

OCBC policy and training handbook for Staff and Volunteer

General info and relevant policies

A fundamental part of OCBC's work is to effectively utilize labor from volunteers while advancing their education about bikes, mechanics, and basic job skills; especially how to work collaboratively in very diverse groups as usually found in our shop. We best reflect the co-op's tenets of respect, resourcefulness and reciprocity when we:

- value everyone's work regardless of their background or abilities;
- ensure we give appropriate tasks and good guidance to make the most of everyone's effort;
- and fairly and consistently provide useful education, honest encouragement, and valued shop credits.

To balance these goals well in a busy shop without going nuts takes equanimity, compassion, and good humor -- and some clear guidelines, tested strategies, and reasonable boundaries. Please take those outlined here as "current best practices": This an evolving process that, to remain useful, we all -- ideally including any volunteers involved when a new situation arises -- should feel empowered to improve upon (tips for contributing to this guide are here).

Types of volunteers:

Oriented volunteers	Key Volunteers
Students or class graduates: Which class? Volunteered before? Oriented?	Work-trade: Parts Labor Bike Bike purchasers/Shop user/ work-trade for accessories
Community service: Oriented/Times available by appointment	Volunteer groups: i.e. Hands On NEO, H2O, viking expeditions
Interns	EAB (earn a bike) children/families

New volunteers

Everyone who visits OCBC should be greeted by someone who can give basic information like what we do, which bikes are for sale, how they can donate a bike, or how to volunteer. Usually this is done by staff, but often it may be a helpful volunteer who happens to be the first person they meet. If so, that person *should* direct them to a **staff or key volunteer**, once they have determined what their need is.

Anyone seeking to volunteer should then be met by a **staff or key volunteer** to thank them, ask how they learned about OCBC and, in the process discover:

1. Have they volunteered before?
2. Have they attended an orientation?
3. Do they need to also work on their own bike or purchase parts, etc. ("work-trade"?)

Their answers will inform what they will do next, and who can best help them.

They may never have visited (or only as a customer or donor) and just be interested in the volunteering process; in which case a shop flyer should suffice (be sure to note the date of the next orientation by that section on the back of the flyer). Please take time to answer any other questions, and offer a brief tour if you or someone else has time: these are folks who took the time to seek us out, and may become very valuable volunteers, customers, or staff!

Or, even if they have not been to an orientation, they may still volunteer for the first time if they are:

1. students looking to practice what they learned in class
2. someone who just needs to work-trade in this visit for parts, labor, or shop use
3. bike purchasers who want to use the shop and/or work-trade for stuff for their bike (e.g. tire swap, rack install)

Min. Orientation info for unoriented vols:

- nonprofit/education center with a focus on “helping people use bikes.”
- Three R’s
- Intoxication and safer space policies
- The process of volunteering and the earning and usage of credits.

Creating a volunteer account:

- On any computer (except cash register), open Firefox browser. If it doesn’t go directly to the login page, look for the link “OCBC login” at the top left of the browser window.
- click “Create an Account”
- Fill in name, email, and AT LEAST one emergency contact (required).
- If you entered your email, checkbox all emails you would like to receive (volunteer opportunities, news)
- Click “Save and Finish”

To log in:

- In the blank field next to the “Login” button, type your last name EXACTLY as you did when you created your account (but not case sensitive), click ‘Login”
- On the next screen, click on your name, then in the next screen choose “volunteer.”
- If your name is in the (alphabetical) list in the next screen, you are logged in.

To log out:

- On the main clock in page, Click “Options” to the right on the line with your name in the list.
- Click “Log Out” in the next screen. Your credits earned and available will display on the next screen.

First-time, oriented volunteers

Volunteer retention is a priority for us. We want all volunteers to feel welcome, valued, and comfortable spending time advancing our mission, no matter who they are. This is especially important for new volunteers: the co-op can be a confusing place for them, as our “business model” is unfamiliar to most folks; the environment is often busy; and other users’ roles as customers, shop-users and volunteers will be unclear to them -- so be sure to mention that anyone with a name tag (staff or Key Volunteers) can help them at any time.

Please take the time to make a personal connection with any new volunteers you interact with, so they will be inspired to see OCBC as a resource they are welcome to use, to help them develop as valued volunteers and fellow cyclists. We want new volunteers (and any visitors, for that matter) to know that their work or patronage is not simply a different “transaction” than they may be familiar with from ordinary bike shops or social service agencies, but a valued contribution to our organization.

