



Credits

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We'd like to thank everyone who was part of this project!



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Before we start...

This guide is all about repair! The idea of repair can extend beyond the items we use everyday. Before we get started, consider how we can repair our relationships to others and the land itself.

We are privileged to be on sacred land that has supported human beings for thousands of years. It is rich in indigenous history, knowledge and tradition of those who maintained balance with nature for millennia, and still do.

In this spirit, it is crucial for us, as settlers and guests, to acknowledge the land's traditional names and its caretakers, which our schools did not teach us.

Turtle Island refers to the continent of North America. For us, Moh'kins'tis, or Calgary, Alberta, is situated on the traditional territories of the Niit-si-tapi (Blackfoot Confederacy). This includes the Siksika, Piikani, and Kainai Nations; the Îyârhe Nakoda of the Chiniki, Bearspaw, and Goodstoney Nations; and the Dene of the Tsuut'ina Nation. Southern Alberta is also home to the Métis Nation of Alberta, Region 3.

We acknowledge all First Nations, Inuit, and Métis people across Turtle Island as the original stewards of this land and in perpetuity. Their histories and culture influence our community to this day. Finally, we acknowledge all Nations – Indigenous and non – who live, work and play on this land, and who honour and celebrate this territory.

We invite you to consider YOUR relationship to the land. Consider how you benefit from being here while the original caretakers may not. Take a moment to reflect on, research, understand, honour, and respect peoples indigenous to your place.

What are repair events?

Community repair events are great ways to shift mindsets toward repair and extend the useful life of the things we use. It is a social and enjoyable way to share skills while reducing waste! There are so many things you can fix at repair events! This can include: computers, clothes, furniture, appliances, bicycles, toys, and accessories.

Repair events can help empower participants to learn how to do their own repairs. If you have willing volunteers, teaching and mentorship can be added as a part of a repair event. Visitors can re-learn the forgotten ethic of fixing, instead of throwing things away and buying new (reduce, re-use, recycle).

There are many reasons why people may get involved in repair initiatives. Some people are critical consumers, while others may have financial or educational aims. Some people want to make a positive impact on the environment, some want to have an opportunity to tinker with others and help a fellow neighbour!



Who is this guidebook for?

This repair guidebook is meant to be a guide for...

- Calgary-based community groups
- Individuals and community members
- Non-profits
- Schools
- Local businesses

... to support them in implementing and organizing repair events and to set them up for success in this endeavor.

Getting Started

- **What are repair initiatives?**
- **Types of repair initiatives**
- **How did we get here?**
- **Repair, reuse and the Sustainable Development Goals (SDG's)**
- **Repair and the circular economy**

What are repair initiatives?

Repair initiatives provide people with a way to make positive environmental and social impact in their community! They give people the opportunity to take action to reduce waste and prevent environmental degradation. It can also be a low cost and accessible way for people to gain and share skills, exchange services and extend the use of items they use.

What are some of the benefits of repair?

- Educate people about the waste thrown away daily and the environmental and social impacts of throw-away culture
- Show how repair can prevent that waste and reduce our negative impact on the planet
- Increase access to repair services and do-it-yourself repair knowledge
- Learn and share skills to maintain repair expertise, and to spread this knowledge
- Bring back repair as a valuable skill-set and mindset
- Demonstrate that repairing household items is a fun and viable option
- Encourage cost savings
- Raise awareness for zero-waste, re-use and other community-based sustainability initiatives
- Foster collaboration and partnerships between different organizations with similar community-minded goals
- Build more resilient and vibrant communities by providing opportunities to connect with people with different backgrounds in your community

What are repair initiatives?

What makes a successful repair initiative?

- Offer repair for a wide range of product types
- Provide both repair services and Do-It-Yourself (DIY) options for repair
- Have a good registration process so it is easy for people to sign-up, get involved and/or coordinate repairs
- Cultivate local partners that can help organize and promote the event
- Provide resources such as space, tools, and skilled volunteers

Remember that repair events depend on the skills and expertise of those who volunteer to fix items (also called fixers in this document). You might not be able to repair every item at every event. BUT there is a good chance that you will learn how you could get an item repaired, or how parts of your item can be re-used.

Ultimately, we think repair is a great way to make space for people to connect, exchange, access, or transfer knowledge and contribute to long-term positive change.¹

¹ Source: <https://www.sciencedirect.com/science/article/pii/S0959652621013706>

Types of repair initiatives

There are all types of repair initiatives that can be organized. Here are a few well-known formats:

Repair cafes

Repair cafes provide participants with the option of getting their item repaired or working on their projects with a fixer. Fixers are usually volunteers. They will repair the item, or help participants learn how to repair their broken item for low to no cost. These events make repair more accessible to a broader audience while increasing waste prevention.

Some of popular products for repair include: coffee machines, vacuum cleaners, lamps, bicycles, pants, sewing machines, clocks, coats, irons, and laptops.

Repair and green mobility:

"Bicycle Repair Cafes" expand the impact of repair cafes into a broader context of sustainability and green mobility.

