

TBFM VOLUNTEER ORIENTATION SHEET - MUST READ (July2025)

Our key volunteer task is to help transport the vendor's product to/from vehicle to their stall location safely. Their stall display is their domain. If it is raining sometimes we assist with vendor tents before their product is brought out to keep it dry.

1. Arrive on time for shift. We go rain or shine. Dress for success e.g. layers, rain coat, hat. Bring no valuables - we cannot guarantee security.
2. Work gloves can be handy, especially if you want to continue your hand modelling career. Wear closed toe footwear to protect your digits.
3. No question is a silly question, if in doubt ask. Make no assumptions.
4. Do not enter vendor trailers/trucks. Ask how you can help and take their direction. Helping load in/out is not a competition - haste makes waste. Be mindful the product you are moving is how they make their living.
5. We have wagons, dollies to assist. If you are not familiar we will show you. This goes setting up tents - instruction is prudent - there are many ways fingers, skin or toes can be pinched/torn.
6. Never carry/move anything beyond what you are not comfortable/able to handle. No Heros. If it takes two people, then it takes two people. Don't hesitate to ask for help. Our vendors do not expect you to be able to lift what is easy for them.
7. Do be polite. Mutual respect between vendors/volunteers/patrons is important. Let us know if you experience otherwise and vice versa.
8. Able to take instruction from the manager, volunteer coordinator and/or veteran volunteers. There are many nuances to volunteering which will take several shifts to embrace.
9. We ask that your time volunteering at the market is time for that only. Do not to use this time to engage, lobby or advocate for anything other than the task at hand. In the event, you may be asked not to return. This is for the comfort of all parties.
10. Changes or cancellation of shift: let us know asap so we can gauge how many hands are on deck for any given shift. Text on the day. Sometimes volunteering at tbfm is not a good fit and you'd like to move on, no worries just let us know for scheduling. No hard feelings ;-)

While some vendors do offer discounts to volunteers, but this is entirely at their discretion. If a vendor offers a discount, that's lovely and generous. As a general rule, we should never initiate that conversation.

Code of conduct: Be patient and courteous to others. There is zero tolerance of bullying, discrimination, harassment, violence and negative talk. Do bring your humour & humanity. Breaching the code of conduct may result in the end your time volunteering at Trinity Bellwoods Farmers' Market.

We have a mix of returning/new volunteers every season. Once everyone is familiar with tasks, each other and the system, it's a beautiful thing. Thank you. We hope you enjoy your time with us.