

Host Your Own Repair Café: A Tool Kit

How to Host Your Own Repair Café

A Tool Kit for Beginners

Crafted by Marie Jobes ENV Internship, Fall 2017



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If you want to host your own Repair Café, but need some tips to get started, you are in the right place! In this beginner's guide to hosting a Repair Café our tool kit will equip you with helpful tips and tricks to organize, plan and host your own successful event.

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Making a Mission

When starting your own Repair Café, you must first understand what you are setting out to accomplish. You will have to determine a place and group of people that your event will cater to. Maybe that place is a city and your Café will be held at various locations, or maybe you prefer staying in one place and targeting a certain demographic to come to you. Whomever you are hosting the event for, you will have to craft a fitting message for that group of people to explain what a Repair Café is and what it can do to help them. This will be your Repair Café's **mission statement** and will be used in almost all of your outreach, which will be expanded on in the layers of outreach section.

The goal of attending a Repair Café is to get your stuff fixed, but that doesn't have to be the only benefit your event offers. Repair Cafés are opportunities to educate people on the importance of fixing their things instead of just throwing them away. Spreading the 'fix it' mentality goes beyond saving money; it also combats planned obsolescence and ultimately helps to reduce unnecessary waste in our environment.

In your mission statement, you should state why you do what you do and then describe what it is; i.e.:

- The mission is to spread repair culture
- A Repair Café is an event where volunteers who like to fix things come together with people who have broken things to fix to reduce waste in our community.

Branding Your Event:

Once you understand the mission and market of your Repair Café you can move on to branding. This includes deciding on a name and designing a logo that will be used for almost all of your outreach and advertising. A few standard names to choose from are: Repair Café, Fixit Fair and Repair Fair. You can also customize the name of your event to advertise a specific location, group or goal that your Café aligns with, i.e.: Repair PDX

- Repair PDX is a Repair Café that takes place almost every month in a different region of Portland, Oregon so their event name has 'PDX' in it which is a slang term for Portland. You can check out their site here: <http://repairpdx.org/>

Logo Design is a trial and error process. The most basic approach is to make a logo with the name of your event. If you want to get fancier, have your logo hint at what kinds of items will be fixed at your event by adding images of bike tires, sewing machines, etc. In order to customize your logo to this extent you will have to know who your fixer volunteers are and what they are capable of fixing. This is also important to your mission statement and target market. Once you

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decide on a target market for your event you will be able to figure out what things they need to get fixed.

- I.e.: While students on a college campus have bikes that need fixing, people living in a retirement home might have more clothing to be sewn, or small appliances to be fixed.
- **General examples of fixing stations at a Repair Café event are: Sewing, Small Appliances, Bicycles, Small Engines, Tool/Knife Sharpening, Jewelry**

Logo Examples:



Layers of Outreach:

There are two layers of outreach that both have their own unique factors to consider.

The first layer of outreach is finding volunteers. Before you even announce your event, you have to collect a network of volunteers who can commit their time and skills to your event. In order to do so, you'll have to reach out to your network and your communities networks to find people who have various skill sets and preferably access to the tools they need in order to fix things. If your fixers don't have tools, fret not! There are always other means to gather the tools necessary for an event. Fixers aren't the only volunteers that make the event happen; just as important to the success of any Repair Café are the registration and runner volunteers. Usually around 3-10 people (depending on the size of your event) will be assisting in: filling out safety waivers, the check-in process and "running" attendees to the appropriate station with an

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available fixer. To find people who would be interested in volunteering, post on your social media platforms, ask friends of friends and contact your local sewing, bike and engineering shops!

- **The most important part of recruiting is to NEVER be afraid to ask:** You are hosting a non-profit event for a good cause and people want to be a part of these developments. Whether they can lend a hand, a tool or some advice, be open to asking and receiving graciously!
- **Put out a volunteer sign-up sheet at every event:** whether doing outreach or at an actual repair event, always put out a volunteer sign-up for folks to be put on your list.

The Second Layer of outreach is where everything starts to come together! This is where you begin to advertise your event to the public or private sector of your choice. The most basic approach to advertising would be making flyers, posting on various social media platforms and speaking about the event with people you know. These advertisements will include your mission statement, logo, what will be fixed at your event, the location, time and any ADA accommodations necessary. This will get the word out, but taking your outreach a few steps further could make a huge difference for the turnout of your event.

