



# Volunteer Guide

Updated Fall 2023

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# What is bikeSauce?

bikeSauce was founded in 2010 by a group of individuals who wanted to bring the do-it-yourself (DIY) bike repair scene to Toronto's east end.

We are a volunteer-run, Do-It-Yourself bike repair space, community hub, and information centre. We are incorporated as a not-for-profit.

## What we do

We **do**:

- educate cyclists on doing their own bike repairs – we provide space, tools, and advice;
- keep people on bicycles, riding safely by reducing barriers;
- provide services and used parts at an accessible and 'PWYC' (pay what you can) model;
- sell new parts and refurbished bikes at fair prices;
- provide a community space for members of the public.

We **do not**:

- fix bikes ourselves for patrons of the shop;
- buy or exchange bikes or parts from patrons;
- allow others to sell their bikes or parts at bikeSauce;
- allow patrons or volunteers to store their bikes at bikeSauce;
- rent bicycles;
- haggle.

### Expectations of patrons and volunteers

In line with our general philosophy, bikeSauce is an anti-oppression workspace. No one in the shop will discriminate against others on the basis of race, ethnicity, religion, sex, gender, or sexual orientation.

Harassment of any kind at bikeSauce is not tolerated. Please respect everyone in the shop, always.

Behaviours that are not acceptable at bikeSauce include:

- being intoxicated or in any altered state during open hours;
- being violent;
- being verbally oppressive.

Everyone in the shop will wear a shirt and close-toed shoes.

Any persons violating our code will be asked to leave. The shift-staffer(s) responsible for the shift have full authority to ask anyone to leave the shop in order to keep bikeSauce a safe space. Anyone who notices that the code of conduct isn't being followed can notify a shift-staffer (in the shop), another bikeSauce member, or a member of the board by emailing [info@bikesauce.org](mailto:info@bikesauce.org).

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## The Shop

### A week at bikeSauce

This is what happens at bikeSauce in a typical week:

<b>Monday</b>	5:00pm - 8:00pm	Open to patrons for bike repairs
<b>Tuesday</b>	Closed to the public	Open for volunteers: Bike build and shop maintenance
<b>Wednesday</b>	5:00pm - 8:00pm	Open to patrons for bike repairs
<b>Thursday</b>	5:00pm - 8:00pm	Open to patrons for bike repairs
<b>Friday</b>	6:00pm - 9:00pm	FTW group (femme, trans, women and non-binary people) See more about FTW below.
<b>Saturday</b>	12:00pm - 3:00pm	Open to patrons for bike repairs
<b>Sunday</b>	Closed to the public	Open for volunteers: Bike build and shop maintenance

### FTW @ bikeSauce

bikeSauce is an open and welcoming environment to learn empowering habits and unlearn oppressive habits. Regardless of how many encouraging supporters are in a space, though, it only takes one person to ensure that patriarchy and misogyny remain the status quo. Power shows up in many different ways, and it's important to be aware of how we might be unconsciously using power and privilege that consequently prevents certain groups from wanting to be involved in a community.

FTW (Femme, Trans, Women) nights are one of bikeSauce's responses to the challenge of attitudinal accessibility. FTW nights run on Fridays from 6-9pm. These sessions are open to Women, Trans, Femme, Nonbinary volunteers and community members looking for identity-exclusive access to the bikeSauce space.

FTW nights offer a positive space for bike repairs, bike tutorials, group rides, building community, and having fun! The week-to-week structure of FTW is flexible, and determined by the volunteer staff and the interests of the FTW community.


Are you new to bikeSauce and want to join FTW nights? The only prerequisite is a volunteer orientation and you're good to get started! Scheduled sessions and activities are announced on our FTW-exclusive Discord server (<https://discord.com/invite/dA9Bhskj>). Be sure to check the server for upcoming opportunities, events, discussions and getting in touch with the FTW community at bikeSauce!

