

Volunteer Positions and Script Covid 19-Response Market

Positions:

1. Greeter at entrance
 - a. Let people know what to expect, to get in line
 - i. Thank them for supporting their local food economy
 - ii. No dogs except for service animals
 - iii. Ask for one person from each group/family to shop when possible
 1. There will be people sight impaired or hearing impaired - do whatever necessary to make sure those people can access the market, but do so from more than 6 feet away
 - iv. Move through market in one direction and efficiently to help as many people as possible shop, which also helps the vendors' sales
 - v. Masks! Require that people put them on, if they don't have one, give them one and let them know we have a limited supply and ask if they could donate one the next time they come to the market
2. Greeter moving up and down Big Line
 - a. 2 greeters stationed in set places
 - b. Help people understand how to shop
 - i. One person from household/family
 1. There will be people sight impaired or hearing impaired - do whatever necessary to make sure those people can access the market, but do so from more than 6 feet away
 - ii. Thanking them for supporting their local food economy
 - iii. Answering questions about picking up produce, what to expect when they get inside
 - iv. Move through market in one direction and efficiently to help as many people as possible shop, which also helps the vendors' sales
 - v. Prepare people for the new layout - one way, more places to go
 - vi. Make sure they're keeping their masks on
3. Gatekeeper
 - a. Monitor communication from people in-market to know when to let more people in - ON the walkie talkie 100%
 - b. Give people the "one way, distance required, keep mask on, handwashing stations" spiel
 - i. There will be people sight impaired or hearing impaired - do whatever necessary to make sure those people can access the market, but do so from more than 6 feet away
 - c. Pickups - direct either to pickup tent or to proceed through market as usual for pick ups
4. Floaters
 - a. 1 - back 9, 2- 1st aisle, 2- 2nd aisle

- b. 2 with walkie talkies, maybe 2 without?
 - c. Enforcing distancing
 - d. Those with walkie talkies communicating about how the lines are going and making sure there aren't too many people in the market at one time
 - e. Answering questions
 - f. Stepping in when vendors need to leave their stalls to stand in front of stalls and let people know they'll be right back
5. Gatecloser
- a. Counting the numbers leaving
 - b. Thanking everyone (loudly) for coming
 - c. Answering any questions
 - d. Taking feedback seriously - write it down!
6. Pick up area
- a. 2 people to distribute to customers & deal with drive ups
 - b. When local line launches, probably need 4 volunteers total to keep 2 at the site and 2 to run and pick up from vendors
7. Vendor volunteers
- a. # TBD
8. Other volunteer tasks - all volunteers need to have the script and to expect questions
- a. Sanitizing hand washing stations
 - b. Sanitizing basically everything
 - c. Crossing guards
 - d. Standing outside the fence on winebiddle/Liberty/Gross to answer questions and encourage people to enter the market

Volunteer script, listed by importance

1. WELCOME: Hi!
 - a. This is actually really important - this very first interaction is the make-or-break thing that either makes them feel like this might work or repels them
2. THANK: Thank them for supporting their local food economy and small businesses
3. MASK: Thank you for having a mask on/Do you have a mask to put on?
 - a. Give them a mask if not, but ask them to consider donating \$2 to cover the cost or bringing a mask next week
4. DOGS: We can't allow dogs because they cause more variables that can easily cause people to come closer than distancing requirements
5. SITE:
 - a. Token system
 - i. Pick products @vendor tent
 - ii. Get receipt from vendor
 - iii. Get all the receipts you want
 - iv. Take receipts to Info tent - pay
 1. Walk receipts back to each vendor to pick up items
 2. Ask for someone to go and get items for you
 - a. Def ask all people who look to have mobility issues!
 - b. Also try to mention to as many people as possible
 - b. Maps posted while waiting in line
 - c. Tell customers that we're using ALL of the site, including the back 9
 - d. Toilets not open to customers (but only if asked)
 - e. The one way schematic - ask that they stay in that way to make sure we can allow as many people as possible in and the most sales for vendors
 - f. Handwashing stations