

# LEARN HOW TO START A REPAIR CAFÉ

*Toss it? No way!  
Make Your Own Repair Café*



# Welcome!

- Introductions and Overview



# What is a Repair Café?

- An event where people get together to share their repair knowledge and experience
- People who enjoy fixing things (Fixers) help people with broken things (Visitors)
- Volunteer-based



# Why a Repair Café?

- *Reduce waste – by nurturing an alternative to our ‘throwaway culture’.*
- *Share repair knowledge and skills – through teaching and learning.*
- *Demonstrate how satisfying making repairs can be – through creativity and fun.*
- *Offer a positive experience of giving and sharing – through working together.*
- *Build a stronger, closer community - through volunteerism and diversity.*

*Neighbours helping neighbours.*



# Where did the idea come from?

- The first Repair Café started in Amsterdam in 2009



# Repair Cafés Have Mushroomed!

- Now more than 400 worldwide – Europe, North and South America and Australia.
- In addition to The Netherlands, 9 other European countries have Repair Cafés.
- There are 220 In the Netherlands, 16 in Amsterdam.
- In Canada – Toronto, Sheridan, Peterborough, Quinte, Nanaimo, Calgary
- For more about the international scene: <http://repaircafe.org>



# How to Get Started



- Envision and discuss your Repair Café concept
- Then consider:
  - character – in/outdoor, frequency, focus (range of repairs)
  - community – geographic scope, participants and partners
  - capacity – commitment, responsibilities and time
- Reference documents from Pittsfield MA Repair Café – offer thoughtful guidance
- + [repaircafe.org](http://repaircafe.org)

# Sign up with international Repair Café organization [repaircafe.org](http://repaircafe.org)

The screenshot shows the homepage of the Repair Café organization. At the top left is the logo, which consists of a gear and a star next to the text "Repair Café". To the right of the logo are three flags: the United Kingdom, Germany, and France. Below the logo and flags is the slogan "Toss it? No way!". A navigation bar contains links for "Home", "Locations", "Start your own", "About Repair Café", "Press", "FAQ", "Contact", and a search box. Below the navigation bar, there is a "Latest news" section with a date "24/09/14" and the headline "France discovers Repair Café". This section includes a text block with a question about repairing a chair leg and a toaster, followed by a "Continue reading..." button. To the right of the text is a photograph of two children working on a craft project. Below the news section is a "Repair Café locations" section featuring a world map with red location pins in North America and Europe. To the right of the map is a vertical list of four buttons: "Start your own Repair Café", "Become a volunteer", "Make a donation", and "Follow Repair Café on Twitter". Each button has a gear icon and a double arrow icon.

**Repair Café**

Toss it? No way!

Home Locations Start your own About Repair Café Press FAQ Contact Search

**Latest news:** 24/09/14 - France discovers Repair Café

What do you do with a chair when the leg has come loose? With a toaster that no longer works? Or a woollen jumper with moth holes? Toss it? No way!

[Continue reading...](#)

**Repair Café locations**

Map Satellite

Start your own Repair Café

Become a volunteer

Make a donation

Follow Repair Café on Twitter





**Dare to  
Repair**



## Identify organizers to:

- Coordinate and support volunteers
- Find the venue, prepare and manage the event
- Find partners for event locations, refreshments and other supplies, source of volunteers...
- Communicate with media and other inquiries
- Carry out ongoing evaluation

# Your First Event!

*Location* – size, flow, safety

*People* – volunteers (fixers, organizers, suppliers, partners, photographer)

*Promotion:*

- Flyer
- Social media (Facebook, Twitter, Website, blogs...)
- Community agencies, grassroot groups, community activities (live events, e.g. Community Environment Days, EcoFairs, and event listings, e.g. local papers, network notices...), local political constituency offices, Business Improvement Areas (BIA), local businesses, faith organizations
- Word of mouth

# The Venue

Libraries, social service agencies, community centres, community events (indoor and outdoor), farmers' markets, schools, faith institutions, pop-up storefronts...





# Considerations

*Insurance:* Required! Venue might cover, or will need to acquire (discussion of safety issues to follow)

*Space:* Ensure there is enough for registration, for Fixers to work, for visitor comfort.

Be mindful of accessibility.



*Power:* You'll need plenty of power outlets.

*Amenities:* Access to kitchen facilities, and wifi, if possible.

