



# Hennepin County Fix-It Clinic



# What is it?

At free monthly Fix-It Clinics, volunteers with repair skills help residents disassemble, troubleshoot and fix their household appliances and clothing.



# Multiple benefits

- Participants learn new skills through diagnosis and repair
- Reduce waste and conserve resources
- Build community






# How it got started

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**The New York Times** Europe

WORLD U.S. N.Y. / REGION BUSINESS TECHNOLOGY SCIENCE HEALTH SPORTS OPINION /

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AMSTERDAM JOURNAL  
An Effort to Bury a Throwaway Culture One Repair at a Time



Ilvy Njikiktjen for The New York Times

Gathered around tables in what appeared to be delicate operations, participants tried to fix items that had been set for the trash.

By SALLY McGRANE

“In Europe, we throw out so many things.”

- Martine Postma, who started Repair Cafes in Amsterdam



# What do we work on?

- Common household items
- Electronics
- Toys
- Clothing and linens



# Checking in

- A description of your item is recorded, along with its weight and what's wrong with it.





# Working together

- Then you get paired with volunteers who have mechanical, electrical or electronics skills. And you work on your item together.



# Measurement

- We weigh the items to figure out how much stuff we divert from the trash.
- As you leave, we ask if your item got fixed and have you fill out a survey.





# By the numbers

- 42 events so far  
– one clinic is held each month
- Pounds diverted from the waste stream: 18,084
- Average fix rate: 77 percent
- Volunteer hours to date: 4,724





# Feedback

- “I am not at all handy and do not even relish the use of a screwdriver, but I found the experience of replacing the part very empowering, and the clinic itself very energizing.”
- “We are thrilled at being able to attend. THANK YOU!”
- “This is awesome! Nice volunteers.”
- “Keep it up -- you are all saints!”
- “Good folks/ kind and welcoming!”
- “It's a most worthwhile effort to save equipment, reduce trash!”
- “Great community event! Thanks.”









# Volunteers love the program

- “Thank you so much for the opportunity to be involved with the Fix-It Clinics. It is an absolutely brilliant program!”
- “I got more than what I came for – I learned from other volunteers.”
- “I loved ... how happy people who brought their items in were, even if their item was not repairable.”



# Choose to Reuse



- Through the Choose to Reuse coupon book, app and online directory, reuse retailers can showcase their goods as an option to buying new.
- Choose to Reuse program started in 2002. In 2015, 56 businesses at 86 locations participated.
- The reuse industry is made up of mostly independent retailers, franchisee retailers and non-profit organizations. Many in the industry don't have the resources to widely advertise their business.

# Multi-family Move-out Waste Pilot Program



Provides an easy way to collect furniture, clothes, dishes and other household items at multi-family properties for donation to reuse organizations.



[hennepin.us/fixitclinic](https://hennepin.us/fixitclinic)

[hennepin.us/choosetoreuse](https://hennepin.us/choosetoreuse)

[hennepin.us/apartmentsrecycle](https://hennepin.us/apartmentsrecycle)

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