



Bike House Volunteer Overview



Welcome to the Bike House. The Bike House provides bicycle repair guidance and education through weekend clinics, mobile bike clinics, beginner and advanced mechanics classes, and other opportunities with bicycle community partners. Bike House is not a 'repair shop', but provides tools and assists persons that want to work on their own bikes. Bike House is an entirely volunteer-run, donation-based organization. This page will share the basics of being a volunteer and equip someone to start volunteering, but dig into the Bike House Handbook to learn more.

Our mission is to build a place where **all people** can learn about, work on, and enjoy bikes.

Being a Bike House Volunteer

Volunteering with Bike House is simple. You do not need any bike repair experience - that will come with spending time with us. But Bike House does require you understand and model the following:

1. **Don't be a jerk.** Volunteers are here to make a safe place for all persons to learn and try. Discrimination and harassment will not be tolerated.
2. **Shed your biases.** Do not make assumptions about *anyone's* ability. Always ask first to understand knowledge and comfort level.
3. **Don't take over.** Bike House is not a repair shop. Guests should be the ones using the tools and making the repairs. Volunteers may demonstrate, but don't take away the experience from the guest.
4. **Seek consent.** Always ask before assisting someone with tools or repairs, and continue asking.
5. **Be honest.** Be honest with guests and other volunteers about your skill level, what you know, what you don't know, and what you are comfortable with. Volunteers have a wide range of experience and expertise and should work with where they are at.
6. **Welcome all people and all bikes.** Bike House is not just for people who identify as "cyclists," but for anyone who wants to ride and learn about bikes.
7. **Bring new people into the fold of the "bike community."** Actively welcome new guests and volunteers, with a special focus on knowledge-sharing and empowerment for people who are not well-represented in our organization and the larger bike community.

How Bike House Operates a Clinic

Guests come to clinics to do everything from inflating their tires to building entire bikes from scratch. Depending on what each person needs, volunteers are happy to teach a repair, lend out tools and materials, or direct them to a local bike shop for more assistance. Guests typically fall into 3 categories:

1. **No assistance needed.** Some guests come to just use the tools. They know what they want to do and how to do it. No volunteer is needed to work with them.
2. **Some assistance needed.** Some guests come knowing the basic ideas of what they want to do and how to do it, but may need a volunteer to check-in with from time to time to bounce ideas off of or to seek guidance.
3. **Full assistance needed.** Some guests come with little to no idea on how to do the thing they want to do. They will want a volunteer to work with the entire time to help guide them through the process of the repair they want to do.