Did you know:

The first "Repair Cafe" came to life in 2009 in Amsterdam. Funding provided by Dutch Ministry for the Environment supported the establishment of Repair Cafe Foundation. This is a Non-Governmental Organization (NGO) that provides information and guidance to local groups setting up their cafes in their own neighborhood. The success has gradually grown to include 2,125 repair cafes in 37 countries.¹

¹ Source: <https://repaircafe.org/en/visit>

Types of repair initiatives

Fixit clinics

With fixit clinics, participants learn how to repair items themselves. Fixit clinics are usually hosted like a workshop. The fixer acts as a coach while supporting a group of participants as they attempt to fix their broken item. The fixit clinic format allows events to run efficiently with a smaller group of volunteers as one-on-one engagement is not an option. Fixit clinics can lead to a longer-term change since participants are empowered to learn how to repair on their own. With fixit clinics the fixer may volunteer to host it, but they can also be compensated to cover their time and effort.

Repair businesses

Repair businesses have been around for a long time in one form or another! Unfortunately, with the increase of cheap products, repair businesses are not always the go-to option. There are a number of people and businesses with expertise in fixing things from household appliances to clothes and shoes. The repair economy is a great way to keep things out of the landfill, in-use while also creating meaningful forms of employment. Setting up a repair business is definitely more work than repair cafes and fixit clinics. Consider supporting repair businesses in your community by using their services. It may also be mutually beneficial to partner with a repair business during a repair event you host!

Get creative!

Use and adapt whatever format works for your initiative. There are no set ways to organize a repair event, so you can use these examples to help inform and inspire you.

¹ Source: <https://repaircafe.org/en/visit>

How did we get here?

Repair and re-use is a small step in addressing many larger issues that have contributed to environmental and social issues we see today.

The 20th century has been marked by significant events such as the Industrial Revolution and World Wars I and II. We've been taught to live in a **linear economy, where raw materials are used to make products and then discarded at the end of their use.** In recent decades, some alarming trends have emerged over time following the linear economy concept:

Use of raw materials has continued to increase, to the detriment of virgin natural areas, harming animal and plant habitat. Research shows the global material footprint between 1990 and 2017, rose from 43 billion metric tons to 92 billion. **That's an increase of 113 percent since 1990.**¹

The material footprint of rich countries has increased significantly at the expense of poor countries.

The amount of time a product stays in use has decreased. People accumulate many tools and products, and are quick to upgrade to newer versions of the same tool before the original product has actually reached its end of life. Many times slightly used items are thrown into landfill when instead they could be recycled, shared or re-used.

¹ Source: <https://unstats.un.org/sdgs/report/2019/goal-12/>

How did we get here?

Products are not typically designed for disassembly and repair. Through innovations such as the plastics revolution, many products have used these mass-produced, cheaper materials to replace more durable and fixable parts. It means that when a plastic piece breaks, it can be hard to replace, rendering the tool non-functioning, which accelerates its end of life.

The amount of waste has increased so much that some countries no longer have places to store the waste. The total amount of waste generated globally is expected to double from nearly 2 billion metric tons in 2016 to about 4 billion metric tons by 2050. You may have already known about the Great Pacific Garbage Patch lying between California and Hawaii. This garbage patch is three times the size of France with 1.8 billion pieces of floating plastic, killing thousands of marine animals each year.

The gap between high income earners and low income earners continues to widen. According to recent statistics from the Parliamentary Budget Office tracking family wealth distribution, the top 1% of the richest families in Canada own over a quarter of Canada's wealth, while the top 10% own over half of the total wealth. Going farther down, the top 20% of the wealthiest Canadian households own almost two-thirds of all the wealth in the country.¹

1. Source: <http://www.canadianrealestatemagazine.ca/expert-advice/how-is-wealth-distributed-in-canada-335015.aspx>

Repair, re-use and the Sustainable Development Goals

Solutions to these trends lie in efforts to achieve the Sustainable Development Goals (SDG). This framework, developed by the United Nations in 2015, aims to achieve a better and more sustainable future for all. They address global challenges including poverty, inequality, climate change, environmental degradation, peace and justice. Repair and re-use initiatives address several of the SDG goals, namely the ones listed below:

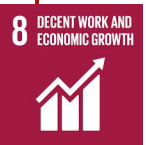
Goal 4 - Quality Education

Ensure inclusive, equitable and quality education and promote lifelong learning opportunities for all. By learning how things work and how they are put together we understand how to fix and extend the life of products. The teaching aspect of repair and re-use is an important part of capacity building, mentoring and knowledge transfer.



Goal 8 - Decent Work and Economic Growth

Promote inclusive and sustainable economic growth with full employment and decent work for all. Repairing and re-using can help build skills for people of all backgrounds to offer services to their community, regardless of socio-economic status. Creating a robust repair and re-use market will provide innovative jobs to a variety of people and help drive economic growth in these areas.



Goal 10 - Reduced Inequalities

Empower women and children by equipping them with essential skills. Even the richest countries still have communities living in poverty. The “learning and sharing skills” aspect of repair initiatives can help us provide vulnerable communities with decent jobs.



Repair, re-use and the Sustainable Development Goals

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



Goal 12 - Responsible Consumption and Production

Ensure sustainable consumption and production patterns. By getting the most out of our products, rather than throwing them away once they break or become less shiny and new, we will reduce the waste problem. Finding ways to rebuild and re-use spare parts rather than throwing parts of objects away is another important aspect. Promoting a cultural shift toward favouring products that are built to last and/or designed to be repaired and reassembled.

