



Member Worker orientation

Membership overview

Membership at City Market is \$15 annually or \$200 paid in full. Households may share one Membership and receive the following benefits:

- **Member Discount Days** – Receive 20% off your shop of \$50 or more twice a year
- **Members Go Local Program** – Take advantage of discounts and giveaways at 24 local businesses
- **10% off on Take Care Tuesdays and Bulk Up Thursdays**
- **Discounted Classes** – Members receive a discounted rate on classes and events
- **Member Art** – Display your art at the South End store for a 2-month long show
- **Free Reverse Osmosis Water**
- **Participate in Co-op Governance** – Attend the annual Member Meeting, join monthly Board meetings, run for the Board and vote in the annual election
- **Patronage Refunds** – Members receive a refund in profitable years based on a percentage of their purchases

Member Worker Program

Members can save up to 12% at the register by volunteering with one of our Community Outreach Partners. In order to receive Member Worker credit, please be aware of the following:

- Members must be at least 16 years of age. Although some [Community Outreach Partners](#) will allow volunteers who are younger than 16, we do not accept credit for those hours.
- Any Household Members who want to contribute hours under the same account must attend an orientation.
- You must follow the policies and expectations of the organization with which you are volunteering and respect their code of conduct.
- Harassment & Discrimination Policy - City Market strives to maintain a professional work environment that requires the highest standard of personal conduct. In keeping with this standard, any type of unlawful harassment or discrimination on the basis of race, color, religion, national origin, ancestry, place of birth, sex, age, sexual orientation, gender identity, veteran status, disability, HIV positive status or any other status protected by state or federal law is strictly prohibited.
- Termination is at the discretion of City Market. Reasons for termination from the Member Worker program include, but are not limited to: Abuse of your discount; harassment or discrimination; refusal to perform assigned tasks; customer and/or employee complaints; inappropriate conduct.

Your Community-Owned Grocery Stores

Burlington, VT • **Downtown** 82 S. Winooski Ave • (802) 861-9700 • **South End** 207 Flynn Ave • (802) 540-6400

www.citymarket.coop

Member Worker Discounts

- 2 hours of work = 7% discount for one month
- 4 hours of work = 12% discount for one month
- Discounts are applied automatically on the 1st of the month (work in April = discount in May)
- Membership must be active on the 1st of the month in order to receive discount during that month
- Can bank up to 48 hours in a month per household
- Highest discount always applied – discounts do not stack
- Need to pause your discount? Reach out to us before the 1st if you know you won't be shopping with us for a month or more and save your banked hours.

Member Worker Process

1. **LEARN** about volunteer opportunities through City Market's [website](#) and the Member Worker newsletter.
2. **VOLUNTEER** at a Community Outreach Partner of your choice. Reach out directly to their volunteer coordinator to sign up for shifts. Make sure to let them know you are a Member Worker. They will fill you in on the process they have in place to submit your hours for credit.
3. **REPORT** your hours to the volunteer coordinator by the 28th of the month. Please note that any hours you or your volunteer coordinator submit after the 28th will be added to the following month's submission of hours. This also applies to any hours you volunteer on the 29th, 30th, or 31st of the current month.
4. **SHOP** with your discount starting on the 1st of the next month! If it appears that your discount is not working, please reach out to your volunteer coordinator to ensure they submitted your hours on time. If they confirm and it still doesn't look right, reach out to membership@citymarket.coop and we can look into it further.

Access your membership online!

The [Member Access portal](#) is a great resource to track your Member Work activity. All you need to create an account is your Member number and the email address we have on file for you. With your account, you can see:

- Member Worker hours logged over the past 2 months
- Discounts currently applied to your membership
- Rally for Change totals and annual savings
- Ability to make changes to your personal information or household members

Questions?

Contact the Membership team at membership@citymarket.coop or call 802-861-9707.

<https://www.citymarket.coop/member-work>