- Make **T-shirts**, they are walking advertisements when people wear them.
- Make a **Facebook event** and invite everyone in your contacts. Also join Facebook pages in your area that post about weekly events and share your Repair Café on them as well.
- Post on **Instagram**
- Go to other gatherings/community events and **promote your Repair Café** to the crowd of your choice. Chances are some of these people will not only be interested in coming to your Repair Café, but want to volunteer or donate too.



BIKES | CLOTHING | APPLIANCES



Saturday, November 11th
10:00am - 2:00pm
Franz Room 120

A festive event that brings volunteers
 who like to fix things together with people
 who have broken items to fix.



This is an effort to reduce waste in our community!
 For questions or ADA accommodation please contact jobs18@up.edu

Space Considerations:

- Parking: is there enough? Is it street parking? Will people have to pay? etc.
- Lighting: must have good enough lighting for volunteers to see what they are fixing
- Electrical outlets: enough outlets for sewing and small appliance, plus whatever other repairs
- Tables and chairs provided?
- Outdoor/indoor? Do you have canopies?
- Will your space partner help you advertise?
- Is there a cost for renting the space?
- What's the space capacity?

Funding:

Most Repair Cafés are non-profit events put on by a group of people who cover any extra costs from their own wallets. The volunteers typically supply their own tools and supplies so the only other necessary costs are for printing waivers, tickets and signs. However, if you need funding to purchase tools or other various supplies there are options. You can apply for grants for your non-profit, you can ask people from your network or your community to donate for your cause, or you can ask people to lend specific equipment.

- Check to see if your area has a Tool Library. These are places where you can check out tools for free! Follow this link to the NE Portland Tool Library: <http://northportlandtoollibrary.org/>
- Ask local shops and vendors to donate supplies, i.e.: a sewing shop for fabric scraps and sewing kits, a bike shop for chain lube and zip-ties, etc. Local businesses want to support a good cause and you can return the favor by advertising for their shop/business at your own event!
- Find a shop willing to donate coffee and snacks! People are volunteering their time and skills to make the event happen and it is always nice to have some food and drink to offer them while they are working. (If possible get extra for the attendees too!)

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Tools and Supplies:

The supplies needed will depend on your event, but here is a list of recommended supplies for the registration desk (I will also attach blank copies of the required paperwork at the end of the tool kit that can be customized to your Repair Café):

- Tables and Chairs for volunteers and attendees
- Waivers for attendees to sign that state the conditions of your event
- Volunteer waivers
- Tickets for the registration desk to sign attendees in and keep track of the order
- Check-in Sheets (different from tickets)
- A sign-up sheet for future volunteers and people who want to be notified about future events
- Table Signs
- Outside Signs to Direct People (optional)
- Plastic table covers
- Two plastic baskets to hold processed paperwork
- A desk clock for registration assistants to record time of items coming in and out (optional)
- Pens, tape and trash bags
- A checklist (optional)
- A desk bell to ring when an item is fixed (optional)

The Registration Process:

Repair Ticket - Return to Registration

Service Number	Name: _____	Date: _____
		Time In: _____
		Time Out: _____

Completed by Registration	Completed by Fixer
Item: _____	Was it fixed?
What needs fixing: _____	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> In progress
_____	Comments: _____
_____	_____

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Here is the step-by-step process of checking people in:

