



## Ogden Bicycle Collective Volunteer Handbook

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<b>Programs and Services</b>	2	The mission of the Bicycle Collective is to promote cycling as an effective and sustainable form of transportation and as a cornerstone of a cleaner, healthier, and safer society. The Collective provides refurbished bicycles and educational programs to the community, focusing on children and lower income households.	
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<b>General Information</b>	6	The Bicycle Collective has four locations: Salt Lake City, Provo, St George, and Ogden. Our model is designed to increase affordable access and education. We carry a large selection of used bicycles that are overhauled by our mechanics and given a multi-point inspection so they're ready to ride out the door. We also carry used and new parts and accessories to get your bike dialed in perfectly to fit your riding style and personal tastes.	
<b>Types of Volunteers</b>	6	The revenue from our community bike shops provides the bulk of funding for our numerous programs that are aimed to serve	
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underprivileged communities and children. It's a positive feedback loop in which the more people we help in our shops, the more people we can help outside of our shops.

We see it as a win for everyone. We believe to our cores that the bicycle is an important machine that is rightly becoming a staple of urban communities. To patrons of our programs, it may even be a critical tool for employment and self-sufficiency. We invite you to become part of the effort!

The Ogden Bicycle Collective began in 2009 as an entirely volunteer-led organisation based on Wall Street. In 2015 it moved to our current location on 28th Street, which is owned by the Bicycle Collective. In the last 10+ years the Collective has grown to accommodate a small team of staff along with our dedicated volunteers, allowing us to offer more programs, more bikes, and more services to the community.

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## Volunteers at the Ogden Bicycle Collective (OBC)

Volunteers of the Ogden Bicycle Collective ground our culture as a bike shop by the community, for the community. Volunteers are the lifeblood of the OBC; in the shop they enable the Collective to provide goods and services to everyone, including low-income households. Learning bicycle repair, they enrich our community while gaining valuable skills for themselves. Running bicycle valet and other outreach events, they connect local networks and push the boundaries of our services.

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## Programs and Services

### Open Shop

At the Ogden Bicycle Collective we're about education above all, so we put the wrench in your hand. During open shop hours our professional mechanics walk you through anything and everything you need to keep your bike running smoothly and safely, and there's absolutely no experience needed! Whether you're an old hand at the wrench or laying hands on a drivetrain for the first time, we'll assess your needs and provide some hands-off support. We charge \$5 per half hour of shop use, but members get full use of the shop for free. If you're unable to afford necessary repairs, ask about alternate ways to pay—no one is turned away for inability to pay.

**Buy a Bike:** We carry a large and rotating selection of used and fully refurbished bikes of all kinds. Our favorites are the rigid mountain bikes from the 80s and 90s that we convert to comfy commuters for everyday use, but our shelves can be stocked with everything from feather-light road bikes to last year's full suspension cross country machine. We never really know what's going to be on the shelf from week to week, because everything we carry is donated to us. You can check out our stock by viewing our website or Instagram.

**Free Mechanic 101 Classes:** Basic Bike Mechanic 101 Classes are offered every Thursday night at 5:00 pm. Everyone is welcome and the classes are free. Each week we focus on a different component of the bike, so the classes can be taken as stand-alone classes, or in series. We are currently providing these classes virtually through Facebook Live and YouTube.

**Volunteering:** We have lots of opportunities to help keep our shop clean and organised, recycle bikes and build community. Keep reading for more information!

### **Youth Open Shop**

Youth Open Shop is a night dedicated to providing an open work space for kids between the ages of 10-17. Kids can come in and utilize the shop with the help of a youth specialist, mechanics, and volunteers. During youth open shop kids may work on their own bikes; volunteer to earn a bicycle or parts; learn bicycle mechanics, safety, and teamwork; and help other kids with their bikes. Youth Open Shop is free and does not require pre-registration, however, benches are available on a first-come, first-serve basis. Completion of orientation with a parent or legal guardian is required before attending.

### **Youth Earn-A-Bike**

The Earn-a-Bike Program was created for youth who don't have access or the economic means to purchase a bike. The Ogden Bicycle Collective gives them the opportunity to participate in the program where they volunteer and learn mechanical skills to repair a bike provided to them by the OBC. After the program is completed they will have a fully functioning bike to take home.

### **Women's Night**

Bicycle maintenance has traditionally been a male-dominated environment. Let's change that! Women's Night offers a safe and supportive environment for females and those who identify to volunteer in the shop or fix their own bikes. Participants learn new skills, get practical help with their own bikes, and contribute to our bicycle giveaway programs. Join us whether you have experience with bicycles or not. Join our virtual community at [facebook.com/groups/obcwomen](https://www.facebook.com/groups/obcwomen) to talk bikes, biking, and bike mechanics.