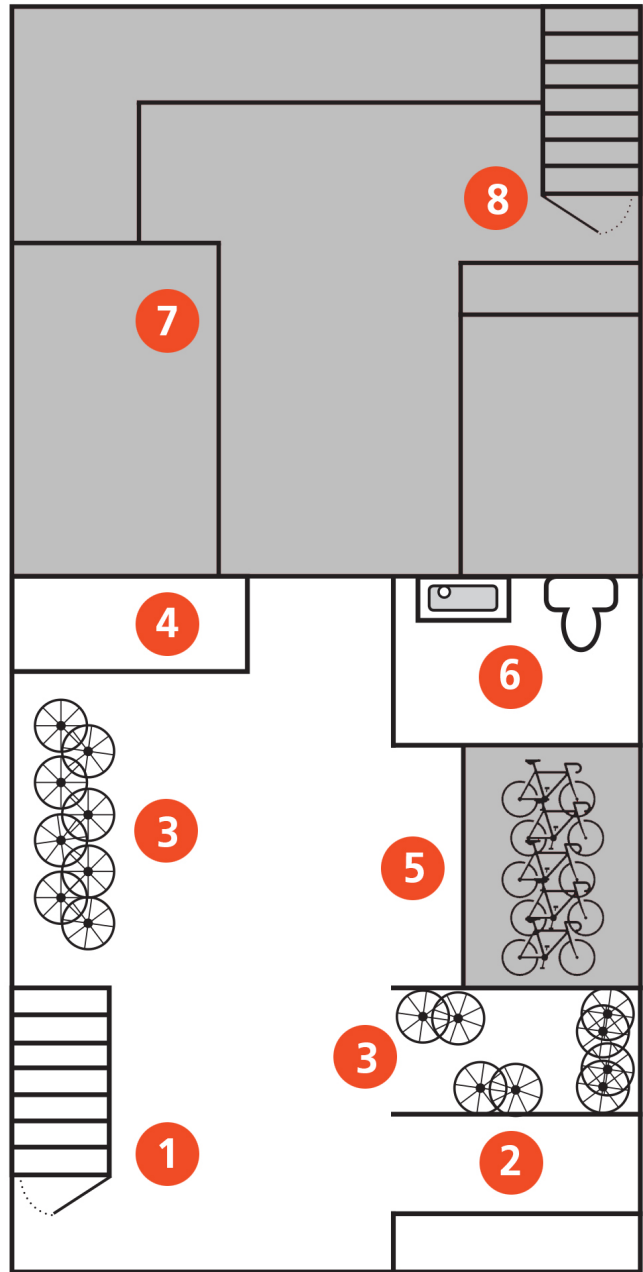




## Basement

- 1 Basement entrance
- 2 Used tires
- 3 Used wheels
- 4 Scrap pile
- 5 Bike build storage area
- 6 Washroom
- 7 Bike storage and new parts inventory
- 8 New parts inventory/  
basement entrance

 Area is off-limits to patrons



# What you can do

Don't worry if you don't know how to fix bikes – your attitude and enthusiasm are just as important.

Many volunteers have interests and skills that can really make a difference to how bikeSauce operates as a social space and education and information centre. We'd love to hear about how you can contribute to our community. Here are some examples:

### Shop coordination

- Greet patrons.
- Help patrons who want to buy a bike or parts.
- Receive donations of parts and bikes.
- Connect patrons with mechanics.
- Organize the shop.
- Put away donated bike parts.

### Cooking

- Make meals for bikeSauce patrons and volunteers during open hours – bikeSauce will reimburse you for ingredients, with a budget of \$30 per shift.
- Plan meals for the bikeSauce shifts, communicating via Discord Kitchen Krew, e.g., "Anyone cooking on Monday, November 6?".
- Check ingredients stock/storage for health and safety.
- Maintain cleanliness of kitchen surfaces, appliances and utensils.
- Date any refrigerated or frozen leftovers.
- Communicate with Kitchen Krew any concerns, equipment maintenance or accessibility needs.
- Help with seasonal cleaning/kitchen maintenance.
- Keep the kitchen free of bicycle items, bags off counters etc.

### Bicycle repair and bicycle building

- Help patrons fix their bike.
- Teach other volunteers and patrons how to fix bikes and use tools.
- Build up good, safe bicycles for sale in the shop.

### Outreach

- Manage our website and social media.
- Connect with other community groups.
- Help organize outside events.

### Shop design

- Design the shop layout and space.
- Work on artistic projects.

### General shop maintenance projects

Please see [this doc](#) for a list of ongoing bikeSauce projects and tasks.



