-style-type: none"> Not crucial that you sign up but please <u>come during listed hours</u>- helpful for Molly/staff to be prepared, especially for new volunteers Sign up if you are tracking for court/work/school, or if it helps you fulfill your commitment. It's easier for us to notify you of program or weather-related changes if you tell us you'll be here. You do not need to attend the full shift (typically 3-4 hours) in order to sign up or attend. We won't be mad if you arrive late or leave early. Log hours on website or Timeclock on the shop computer <ul style="list-style-type: none"> Please record your hours!! Super important for grant writing and generally organization support Contact info- keep up to date! This is how I will contact you: <ul style="list-style-type: none"> Monthly volunteer email + individual as needed Can always call shop or call/text me :) Questions/Thoughts? Ok to sort at your first volunteer shift too! 	<p><i>Parts lists</i></p> <p><i>Built to fail guide</i></p> <p><i>No WD-40 & No hammer signs</i></p> <p>BI Login</p>
<p>Closing & thanks</p>		
<p>5 min</p>	<p>Thank you for coming!</p> <p>Additional resources: Where to find answers?</p> <ul style="list-style-type: none"> Staff, each other, books, internet, resources are coming 🤖 Be on lookout for BI info, check in with me if you're having issues <p>One word close out + What's your "next step" for volunteering</p> <p>Help pack up, see you soon!</p>	