13 CLIMATE ACTION



Goal 13 - Climate Action

Take urgent action to combat climate change and its impacts. Greenhouse Gas (GHG) emissions are created whenever a new product is made, and energy is wasted whenever it is used to dispose of unwanted objects. Recycling of materials often uses a great amount of energy as well. By limiting our GHG emissions and reducing energy use from the creation and disposal of products, we help to conserve our world ecosystems and minimize the causes of accelerated climate change. The longer we use products before disposing of them, the more we prolong the need for energy use and GHG emissions.

17 PARTNERSHIPS FOR THE GOALS



Goal 17 - Partnerships for the Goals

Strengthen the global partnership for sustainable development. Partnerships are created whenever several organizations work together to achieve their goals. Repair and re-use initiatives depend on community members and fixers coming together to work toward shared goals.

Repair and the circular economy

In our current economy, we take materials from the Earth, make products from them, and at end of life, throw them away as waste – the process is linear. In a circular economy, by contrast, we design to avoid waste being produced in the first place.¹

When we repair, we extend the useful life to an item. In some cases, changes to an item can enhance or change the use of that item. When we deconstruct an item in order to repair it, we may also find alternate uses in individual components. Ideally we want to eliminate any part of the item going to waste.

Shifting mindsets

A shift from being “consumers” who own products, toward becoming “users” of a product or services is a step towards circular economy business models that are built around modularity that allows consumers/users to repair, adapt, or rebuild their products themselves as exemplified by Fairphone.²

Data and knowledge sharing

Some community repair initiatives such as Repair Cafe International collect and share data. The aim of data collection is to identify what needs to be done to make products more repairable, so they will contribute to a circular economy. The decision to repair or not is initiated by the users of the products, making consumer’s repair behavior a key factor to sustainable transition. Variety of factors such as technical, emotions, and value aspects including lack of financial means to buy new products, saving money and increasing environmental awareness contribute to drivers and barriers to repair.

1. Source: www.bit.ly/circulareconomyrepair

2. Source: www.bit.ly/fixingmore

Repair Event Planning 101

- **Setting up a repair event:
the basics**
- **Repair event preparation checklist**
- **Partnerships**
- **Grants and sponsorships**
- **Reflections from our own success,
failures and considerations**

Setting up a repair event

the basics

With any event, preparation is key. Spending adequate time on the planning stage of preparing and thinking through the Repair event will set it up for success, even when some things do not go according to plan. Things to think about during the planning phase include:

1. **Location**
2. **Timing**
3. **Compensation and funding**
4. **Resources - people**
5. **Communications & promotion**
6. **Logistics**
 - a. **Repair stations**
 - b. **Tools and materials**
 - c. **Intake process**
7. **Appreciation**



1. Location



Choosing a convenient time and location for people to participate in the Repair event may be easier said than done. Some ways in which you can set the timing and location up for success¹:

Area/neighbourhood:

Locations selected for community repair events can contribute to the event's success by providing access to diverse audiences. Consider the demographic of the neighbourhood where your event is being hosted. Choose a location where you will naturally have a lot of walk-by or flow-through traffic. Consider a location that is close to other activities and in a spot with a lot of walk-by traffic to increase awareness of future events.

Spatial characteristic:

Good things to look for in a venue are an open floor plan so that there is enough space for the expected numbers of volunteers and participants. Good lighting, space for registration and demonstration area, smooth and clean floor to find dropped parts, dry conditions and protection from rain, a primarily interior space, and good ventilation are some of the essential characteristics required for successful community repair events.

Amenities:

High-speed WiFi Internet access, durable and easy to clean work surfaces, lots of electrical outlets on different circuits, access to water and washrooms, table and chairs, whiteboards are some of the important requirements of an amenity.

Accessibility:

Is the location easy to find and travel to? Make sure to think about parking and transit accessibility. Consider how to accommodate many modes of travel to your event. Is it walkable from certain communities? Is your location wheelchair friendly and/or is there support for older people or anyone that may have disabilities? Making the event location easy, barrier-free and convenient to get to will ensure you have a good attendance.

1. Source: <https://www.mdpi.com/2071-1050/13/22/12351>

2. Timing



What days work best?

Timing is generally better for these types of events on a weekend, when you can have several hours available for people to drop off and repair their items. Evening events are possible to organize as well, but may be trickier for people to make time for, especially in winter months when weather can be a factor with attendance.

Time of day

A good time frame for your event would be to have it mid-day. Having the event last at least 3-4 hours will allow enough time for people to arrange to stop by with their item, especially if they have other errands or activities to do on that day.

Consider seasonal patterns and events

Good times of the year to have repair events might be in spring or fall, as people are thinking about spring cleaning or fall decluttering, or during summer months when lots of other outdoor activities are going on in the area.

Consider timing your event with another event: Can you plan the repair event at the same time or in partnership with another event? Attendees will have multiple reasons for attending and will feel engaged.

Some other timing tips

Regardless of when you want to host your event, make sure you plan it in advance so that you have plenty of time to promote the event for successful participation.

Host series of events in the same location on a similar date in the future (i.e. third Saturday of the month). A consistent schedule and location make it easier to promote in the future, as people already are aware when the event usually happens.

3. Compensation and funding



Repair can take expertise, time and resources! So think about how compensation will work. Some people are able to volunteer their time and tools, but at other times they may want or need to be compensated for their time to do repair work.

