

Saturday Market Volunteer Orientation - General

1. Introduce staff while handing out volunteer badges
 - a. BSM is a program of BDC
 - b. BDC mission: To build a thriving, diverse community through equitable engagement
 - c. Preserve and create affordable housing, small business support, resident needs, transportation & infrastructure, and the Saturday Market
 - d. Make sure everyone can have a say in what is done to and in the neighborhood by developers, including the city
2. Market started in 2014 with 12 vendors and 600 people a week
 - a. Currently xx vendors and xxxx people/week
 - b. Safer than a grocery store
 - i. Studies of infection transmission in Wuhan show that 2 out of 1,200 transmissions were outside
 - ii. Allow for more space, more control over customer movement, more control over customer access to product before buying
3. Volunteer stuff
 - a. THANK THEM!
 - i. Volunteers are what allow the market to go from great to amazing
 - ii. Customers more likely to feel positive when they leave the market
 - iii. In COVID, we CAN NOT operate without volunteers
 1. Some vendors don't have a second person to handle food or money as required by Allegheny Co. Health Dept
 2. High anxiety time needs lots of reassurance
 - b. Everyone will have
 - i. Apron
 - ii. Volunteer tag
 - iii. Paper & pen
 1. To write notes of things to fix for next week/suggestions
 2. To communicate with people who have trouble hearing
 - iv. Hand sanitizer
 - v. Masks
 1. Use if you touch yours or it gets dirty
 2. Give to customers
 - vi. Gloves if you want them
 - c. Wear a mask at all times
 - d. Wash your hands at the stations at least twice a market and after each time you go to the restroom or eat
 - e. Before you touch your mask use hand sanitizer
4. Customer Service stuff
 - a. People are happy, people want to be at the market
 - b. Friendly, approachable
 - i. Make eye contact
 - ii. If someone gets within 8 feet of you, say hello
 - iii. If someone looks lost, ask them if they need help finding something
 - iv. If you don't know the answer to a question, either go to the info tent and get the answer or send them to the info tent if you can't leave.

- c. Watch people
 - i. Look for potential problems
 - 1. Masks required
 - 2. No dogs/service dogs are yes
 - 3. Tripping hazards and litter
 - 4. Watch distance and remind people kindly if needed
 - 5. KEEP LINES DOWN - congestion/people grouping needs to be taken care of immediately - redirect people where and how to line up, communicate to people with walkie talkie to stop letting people in until the congestion is cleared
 - d. Unknowns and Anxiety
 - i. Our goal is to have you, the customers, ourselves, and our vendors feel and BE cared for
 - ii. Be reassuring, kind, helpful
 - iii. If you get a difficult person, leave your post to take them/get a staff person
- 5. Incidents - stuff happens
 - a. Injuries
 - i. Call 911 or Get a staff person!
 - ii. Ask people who saw what happened to stick around
 - iii. Help with an injury report
 - b. Other incidents
 - i. Weapons, harassment, bigotry, racism
 - 1. These are NOT things that have ever happened in the market to our knowledge but we can't ignore that they exist and happen
- 6. Roles
 - a. Everyone has a role
 - i. Each one is important
 - 1. If you need to leave your role, check in at the info tent to let them know
 - ii. Bathrooms - use them!
 - iii. Food and drink - do it! Just take it out of the parking lot if you can to a car or sit somewhere (do we have chairs? A blanket? grass?)
 - 1. Keeping water or snacks on you? Use hand sanitizer before you touch your mask
- 7. Sign in & volunteer waiver!
 - a. Volunteer hours