



MEMPHIS FARMERS MARKET POLICIES

The “Ground Rules” For Saturday Market Volunteers

The Memphis Farmers Market is a community-gathering place designed for the benefit and enjoyment of everyone. We welcome all to visit and participate in our mission to:

1. Improve public health nutrition options by providing a vehicle to educate the community on nutrition and good health
2. Provide access to local food choices
3. Assist area farmers, producers, and artisans with sustainable business opportunities
4. Generate a sense of local pride while furthering the economic development of our community
5. Serve as a community-gathering place

Our volunteers are crucial to the market experience and in helping us adhere to our mission.

General Volunteer Agreement

By accepting a volunteer assignment with the Memphis Farmers Market, you acknowledge that you have read and agree to the terms outlined in the Volunteer section of this website.

Age Requirements

MFM volunteers must be 18 years or older.

Volunteers under 18 years must first meet with the Volunteers Cultivator, then submit a signed Minor Consent Form.

Volunteer Attire

All volunteers who work Saturday Markets are issued a Vol-Tee to wear when on duty at the market. All volunteers who work Saturday Markets must wear the Vol-Tee (available in S, M, L, XL, XXL) and comfortable, family-appropriate, go-get-em attire. Replacement Vol-Tees are available at cost.

Market Access

Driveways, parking lot, market entrances, vendor stalls, etc., must be accessible to all. If anything obstructs access to any component of the market, please correct the situation or alert the Executive Director or Market Coordinator. We want everyone to access and enjoy the same goods, services, and benefits.

Animals

No animals are allowed beneath the market pavilion, per Shelby County Health Department regulations. Service animals are the only exception. “Service animal” is the correct, legal terminology for animals who

assist people with disabilities. If you see a customer inside the market pavilion with an animal, ask if the animal is a service animal.

If the animal is not a service animal, explain that Shelby County Health Department regulations prohibit non-service animals inside the market, then direct the visitor to the Petsitting Tent.

ADA Program Statement

Volunteers also play a critical role in ensuring that MFM complies with all laws and regulations pertaining to the Americans with Disabilities Act and its provisions. When approaching any person who seems to be having difficulties, always ask: Would you like any assistance? If so, how may I assist you?

Please read and familiarize yourself with MFM's ADA Program Statement and People-First Language.

Focus! Focus! Focus!

Please, no texting, cell phone calls, smartphone access, earbud usage, or other distractions except when absolutely necessary. We need volunteers to focus on the market, our customers, and the good times we're all having together!

Smoking

No smoking is allowed beneath the Market Pavilion. Please direct smokers to areas outside the pavilion and away from MFM customers. If you are a smoker, please smoke away from the pavilion and MFM customers, and dispose of cigarette butts properly.

Eating & Drinking

By all means, refresh! Re-energize! Drinks are free for working MFM volunteers during their shift. Food is available for purchase. When eating, please do so discreetly and neatly and in such a way that it doesn't interfere with your market duties or the functions of your position. Keep food and drink away from merchandise and away from "front-of-table" positions.

Volunteer Commitment to Excellence

Above all, be kind, friendly, patient, and understanding. Please arrive for your shift 5 or 10 minutes early. We rely on you to be available and ready for your shift and responsibilities. Volunteers should always project a professional, helpful, personable, and customer-oriented presence to our vendors and customers — while getting the job done. We're all here to make sure everyone enjoys the special atmosphere and quality goods the market provides — and to have fun ourselves in the process!

FINAL NOTE

Any time you feel unsure of what to do or how to handle a certain situation, notify the security guard, the Executive Director, the Market Coordinator, or any MFM Board Member on site.

**THANK YOU, VOLUNTEERS,
FOR HELPING THE MEMPHIS FARMERS MARKET GROW!**