

Phoenix Community Bike Shop  
**VOLUNTEER GUIDELINES**

All volunteers working with youth must submit a Volunteer Application and Consent to a Background/Security Check to Arlington County's Department of Parks, Recreation & Cultural Resources.

Volunteers may not drink alcohol, smoke, or engage in violent or aggressive behavior while involved in Phoenix Bikes sponsored activities.



**SCHEDULING**

In order to help us coordinate schedules to best fit volunteer needs, as well as our own, our staff makes an effort to recruit and schedule volunteers well ahead of event dates. Please contact us as soon as possible if you are interested in helping at an event or shop day. Also, if you are a regular volunteer or have signed up to help at an event, please contact us as soon as possible if you cannot meet your commitment.

An online calendar is used to help staff and volunteers see where help is needed. Check this to see where any gaps are, or where new opportunities have been scheduled.

Also, it is important that we are able to track and report how many volunteer hours are being donated to Phoenix Bikes. If you are helping at an event, be sure to sign in and, if applicable, out. At the shop, a clipboard with Volunteer Timesheets is kept on the office desk. At events, ask a Phoenix Bike staff or steering committee member where to sign in.



**SHOP POLICIES**

It is important that volunteers are aware of and follow shop policy. Please spend some time looking through the policies included in this booklet. You may not end up dealing with all these aspects of the shop, but we want our education space and experience to be understandable to participants as well as customers

We ask that the youth mechanics sign the agreement below. Volunteers are expected to model these behaviors and act as resources for youth mechanics.

1. I agree to treat everybody (students, staff, volunteers, and customers) at Phoenix Bikes with respect and kindness including:
  - listen & follow directions from the staff and volunteers
  - allow others to work quietly
  - assist other students where appropriate
  - use appropriate language
  - respect the personal space of others
2. I agree to work to the best of my abilities to complete my work and other activities.
3. I agree to participate fully in the Phoenix Bikes program.
4. I agree to speak with an adult to help solve a problem, if I can't solve it on my own in an appropriate manner.

5. I agree to leave Phoenix Bikes better than I found it, including all areas of the shop I've worked in each day.
6. I agree to attend Phoenix Bikes for each day that I am scheduled to attend, and I will inform Phoenix Bikes staff if I will be absent from the program.

Other good rules of thumb are:

- Put tools away where you found them.
- Projects begin only after bikes are outside and the shop is clean. Projects end 20 minutes before closing time. Work can be continued the next shop day!
- Volunteers should work primarily on donated bikes, with youth on their own bikes, or with staff mechanics on customer bikes that are in for service.
- Wear a helmet whenever riding a bicycle.