**Bike Valet:** Each year the OBC partners with organizations to offer bike parking to riders at events such as the Ogden Twilight Concert Series. Don't pollute, bike commute!

**Bikes for Goodwill:** Our Bikes for Goodwill Program provides adult sized bicycles for free to anyone who can't afford to purchase one. We partner with multiple nonprofit and governmental organizations who refer bike recipients to us. We

repair the bikes and schedule an appointment with each recipient.

**Kid's Bike Giveaways:** OBC partners with community organizations to give bikes to kids in the community. OBC does Kid's Bike Giveaways throughout the year with a large giveaway around the holidays at the end of the year. With the help of volunteers we work to refurbish kid's bikes that have been donated to us and try to match kids with their dream bikes.

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## **Volunteer Expectations**

We expect our volunteers to:

- Abide by the rules, policies, and procedures of the OBC.
- Communicate with the Volunteer Coordinator.
- Direct all repair questions (and any other questions you are unsure about) to a member of staff, unless granted special approval by the staff on duty.
- Be respectful to shop visitors and community members while representing the OBC.
- Honor your commitments. Give 1 hour or more advance notice if you will be missing a volunteer commitment that you have signed up for.
- Use volunteer shop time for working on OBC projects only.
- Sign out to record the number of hours worked.

In turn, as a volunteer of the OBC you can expect to:

- Be treated with respect by the staff.
- Be encouraged in your pursuit of knowledge about bicycles.
- Have any issues be communicated with you in a prompt and professional manner.
- Feel comfortable refusing any task that you feel is beyond your limitations or you feel uncomfortable performing.
- Have your feedback, including personal interests and concerns, taken into serious consideration.

– Experience the direct benefits and karma that come from volunteering with the Ogden Bicycle Collective.

Failure to follow shop rules or meet volunteer expectations may result in removal of volunteer privileges, as determined by the Volunteer Coordinator.

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## Volunteer Rules

Here are some shop rules you need to follow as a volunteer:

- All individuals must check in with OBC staff before using a bench or tools.
  - Clean the work bench after use and return all tools to their proper place.
  - Tools are to be used only in the way they were intended to be used.
  - Bike repair on stands only.
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## Volunteer Policies

### Eligibility to volunteer

Individuals who have been convicted of a violent felony or are required to register as a sex offender are not eligible to volunteer at the Ogden Bicycle Collective.

### Age restrictions

Individuals under the age of 18 must have a parent or legal guardian complete the application and waiver. It is highly recommended that youth volunteer during our Youth Open Shop on Tuesdays from 4-6 pm. Volunteers under the age of 16 must be accompanied by an adult chaperone to volunteer at any other time.

### Drugs and Alcohol

Volunteers are expected to show up (and leave) sober from every volunteer shift.

### Smoking

No smoking of any kind, anywhere on the property.

### Personal Belongings

You are responsible for your personal belongings at all times.

### Volunteer Pledge

The Bicycle Collective is a place of learning and community development for anyone interested in bicycles. We strive to accommodate, understand, and celebrate the cultural backgrounds and ethnic differences of everyone who walks through our doors. Doing so means that we may need to leave some of our personal views at the door. We are not a political organization and we do not promote a political agenda. We advocate by providing a supportive environment for anything to do with biking and bike repair. We promote equality mobility in every city we serve.

All employees and volunteers are asked to sign a pledge to:

- Be anti-racist.
- Leave political opinions at the door.
- Honor the dignity of all individuals.

### Speak Up

If you see something, say something. If you witness someone engaging in unethical or illegal conduct please bring it up with a member of staff. This will help us continue to provide a safe and welcoming space for everyone at the OBC.

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## Volunteer Procedures

### Communication

Check in with a member of staff:

- At the start of your session
- If you are unsure of what to do/where something goes
- When you have completed a task

Contact the Volunteer Coordinator:

- If you are unable to make your scheduled session
- If your contact details change

### Bench Use

Check in with a member of staff before using a bench.

Before starting work, check that your bench is fully stocked

with:

- All the tools in place
- Bike cleaner
- Rags
- Chain lube
- Grease
- Tire levers

Only use tools for their intended purpose. If you're not sure what it's for - don't use it! Better still, ask and we can teach you.

If you need to use a speciality tool, ask a member of staff.

Before you leave, clean your bench:

- Put all tools back where they belong.
- Replace dirty rags with clean.
- Put parts into the correct crate or recycling bin.
- Put small parts away.

Check out with a member of staff.

### Recycling

We aim to recycle as much as we possibly can. Please ensure that you put the recycling in the correct bins, to avoid contamination.