## Membership benefits

Membership benefits include:

- being able to vote at volunteer meetings and annual general meetings;
- receiving a discounted rate on used parts (50%), new parts (40%), merchandise and bikeSauce bikes (40%); and
- access to an amazing community.

## Getting started

To become a member, a person must contribute 20 hours of volunteering in the shop, then be voted in at a volunteer meeting. Volunteers should log their hours on the bikeSauce shop computer (at the cash desk) like this:

- On the Desktop, double click on the item called **Volunteer Hours Submission Form**. This opens the form in a browser.
- Fill in the web form, click **Submit**. Done.

To keep their membership current, volunteers must contribute a minimum of 20 hours per year.

## Getting started on Discord

One of the ways that bikeSauce people coordinate what we do is on our Discord server. To get started with us on Discord, go to our server at <http://discord.bikesauce.org/> and create a login for yourself.



Once there you will be asked to read our server rules. After you've confirmed that, you will have access to our #new\_users channel.

It's a good idea to leave an introductory message there – something that tells us about you and what you do or would like to do with us at bikeSauce.



# Roles

Volunteering at bikeSauce usually means acting as one of the following:

## **General volunteer**

General volunteers drop in at times that are convenient for them. They do not sign up for a specific shift. General volunteers are usually newer volunteers or those whose schedules do not allow them to commit to a specific day and time.

## **Shift-staffer**

Shift-staffers are responsible for running the shift during our open hours or bike build. As such they will act as a shop coordinator and/or bicycle mechanic. At least one shift-staffer per shift will handle the point of sale system and do associated reporting. If our code of conduct is being violated, the ShiftStaffer may ask the person violating the code to leave the shop.

# Board of directors

As a not-for-profit corporation, bikeSauce is governed by a board of directors. The board is responsible for the administration, finance, and legal duties of bikeSauce. Board members meet monthly and are usually accessible around the shop, on and off public hours.

All Board Members are Shift Staffers.

# Minimum age

In the province of Ontario, a person needs to be 14 years of age or older to volunteer in a place like bikeSauce.

## Donations and parts

### **Bike donations**

Bike and frame donations must ALWAYS be documented by filling out our online web form. You can access this by clicking on the **bike donation form SUBMIT** icon on the desktop of the bikeSauce computer.

Tag the bike for appropriate use with a bike build checklist in a clear plastic sleeve. (See [Appendix 5](#) for descriptions of bikeSauce tagging systems for bikes and wheels.) If you're not sure about tagging, check with another volunteer.

Once the bike has been tagged, store it in the appropriate area of the shop. If you're unsure how to tag it or where to store, ask the shift-staffer.

### **Parts donations**

Inspect parts to identify those that can be used on builds or sold to patrons for their projects. Parts that are in working order and have all their bits (mounting screws, barrel adjustors, etc.) should go into the appropriate bins (according to the bins' labels). Incomplete parts can also go into bins. Organizing within the bins is appreciated – please try to keep the complete parts on top/at the front of the bin.

For merchandise (T-shirts, hats, etc.) donations, please place items at the front sales area in the appropriate location. If you are uncertain of the condition or pricing of any item, please consult another volunteer.

### **New parts**

Our new parts and tools are displayed on the wall above the work bench. New wheels hang from the ceiling by the opposite wall. All overstock items are kept in the back of the basement, which is off-limits to patrons. If we run out of a displayed part, please replenish it from the stock. If we have completely run out of an item, please add it to the electronic **Google Keep order list** by clicking on the link on the desktop of the bikeSauce computer.

Items such as ball bearings, nuts, bolts, cables and cable housing fall under the category of "new parts". Please follow the aforementioned policy of replenishing and reordering them.

### **Important!**

When a new order arrives, do NOT open the boxes or sell the product until it has been catalogued.

## Building bikes...or not

bikeSauce is known as a place to buy a good used bicycle. This is great for patrons who need a bike but don't want to or can't spend a lot of money on a bike.

We will have a range of types of bikes at various prices based on quality. One expectation that we and our patrons should have in common is that a bikeSauce bike is safe and can be expected to work reliably for years given some basic maintenance.

Bike builds happen on shifts when the shop is not open to the public.

Bikes that we're building:

- must have been assessed and tagged (see [Appendix 5](#));
- must have a Build Sheet on which work done and required parts are documented. If a bike doesn't have a Build Sheet please get one for it and fill it out as you go; and
- should be stored in the corral in the basement when the build shift is over. This ensures that work stands are free for the following public shift.