Determine any need for shop-use before volunteering, such as:

- Are they just here to volunteer?
- Do they have a transportation need (i.e. “do you need to ride this bike away today”?)
 - (i.e. flat tire, want to volunteer to pay. We also allow -10 credit balance for volunteers)
- Are they doing work trade?
 - (Assess whether or not a task can be completed before or after shop use.)

Checking out tools/workspace for shop users

Our shop and tools are open to the public, either by appointment or walk ins.

Before checking out tools they must:

- Get an assessment and scope of work first
- Shop for parts second
- Check out tools with staff, using the tool wrap checkout form, and leaving a deposit (keys, ID)
- Create an account/log in as “working on own bike”

Other situations where we may need to check out tools are:

- Labor only situations (Check over by Key volunteer)
- As is bike repair, by appointment
- Make safe to ride situations

Checking back in tools/workspace from shop users/volunteers:

- Using the checkout slip, confirm all the tools are present, and return the deposit. If a tool is missing, try to find it with that volunteer. If it cannot be located, give deposit back and tell a staff member.

Finding a volunteer task/What to do if no training/trainer is available

If we are busy, there are many tasks that can be done anytime by anyone who had done them previously:

<ul style="list-style-type: none">● Despoking a wheel● Truing wheels● Tending literature	<ul style="list-style-type: none">● Damp mopping● Cut rags● Loading the dishwasher● Tending helmets
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<p>Sidework:</p> <ul style="list-style-type: none">● Shop/Tend benches<ul style="list-style-type: none">○ See how-to guide● Dock<ul style="list-style-type: none">○ Tend helmets/Check for missing clips and pads○ Break down cardboard○ sweep● Retail<ul style="list-style-type: none">○ Airing tires○ Sweeping○ print/cut forms (see eric/staff)○ Help replenish stock● Parts room<ul style="list-style-type: none">○ Put away parts left out, ensure cleanliness and safety○ Gather bucket parts from To-Sort● LSR<ul style="list-style-type: none">○ Re-hang bikes○ Arrange by size○ Help customers as they enter● Prep/Salvage<ul style="list-style-type: none">○ Empty scrap to the yard○ Ensure cleanliness and safety of the area	<ul style="list-style-type: none">● Scrap Yard<ul style="list-style-type: none">○ Ensure cleanliness and safety○ Cut hubs from “despoke” wheels● Lot<ul style="list-style-type: none">○ Sweep the lot (safer for traffic skills)○ Clean up litter● Kitchen/Breakroom<ul style="list-style-type: none">○ Empty waste○ Load dishwasher○ Wash pots○ sweep○ Make coffee○ Wipe down surfaces● Rest Rooms<ul style="list-style-type: none">○ Fill paper products○ Fill soap○ Wipe down● Washroom<ul style="list-style-type: none">○ Cut rags○ Make cleaner/hand wash (see staff)
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Daily Closing checklists:

- **Retail**
 - **Sales floor**
 - re-hang/re-position bikes
 - Close register
 - Turn off heat (winter)
 - Turn off lights
 - **Kitchen/Breakroom**
 - Load dishwasher
 - Turn off coffeepot
 - Put away food
 - Wipe down surfaces
 - **Dock**
 - Lock doors
 - Straighten area up (put helmets away, bike racks back on shelf, donations put in “new donations” area)
- **Shop**
 - **Community Shop**
 - Put tools away, lock tool chest
 - Ensure all “community chest” tools are put away
 - A/C and lights turned off
 - **Wheel area**
 - Wheels off the floor, or at least tagged and straightened up
 - Truingbench cleaned/straightened
 - **Parts room**
 - Parts put away
 - Sorting tasks cleaned up
 - Lights turned off
- **LSR**
 - Bikes rehung
 - Lights turned off
 - **Prep/Salvage**
 - Tools put away, work areas clean and free of loose parts
 - Garage doors closed
 - **Scrap Yard**
 - No complete bikes in the yard
 - Gate locked
- **Rests Rooms**
 - Cleaned
 - Doors propped open(air flow)
 - Paper products filled
- **Washroom**
 - Ensure cleanliness and safety
 - Hand washing sink clear of rags/parts
 - Turn off lights

Daily Opening Checklist:

- **Retail**
 - **Sales floor**
 - Open register
 - Turn on lights
 - Turn on heat (winter)
 - **Kitchen/Breakroom**
 - Turn on coffee maker
 - Unload dishwasher
 - **Dock**
 - Open doors
 - Ensure safety and cleanliness
- **Shop**
 - **Community Shop**
 - Ensure all tools had been put away
 - Ensure cleanliness and safety
 - Tend benches
 - **Wheel area**
 - Ensure cleanliness and safety
 - **Parts room**
 - Ensure cleanliness and safety
 - identify/ set up for sorting/training
- **LSR**
 - Lights on
 - Bikes re-hung
 - Assess new donations
 - **Prep/Salvage**
 - Identify prep/salvage needs for the day
- **Rests Rooms**
 - Paper products filled
 - Wiped down
- **Washroom**
 -

Selecting a task:

- Things on the whiteboard not crossed off
- Scheduled trainings
- Special trainings
- Special/at home tasks

Training for tasks:

- How-to guides
- Staff Checking for quality parts (sorting tasks)
- Staff Checking on task progress

Breaks:

A quick break for food or bathroom, 10 minutes/hour is acceptable. Longer than 15 minutes should be **off the clock**.

Smoking area:

Smoking area is on the merwin side of the building, next to the small door. Please put all cigarette filters in the can provided.

Food:

Food in the **break area (NOT THE KITCHEN!)** is free and available to all. Please donate money if you can, to help with cost, or bring something to share. The kitchen area is for **staff only**. Please respect this, some of the food back here is our own personal food, and for dietary reasons.

Personal possessions:

The Ohio City Bicycle Co-op is not responsible for lost or stolen items. We do however offer lockers to lock your personal items in while you are here, just bring your own lock!

Key Volunteer Program

Key Volunteers are vital to the co-op. This is a structured program of volunteers who choose what ways they want to help, and commit to scheduled times to help in the shop, with responsibility for many of the same tasks our staff normally handle. They provide extra assistance to all visitors to OCBC and staff.

Key Volunteers all take shop classes and are trained to help shop users, retail customers, volunteers, and students.

Key Volunteer Benefits

- 45% discount on new merchandise
- Ability to use the shop when OCBC is closed (Staff is here more than open hours. Email info@ohiocitycycles.org to find out when we're in)
- Job referrals, references, letters of recommendation
- Management skills

Key Volunteer Requirements

- Completed volunteer orientation
- Must have completed 24 hours of volunteering in a 3 month period
- Take our shop classes (This is a monthly series. Communicate with Volunteer Coordinator to get signed up and complete.)
- Must be willing to train / take ownership in a work area (i.e. prep, salvage, parts room, wheel room)
- Wear your OCBC nametag when Key Volunteering
- Work out a schedule for your volunteering
 - Schedule yourself on the Google Calendar under **Volunteer Schedule**
 - Edit Calendar if you are unable to work your shift
- Hour amounts:
 - Minimum: 8 hours/month
 - Ideal: 12 hours/month

If your volunteering has lapsed for a period of 3 months, you will have to re-establish your key volunteer status by re-committing to a schedule for an additional 3 months.

Key Volunteer Roles and Responsibilities

- Must read all training materials, and be trained before they can lead a task
 - OCBC policy and training handbook for Staff and Volunteer
 - OCBC shop policy
 - OCBC project room policy
 - How to guide for the task
- Following trainings required for each area chosen by KV
 - **Retail** - read training docs, must shadow Administrator for 2 hrs, must be shadowed by Administrator for 2 hrs.
 - **Parts room** - must be familiar with how-to guides, must shadow 1 sorting experience, must be shadowed for 1 sorting experience.
 - **Shop** - training on tool check-outs and how to introduce people to the shop, must feel confident with bike mechanic experience, be familiar with location of parts, be confident with tool use
 - **Shop class** - must have taken shop classes, must be willing to assist others in class
 - **Prep room** - must have experience salvaging (both easy and hard parts), must shadow once, must be shadowed once. Must be familiar with how-to guides.
 - **Orientation Presenter** - must read orientation outline prior to shadowing, must shadow until comfortable, must be shadowed until comfortable. When scheduled, must notify Volunteer Coordinator if unable to lead orientations ASAP.
 - **Social Rides** - working on making this a LCI or KV-lead social ride. Must have taken "Intro to Traffic Skills", must be able to read a map, change a flat, and follow traffic laws with the ride.
- Act as an intermediary between staff and volunteers
 - Bringing volunteer questions, comments, complaints (etc.) to our attention
- Ensure safety and comfort of the group
 - Be sure to point out rubber gloves, eye-goggles, foldable chairs
 - Chairs are not ladders. Ladders are ladders.
 - Make sure volunteers are using the right tools and supplies
 - See if folks are comfortable with a task before you ask them to do it – offer assistance as needed! (i.e. getting bikes down from hooks)
- Lead volunteers to complete tasks correctly
 - Accuracy over speed
 - Showing off is not necessary – move at the pace of the group
 - Stay with the group as they complete the task to answer questions
 - Check their work at the end of completing a task OR
 - Call for a Staff Check at the end if further education is needed.
- If you are being pulled away from your group by other volunteers and/or staff...
 - Priority to group: make sure they are on the right track before you help others
 - If you must leave the group, ask volunteers to find you to get their work checked when the task is completed, or find another staff member if needed.
- Ask staff questions! We are available for your support!