- General recycling is in the main shop. We have a separate bin for aluminum cans.

- Tubes from 16"+ without slime or sealant can be recycled.
- Recycling for bike parts is located by the back door.

This includes:

- Tires (stacked)
- Steel parts bin
- Aluminum parts bin
- Aluminum rims (stacked)

### Tag Use

Please use the tag checklists when you are working on a bicycle to help us keep track of progress on each bicycle. Tags should be clipped around the centre of the handlebars. There are a number of colour coded tags that you will become familiar with as you volunteer with us:

Red: Kill bike tags detail the parts that we want to keep. Place those parts in the correct bin and all other parts in the appropriate recycling bin.

Blue: Kid's bike for new volunteers. These tags should stay with the kid's bike until it leaves the OBC for donation to help us distinguish the larger framed bikes from adult goodwill bikes.

Yellow: Goodwill Bikes Prep 1 for new volunteers; Goodwill Bikes Prep 2 for intermediate volunteer mechanics.

Goodwill/Kid's Bikes Non-Sale Bike tags are for our intermediate and advanced volunteer mechanics.

### Recording Hours

Recording hours benefits the OBC as we report this data and use it to apply for grants. It is the responsibility of the volunteer to make a note of what time they started volunteering and to sign out at the end of each shift. If you need proof of service, we will base that on the hours that you record. Your recorded hours could also make you eligible for awards throughout the year and at volunteer recognition events.

Please communicate with the Volunteer Coordinator at the end of your shift to ensure your hours are recorded. It is important that you

select the appropriate volunteer type, and that you enter your name in the same format every time you complete the form. Failing to do so creates extra and unnecessary work, which takes up valuable employee time.

If you forget to record your hours, there is no guarantee that we can go back and add them for you. So, get in the habit of recording your hours every time you volunteer.

### **Volunteer Resignation or Termination**

We understand that there are many reasons that a volunteer will choose to resign from their volunteer role. We ask that volunteers notify the Volunteer Coordinator and to let us know the reason for leaving, especially if it is a result of their volunteering experience.

On rare occasions, volunteers may not be performing their duties appropriately. The Volunteer Coordinator will meet with volunteers to determine what actions need to be taken to improve the volunteer's performance. It is possible that after several attempts to correct conflicts, a volunteer may be asked to leave. Volunteers who adhere to the policies and procedures in this manual will not be subject to any punitive actions.

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## **General Information**

### **Dress code**

Wear comfortable clothes that you do not mind getting a little dirty.

Closed-toed shoes are required - dropping a wrench on your sandaled feet does not feel good!

The OBC can often feel a little cooler inside than out - come prepared with an extra layer.

### **Parking**

On street parking is available on Fowler and 28th Street. We strongly encourage you to commute to your volunteer session by bicycle - parking is available inside and out.

### **Safety**

Minor cuts, bumps, and scrapes come as standard when working on bikes! A first aid kit is available - please just ask. If you injure yourself more seriously please report it to a member of staff.

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## **Types of Volunteers**

**Community Member:** The community member volunteer encompasses first time and occasional volunteers, our regular volunteers, as well as groups from the community, and those required to complete hours for college.

- New volunteers complete an application and orientation before signing up for their first volunteer shift.
- Occasional volunteers sign up for specific projects, such as our bike valet crew, landscaping projects, or transporting bikes to or from the Collective.
- Community groups should contact the Volunteer Coordinator to schedule an appointment for their group volunteering event.
- Regular volunteers are those who can commit to a regular schedule. These volunteers are eligible for fixed jobs such as Front of Shop Assistant or Volunteer Day Assistant.

**Corporate:** Our corporate volunteering events offer team building opportunities while making a difference. Please contact the Volunteer Coordinator to discuss options and schedule your event.

**Core:** Core Volunteers have demonstrated commitment to the OBC and its mission through regular volunteering and engagement with our programs and services. They commit to volunteer 16 hours every two months. Core Volunteers may work to become members of our Keylist.

**Keylist:** Keylist volunteers are our most dedicated and trusted volunteers. They have volunteered a minimum 40 hours over a 6 month period, are sponsored by a current Keylist member, and voted onto the Keylist. They also commit to volunteer 16 hours every two months, along with taking on extra responsibilities and attending a Keylist Meeting each month.

**Earned Goodwill Bike:** Partner organizations may require an individual to volunteer for a bike. Individuals who have received a referral must schedule an appointment within 7 days of their referral to complete those hours prior to receiving their bike.

**Work-Trade:** Individuals who are unable to afford necessary repairs on their bicycle have the opportunity to work in exchange for the parts and bench time required to make the bicycle safe and functional again. This opportunity is only available for essential repairs as assessed by a member of staff.