Notes for bike builders:

- Our goal is to offer A+ safe bikes.
- Having a few safe bikes for sale is more important than having lots of bikes for sale.
- Complete the entire build sheet. All those checks are important.
- The people doing the test rides must not be the same people who did the build.

[Appendix 4](#) describes our tagging systems which supports the Bike Build process.

For bikes with **Red** tags, see the next section.

### Bikes to NOT build

Not all of the bikes that get donated are a good starting point for the safe and reliable bikes we want to offer to our patrons.

Examples of bikes that are not worth our time include:

- bikes with cracks, bends, or other serious damage to the frame (indicating involvement in a serious crash);
- cheap Walmart or Amazon dual suspension bikes. These bikes should not have been sold in the first place. The parts are of such low quality that the bike can't reasonably be maintained to be in a safe working state; and
- bikes with seat posts rusted into the frame.

For bikes like these:

- Put a **Red** tag on it if you don't have time to strip the bike right away.
- Strip usable parts (there won't be many) off the bike.
- Put the frame in the metal recycle area in the basement. Non-usable parts go in the metal recycle bin near the truing stands.

# Pricing, haggling and refunds

## Pricing

Pricing for bikes and parts is found:

- on a tag attached to the item (new and used items);
- on a price-list at the front in a red binder (used items);
- in consultation with another volunteer.

If a new item is not priced, please notify a shift staffer. Do NOT guess the price of a new item.

When pricing used items, always get a second opinion from another volunteer before you set the price of an item for a patron.

Our rule of thumb for used items in good condition is one third the price of what it would be sold for if new.

## Haggling

We don't haggle. We set the prices for our bikes and parts very fairly. They are low.

The small revenue from sales helps to cover rent, hydro, insurance and other operating costs. None of that is salaries – we're all volunteers.

You can let haggling patrons know that:

- We don't haggle.
- We are not-for-profit.
- We have some of the lowest prices in the city.

## Refunds

We do not provide refunds or exchanges. To ensure patrons purchase the correct part for their bike, we strongly encourage them to bring their bike to the shop.

Patrons should always test ride a bike before buying it.

Please inform patrons of our No Refund, No Exchange policy BEFORE they purchase a part or bike.

# Tools and power tools

## Tools

Common bike tools are on the tool boards on the wall. As a do-it-yourself space, patrons should be the ones handling tools. Volunteers are there to provide guidance and instruction.

Special tools, for example tools that we only have one of or which are expensive, are stored in the large tool cabinet near the cash, on the shelves behind the cash or behind the door to the basement (large special tools). Volunteers should help patrons choose and use the special tools properly. Only volunteers are allowed behind the cash desk, so if a patron needs a special tool (or part) they should ask a volunteer.

## Power tools

Eye protection and closed toe shoes must ALWAYS be used by anyone using power tools. Only volunteers should use power tools unless the shift-staffer is confident the patron has experience and will use them safely. Power tools that make sparks, such as the angle grinder, must only be used in the back alley.

# Patrons in the shop

People visit bikeSauce for lots of different reasons. As you welcome people to the shop, one of your first questions should be about what they're looking to do while in the shop. [Appendix 1](#) gives some ideas about how you can describe us to new patrons.

## Fixing bikes and buying parts

### Patrons fixing their bikes

If a patron wants to fix their bike, assign them to a stand. If all stands are full, ask them to write their name in sequence on the chalkboard waitlist, or remain in their place in line (depending on how the line is being managed that day). Once their bike is in the stand ask them what they're working on and either help them get started or connect them with a volunteer mechanic. When the patron is finished, remind them to clean up the space around their repair stand and put away any tools. Then direct them to the front for payment and a pay-what-you-can donation.

### Bikes for sale

Patrons who want to buy a bike can be directed towards the bikes for sale at the front of the shop. As sales are final, all bikes should be test ridden by the patron before the sale.

In order to view bikes and frames for sale "as-is" in the back of the basement, patrons must be accompanied by a volunteer. Don't sell a bike if it has a green tag (build in progress), a red tag (to be stripped), or a Build Sheet on it. Don't sell any bikes found in the bike build storage area in the front part of the basement (these are builds in progress).

