



Member Worker orientation

Membership

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

- **Free Water!** – Members enjoy free water from the reverse osmosis water machines in both stores.
- **Member Artist Program** – An opportunity to become the featured Member Artist at one of our stores and display your work on one of our Member Artist Walls for a two-month period. Please contact membership@citymarket.coop for an application.
- **Community Connections Program** – Take advantage of discounts and giveaways at over 100 local businesses through our Community Connections program. Check out the brochure at Customer Service or go to www.citymarket.coop/community_connections for a complete listing.
- **Reduced Class Fees** – Members only pay \$10 for most classes and tours offered by City Market (regular price \$25).
- **Fall Member Meeting** – You are invited to attend a meeting to evaluate and determine where we are as a Co-op and possible directions for our future. Free food, entertainment, activities and childcare!
- **Onion Skin E-Newsletter** – Our monthly newsletter. Keep up to date on store events, Co-op news, Community Outreach Partners, Community Connections Partners, Member Artists, Member Discount Days and more!
- **Monthly Board Meetings** – Learn more about Board governance, our Co-op's policies and procedures, and even run for a seat on the Board. Look in the *Onion Skin* or on the Board bulletin board for dates, times and locations. Meetings generally occur on the fourth Monday of each month.
- **Patronage Refund Program** – Members are provided a refund on their purchases in profitable years based on a percentage of purchases (subject to the discretion of the Board of Directors).

Member Worker Program

Members can save up to 12% at the register by volunteering with one of our 24 [Community Outreach Partners](#). In order to receive Member Worker credit and a City Market Member Worker discount, please be aware of the following:

- **You must be 16** – Members must be at least 16 years of age in order to receive Member Worker credit through this program. Although some Community Outreach Partners will allow volunteers who are younger than 16, we do not accept credit for those hours.
- **All workers must attend an orientation** – Any Household Members who work under your account must attend an orientation before they can sign up and get credit for Member Work.
- **Follow policies and expectations** – 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.

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

- **Termination** – 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 worker discount; harassment or discrimination; refusal to perform assigned tasks; customer and/or employee complaints; inappropriate conduct.

Member Worker Discounts

- Two hours of work = 7% discount for one month
- Four hours of work = 12% discount for one month
- Discounts applied on the first of the following month (work in April = discount in May)
- Membership must be active on the first of the month in order to receive discount during that month
- Can bank up to 48 hours in a month per Household
- Highest discount applied – discounts do not stack

Member Worker Process

- 1) **Sign Up for Shifts** - Sign up for Outreach shifts by contacting that organization's volunteer coordinator. Go to www.citymarket.coop/memberwork/community to find job descriptions and contact information for each of our Community Outreach Partners.
- 2) **Sign up for Member Worker emails** – You can also sign up for shifts by following the instructions on our Member Worker emails, which are sent out at the request of our Outreach Partners. If you would like to be added to this mailing list, please contact us at membership@citymarket.coop.
- 3) **Know your Member Number** – It is important know your Member number or have a record of it on hand for reporting your hours. You can find your Member number on the back of your Member card or at the top of your printed receipt. If you are unable to find your number, ask a cashier or email membership@citymarket.coop.
- 4) **Report your hours.** Please report your hours to our Community Outreach Partners by the monthly deadline they provide using their preferred method of reporting. If required, please sign in/out for all shifts and remember to include your Member number, otherwise you may not get credit for your shift. Hours reported after the deadline by the Member may be credited late or, if too much time has passed, may be banked for future months.

Need that Link again? <http://www.citymarket.coop/memberwork/community>

Thank you for all you do to make our community a better place!

Questions? Contact Patrick at 861-9707 OR membership@citymarket.coop