Set Up Protocol

- All volunteers/staff will meet at the Mattapan Food and Fitness Coalition office located at 1613 Blue Hill Ave, Mattapan, MA 02126.
- Volunteers/staff will be signed in and their temperatures taken. If the temperature is over 98 degrees, volunteers will be sent home. Temperatures for all volunteers will be recorded. Thermometer is non-contact. Volunteers who feel sick MUST stay home.
- Volunteers/staff are required to wear a face mask before entering the MFFC office. All volunteers/staff must wash hands before putting on gloves. If a volunteer does not have a mask or gloves, MFFC will provide it.
- Volunteers/staff will bring down the necessary items needed to set up the market using the floor plan created by MFFC’s Mattapan Square Farmers Market manager. Please see the section labeled Floor Plan and attached drawing. Additional set up includes CDC guidelines, physical distancing markings on the ground.
- A MFFC staff will handle the opening of doors and temperature checking and recording.

Volunteer Responsibilities

- Volunteers will be assigned to a farmer and will complete various tasks (excludes touching produce). Tasks include directing and orientating shoppers to the space, assisting farmers to process sales and translating rules of the space to bilingual customers.
- During market day, volunteers who need to rest, will be directed to the volunteer/staff station. The station will include 2 10x10 tents, 3 chairs that are 6ft apart, and a table with individual water bottles available.
- Volunteer must remove gloves after arriving at the staff/volunteer station and dispose of gloves in the trash can. Once the volunteer is done resting, they MUST use hand sanitizer and put on a fresh pair of gloves.
Farmers/Vendors Responsibilities

- Farmers/Vendors MUST arrive to Municipal Parking Lot #14 located on the corner of Fairway Street and Cummins Highway in Mattapan at indicated time.
- All farmers/vendors will sign in and have their temperature taken and recorded. If the temperature is over 98 degrees, the farmer/vendor will have to go home. Thermometer is non-contact. Farmers MUST stay home if they do not feel well.
- All farmers/vendors must wear masks and gloves from set up to break down.
- If a farmer/vendor takes off their gloves for any reason or touch anything else besides the produce, farmer/vendor MUST wash their hands and/or use hand sanitizer before putting on a fresh pair of gloves.
- If farmers/vendors do not have a mask or gloves, MFFC will provide it.
- All farmers/vendors must use plastic bags.
- All farmers/vendors MUST sign MFFC Farmers Market agreement before the start of market season. See agreement attached.

Breakdown Protocol

- Twenty minutes before the market is scheduled to close, an announcement will be made to notify shoppers.
- Volunteers and staff MUST wait until all shoppers exit the market space before breaking down.

Additional Volunteer Safety Protocols

- Volunteers must alert the market manager 24hrs in advance if they can no longer volunteer on the assigned market day.
- All volunteers must sign a volunteer agreement form prior to the start of market. See attached.
- Volunteers MUST attend a ZOOM orientation before the start of the Farmers Market - TBD. Orientation will describe the market day/schedule as well as reiterate the use of gloves, masks, and other important safety issues. Volunteers may ask additional questions.
- Volunteers will be sent a brief online feedback form to answer questions on what worked and didn’t work from their perspective.

Customer Shopping Experience

- Customer will walk through the designated entrance and be greeted by someone at the market manager table.
- Customer will be given a mask if needed as well as instructions on how to move through the space.
• Customer will also be given hand sanitizer before moving further into the market space.
• Customer will follow markers to where the farmers/vendors are
• Customer will use markers to note 6 ft physical distance until it's their turn to shop with the farmer.
• There will be a table in front of the farmers/vendors tent for distancing purposes. Customer can only point to what they want. Farmer will bag it, put it on another table where a volunteer will process the sale.

![Diagram of market layout]

• After the customer pays for the produce the customer will be directed or will follow markers on the ground towards the exit.

Crowd Control
• 2-3 Volunteers/Floaters/Greeters to remind shoppers about physical distancing inside and outside of the market but also to keep track of capacity which is 11 people for our market. MFFC will seek individuals who are bilingual in Spanish and Haitian Creole.
  ○ At the Managers Table: A person keeping track of capacity.
  ○ Outside the market space: Cones will be used to designate 6 feet spacing

Communications
• This protocol will be sent to the Mattapan Food and Fitness Coalition listserv and posted on our website.

Floor Plan
See attached
Farmers Market Agreement
Will be completed at later date
Market Manager will mail City of Boston guidelines and protocol to Farmers so they are aware prior to market opening

Volunteer Form
See attached
Volunteer/Intern Information Form

Volunteers should complete and sign the top half of this form, if Volunteer is under 18 years of age a parent/guardian should sign below as well.

Project Directors or Volunteer Supervisors should complete the bottom half of the form, and return both to HR.

Name: _______________________________________________________________________

Address: ______________________________________________________________________

Phone: __________________________        Email: ___________________________________

In case of an emergency, who should we contact?
Name: ___________________________________________    Relationship: _______________________

Home phone: _________________________    Cell phone: __________________________

I understand that I am providing volunteer services and will not be entitled to wages, salary or any other form of compensation based on quality or quantity of services provided.

I further understand that volunteering may contain inherent risks and I hereby RELEASE, WAIVE, DISCHARGE, AND COVENANT NOT TO SUE Third Sector New England, Inc., its employees, agents, officers, or directors for any injury that occurs while volunteering, regardless whether such injury is caused by negligence.

______________________________________________________________________DATE__________

Volunteer Signature
A Legal Guardian of volunteers under 18 years old must sign below confirming acceptance of this Volunteer Information Form Liability Waiver

Parent/Guardian Name: ________________________________

Signature: ____________________________________________DATE____________________

For Project Director or Volunteer Supervisor:

Project Name: _________________________________________

Volunteer position title: ________________________________ Supervisor: __________________
Description of duties:

__________________________________________________________________________

__________________________________________________________________________

__________________________________________________________________________

Is this a ☐ One Time Volunteer Opportunity ☐ Ongoing Volunteer Opportunity
If you’ve checked Ongoing, what is the predicted end date? _______________________________

Will this volunteer be working directly with minors, elderly or disabled constituents?
☐ Yes ☐ No

Volunteers in MA: If you have checked Yes, please have the volunteer fill out the attached CORI release

Volunteers outside of MA: If you have checked Yes, volunteers will receive an email with instructions for completing a background check.