1. First, attendees fill out a waiver with the terms and conditions of your event.
 2. Second, they bring the waiver to your registration desk, where a volunteer will use a ticket to record the date, time in, attendees name, the item and what is wrong with it.
 3. Third, the registration volunteer will use the check-in sheet (different from the ticket) that fits the broken item's destination, i.e.: sewing, bike, small appliances, etc. The registration volunteer will put a \ through the specified check-in sheet i.e. sewing 1 and write "sewing 1" on the top of the attendee's ticket.
 4. Fourth, the runner will take the attendee to an open sewing stations. If there are no stations available the ticket will be placed in a basket according to the order it came in and the attendee will be called forward by a fixer when they are open.
 5. Lastly, after the item is [fixed/in process/not fixed], the attendee will return the ticket to the registration desk where the registration volunteer will complete the **X** on the sewing check-in sheet, signifying that the item is no longer being worked on. If the item is fixed the fixed box on the ticket will be checked and the attendee is welcome to ring the bell, letting others know that the fix was a success!
- It is recommended that the fixer leave a comment on the ticket of what they used to fix the problem or what they could have used to fix it. **This way you can look back and see what tools were utilized or needed at the Repair Café.**
 - Keep track of time in and time out on the ticket of each item in order to know if an item took an extremely long time so be able to regulate and/or avoid advertising to fix them at events in the future.

Final Recommendations:

- Keep metrics at your event, this could be in an Excel spread sheet or a journal. Record what items come through, what is wrong with them, how old they are, and what tools were used to fix them/ what tools or parts you needed, but didn't have to fix the item.
- Host your event in a location that is easily accessible and has enough space for people bringing bikes and large appliances. Make sure that there are a decent number of outlets for fixers to plug in various tools. Lastly, be aware of the ADA accommodations at your location, is there access for people in wheelchairs? Include this information in all of your outreach with a contact number/email for questions and concerns.
- If you are hosting a larger event it is a good idea to have a bike check. This would require a ticketing process where a numbered ticket would be given to an owner and a matching one put on a bike. In the case of a bike check you will also need 'bike security' who can watch over the bikes, keep them in order and bring them in when a bike fixer is available.

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- Consider hosting a **Workshop Repair Café** where you offer lessons on valuable skills like hand stitching, shoe fixing, soldering, etc. This encourages people to get involved with the ‘fix it’ mentality and provides an activity while they wait for their item to be fixed.

Photos from the Repair Workshop hosted by Repair PDX:

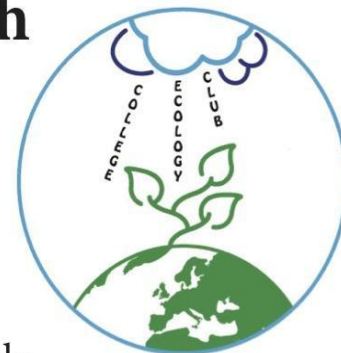


Example Event Flyer:**BIKES | CLOTHING | APPLIANCES**

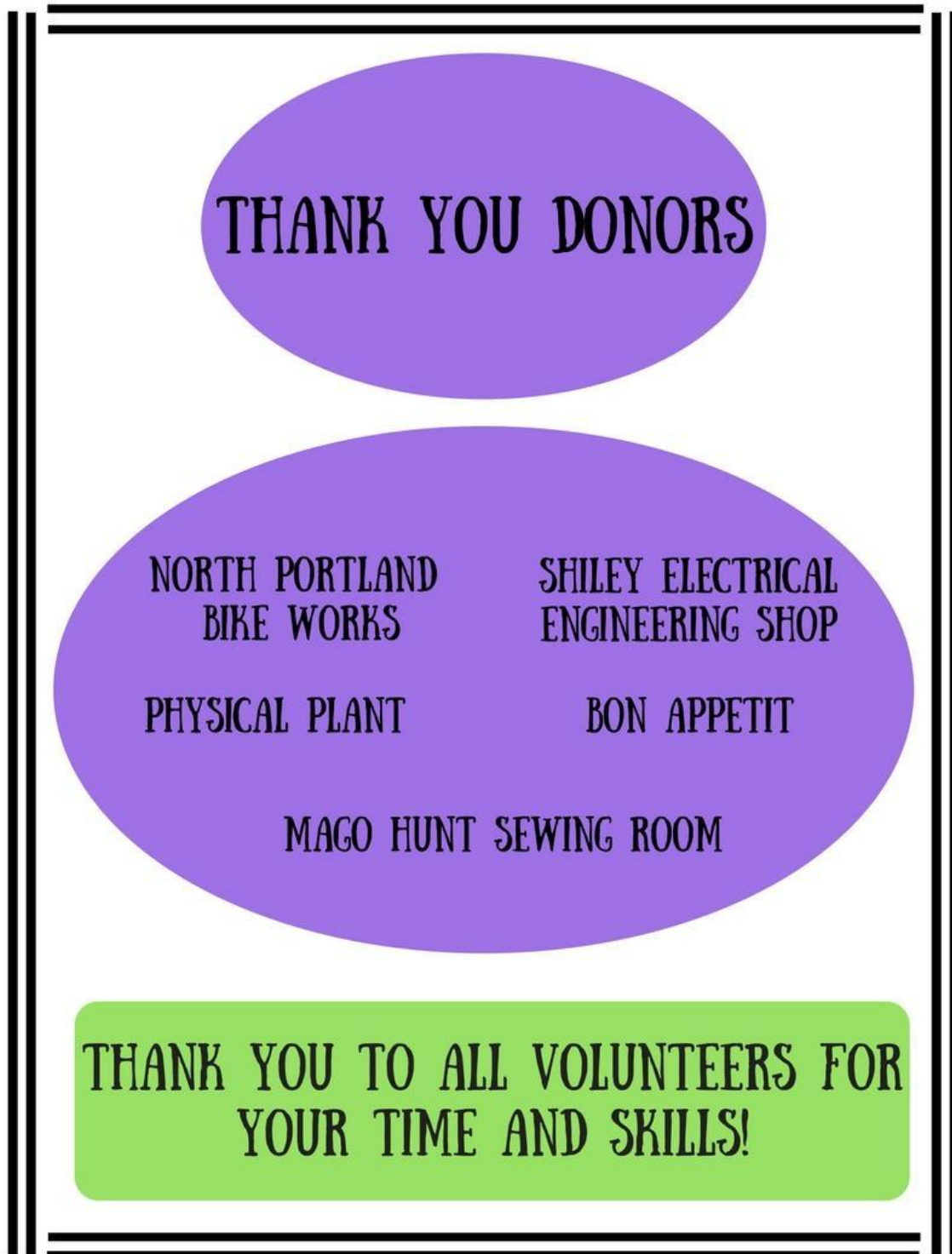
Open To All & Free Parking

**Saturday, November 11th****University of Portland****Franz Hall Room 120****10:00am - 2:00pm**

A festive event that brings volunteers
who like to fix things together with people
who have broken items to fix.

**This is an effort to reduce waste in our community!**

For questions or ADA accomodation please contact jobs18@up.edu

Example “Thank You Donors” Flyer:

Repair PDX Volunteer Release

I, _____, agree to serve as a volunteer and perform volunteer assignments for Repair PDX and understand that my participation in this program is at the discretion of Repair PDX.

All work performed for Repair PDX is on an uncompensated, voluntary basis. I freely, voluntarily, and without duress execute this Release under the following terms: I agree to release, forever discharge and hold harmless Repair PDX, its officers, agents, and employees from any and all liability, claims, losses, expenses, including attorneys' fees, and demands of whatever nature with respect to any bodily injury, personal injury, illness, death or property damage that may arise or may hereafter arise from my activities as a volunteer for the Repair PDX, whether caused by the negligence of Repair PDX, or its officers, agents, employees or otherwise.

I understand the nature of the volunteer assignment that I am to perform and understand that the assignment may involve work that may cause harm. I specifically assume the risk of injury or harm from the volunteer assignments, and release Repair PDX from all liability for injury, illness, death, or property damage resulting from such volunteer assignments. I certify that I have taken all necessary precautions to be certain that I am in proper condition to participate in such assignments.

I grant the Repair PDX all right, title, and interest in any and all photographic images, videotapes or recordings made by the Repair PDX of my volunteer acts for any purpose, including but not limited to use for public relations, training, marketing, or any proceeds or other benefits.

Thank you for volunteering!

Name: _____

Address: _____

State: _____ Zip: _____ Phone: _____

Email Address: _____

What is the best way to contact you about our volunteer program and future projects? ☐ Email (address above) ☐ Mail (address above) ☐ Phone (number above) ☐ Please do not contact me

Signature: _____ Date: _____

Parental Endorsement:

THIS PARENTAL ENDORSEMENT MUST BE COMPLETED IF THE PARTICIPANT IS UNDER 18 YEARS OF AGE.