Here are some compensation you can use for your repair initiative. You may choose to use one or more of these options, it's always a good idea to talk with those who are fixers to see what works for them. This is also an important consideration when thinking about the sustainability of your repair initiative. You may also want to think about accessibility and affordability so those that do not have a lot of available funds can still participate!

Cash (including credit/debit)

Cash is the most obvious form of compensation but can be utilized in different ways depending on the type of initiative you want to run. A repair business may exclusively take this form of compensation by charging a fee for certain services as the fixer's income is tied to this. In other cases you can consider charging tickets at the door (to cover costs such as the venue, and to provide honorariums for fixers or volunteers, etc.), you may also consider having a "pay-what-you-can" or donation-based system to make it more accessible/affordable.

In most cases if a spare part needs to be purchased for the repair, that cost should be covered by the person asking for the repair.

3. Compensation and funding



Bartering, trading and exchange

Another option you may want to consider is bartering/trading for other goods and services. With this form of exchange you may not need any sort of financial compensation. This can make it more accessible for those that don't have a lot of disposable income, but can also be a great way to build relationships with other people in your community and share skills. Deciding on what to barter/trade will depend on what each person has to offer and would like to offer. For example: You could trade your repair services for a batch of someone's homemade cookies, you could also trade services with someone that knows how to fix something you don't. The possibilities are endless.

Calgary Dollars (local currency)

Calgary Dollars is a form of alternative currency that is only available in Calgary. The great thing about Calgary Dollars is that it aims to keep wealth in the community, so Calgarians can support other Calgarian businesses. In order to use Calgary Dollars go to: www.calgarydollars.ca. Make an account to keep track of the Calgary Dollars you gain and exchange.

There is an online marketplace where you can look for other businesses and people that offer their goods and services for Calgary Dollars. Calgary Dollars can be exchanged for food or goods and services with individuals (like yourself), and local businesses that have registered. They can also be used for housing.

“Buy and sell with digital Calgary Dollars for goods and services with friends, neighbours or businesses. Calgarians are rich with untapped skills and resources! By using Calgary Dollars you'll feel good knowing that you're generating social, economic, and environmental benefits.”

Learn more and sign up at www.calgarydollars.ca

4. Resources – people



At the end of the day, any repair initiative is impossible without people! Events can be planned by small and larger teams and even individuals, depending on the scale and capacity of those involved.

Event organizers

A successful event starts with a good team of organizers! If your team is small with one or two main organizers, it's good to have additional volunteers to help out on the day of the event. If you have a larger team, you can spread the workload by giving each person one main task (i.e. Venue planning, communications, event logistics, volunteer coordination etc).

Make sure not to plan too many events in close succession! It's best when your team can stay motivated and excited to prepare for the next event without feeling burnt out or unappreciated. Anticipate that your repair committee may have turnover, so having some basic onboarding information for anyone wanting to help is a great idea. Hint: Sharing this Guidebook is a great first step for onboarding a new volunteer.

Volunteers

Depending on your committee's skill sets, you may want other volunteers to help with tasks outside of event planning. In some cases you may just need more people-power! It's a good idea to have clear roles/tasks for the volunteers so things run smoothly. Here are some examples:

- Developing and sharing communications materials/social media support
- Making signs or preparing any other event related materials
- Set up and take down for the event
- Manning the Repair event itself

Setting up an volunteer orientation before the event is also a great idea! Make sure to thank your volunteers and do a debrief after each event. Incorporating their feedback into your next event is a great way to continuously improve events!

4. Resources – people



Finding fixers

You can't have a repair event without fixers! Here are a few tips in case you have trouble finding fixers:

- Reach out to other organizations in your community with a call for fixers
- Make a call in your community/neighborhood newsletters
- Use social media
- Put up posters in local cafes, bars, and other public spaces.

Being flexible to accept all people of all ages and skill abilities will help your event feel welcoming and inclusive. When doing outreach to fixers, it is often best to send out an initial email to anyone that has expressed interest in being a fixer. Then, you can follow up with personalized email or phone call afterwards. Most fixers prefer to be contacted directly, so general e-mail blasts don't always work well. Having regular communication with fixers about the details of the event and clarifying anything they will need to bring or do is a good idea, so no one forgets or misunderstands their role.

It is best to create a roster/database of potential fixers and add to that roster each time another repair event happens. Things to keep track of with this roster can include

- Name and contact info of the fixer
- Types of items they can repair/services they can offer
- Schedule (optional)
- Compensation for their services (volunteer/free, trade, cash, etc)*

**Note: Some fixers may need/want some form of compensation depending on the repair service they offer. Check out the "Compensation and funding" sections of this guide for more information on this!*

5. Communications & promotion



Once you have your venue, a scheduled time, as well as your volunteers and fixers lined up, you'll need to promote your event!

Sharing your event online:

A variety of digital tools can be used to share your event such as:

- Social media - Facebook, Instagram, Twitter, LinkedIn
- Websites
- Email newsletters
- Event websites like “Eventbrite”
- Online advertising

If you have other supporters or partner organizations you can also ask them to spread the word and reshare your posts, or even add your event to their newsletter blasts.

Sharing your event in person:

While digital platforms are a great way to reach a large number of people, remember that this form of promotion doesn't reach every audience!