SHOPPING AND LAYAWAY POLICY:

- Shopping by vols MUST be done before or after you log in- meaning OFF the clock. In the course of working, quickly tagging a new donation, or setting some components aside you found in a sorting job, is okay. If you are leaving your work area to look at things unrelated to your task, this is considered **shopping**. In the case of new donations, once they are assessed, staff will let you know. If you want to inquire about your potential purchase, **please do this when the staff is not currently helping other customers**.

Layaway Policy for Refurbished Bikes:

- 30% non-refundable down payment is required
- Remainder of purchase price must be paid and bike must be picked up within 60 days
- deposit is transferable to other bike or other shop items but is not refundable
- Up to 150 credits can be applied to the purchase of any bike that is for sale.

Policies for reserving a bike:

Bikes that volunteers (or anyone) want to purchase with money or credits that are not priced -- meaning those in "New Donations", "To Prep", or "Salvage" area -- can be reserved by putting a tag on the handlebar with:

1. Name
 2. Phone
 3. Date
 4. Staff-estimated price, and amt. of deposit
- When the bike has been priced we will call and then layaway policy takes effect.
 - If scrap, write "salvage" and staff will price for salvage value.
 - If scrap (frame only and wheels only) \$5 frame and \$5 ea wheel)

Policies for reserving parts or accessories:

Same as above, but immediately put in layaway for pricing or payment.

OCBC personal shop use policy:

- Any community member may use the shop for repairs on a personal bicycle, provided s/he follows the OCBC Code of Conduct and respects other rules as established by the Co-op.
- Use of the shop stands and tools is available during all open hours, except those hours posted as "Apprentice Night" when all stands and tools are reserved for volunteers to work on OCBC bicycles or during special events or other restricted hours.
- Cost per hour of stand/tool use is \$5 (or 5 shop credits, if available). That cost does not include advice or guidance from one of our mechanics or trained volunteers. Rather, it gives access to the space and equipment.
- Assistance from one of our professional mechanics or skilled volunteers is available for at the rate of \$40 per hour. Co-op staff will determine the menu of services available and the costs of those services and will provide that menu to shop patrons when requested. These costs may be paid with cash or with volunteer credits.
- At their discretion, staff may require patrons to schedule a repair, if the assistance of a mechanic or skilled volunteer will be needed. Otherwise, repair assistance will be given on a first-come, first-served basis. If you know that you will need assistance, please contact us via email or phone to schedule an appointment.
- If you don't have the funds or shop credits to pay for shop use, parts, or labor, OCBC staff may elect to provide them free of charge, and will ask you to fill out a **pay what you can** form to help us raise funds to cover the cost of such work.
- **Safety checks are always free.** If you have any questions about the safety of your bike you may ask any staff member or Key volunteer (folks with nametags) for advice (if you need help to do the work, you should ask for that before you begin).
- **You are responsible for the mechanical safety of your bike.** It is in no way our fault if your bike fails after you work on it here, even if someone here helps you, whether or not you paid for that help, or someone else Safety checked it before you left (see #7). We make every effort to check every bike that leaves the shop, but sometimes that is difficult. You should use the many resources you will find in the shop and on the internet to determine if your bike is safe, and **ask if you are not sure of something.**

Project room/Storage policy:

- Only one project per volunteer, at one time
- Space is first-come, first-served
- Projects must be worked on at least once every 2 weeks
- Projects may be stored for a maximum of 2 months
- The project Room, and the storage bins are for current volunteers only, meaning your volunteering hasn't lapsed beyond the two month limit for storage
- Bikes/frames AND parts bins must have your name, contact information, date, and work log
- OCBC is not responsible for missing/lost parts or bikes
- We have limited space: any unidentified or past-due bikes/frames/parts in this room which do not comply with these rules may be considered donated to OCBC!
- Questions? Please ask a Staff member or Key Volunteer!

