**COMMUNITY REPAIR EVENTS**

**DAY-OF FUNCTIONS**

The Culture of Repair Project – *www.CultureOfRepair.org*

*Version 17 April 2018 for 5 May 2018 Berkeley Repair Cafe*

The following notes address a relatively good-sized event: 30-35 volunteer fixers; over 100 attendees. Smaller events will require less staff and process complexity.

Good sources of information for pre-event planning include:

* Austin Fix-It Clinic Comprehensive Guide
  + (<https://issuu.com/austinrecycles/docs/hostafixitclinicguide_final>)
* Repair Café Foundation
  + (<https://repaircafe.org/en/start/>)
* Restart Parties
  + <https://therestartproject.org/restartparty/>
* Anya Dobrowolski paper
  + Community Repair Events <https://www.slideshare.net/slideshow/embed_code/key/x2Qanh4Ik34CAV?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_treasury%3B2tAejdFQRP%2BzK1ltoqASIQ%3D%3D>

**I. STAFFING**

**Areas – Number Volunteers**

* Organizer – 3
* Greeting / Registration – Greeter – 1, Registration – 2, All-Round – 2
  + one of these volunteers is the lead for the area
* Triage – 2
* Fixing – 40
* Ancillary Activities – 1
* Café – 3
  + one of these volunteers is the lead for the area
* Volunteer Lunch and Snacks – 1

**Volunteer Function: Organizer**

Functions before event:

* Assemble core volunteers (lead registration, both triage, all-round, ancillary, lead café, lunch/snacks)
* Orient fixers – see separate document for content

Functions during event:

* Circulate / troubleshoot
* Perform fixer postmortem
* Perform host postmortem
* Perform volunteer staff postmortem

Skill / Knowledge:

* Must understand event

**Volunteer Function: Greeter and Registration**

Functions:

* Orient volunteers in function
* Sign in volunteers
  + Gather liability waivers
  + Provide volunteers with name tags with names and category work
* Welcome participants
  + Explain process
  + Oversee filling out check-in form and liability waiver
  + Identify posted material, what is
  + Manage waiting participants with All-Round and Triage volunteers
* Check out completed participants
  + Record repaired items (make sure have weight, item, make, model, etc.)
  + Participant survey – improvement
  + Volunteer signup form

Skill / Knowledge:

* Friendly, understands process, thorough, organized

Check-in Form:

* One form for each item
* Liability waiver on one side
  + Signature line

Participant / Item information on one side

* Name
* Email
* Item type
* Item brand
* Item model
* Age
* Weight
* Problem
* What troubleshooting done?
* Have replacement parts?
* Time check in

For completion by fixer and participant:

* Fix result
* Repair details
* Other comments

**Volunteer Function: All-Round**

Functions:

* Oversee room set-up
* Perform safety checklist
* Support Greeter in managing Participants’ arrival and waiting
* Support Organizer in circulating and troubleshooting during event
* Celebrate fixes: photo, bell, etc.
* Oversee room break-down

Skill / Knowledge:

* People skills
* Common sense

**Volunteer Function: Triage**

Functions before event:

* Check in fixers
* Ascertain skills
* Secure fixer liability forms

Functions during event:

* Manage waiting participants with Greeter and All-Round
* Direct participant to volunteer fixer best suited to problem

Skill / Knowledge:

* Knows fixers’ areas of skill, levels of expertise, and speed of working
* Has people skills with those waiting – manage expectations, delays
* Has people skills with fixers – manage assignments

**Volunteer Function: Fixer**

Functions:

* Encourage participant to engage with broken item
* Support exploration
* Offer knowledge / skills, including researching web sources

Skill / Knowledge:

* Basic familiarity with category of broken item
* Inclination to tinker, explore and problem-solve
* Basic repair skills
* Inclination to teach, to support participant executing the fix

Tools:

* Should bring their own tools

**Volunteer Function: Café Manager**

Functions:

* Orient volunteers in function
* Manages café – setup, service, cleanup
* Oversees café volunteers

Skills/Knowledge

* Common sense

**Volunteer Function: Volunteer Food Manager**

Functions:

* Manages lunch and refreshments to volunteers – setup, service, cleanup

Skills/Knowledge

* Common sense

**Volunteer Function: Ancillary Activities**

Functions:

* Oversees and staffs DIY table
* Manages complementary activities (tutorials, library, etc.)
* Manages supplies table

Skills/Knowledge

* Knowledge of and facility with repair

**Possible:**

**Volunteer Function: Web Services**

Functions:

* Support information gathering on site

Skills/Knowledge:

* Knowledge of web repair resources

**ADDITIONAL DETAILS ON VARIOUS FUNCTIONS**

**Greeter Function – More Details**

The Process:

A Community Repair Event is staffed by volunteers. Participants are expected to actively participate in the disassembly, troubleshooting, and repair of their items so that they leave: 1) more knowledgeable and empowered to do their own repairs, as well as those of their friends, neighbors, and the community at large, and 2) more inclined to seek out professional repair services for repairs that are beyond their capacities.

Regulate the number of items coming in. If participant brings more than one item, evaluate backlog for limiting to one item, if necessary.

Post or have material available:

* House rules, including liability information: participants bring things at their own risk, no liability on the part of anyone.
* Categories of items are being fixed, what NOT fixed that day.
* Limited replacement parts available at cost.
* Exit survey for participants – to improve
* Volunteer sign up info for participants
* Local repair resources – encouragement to use
* Online repair resources – hardcopy list can take, point to website
* Repair information
  + graphic on circular economy,
  + other printouts from website
  + Right to repair rational: manufacturer not block repair: product manuals, parts, tools design, warranty
* Responsible disposal / recycling information (especially to participants whose repairs were not successful)

Supplies for reception table:

* Scale
* Pens
* Name tags
* Tip jar
* Camera
* Bell
* Queuing numbers, with category indicator (color)
* Sign for photo: “FIXED!”

**All-Round Function – More Details**

Clear identification of locations for each category repair.

**Triage Function – More Details**

Circulate among fixers with the list of currently outstanding jobs to identify what they can do.

When a fixer has finished a job she/he goes to Triage for next participant.

Triage makes the best match based on: 1) expertise of fixer, and how long individual participants have been waiting.

**Fixer Function – More Details**

Fixers should touch the item as little as possible, encouraging participants to do as much as possible.

Fixers escort participant to check out table.

Ring bell if successful fix.

Fixer gives completed form to greeter.

**II. Event High Level Structure**

1. Core volunteers arrive
2. Host vols arrive
3. Room set up
4. Refreshments arrive
5. Fixer volunteers arrive
6. Orientation and refreshments
7. Event
8. Debrief
9. Clean up

**III. Participant / Product Flow**

**REPAIR CAFÉ:**

**Participant / Item / Information Flow**

1. Participant arrives
2. Greeter welcomes, explains process
3. Participant: If registered online, gives name and Greeter finds form
4. Participant: If didn’t register, fills out check-in form
5. Participant completes liability waiver
6. Greeter enters data into template
7. Participant takes form to waiting area
8. (Waiting area may have refreshments)
9. Triage reviews outstanding jobs
10. Triage reviews open fixers
11. Triage tells participant which fixer is theirs
12. Fixer takes form
13. Fixer and participant work on item
14. Fixer and participant complete form with outcome information
15. If success, bell rung
16. Participant delivers form to Greeter
17. Fixer delivers form to Greeter
18. Greeter enters completed job into template
19. Fixer goes to Triage for next job
20. Participant leaves

**Venue:**

Ample power plugs

Ample light

Floor surface on which small parts can be seen

Strong WIFI

Sign on street directing participants to event

Break room for fixers to have refreshments / lunch

Visible numbers at each repair station

**Hospitality**

Fixers and volunteers should be well taken care of.

* Good food. Good drink.
* Many thanks during, after, and following up.

Waiting area:

* Provide activities: exploratory disassembly, relevant library, children’s toys, other (blood pressure, massage, …)
* Resource table:
  + Repair shops in area
  + Worldwide initiatives info
  + Online resources to fix own stuff
  + Hardcopy resources to fix own stuff
  + Environment / Consumerism info

**Feedback**

Forms for feedback from:

* Participants
* Fixers
* Volunteers