Consider more traditional methods in your promotion too:

- Posters, cards or flyers - put these in places like cafes, public libraries, or community centres.
- Print advertising - i.e. in newspapers, local publications
- Community calendars
- Through word of mouth
- Promote your event at other in-person events.

Make sure that all of your promotional materials have the same key information! It's always a good idea to prevent any confusion or mixups with your event. Consider sharing your promotional materials to other community-based organization and neighbourhood groups as well.

If you have a multilingual volunteer or some room in your budget you may also want to consider translating your promotional material in different languages. This can help you tap into an even larger community of repair people to help grow the initiative!

6a. Logistics - repair stations



The number and type of repair stations you have at your event depends on the fixers that attend and their expertise. It is always best to have several repair stations if possible. You can also plan a series of repair events that focus on one or two repair categories at a time.

Repair events usually focus on repairing these types or categories of items:

Household appliances and tools

These may include hair blow dryers, toasters, coffee machines, vacuums, etc.

Electronics

These may include toys, stereos, VCR or DVD, computers, laptops.

Clothing

Easy fixes like simple hemming, button repair, and darning small holes are usually the best for repair events. Major alterations/repair may need equipment like a sewing machine, or even more advanced expertise (tailor/seamstress). Set some parameters around sewing and clothes so as not to set up unrealistic expectations. At many repair events, a sewing machine may not be available, so specifying that all repairs will be hand done can help clarify as well.

Bikes

Again, setting parameters around the type of bike repairs is a good idea. Minor tune-ups or helping to troubleshoot a gear issue is fine, but some major bike repairs may not be appropriate at a Repair event and should go to a formal bike shop for service.

Other stations

These can include jewellery, shoe repair, furniture repair, etc depending on the skills your fixers have to offer.

Additional tips

- It is always good to start simple and grow the repair events by adding other stations for the future.
- For more advanced repairs, fixers can choose to book separate appointments with the participant during the event (i.e. for a home repair) at another time.

6b. Logistics - tools and materials



You will need to have the right tools and equipment at your event to repair different types of items. There are a variety of approaches you can use to help source tools for your event.

Getting tools and equipment

- Fixers bring and use their own tools: your fixers may already have tools and can bring them for the event if they aren't too large.
- Tool borrowing: People can donate/lend their tools for fixers or participants to use for the day. Just make sure they are labelled and returned promptly.
- Tool Rental: Check if your local hardware store has a tool rental service. If you plan ahead of time, you could even get the rental cost sponsored!
- Tool Library: Some cities have tool libraries, you can rent tools from the library or see if you can set up a partnership with them for your event.

Getting parts and materials

You may need extra materials and/or parts for some repairs. Some materials (i.e. thread for sewing, small batteries) are easy to have on hand. Depending on the type of repairs you are doing at your event, consider purchasing some of these basic materials if you have money in your budget.

In other cases a repair may need a special part that needs to be ordered. This can be coordinated between the fixer and the participant to ensure the cost of the part is covered. If you are lucky you may even be able to upcycle the part from another broken device during your event!

6c. Logistics – intake process



Here is a basic step-by-step process you can adapt for your event:

1. (Optional) Book repair sessions in advance

If possible, encourage items to be booked for repair in advance. You can do this by asking people who want an item fixed to email in what it is they need repaired. Knowing how many items and the type of items to be fixed will help with planning of the event. Providing drop off times can also help fixers manage their schedule.

2. Record fixee & repair information

Record the item, problem to be repaired, and contact information for the fixee. Keep track of what their item is (by using a numbering system or other method). You can also ask for their permission to use the components of their item -in case it is not repairable - to save another item.

3. Find a fixer for the repair

Assign a fixer to each item, record which fixer has been assigned to the item. Some fixers may want to troubleshoot with a buddy, so if you have enough fixers, you can assign a pair of fixer buddies. This works well if you have people who want to be mentored to improve their fixer skills.

4. Assess and complete the repair

Have the fixer assess the repair to determine whether the repair can be made or not. Can the repair be completed during the event, or will it need extra work? Does the repair require parts that need to be sourced?

After the item has been assessed (and potentially fixed), record whether it was able to be fixed, and if not, why it could not be repaired. Then cross it off the list.

6. Return the item

Once the item has been repaired, contact the fixee to return the item or schedule a pick up. In cases where the item was not able to be fixed, you can explain why and see if there are options that the fixee would be open to (i.e. purchasing a spare part for the repair.)

7. Get feedback

Get feedback from both the fixer and fixee on their experience with the repair event. This is a great way to continuously improve the process for more successful repair events in the future.

7. Appreciation



Thanking both parties for their contribution helps motivate them to stay involved in future events.

Thanking fixees

Ways in which you can thank fixees is to reward them for fixing their item rather than throwing it out through: prize draws, verbal appreciation such as a thank you, a smile and a sincere comment. Asking them how they will continue to use the item now that it is fixed helps establish a positive relationship and encourages getting to know the people in the community.

Thanking fixers

Ways in which you can thank the fixer depend on what is motivating them to be part of the repair event, and links back to some of the points we were talking about in the Exchange portion of this guide. Some fixers may altruistically be motivated just by helping people and sharing their skills, while others may appreciate getting a thank you gift, or some type of compensation.



