



HOST A FIX-IT CLINIC

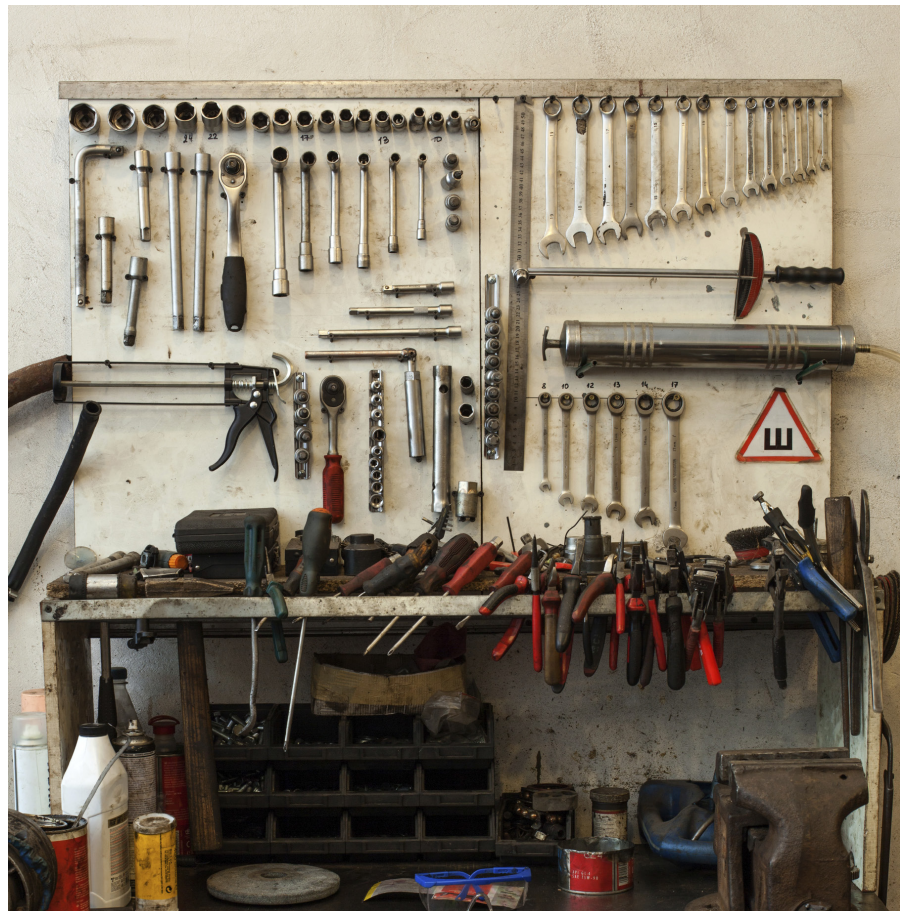
A COMPREHENSIVE GUIDE



WHAT IS A FIX-IT CLINIC?

Fix-It Clinics are volunteer-run community service events dedicated to changing the modern day throw-away mentality. By encouraging the repair and reuse of goods rather than disposing of them, we can reduce the volume of raw materials and energy needed to make new products and also reduce the amount of waste going into landfills. Visitors bring their broken items to the Fix-It Clinic where volunteer Fix-It Coaches with repair knowledge offer guidance and assistance to help disassemble, troubleshoot and possibly repair each item. Small appliances, clothing, toys, jewelry and electronics are common items brought to Fix-It Clinics.

Fix-It Clinics are all about do-it-together hands-on repair, teaching people to see their possessions in a new light in efforts to guide their mindsets towards a more sustainable society.



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Who Can Arrange Fix-It Clinics?

You! Fix-It Clinics can be organized by almost anyone: reuse centers, nonprofit organizations, religious organizations, schools, neighborhood associations, or even informal groups. With just a few easy steps, you can host your own Fix-It Clinic in no time.

Why Host a Fix-It Clinic?