I have read and understand the above VOLUNTEER RELEASE and agree to its provisions as they apply to my child, and also agree to be fully bound by them.

I certify that my child is physically capable and medically able to participate in these activities. I further assume full responsibility for my child relating to any and all terms and conditions covered by this Volunteer Release.

Parent/Guardian Name (Print Name):

Child Name (Print Name):

Signature: _____ Date: _____

REPAIR PDX

Conditions

- The work carried out by volunteers with Repair PDX is performed free of charge, and the individuals who help you do so on a voluntary basis. Any new materials or replacement parts that are purchased must be paid for by the visitor.
- Visitors bringing broken items for repair do so at their own risk. Neither the organizers of Repair PDX nor the repair volunteers are liable for any loss that may result from advice or instructions concerning repairs, for the loss of items handed over for repair, for consequential loss or for any other kind of loss resulting from work performed at Repair PDX.
- Volunteers helping to make repairs, or making repairs directly themselves, offer no guarantee for the repairs carried out and are not liable if objects that are repaired at Repair PDX turn out not to work properly at home.
- Repair experts are entitled to refuse to repair certain objects.
- Repair volunteers are not obliged to reassemble disassembled items that cannot be repaired. Visitors to Repair PDX are solely responsible for tidy removal of broken objects that could not be repaired.
- To cut down on unnecessary waiting times during busy periods, a maximum of ONE broken item per person will be examined. The visitor will join the back of the queue if there is a second item for repair.
- The Repair PDX team is authorized to use any photographs taken at the repair event that may include the visitor in the picture. Photos may be used for flyers, brochures, press materials and other printed materials or on websites to promote the Repair PDX concept.
- Volunteers doing the repairs or helping with repairs understand their skills, abilities and limitations. Repair PDX will not be held liable for any injuries that may be the result of repairing and item.

A voluntary donation is greatly appreciated.

Name_____

Email_____

City/zipcode_____

I agree to the conditions stated above

Signature_____ Date_____

SMALL **A**PPLIANCES

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50

Date:_____

Place:_____

SEWING

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50

Date:_____

Place:_____

BICYCLES

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50

Date: _____

Place: _____

SMALL ENGINES

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50

Date: _____

Place: _____

TOOL/KNIFE SHARPENING

1	2	3	4	5	6	7	8	9	10
11	12	13	14	15	16	17	18	19	20
21	22	23	24	25	26	27	28	29	30
31	32	33	34	35	36	37	38	39	40
41	42	43	44	45	46	47	48	49	50

Date: _____

Place: _____

REPAIR CAFE

THINGS TO REMEMBER:



WE ARE ALL VOLUNTEERS! PLEASE BE KIND AND GENEROUS.



WE WILL DO OUR BEST TO FIX YOUR ITEM IN 30 MINS. IF IT'S COMPLEX, WE MAY NOT BE ABLE TO COMPLETE IT.



PARTICIPANTS ARE SERVED ON A FIRST COME, FIRST SERVED BASIS.



WE CAN ASSIST WITH ONE ITEM AT A TIME. TIME PERMITTING, WE CAN TRY TO DO ANOTHER.



WE MAY HAVE TO TURN SOME REPAIRS AWAY DUE TO TIME OR RESOURCES.



WE FIX ONLY SMALLER ITEMS. LARGE APPLIANCES, HOME VISITS OR FURNITURE REPAIRS ARE BEYOND OUR CAPABILITIES.



WE ARE ABOUT SPREADING REPAIR CULTURE. PLEASE ONLY BRING IN ITEMS THAT NEED FIXING, NOT ALTERING.

Thank you for being a part of our community!

Repair Ticket - Return to Registration

Service Number

Name: _____

Date: _____

Time In: _____

Time Out: _____

Completed by Registration

Item: _____

What needs fixing: _____

Completed by Fixer

Was it fixed?

☐ Yes ☐ No ☐ In progress

Comments: _____

Repair Ticket - Return to Registration

Service Number

Name: _____

Date: _____

Time In: _____

Time Out: _____

Completed by Registration

Item: _____

What needs fixing: _____

Completed by Fixer

Was it fixed?

☐ Yes ☐ No ☐ In progress

Comments: _____