Repair event preparation checklist

Repair event preparation checklist - detailed

In general

- Consider why *YOU* want to have a repair event
- Commit time and energy to pull it off
- Determine the audience of your event(s) and clearly understand what expectations attendees have of the event.
- Decide what type of repair initiative you will run (demo, workshop, theme of repair)
- Identify your volunteers and what they will do
- Find people who need repairs (fixees)
- Find people who can complete repairs (fixers)
- Drum up awareness of, and interest in, repair events
- Decide if the event will be a one-time event or scheduled regularly
- Set the goals and objectives. How will you measure success? e.g. fixing # amount of items, providing a total value of repairs (in \$), avoided #kg of landfill waste, etc.
- Think about location (where the event is geographically e.g. community), as well as the rules and amenities of the venue (consider parking, loading/unloading, safety, proximity to public transportation, seating, WiFi, ability to bring food, etc.)
- Outline options for date and time. Consider how it fits into attendees' schedules

At least a month before

- Gather your organizers and partners and form a team
- Set the date and time
- Book the venue
- Create a floor plan
- Make a list of portals and websites to post announcements
- Share event information with media, influencers, and politicians
- Present the idea at other community events, and meetings, to invite people to engage

Repair event preparation checklist

At least a month before (continued)

- Develop and run promotions to advertise event(s) in the community
- Recruit menders and fixers (through community newsletters)
- Develop volunteer roles for the repair event itself
- Create a budget (e.g. venue, materials/supplies, hospitality, marketing materials, decorations, etc.)
- Create a timeline of to-do items
- Consider having people sign up ahead of time to have an item fixed, provide drop off and pick up times
- Do a risk assessment, develop a safety plan and/or acquire insurance coverage
- Determine the forms/documentation needed to manage volunteers
- Seek funding e.g. grant, sponsor, or donor to help balance the budget
- Plan for appreciation. What are you going to do to make sure volunteers feel welcomed and valued?
- Determine pricing (e.g. free, by donation, barter, cost of supplies, percentage of price, etc.)

2 weeks before

- Send press releases
- Make announcements and reminders on event sites
- Promote what volunteers or fixers can repair
- Send reminder emails to volunteers, partners, and other interested people
- Generate schedule of volunteers, fixers and fixees

One week before

- Confirm agreements and commitments from volunteers, fixers, and partners
- Post updates on social media
- Follow up with media contacts to determine attendance or coverage

Repair event preparation checklist

Few days before

- Arrange the setup of the space (tables, chairs, outlets, greeters, etc.)
- Coordinate equipment for repairs (tools, sewing machines, etc.)
- Orient volunteers
- Coordinate and communicate with the fixers
- Prepare signage and wayfinding needed

Day of

- Arrive early to set up repair stations, waiting space, refreshment area
- Organize registration table (including forms, instructions/waivers, pens, camera, tip jar, guest book, flyers for next event, etc.)
- Take photos and gather testimonials
- Social media postings as relevant
- Have fun!

Day after

- Send thank you and photo(s) to volunteers
- Request evaluation of the event
- Add new contacts to the database
- Post to the website

Few days after

- Evaluate the event
- Start planning the next event!

Partnerships

To maximize the impact of your repair events, developing partnerships with other organizations is key. Not only can a partner help promote your event, but they can provide other important resources to make your event a success.

Private business

Reaching out to private businesses to partner for an event can offer some great benefits. Local restaurants or stores, for example may donate refreshments or snacks for the event. Partnering with repair businesses can add credibility to the event. They may also provide expertise for planning future events. Identify what the event will provide to partnering businesses. Perhaps you may help them advertise their full services and attract new clientele. Consider whether this will be a one-time partnership or an ongoing one. Remember that repair businesses need to develop a customer base and charge for repair to sustain themselves. Make sure not to assume that a repair business will offer time and resources to provide a similar service to your repair event for free. Develop a broad range of private business partners so that you can introduce new players and not over-extend these relationships.

Sponsorship and non-profit partners

The City of Calgary has recently introduced some circular economy grants and initiatives and may be a good public partner for events. You can also check out Alberta Ecotrust, Arusha, or Calgary Climate Hub. These are only a few sustainability focused non-profits in the city, but there are many others who support circular economy and repair events so do your research.

Faith spaces

Faith communities may also be a good option for hosting a repair event. They may have smaller budgets but they're often well-organized and led by committed volunteers. Faith spaces will often host events for those in need such as food banks or clothing donation. Adding a repair event or a training session to an existing event could help people by saving them money and extending the life of their belongings, or teaching them a valuable skill to create supplemental income and encourage social inclusion.

Partnerships

Community spaces/associations

Community associations and public libraries are great for getting the word out about your event. These spaces are also often very affordable to rent, or free to book for smaller events. Community associations also tend to have tables, chairs, and lots of space for repair events. They may even be willing to provide storage for donated items or a tool library that can be complementary for a repair event. Consider reaching out to the Federation of Calgary Communities (FCC) for more information about community spaces across the city. Make note of the communities your organizers live in.

Makerspaces

Makerspaces are a logical partner to consider when planning a repair event. Many makerspaces will have tools, a variety of spaces, and machines that could enhance the type of repair event you can host. Most makerspaces are businesses. They usually depend on membership or tool and space rentals so it may not always be the right alternative if you are planning a low-budget event. Makers are generally quite technically skilled with electronics, woodworking, and digitization. You may meet makers interested in running training or contributing to your event in other ways if you reach out.

