



Karma Volunteer Program

Information & Training Manual

Last Updated: March 6, 2023

Should you have any questions, please feel free to message Holly via email at karma@factoryclimbing.ca.

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I. Introduction to the Role

Welcome to the Karma Volunteer Program! We are so glad to have you on board to maintain the cleanliness of our facility in exchange for a free climbing membership. Sweet, right?

If you are new to the program, we will ensure that you have the proper orientation for our equipment and tasks. If you have done Karma cleaning before, please browse through this program manual every quarter for new updates and changes.

Let's get to it, Karma crusher!

II. Shift Schedule

Click on the icons below to get directed to the Karma Cleaning booking website!



KARMA MORNINGS

| MONDAY-FRIDAY | 10:00-11:00 am

| SATURDAY-SUNDAY | 8:00-9:00 am

WALL STRIPPING | SUNDAY | 7:00-9:00 pm

III. Karma Policy

3.1 Age, Attire, and Waiver Requirements

1. Wear **closed-toed indoor shoes** (for safety), **deodorant** and a **t-shirt (short or long sleeves** for hygiene) for your shift. Failure to do so will result in your ineligibility to participate in the shift.
2. **ALWAYS** check in with the front desk (ie. to sign in for your shift, activate weeks, reload weeks etc.). Before attending your Karma shift, you are **required** to read the Karma Manual, fill out a [facility waiver](#), and adhere to our [Code of Conduct](#).
3. **Karma volunteers are expected to be a minimum of 16 years old** to volunteer with us for both Karma Opening and Wall Stripping shifts.
 - **For adults with children under 16 years old:** Although we do not allow individuals under 16 years old to participate in the program, **you can transfer over some of your banked Karma weeks** to your child's account.
 - **For anyone under the age of 16:** We have reduced rates for children and students, please see the [Factory Website](#) for pricing.

3.2 Karma Weeks

1 hour of work = 1 week of climbing. What this means is that as long as you complete ALL the tasks written in the Karma Task List, you are eligible to get 1 Karma week on your account after your shift. **Please work together to complete all tasks and do them diligently and of good quality work.**

3.3 No-Shows

We have a **no-show policy** in effect. Three no-shows or late cancellations (less than 24 hours notice) will remove your eligibility from the program.

3.4 Karma Membership = PREPAID Members!

Since you have a prepaid membership status, we ask you to do the following:

- **Check-in at the front desk** and ask to activate 1 Karma week. If you have more than 1 week banked on your account, you are free to activate all your weeks or activate them one by one.
- You can check in using a **Rock Jungle scan tag**. If it makes a **BOING** sound on the scanner, either your membership is expiring soon or you need to activate another Karma week to continue your Prepaid membership.

3.5 Changes with Karma Drop-Ins

Before management takeover, Karma volunteers could drop in anytime they wanted to help clean the gym, as no-shows would happen frequently. Due to increased sign-ups since August 2022, **volunteers are now required to book a slot** for their Karma shifts prior to coming in. Sign up for the [on-call list](#) if you hope to be informed of last-minute slots via email or call. **Should you decide to drop in, you will not be guaranteed a slot on the day of.**

IV. Volunteer Tasks

4.1 Karma Mornings

You are expected to come in from **10:00-11:00** am to help out with the following:

1. Vacuuming the black climbing mats with Clarke vacuums
2. Vacuuming the gray floor mats with Clarke or handheld vacuums.
3. Vacuuming the black mats near the front entrance with the handheld vacuum
4. Completion of daily/weekly Karma tasks as stated in the "Karma Team Task List". This will be located both in the Karma closet as well as with the front desk.

4.2 Wall Stripping

Please see the [Wall Stripping Training sheet](#) for more information.

V. Volunteer Perks

5.1 Karma Membership

All Karma volunteers get the **SAME** perks as our ongoing monthly and annual members! This includes first-visit passes, monthly guest passes, a 10% discount on our retail as well as at Track'N'Trail, a 20% discount on our courses, and preferred rates at MVMT Physio & Chiro.

5.2 MVP Monthly Feature

Every quarter, 2-3 Karma volunteers are featured on our social media page as appreciation for their hard work in the program! Karma MVPs are chosen based on their participation attendance rate (little to no no-shows), their eager efforts to maintain the gym facility with excellence, and their willingness to initiate taking on roles when main tasks have been completed.

VI. Channels for Communication

Any feedback? Fill out our [anonymous Google form](#)

If you have any questions or clarifications regarding the Karma Program, Holly will be here to help via email at karma@factoryclimbing.ca. Thank you for taking the time to learn the Karma cleaning role! On behalf of Rock Jungle Climbing, we appreciate your early morning and late night grind, tidiness, and hard work.