Fix-It Clinics are free events aimed at keeping things out of landfills by encouraging people to learn repair and restoration skills. These events combine fun, learning and engagement to promote a more sustainable community. Fix-It Clinics are a great way to teach people the practical skill of fixing broken items instead of throwing them away. Attendees really appreciate the event and prefer real human interaction, especially when making detailed repairs. Volunteer coaches love watching people's reactions to fixing a favorite item. Overall, it's a great networking and learning event for volunteers and attendees alike. Your Fix-It Clinic will have a lasting impact on generations to come by teaching people the value of Do It Yourself (DIY) while learning the importance of recycling.



Looking to Host a Fix-It Clinic?

Follow these few steps to host a Fix-It Clinic:

Step 1: Location A location must be secured for the event; ideally it should have easy access, sufficient parking and enough space to accommodate several tables. A good starting point is to ask local non-profits, schools, religious institutions, libraries and community centers. Wi-Fi access is essential to research repair resources or product specifications. Good lighting and plenty of electrical outlets are also necessary.

Step 2: Volunteers Volunteers are a crucial element for a Fix-It Clinic's success. Two types of volunteers are needed:

1. **Coaches:** These volunteers have repair skills with the desire to educate and guide attendees through the repairs. They work with the Clinic attendees to diagnose, trouble shoot, deconstruct, and/or fix the items they bring. It is important to remind Fix-It Coaches about guiding attendees through the repair process in order to promote the hands-on repair mindset.
2. **Coordinators:** Volunteers are also needed to facilitate logistics, promote the event and help with staffing the day of the event. At least one volunteer is needed to help check-in/check-out attendees and finding them a coach to work with (see Step 6). Multiple people to handle these duties might be necessary for busier Clinics.

Volunteer Recruitment: You can find volunteers to staff your Fix-It Clinic through your personal networks, volunteer groups, community organizations, and religious communities. You can even reach out to local hardware stores, repair businesses, or sewing shop employees who might be interested in sharing their repair knowledge. Many Fix-It attendees can be encouraged to volunteer at future events. Emphasize that because Clinics are about “do-it-together” repair, Coaches do not need to be complete experts—a little bit of know-how and an interest in fixing are all that's required.

Volunteer Communication and Retention: Confirm the volunteers' attendance two weeks prior to the event date. Be sure to provide plenty of snacks and refreshments throughout the event for volunteers. You can use a bell or other noisemaker after each completed repair to celebrate the Coaches' success.

Step 3: Promotion Promote the Fix-It Clinic through local media, calendar postings, host location websites, social media, posters, flyers, newsletters, etc. It is also a good idea to take plenty of photos at the event to use for future promotions.

Promoting through Fix-It Austin: Groups hosting Fix-It Clinics in Austin, TX are invited to become Fix-It Austin partners. To become a partner, a group needs to contact Fix-It Austin at natalie.betts@austintexas.gov and agree to provide attendance numbers and report the event's diversion (weight of items successfully repaired). Partner events will be promoted through Austin Resource Recovery and the Austin Public Library's social media channels.

Community Fix-It Clinics will have access to the Fix-It Austin logo for use. Unfortunately, the City of Austin is not able to provide staff or other organizing assistance to community Fix-It Clinics and partner groups may not use the City seal or advertise the event as a City event.

Fix-It Austin Facebook Group: You are encouraged to join our online fixing community at [Facebook.com/Groups/AustinFixItClinic](https://www.facebook.com/Groups/AustinFixItClinic).

Step 4: Event Registration

To keep track of attendance for the Fix-It Clinic, you can post the event on a “ticket” selling website. The tickets could provide various time slot options for a certain category of items to be fixed as well as an option to include the specific repair item(s) attendees will bring to ensure the Fix-It Clinic is prepared for the repair. For example, one ticket could be “Clothing Repair from 2:00-3:00 PM” with the option to specify “jeans.”

Step 5: Waiver

Fix-It Clinic rules should be determined and clearly posted for display at the event. Attendees should be asked to sign a waiver or disclaimer form including the Fix-It Clinic rules such as “offer broken items for repair at your own risk, volunteer performing repairs make no guarantees and are not liable for condition of broken items.” Volunteers should also be instructed to not try to fix items they are unsure about. A sample waiver form is included at the end of this guide.