Tip:

For any type of partnership, debrief after each event with your partners; see how it went for them and what could be improved next time. This feedback will help you maintain good relationships for the future.



Grants and sponsorships

You can definitely organize an event with minimal funding, but sometimes having additional funding can help support the growth and sustainability of your initiative. We have compiled some Calgary based funding options that can provide additional support if needed:



Take Action Grants (TAG)

TAG grants are provided by The Arusha Centre and have been issued using Calgary Dollars currency (C\$) since it began in 1996. TAG grants offer funding for critical social, economic and environmental work in Calgary.

<https://www.arusha.org/take-action-grants>

Inspiring Neighbourhoods Grant

The Inspiring Neighbourhoods Grant is a matching program. This means the applicant must contribute an amount equal to or exceeding the grant request. The Inspiring Neighbourhoods Grant (ING) is intended to support communities that are contributing to a city of safe and inspiring neighbourhoods.

<https://www.bit.ly/inspiring-neighbourhoods>

Stepping Stones Grants

Stepping Stones encourages active citizenship by helping grassroots community groups undertake small creative projects that build a sense of inclusive belonging in local communities.

<https://www.bit.ly/calgaryfoundation>

Grants and sponsorships

Calgary Foundation Neighbour Grants

Neighbour Grants offers grants to help people build a sense of inclusive belonging in their own neighbourhoods and communities.

<https://www.bit.ly/NeighbourGrants>

The Federation of Calgary Communities

The Federation of Calgary Communities provides several grants and funding opportunities, some of which are listed below:

→ **Activate YYC**

Activate YYC supports volunteer-driven, tactical urbanism projects that engage the community and create meaningful changes to shared spaces.

<https://activateeyc.calgarycommunities.com/>

→ **Toole Peet Action Grants**

Toole Peet Action Grants are small barrier free micro grants that support Federation member organizations to re-engage with their residents as they see fit.

<https://calgarycommunities.com/toole-peet-action-grants/>

→ **Exploring Communities**

Exploring Communities is a community program offered in collaboration with the Urban Studies department at the University of Calgary. Students connect community organizations and their residents through the development of projects by identifying community needs. Projects are then presented at a 'Pitch Night' where winners are awarded funding.

<https://calgarycommunities.com/exploring-communities/>

Reflections from our own success, failures and considerations

Repair culture has the challenge of trying to undermine an established consumer and throw-away culture. Currently, there is an issue with the amount of products purposely designed to degrade and be replaced. Joining advocacy efforts towards “*Extended Producer Responsibility*” and “*Right to Repair*” campaigns asking brands to design their products so they can be repaired easily, are steps that can be taken to help create a more circular world. The introduction of 3-D printing may offer some cool high-tech alternatives when small parts break, allowing replacement parts to be created, but brands must be willing to share their designs for this to happen.

Another possible challenge for any repair initiative is having necessary spare parts in stock. It's good to be prepared with basic things such as switches, plugs, wire, thread or darning wool which are used often. If something cannot be repaired with what is available, the fixee can still be advised on repair procedures and where to buy parts. Participants are encouraged to consider mending the item at home, or if the participant can find the required parts, the item can be brought to a future repair event.

Transportation of items needing repair may be another challenge. Fixees are generally expected to bring their items directly to the repair event; however, larger items may not be so easy to look at on site. In this case, repair advice can still be given, or requests for more extensive work off site can be arranged for later.

Of course, voluntary donations are appreciated when helping organizers cover their costs. Think of how donations may be accepted. For example, tip jars can be placed on tables, or volunteers could accept donations by card at the door.

Resources

- **Local resources**
- **National & international resources**
- **Online & educational resources**

Local resources

Makerspaces

Repair is much easier when you have a variety of tools available. Check out what the Makerspaces in Calgary have on site:

- **Fuse 33** - Includes a metalshop, sewing lab, woodshop, CNC's, 3D printers, lasers and more.
www.fuse33.com

- **Protospace** - Includes a woodworking shop, a machine shop, a sewing room, 3D printers, laser cutters and equipment for electronics repair.
www.protospace.ca

- **Makerspace - University of Calgary Library** - Includes a 3D printer, CNC machine, vinyl cutter, laser cutters, computer hardware and sewing equipment.
**Note - Only currently affiliated students, faculty and staff of the University of Calgary can use the U of C Makerspace.*
<https://library.ucalgary.ca/services/makerspace>

- **Calgary Maker Faire** - an annual Calgary event to promote and connect makers who want to showcase their passion.
<https://www.facebook.com/CalgaryMakerFaire/>

Community associations

[Community associations](#) are vital in creating and sustaining communities throughout the city. Calgary is unique in that it hosts an association for each of its [150 communities](#). Driven by passionate groups of volunteers, many exciting initiatives have been developed with the help of Calgary's community associations.

One of the goals of this guide is to encourage community associations to collaborate with each other in hosting their own repair events across the city.

