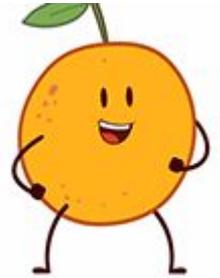




# *Market Boss Training Refresher*



# Market Like a Boss! Let's get started...



## Day before Market:

- Familiarize yourself with your volunteer list and the agencies you will be delivering to.
- If you have access to your Market iPad, make sure it is charged.

## Day of Market:

- Allow yourself time for parking before shift
- Make sure you know who and where the Farmer's Market Manager is
- Have your phone on and be available for any last-minute calls from volunteers and/or drivers/receivers
- Check your Market Box that you have all supplies (grease pencils, aprons, batteries are in scale and working)
- Unload equipment. Set up your supplies in a designated area - Make sure volunteers know where to find you



# Meet and train your volunteers (scripts)



## Sharing Our Mission!

- Background
  - 1 in 3 San Diegans are food insecure : *San Diego Hunger Coalition*
  - 40% of all food goes to waste in USA : *Natural Resources Defense Council*
  - Alleviating the challenge of hunger & food waste : *ProduceGood*
- Introduce Market Share & One Another
  - Collection of excess produce at Farmers Market
  - Distribute same day to local hunger relief agencies
  - Share on social media

## Market Boss Responsibilities

- Arrive 1 hour before your scheduled market closure
- Coordinate with volunteers (info sent 48 hours before shift)
- Distribute and track bins
- Collect and supervise the weighing of produce
- Use app to record poundage of produce for each farmer
- Oversee distribution of food to correct hunger relief agency



# Market Dos & Dont's



**DO be respectful of the farmers and vendors.** They are busy trying to sell their produce, so don't stand in front of their booth or block other customers during a busy time. If they are attending to other customers, come back later

**DO be aware of your personal space.** Many markets are crowded, busy and sometimes congested. Don't stand in the middle of the path or walkway while doing your dropoff/pickup.

**DO be mindful of each farmer and their method and rhythm.** Some are very quick to donate, others take their time to finish up their day.

**DON'T rush the farmers or vendors in any way.** They are doing us a great service by donating their excess product, and we are very grateful for their generosity.

**DON'T stack more than FOUR (4) bins in your wagon.**

**DON'T carry bins by hand.**

**DON'T accept rotten or inedible produce.**



# Weighing and Waiting



Depending on the market, there will be a lull between the distribution of the bins to the vendors and the time when you are picking them up. If time permits, feel free to shop the market for items or food.

Once the collection of filled bins starts, things become lively, so here are some tips to help:

- Once you have begun the pickup of bins, designate who will be the main weigher
- Make sure you have the MS App set up and ready to go (user must be familiar with the MS App)
- Have a method in place to separate the weighed produce from the unweighed
- If you have time, snap a few photos during or after the pickup and send to [producegood.kait@gmail.com](mailto:producegood.kait@gmail.com)
- For fun, after you have tallied up the poundage, have your volunteers guess the total



# Using the MS App/ iPads

---

You will have received training on the app at least three times before you become a Market Boss, but if you have trouble please refer to the laminated pdf document in the Market Box (on a ring).

Each Market Box has its own iPad, which is used exclusively for our Market Share app.

## Things to note:

- If you cannot find a farmer/vendor on the dropdown list on the app, there is a search box feature at the top of the screen that you can use to locate them. Sometimes Farms change their names or go by aliases, so it can be confusing. If you cannot find the right name, make a note in the final box on the app, so we know that there was an issue.
- If you have connectivity problems, try and use your (or another volunteer's) phone as a "hotspot" so that you can get into the app and submit ("sync") the final information
- If you absolutely are unable to use the app, please fill out the paper forms and take a photo and send to [producegood.kait@gmail.com](mailto:producegood.kait@gmail.com) at the end of your shift.
- Please report any problems with the iPad or the App to [producegood.kait@gmail.com](mailto:producegood.kait@gmail.com)



# Collecting and Distributing Harvests



Once you have harvested the fruit, you will:

- Weigh each bin and attribute to appropriate farmer
- Consolidate produce in bins after weighing
- Use the designated agenc(ies) from Coordinator's schedule
- If you are delivering to more than one agency, separate produce accordingly
- Load in transport vehicles
- If you are delivering the produce to an agency, try and transfer the harvest from our bins to their containers, if possible
- Contact Community Orchard Lead with totals and photos



# Ensuring a safe and positive experience

## Safety Precautions

- Respect protocols with regard to Social Distancing (as required)
- Wear close-toed shoes with traction
- Inform the Market Boss and call 911 if a medical emergency arises
- Seek guidance from Community Orchard Lead, Kait Cole, when in doubt
- Handle all produce with care
- Take necessary precautions to protect from sun
- Always bring water and stay hydrated
- Clean up after myself and always return tools or supplies to staging area
- Represent ProduceGood and its values while you are working your shift



## Safe Atmosphere

- Help and be of help to my fellow volunteers
- Respect the direction of Market Boss and be respectful of vendors and farmers
- Refrain from any discriminatory or hostile behavior
- Listen to fellow volunteers and respect physical and personal boundaries
- Report concerns or issues to ProduceGood management



# COVID-19 & Feeding the Hungry Safety Protocols

## Driving Volunteers

*If you are transporting fruit from a market to a food bank or pantry, you will:*

- Respect protocols with regard to Social Distancing (as required)
- Never transport produce uncovered (i.e. back of a pickup truck, etc.). Use tarp!
- If transfer of fruit (from our crates to other containers) must occur, have only one person transfer the produce while wearing gloves
- When delivering to the food bank or pantry, make best effort at no human contact i.e. leave bags/boxes of fruit in the drop off area.
- Receive day, time, and location drop off instruction and confirm delivery with PG.

*You are a volunteer representative of ProduceGood, an approved partner agency from whom food banks and other hunger relief agencies accept produce donations.*



# Any Questions? Contact Us!



**Kait Cole**

619-301-4263

[producegood.kait@gmail.com](mailto:producegood.kait@gmail.com)

**Nita Kurmins Gilson**

760-415-4296

[producegood.nita@gmail.com](mailto:producegood.nita@gmail.com)

[www.producegood.org](http://www.producegood.org)