OCBC Code of Conduct/Safer Spaces Policy:

OCBC is a bustling, community space, with people from all walks of life volunteering, shopping, and working on their own bikes. To ensure that everyone has a positive, worthwhile experience, we ask everyone to follow our most basic rules, or “The three Rs”.

- Respect (treating others with decency)
- Resourcefulness (not wasting anything, including time)
- Reciprocity (getting out what you put in).

We realize that within that broad range there will be instances that fall in grey areas based on your personal perception of others’ personal understandings of basic courtesies.

We expect that, in difficult situations, you will make a sincere effort in the spirit of our understanding of respect as “treating anyone as you would wish to be treated ***if you were in their place***”. This is different than “what you would do in the same situation” -- and a higher standard -- as it asks you to consider factors that you may have little knowledge of, in considering why they may react to what may seem (to you) reasonable direction.

As long as there is no danger of physical harm, please take the time to de-escalate any difficult situation and defer to staff for mediation or other action.

Additionally, everyone entering the Ohio City Bicycle Co-op is asked to be aware of their language and behavior, and to think about whether it might be harmful to others. This is no space for violence, for touching people without their consent, for being intolerant of someone’s religious beliefs or lack thereof, for being creepy, sleazy, racist, sexist, ageist, trans-phobic, or for using any other behavior or language that may perpetuate oppression.

By entering the Ohio City Bicycle Co-op, and/or participating in the activities of the Ohio City Bicycle Co-op, you agree to abide by these guidelines.

We welcome the continuing discussion about and improvement of this policy.

Sobriety policy:

- We serve the entire community, and that includes people in various types and stages of recovery. If you are under the influence of drugs, alcohol, or any intoxicants, you will be asked to leave. If this behavior persists, you will be asked to leave and not return. Period.

Please keep the following in mind when utilizing our space or interacting with patrons of the Ohio City Bicycle Co-op:

- Respect everyone's physical and emotional boundaries. Listen and change your behavior if someone tells you that you are making them uncomfortable.
- Refrain from using inappropriate language, or discussing topics that might be triggering (e.g. sexual abuse, sexual experiences, physical violence, or encounters with the police). Be responsible for your own actions. Be aware that your actions have an effect on others, despite what your intentions may be.
- Respect the pronouns and names of everyone. Do not assume anyone's gender identity, sexual preference, survivor status, economic status, background, health, etc.
- Respect people's opinions, beliefs, experiences and differing points of view.
- Remember that this is not a secure space. Do not bring any illicit or banned materials into it.
- We have many visitors to the Ohio City Bicycle Co-op, some of which are pets and small children. Please be sure to work safe, and keep areas free and clear of things that could be harmful to our "smaller" visitors.
- Respect the sobriety policy of this space. If you are under the influence of drugs, alcohol, or any intoxicants, you will be asked to leave. If this behavior persists, you will be asked to leave and not return.

If you experience or witness any behavior that crosses your boundaries or makes you feel uncomfortable, or you think is in violation of these policies, PLEASE SPEAK UP. Find a staff member or a key volunteer and let them know. We are here to ensure that EVERYONE can use this space without fear of oppression or physical and/or emotional danger.

If you have been identified by staff or volunteers as not exemplifying or upholding our safer spaces policy, misusing the co-op's resources, or not positively contributing to the Ohio City Bicycle Co-op while volunteering, here is how we will respond:

- As soon as we are aware of the situation we will tell them what was wrong, and the right thing to do, and make a confidential record of that conversation.
- If that person fails to follow these principles again we will do the same things but talk about it privately with another staff or Key Volunteer present and try to agree on a solution.
- if it happens again we will then ask them to leave immediately and not return.
- **Anyone who is violent, verbally abusive, purposefully offensive, or caught stealing will simply be asked to leave immediately and not return. Period.**

This procedure has been adopted so that everyone may benefit from the co-op's resources without hindering anyone else from doing so.

Tips for contributing to this guide:

If there are issues you feel unable to resolve, document the situation, or get staff involved if needed. Document your proposed solution, if any.

If mediation is needed:

- Document issues completely. Include details and/or dynamics (names can be expunged later)
- Discuss with staff
- Staff will review and discuss with parties involved