Local resources

Related organizations and initiatives

- **The Federation of Calgary Communities**
Rooted in the community association movement in Calgary the Federation of Calgary Communities is dedicated to building capacity for small, volunteer-led non-profits in Calgary and surrounding areas. The Federation provides its clients support and resources in volunteer engagement, community building, governance, political advocacy, fund development, and financial literacy.
<https://calgarycommunities.com/about-us/>

- **Neighbourhood Partnership Coordinators**
This initiative with the The City of Calgary works with community associations to support organizational development and recreation program development.
<https://www.bit.ly/NeighbourhoodPartnership>

- **Ollive's Auction**
Offers professional and competitive online auction services and is also one of western Canada's largest event rental companies.
<https://ollivesauction.com/>

- **The Free Goods Program**
Provides lightly used goods, like furniture, kitchenware, clothing, computers, mobile phones, small appliances, books and more, to low and no-income Calgarians who are building a life for themselves and their family.
<https://freegoodsprogram.ca/>

- **Good Neighbour**
Calgary's first pay-what-you-can community market. The motto is "take what you need, leave what you can, pay what you want" and they accept donations of gently used clothing, books, plants, housewares, personal hygiene items. The store includes a community fridge and is run by volunteers.
<https://www.bit.ly/GoodNeighbourYYC>

National & international resources

Repair Cafe and other repair initiatives

Repair Cafe International is a worldwide organization meant to support and promote repair at a community grassroots level. The website www.repaircafe.org has valuable resources on repair guides for various components (mostly electronics) and also allows you to promote your Repair Cafe events to a worldwide audience. For a small fee, you can purchase their “Starter Kit” (Note that there may be some restrictions for organizations outside of Europe.)

In order to be considered an official Repair Cafe, the event must meet certain stipulations:

- 1) Repair Cafes must be voluntary and non-commercial
- 2) The official Repair Cafe logo must be used
- 3) Promotions must refer to the Repair Cafe International website

For some of the aspects of this Guidebook, you may need to decide whether you want to make your events purely volunteer run and reap the advantages of the Repair Cafe international network, or look at other options that would be outside of the international umbrella.

The Repair Association believes that no matter what the purchased item may be, everyone has the right to use that item, modify it, and repair it whenever, wherever, and however they want. They consider it their mission to make sure it's possible and fight for our right to fix.

Learn more at: <https://www.repair.org/>

Several amazing Repair organizations around the world keep fixers fixing! This encourages people to stay more connected to the things they already own and less dependent on buying new objects.

See the list at: <https://www.bit.ly/AmazingFixers>

National & international resources

Circular Economy Club

The Circular Economy Club (CEC) network is a non-profit arm of the parent organization, the Circular Economy Institute (CEI). Circular Economy Clubs are a worldwide network of interested people in the circular economy field. There are currently over 280 CEC local clubs in 140 countries. Generally clubs are non-profit grassroots initiatives and are open to anyone joining for free.

CEC Calgary was founded in 2018 and has grown organically over time to a small group of dedicated volunteers, with Erin Bird as the lead since 2020. With COVID-19, events switched to virtual and have featured panel discussions on various circular economy themes including: circularity of construction materials, circularity in gift giving, and the initiation of a repair event focus with funding from an Arusha Take Action Grant.

In 2021 during COVID-19, Circular Economy Clubs in Canada decided to initiate a cross-country initiative to create greater reach and impact. With virtual events in 2021 and 2022, the CECs of Canada plan to continue to do bi-annual events around Earth Day in April and in conjunction with the World Circular Economy Forum each year. Focuses for CECs of Canada events have been around municipalities implementing circular initiatives and around businesses that are implementing circular practices. In partnership with [Circular Regions](#), an organization out of Norway, the CECs of Canada logged Case Studies for over 30 Canadian businesses and presented statistics of these Case Studies in a Focus on Canadian Business Circularity. The initiative continues to grow each year with additional Canadian businesses being captured to assess their circular aspects. See the project at this link: <https://bit.ly/CEC-leaders-Canada>

Repair event organizers are encouraged to join the Circular Economy Club network and get involved in both the local and national initiatives. Repair events were identified as a key initiative for Circular Economy Club Calgary. This Repair Guidebook is a key deliverable that we hope will set the foundation for a successful repair movement in Calgary!

Online & educational resources

There are a number of educational resources online for repair and DIY projects.

- Repair Preservation Group / Repair Wiki:
https://repair.wiki/w/Repair_Wiki
- Culture of Repair
<https://www.cultureofrepair.org/repair-resources>
- Swap, Share, and Repair Resources
<https://bit.ly/SwapShareRepair>
- How to Start a Repair Cafe - resources to help you start your own repair cafe
<https://bit.ly/StartRepairCafe>
- Circular Innovation Council
<https://circularinnovation.ca>
- iFixIt
<https://bit.ly/iFixItGude>
- Instructables - Community for people who like to make and repair things
<https://www.instructables.com>
- Bunz - Explore the sharing economy
<https://bunz.com>
- RepairClinic.com
<https://www.youtube.com/c/repairclinic/community>



CIRCULAR ECONOMY
CLUB
Calgary

Circular Economy Club Calgary is a volunteer-run grassroots group created in 2018 to educate and advocate for local circular economy initiatives.

We are part of the larger network of Circular Economy Club global chapters.

Find us at:

 circulareconomyclubbyc@gmail.com

 [linkedin.com/company/circular-economy-club-calgary/](https://www.linkedin.com/company/circular-economy-club-calgary/)

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