

# Repair Café

## Process for Repair Volunteers and Visitors

### A) Reception Table

**All visitors will be welcomed at the reception table**

1. Explain the House Rules
2. Ask visitor to agree to **House Rules** (signature)
3. Explain why we will be using a routing Slip that accompanies the broken item. (To track work done, to give information to repair volunteer choosing to repair items, to track what has been fixed,)
4. Explain that we will be weighing the items so that we can track how much is being diverted from the waste stream by this Repair Cafe.
5. Weigh items to be repaired, and put weight into **Routing Slip**
6. Ask visitor to fill out the rest of **Routing Slip**, especially the issue or problem with the broken item (to help the repair volunteer chooses items that fit their expertise)
7. Invite them to participate in the Cafe, literature table, take-apart table, massage, while they wait for a repair volunteer to be available.
8. Let the visitor know that they will be called from the Cafe when a repair volunteer is available.
9. Ask them to take their item to the **Testing and Routing** table

### B) Testing for Safety and Routing Table

1. Check that the Routing Slip is complete.
2. All items with a 120 / 240 volt cable will be tested for serious electrical faults (does it trip the GFCI and/or circuit breaker)
3. Electrical safety issues will be noted on the Routing Slip
4. The items will be placed on the "**Routing Table**"

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### C) Routing Table -- Repair Volunteers choose the item to repair --

1. After the **Testing and Routing Table** the items will be placed on the “**Routing Table**”. One of the volunteers will coordinate the Routing Table.
2. All items will be placed on the “**Routing Table**” in the order of which they arrived.
3. **Since repair volunteers know their own skill set, when they are ready to take on a new item, they will pick up the item that they think they can repair. Please pick up the items that arrived first, if you can repair it.**
4. **When the item is picked up, locate the owner of the item to work with them on the repair.**

### D) Repair Tables -- Repair Volunteers --

1. At the repair table we expect the repair volunteers to help the visitors to be involved in the repair, even if it is only unscrewing the broken item. We want to empower people to participate in the repair process.
  2. Each repair volunteer will work on only one item at a time. If a visitor has more than one item, they will need to take the next item to the reception table, to start the process again.
- ☞ When working with a broken item there may be various results. The broken item might:
- a. Be broken beyond repair
  - b. Be beyond the skill of the repair volunteers at the event
  - c. Need parts that are not available at the event
  - d. Need more time than is available during the event
  - e. Require tools that are not available
  - f. Be repaired using the supplies and materials available.

☞ If parts are not available:

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- a. If there is time, the visitor can go to a local store to buy the needed parts and return to this RC to continue the repair process.
  - b. Or then can buy the parts and following the homework sheet, finish the repair themselves.
  - c. Or then can buy the part and come to the next repair cafe
- ☛ If the items cannot be completely repaired during the Repair Café, but a repair is deemed possible, we expect the repair volunteer to fill out a “**Homework Sheet**” explaining to the visitor what steps they can take to get it repaired. For example, parts to be bought, repair steps to be taken, expertise or tools that might be needed, etc.
- ☛ People who bring in items to be repaired are expected to cover the costs of parts.
- a. If a small amount of parts are used from the supplies, recommend to the visitor to make a donation to the Repair Cafe.
  - b. If you use Repair Cafe supplies, suggest that they make a donation to the Repair Cafe.

### ☛ REMEMBER

- a. **Encourage visitors to participate in the repair.**
- b. **Safety** is most important. Please employ all reasonable safety precautions.
- c. Repair Volunteers are responsible to **bring the tools** that you need.
- d. Do not use **another person’s tools and equipment** without their permission.
- e. You are **not obligated to begin or finish a repair**. You can decide that an item cannot be repaired at this Repair Cafe. There may be parts or tools that are not available, it may take too long, or no one may have the expertise to repair it.
- f. CVSMD will provide information to visitors about where they can recycle, or dispose of an item that is beyond the point of repair.
- g. If you bring **materials and parts** that you want to use for the repair, check with the visitor beforehand to see if they are willing to cover the cost of those materials.
- h. You can always **ask other Repair Volunteers** if you have questions or need help.
- i. If you have a **repair-related business**, you are welcome to provide business cards to participants. There will also be a display area to post/provide information about your business and other repair services you are aware of.

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**When you (a repair volunteer) are finished with the item:**

**INFORM** the visitor about the success of the repair or why it could not be repaired at the Repair Cafe.

### **ROUTING SLIP**

**FILL OUT** your portion of the **Routing Slip**, including the results of your repair attempt.

**REMIND** the visitors to return their **Routing Slip** to the reception table before they leave the Repair Cafe.

### **HOMEWORK SHEET**

If the repair is possible, but could not be finished at the Repair Cafe, **FILL OUT** the **Homework Sheet** describing the steps that the visitor can do to finish the repair. Include information about parts needed, repair steps, links to online repair instructions, etc.