Step 6: Check-In/Out

Set up a check-in table staffed by volunteers to welcome attendees, direct them to the correct repair volunteer, keep track of items brought in and distribute waivers. Fix-It Clinic rules should be on display at the check-in table. There should also be a check-out table with a separate sign-out sheet. Volunteers staffed here should weigh and record fixed items. Weighing successfully repaired items at check-out keeps track of disposal diversion through repair.

Fix-It stations should be clearly labeled according to their specialty. Name tags or other forms of identification should be used to distinguish volunteers from attendees. To keep track of the attendees’ order of arrival, use a numbered identifier/ticket. It is also a good idea to keep a wait list for the attendees who did not RSVP and identify them accordingly to keep the event organized. If possible, provide repair magazines, books, or YouTube videos available to browse if attendees need to wait before a coach is available. Organizers should print cards with “next steps” for items that did not get repaired but attendees were given instructions on how to fix them at home. Attendees can also reference the Austin Public Library’s Repair Education resources at [AustinTexas.Gov/Reuse](https://www.austintexas.gov/Reuse).

Step 7: Metrics

Volunteers staffed at the check-out table should distribute surveys to all attendees. Upon completion of the Fix-It Clinic, volunteers should also answer a survey in order to improve efforts for future Fix-It Clinics. For a list of sample attendee and volunteer survey questions see page 9.

**Supplies Needed
for Fix-It Clinics**

- Tools (can be brought by volunteers)
- Electrical cords, extension cords, power strips
- Trays for holding small items
- Canned air, tape, batteries, rubbing alcohol, scissors, screwdrivers
- Scale
- Writing utensils
- Fabric scraps
- Sewing machines
- Sewing odds and ends
- First aid kit

Optional but helpful items:

- Soldering iron
- Extra mechanical and electronics parts

Other

Fix-It Clinics are not like traditional repair shops. Instead of people dropping off their broken items to be picked up later, they are present and participate in their item's repair process. Attendees interact with Fix-It Coaches and engage in the repair, promoting the positive and rewarding experience of a hands-on activity to fix a problem. Background music makes for a more enjoyable and social environment. The Fix-It Clinic could also have a separate table for crafts or entertainment for children who might also attend the event. Fix-It Clinics are also a good opportunity to hand out free promotional materials about sustainability, such as reusable bags or other giveaways.



Resources

Austin Creative Reuse AustinCreativeReuse.org 6406 N. I-35 #1801, Austin, TX 78752 512.375.3041	Austin Creative Reuse collects, distributes and sells reusable materials donated from industry and individuals. ACR unites the community by hosting events, activities and classes that build awareness around conscious consumption, sustainability and art.
Austin Public Library –Virtual Library Library.AustinTexas.gov/database-subjects/do-it-yourself	Austin Public Library’s virtual library offers a wide variety of eBooks, eAudiobooks, magazines, movies and music available to download or stream on your mobile device 24/7.
Austin Tinkering School AustinTinkeringSchool.com 1122 Airport Blvd. Suite A Austin, TX 78702 512.579.6169	Austin Tinkering School is a place where kids use real tools and materials to build, create and learn. Adults serve as collaborators rather than teachers for maximum engagement, interest, enthusiasm and enjoyment.
Austin Tool Company AustinToolCo.com/products 210 Industrial Blvd., Austin, TX 78745 512.447.4905	Austin Tool Company is a supplier of power tools for construction and maintenance needs.
CRAFT MadeAtCraft.com 4704 East Cesar Chavez Austin, TX 78702 512.900.9957	CRAFT is Austin’s creative hub for DIY crafting, workshops and events.
Dougherty Arts Center AustinTexas.gov/dac 1110 Barton Springs Rd. Austin, TX 78704 512.974.4003	The Dougherty Arts Center is an award-winning cultural arts center that offers a variety of visual, performing and digital arts experiences.
Fix-It Clinic Blog Fix-ItClinic.blogspot.com	The first East Bay Fix-It Clinic was held in Berkeley, CA by Peter Mui. The Fix-It Clinic blog is regularly updated and contains helpful resources.
Home Depot – Tool Rental HomeDepot.com	Home Depot offers a tool rental service for big and small projects.
The Stitching Studio AustinStitchingStudio.com 12325 Hymeadow Dr., Austin, TX 78750 512.807.9625	The Stitching Studio is a local studio offering a variety of sewing and crafting classes plus work space rentals.