**Court-Ordered Community Service:** The Ogden Bicycle Collective offers opportunities to those needing Community Service Hours. All community service workers are required to attend an orientation prior to their service.

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## Volunteer Opportunities

Ask the Volunteer Coordinator for more information on any positions you are interested in. Training is available and time commitments vary.

### **Volunteer Mechanic**

Volunteers learn through hands-on experience and guidance from our staff and more experienced volunteers. No experience is necessary, but a commitment to learning bicycle mechanics is a must. Help underprivileged adults and kids in our community discover the joys and benefits of bicycling. Use your bicycle mechanics skills and knowledge to turn abandoned bicycles into safe, functional rides, and learn some new skills along the way, all the while enjoying an atmosphere of collaboration and learning. Contact the Volunteer Coordinator to sign up for shifts.

### **Transportation Volunteer**

Share the load! If you have a valid driver's license, a clean driving record, and a truck/trailer, we can use your help in taking our steel scrap to be recycled, transporting bike valet equipment for events, or collecting donations.

### **Greeter/Front of Shop Assistant**

Help us to promote cycling as a cornerstone of a cleaner, healthier, safer society by joining us as a Volunteer Greeter and Front of Shop Assistant. Yours will be the friendly face customers meet upon entering the Bicycle Collective. Help people to find their dream bike, develop and use your customer service skills, all while meeting and serving folks in our community.

### **Volunteer Shift Assistant**

Give the freedom that owning a bicycle brings, by helping others fix bikes for our giveaway programs. If you have bicycle maintenance knowledge or are willing to dedicate the time to learn, you can work towards becoming a Volunteer Shift Assistant and help us to teach bicycle maintenance to new volunteers. Sharpen your mechanic skills through teaching, and sharing your knowledge and the sense of accomplishment gained from fixing up bikes to be given away.

### **Bike Valet Crew**

Encourage more people to cycle to events by working as part of a team to provide free bike parking. Meet new friends, hang out in the fresh air while watching over the bikes, and attend fun events like the Ogden Twilight Concerts for free.

### **Bike Valet Lead**

Encourage more people to cycle to events by leading a team providing free bike parking. The Bike Valet Lead ensures the smooth operation of bike valet at each event, as well as representing the OBC to new volunteers and members of the community. Meet new friends, hang out in the fresh air, and attend fun events for free!

### **Landscaping Coordinator**

Help to make the Ogden Bicycle Collective a nice place to be by beautifying our outside spaces. The Landscaping Coordinator will gain great satisfaction from taking our neglected weed-filled beds and outside spaces and making them tidy and well-maintained. You'll get to work in the great outdoors, use and develop your communication and coordination skills, and see the results of your hard work!

### **Group Volunteering**

There are a number of different ways that groups can volunteer with us. Group sessions will typically be scheduled between 90 minutes and 3 hours. Shop projects such as tear apart, or learning to fix kid or adult bikes for giveaways have a limited capacity. For larger groups we suggest off site volunteering opportunities such as conducting a fundraising event, or a drive to collect helmets, locks, and lights.

### **Other**

If you are skilled in any other way that you think could be useful to our organization, please let us know. This could include, but is not limited to: eBay, photography, social media, web design, construction, fundraising, event planning and more!

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## **Evaluation and Feedback**

We always welcome feedback on your volunteer experience. This feedback helps us improve the volunteer program for you and other volunteers. Any feedback you have is very valuable!

Below are some questions you can use to help generate feedback:

- How was your experience getting started with the OBC?
- Did you feel welcomed into the volunteer program?
- Do you feel we provide you with adequate communication regarding upcoming volunteer opportunities?
- Did you receive adequate training?
- What could we do to improve your experience?

Volunteers can expect to receive at least one volunteer survey via email each year. Please take a few minutes to complete those surveys to help us continually improve the volunteer experience.

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## **Thank YOU and Benefits of Volunteering**

We couldn't do what we do without you. Volunteers are the lifeblood of the OBC - you *are* the Bicycle Collective, and the community around bicycling that we strive to grow.



After volunteering for 4 hours in a one month period you will receive 10% off all in store purchases for the following month.

Core volunteers receive 35% off in store purchases, and the opportunity to order new parts at cost plus 10% from our suppliers.

In addition to these benefits, volunteers receive reward pins to recognize achievements, and are invited to join us at our Volunteer Appreciation events.

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## Next Steps

- Watch the Volunteer Orientation Video and complete the quiz.
  - Complete the Volunteer Application, Agreement and Liability Waiver.
  - Discuss your preferred Volunteer Opportunities, days, and times with the Volunteer Coordinator.
  - Volunteer, learn new skills, have fun, recycle bikes, and build communities!
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## Contact Us

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