## **Patrons looking for parts**

We have used parts in the bins and new parts mounted on the wall near the workbench. We don't take parts off bikes unless the bike has a red tag designating it to be stripped for parts.

## **Meeting and lounging**

"I'm here for a community meeting"

"I've just come to use the common space"

Patrons in the shop for meetings or to use the common space may be directed to the appropriate areas, usually the social space.

## **Curiosity**

"I just saw your sign from the street. Now, what in the world is bikeSauce?"

Greet all curious patrons and tell them about bikeSauce.

Leaving a good impression here is vital to our reputation with the community

## **Volunteering**

"I'm here to volunteer"

New volunteers or prospective volunteers should be welcomed and introduced to the shift-staffer. Ask them how they'd like to help, and see if there are any to-do tasks on the chalkboard they could help out with. New volunteers should be invited to shadow experienced volunteers to learn specific skills and see what tools and parts we use for different repairs.

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## Appendix 1

### bikeSauce in a nutshell

A good way to welcome patrons to the shop is to give them the whole story up front. You could say something like:

“Hello, welcome to bikeSauce!

We are a volunteer-run, do-it-yourself bike shop. You fix your bike yourself and if you don't know how we'll show you. We sell new and used parts and refurbished bikes. For your time in the shop we ask for a pay-what-you-can donation.

What would you like to work on today?”

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## Appendix 2

### Parts of a bicycle

[https://en.wikipedia.org/wiki/List\\_of\\_bicycle\\_parts](https://en.wikipedia.org/wiki/List_of_bicycle_parts)



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## Appendix 3

### Where to find info on fixing bikes

Volunteers and patrons can use the bikeSauce computer to search for repairs information. Some good resources include:



<https://sheldonbrown.com/>



<https://www.youtube.com/@parktool>



<https://www.youtube.com/@RJTheBikeGuy>



<https://www.reddit.com/r/bikewrench/>



[https://www.liv-cycling.com/global/campaigns-bike\\_diy](https://www.liv-cycling.com/global/campaigns-bike_diy)

bikeSauce also has an extensive library of cycling and bike repair-related books. The books are free to use by anyone in the shop. A few bicycle repair hits include:

- *Park Tool Big Blue Book of Bicycle Repair*
- *Bicycle Maintenance for Dummies*



# Tagging systems

### Tags for bikes

Bikes are tagged in a couple of ways to keep track of which ones we're working on vs. those that are ready for sale.

#### Bikes that are ready for sale:

- If a bike is ready for sale, it means that all of our build work is complete and we've done two test rides. Test rides often turn up issues that require final fixes and tweaks. A third (or fourth or fifth) test ride is recommended.
- For-sale bikes have a price tag on them along with the Build Sheet.

#### Bikes that are builds in progress:

- The bike will have a Build Sheet and possibly also a **Green** tag.

#### Bikes with no tags:

- If a bike has no tag or Build Sheet, that should be because it is a donation that has yet to be assessed.
- Once bikes are assessed, they should be tagged as follows:

#### Red

Strip for parts (the frame is damaged)

#### Green

Build up for sale (by bikeSauce volunteers only)

### Tags for wheels

Used wheels are organized by size in the basement.

Within each area (for different wheel sizes, e.g., 26 in., 27 in., 700c etc.), the wheels that have been 'improved' are marked with tags as indicated below. Wheels of that same size that still need work will probably not have tags on them.

'Improved' wheels will have had some combination of these things done to them:

- replacement of broken or missing spokes;
- truing, tensioning and dishing (if needed for rear wheels and front wheels with disc rotor mounts);
- hub rebuild.

When helping a patron looking for a replacement wheel, start with the ones that have coloured tags. They're probably in the most usable condition.

#### Green

27"

#### Blue

700c

#### Red

26"

#### Orange

Unusual sizes like 650b/27 'five', 26 x 1/3/8 etc. The size should be written on the tag.

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## Appendix 5

### Bike Build checklist

<https://drive.google.com/file/d/1daNa3Ccllc55xOUmZ6tqygijUclD8GT4/view?usp=sharing>



### Thanks

We know your time is valuable, and we thank you for any time you can donate to bikeSauce. Your contribution is what sustains us as an organization and allows us to do the things described above.

We're looking forward to volunteering with you!