Resources listed in this guide are possible non-profits and businesses where individuals and organizations looking to host their own Fix-It Clinics can purchase or rent the materials, supplies, or tools they might need for the event. Links to websites are for the convenience of the user. Such links and use do not constitute an express or implied endorsement or approval of any private sector website, or of the products or services of specifically identified companies or any of the private entities. This information does not reflect an endorsement of these entities and therefore assumes no responsibility for the accuracy of data contained herein.

Sample Survey Questions

Survey for Fix-It Clinic Attendees:

1. Where did you find out about today's Fix-It Clinic?
 2. Were you able to fix your item today?
 3. On a scale from 1-10, how useful did you find today's Fix-It Clinic?
(1 being the lowest and 10 the highest)
 4. What did you think about this event? How might we improve upon it? If you have suggestions for other types of Fix-It Clinics you would like to see offered please include below.
 5. Are you interested in volunteering at the next Fix-It Clinic? Y | N
 6. Based on today's experience, are you more likely to try to fix other items in the future?
 7. Did today's Fix-It Clinic impact your understanding of Zero Waste?
- Please share anything you learned about repair or Zero Waste below:

Survey for Fix-It Clinic Coaches:

1. On a scale of 1-10, how would you rate your experience from the Fix-It Clinic?
(1 being the lowest and 10 the highest)
2. What category of items were you a Fix-It Coach for?
3. Would you volunteer again for a future Fix-It Clinic?
4. Did you feel like you had access to all the supplies you needed while working as a Fix-It Coach? If not, what could we have provided?
5. What was your favorite/least favorite thing about the Fix-It Clinic?
6. What did you think about this event overall? How might we improve upon it?
7. Do you know anyone that you suggest we invite to be a Fix-It Clinic volunteer in the future? If so, please provide their contact info here:_____

The Host a Fix-It Clinic Guide is provided as an informational resource only. Other Fix-It events not put on by the City should not be promoted as such. The City Seal, Austin Resource Recovery, Austin Public Library and Fix-It Austin logos should not be used without permission.

Sample Diversion Form



Items Diverted from Landfill

Item name description	Weight	Fixed? Y N

Sample Waiver / Release Form

Fix-It Clinic Waiver Form Example

Thank you for participating in this Fix-It Clinic, presented by [organization name]. Fix-It Clinic services are provided free of charge through volunteers. Therefore, [organization name] cannot guarantee the integrity, usability or effectiveness of repairs undertaken at the Fix-It Clinic. Neither [organization name], nor their employees, agents or volunteers accept any liability for any damage, or injury to person, or property resulting from the use of item(s) repaired, or being repaired.

In consideration of being allowed to participate in the Fix-It Clinic at no cost to me, I hereby waive, release and forever discharge [organization name], their employees, agents and volunteers, and any others acting on their behalf, from any and all responsibilities or liability from damages or injuries of any kind to my property, anyone else's property, or to me or any other person, in my party or otherwise, as a result of my participation in the Fix-It Clinic.

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

Signature: _____ Date: _____

Print Name: _____

FOR MORE INFORMATION CONTACT:

Natalie Betts | Recycling Economic Development Program Manager
Austin Resource Recovery and Economic Development Department
City of Austin | 512-974-9235 | Natalie.Betts@AustinTexas.gov

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[Facebook.com/Groups/AustinFixItClinic](https://www.facebook.com/Groups/AustinFixItClinic)

