

## INSTRUCTIONS FOR SUCCESSFUL VOLUNTEERING at TBFM 2023Ag

One of the main volunteer tasks is to help transport the vendor's product from point of vehicle to their stall location safe/sound in good time and reverse at end of day. Their table display is their domain. If it is raining, on occasion we do help set up vendor tents before their product is brought out to keep it dry. Also required are a few volunteers to tend the info tent and help with whatever we have going on for market i.e. customer service, sell our bags etc.

Orientation and context:

1. Helping the vendors load in/out is not a competition. Haste makes waste. Be mindful that you are moving the vendors product which is how they make their living. Volunteers do not enter vendor trailers/trucks. Ask how you can help them and take their direction.
2. We go rain or shine. Dress for success e.g. layers, rain coat, hat.
3. Work gloves can be handy, especially if you want to continue your hand modelling career.
4. Do wear closed toe footwear to protect your digits.
5. No question is a stupid question. When in doubt, ask.
6. We have wagons, dollies to assist. If you have not used a dolly before we will show you. This goes for tents which instruction is prudent - there are many ways fingers, skin or toes can be pinched/torn.
7. Never carry/move anything beyond what you are comfortable/able to handle. If it takes two people, then it takes two people. Don't hesitate to ask for help. The vendors do not expect you to be able to lift what is easy for them. No hero's please.
8. Do be polite. Mutual respect between vendors/volunteers/patrons is expected. Let us know if you experience otherwise and visa versa.
9. Able to take instruction from the manager and/or volunteer coordinator. There are many nuances to volunteering at tbfm which can take several shifts to understand. Best approach, simply ask best not assume.
10. We ask that your time volunteering at TBFM is time for that only. We ask volunteers to not use this time to discuss, lobby or advocate for anything other than the task at hand.

Any changes to your shift or to cancel, just let us know asap so we can gauge how many hands are on deck for any given shift - text on the day.

You're welcome to arrive earlier/stay past shift times and have a coffee and do your shopping! If you find volunteering at tbfm is not a good fit and you'd like to move on, no worries just let us know for scheduling.

There are usually returning and new volunteers every season. Once everyone is familiar with each other and the system is working, it's a beautiful thing.

Thank you.