# What Do Volunteers Do?

## *THE FIXERS*

- Fix, teach, explain, coach, support, share, collaborate, apprentice, enjoy!
- Qualities: skilled, curious, passionate, patient

## *Finding Fixers*

- Hobbyists, Professionals, Retirees
- Apprentices
- Community networks and events, social service agencies, schools, faith organizations, posters, word of mouth, presentation, business community (BIA, hardware stores, professional associations), various media
- Repair Café Toronto hopes to share their Fixer volunteers

*APPLAUD! NURTURE!  
HANDLE WITH CARE!*

## *A Fixer's Testimonial*



# *ORGANIZERS, GREETERS, GUIDES, PHOTOGRAPHERS*

## *At the Event:*

- Set up venue
- Register Visitors, review guidelines and processes, guide individuals to Fixers, manage flow, track needs and gaps, monitor refreshments, get feedback. Ensure Fixers, Visitors, Venue needs are satisfied.
- Document, take pictures
- Clean up

*Qualities:* patient, attentive, supportive, clear, collaborative

## *A Greeter's Testimonial*



# Volunteers In Action







# Refreshments

Recommended,  
for nourishment, comfort, congeniality



# Communications & Promotion

## *Free admin tools:*

Internet e-mail

Mailchimp (for email lists and campaigns/communication)

Dropbox, Google docs

## *Materials to Use (RCT, create, modify):*

Initial volunteer individual sign-up form & volunteer survey form

Flyers, Business Cards

Sign-in/Registration Sheet

House Rules

Visitor Survey

Signs: Direction, Fixer Stations, Sandwich Board, Safety Process and Disclaimer, Photo Release, Refreshments, Ambience

Donation Boxes

Shareable Tool List

# Venue Set-up

- Logistics, signage
- Traffic flow: registration, waiting area, work stations, roles of support volunteers
- Refreshment area
- Books
- Welcoming atmosphere

# Safety

- Trip hazards (cover extension cords)
- Safety – signs, disclaimer, Fixer reminders
- Managing the flow of visitors, avoid overcrowding
- Refreshments – ingredients listed, disclaimer
- Clean items for repair



# How We Can Work Together

*GTA-wide Repair Café Network* – To meet demand for more events and locations. Repair Café is a timely, inspired and inspiring initiative.

- Share Fixers
- Share Ideas (e.g. live music, take-apart table for kids...)
- Social Media - cross promotion
- Channel partnering

*Material for sharing:*

- Forms - Shareable Tool List, Volunteer Sign-up, Volunteer Survey
- Promotion Video ([Breathing New Life Into Junk at Toronto's Repair Café](#))
- Steps in Starting a Repair Café (Pittsfield MA document)
- Questions That Have Come Up (Pittsfield MA document)

[Repair Cafe Toronto](#) website - For support materials  
[info@repaircafetoronto.ca](mailto:info@repaircafetoronto.ca) - For further discussion



# QUINTE REPAIR CAFE



*repair anything...*

Starring local repair gurus at:

**Quinte Repair Café**  
October 25, 12 - 4pm  
The Core Arts and Culture Centre, Belleville

A pop up event where you can fix your things with the help of a local repair guru, **free-of-charge** and enjoy delicious snacks too!

<http://bit.do/Quinte-Repair-Cafe>  
[www.quinterepaircafe.blogspot.ca](http://www.quinterepaircafe.blogspot.ca)



I want to learn to fix these  
**CLOCK RADIOS,**  
but just don't have the  
**TIME.**

Then why not let someone else help you?

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Does the amount of **STUFF**  
we throw out  
**BLOW YOU AWAY?**

Put the hair dryer down and help us reduce waste at:

**Quinte Repair Café**  
October 25, 12 - 4pm  
The Core Arts and Culture Centre, Belleville

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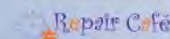
My smooth jazz trio told me not to **FRET.**  
But I can't keep from  
**TRUMPETING** my  
frustrations over this broken instrument.

Restore harmony in your musical life. Bring your broken instruments to us:

**Quinte Repair Café**  
October 25, 12 - 4pm  
The Core Arts and Culture Centre, Belleville

A pop up event where you can fix your things with the help of a local repair guru, **free-of-charge** and enjoy delicious snacks too!

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# CLOSING REMARKS

- Join us at our next Repair Café (details on website)
- Sign up with RCT for news of future events
- We invite your feedback for this workshop



*Let's repair the world together, one Repair Café at a time!*