



Volunteer Handbook

2021 Season

Dear BisMarket Volunteer,

Thank you for volunteering at BisMarket, Your Community Farmers Market!

Volunteers are vital for the success of BisMarket’s continued growth and sustainability. Market volunteers assist the Market Manager so that each market event will run smoothly (including set up or tear down), welcome guests as they arrive and answer questions in the Community Resource Booth. Please read through your respective volunteer shift duties sheet for general direction and expectations.

Sincerely,

Market Manager & BisMarket Board of Directors



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BisMarket | Your Community Farmers Market

Saturdays | 10am – 1pm (June 5 – October TBD)

On Saturdays we are located along Sweet Ave near the Kiwanis Park/Municipal Ballpark. You can find high quality, locally produced or made products along with activities for children, entertainment, and educational topics to be presented throughout the season.

BisMarket is a non-profit organization governed by a volunteer Board of Directors which has been growing since 2013. We strive to provide a venue for community members to gather, purchase and eat local foods and goods, promote health and wellness, provide education, and showcase the artistic talent in the area.

Mission

BisMarket provides access to a variety of locally grown, high quality, farm-fresh products direct from local producers. This family-friendly market enhances community building, fosters local business development and encourages healthy food choices in a green outdoor space.

Saturday Market

Market Day Set Up

From 8:00 am – 10:00 am

- Check in and report to Market Manager (MM) upon arrival
- Assist setting up signs if needed - A frames and yard signs
 - (Only if this hasn't already been done by MM prior to 9:00 am)
- Assist in setting up cones or barricades
 - (Only if this hasn't already been done by MM prior to 9:00 am)
- Set up the Community Resource Booth
 - Canopy set up and tied down to cinder blocks
 - Table with tablecloth
 - Banner with bungee cords on south side of booth
 - CC machine out
 - MM tote out
 - Promo items out (if available)
 - Go! Partner information out (if available)
 - Set up Great Plains Food Bank chalkboard sign and scale
- Set up social area tables and chairs
 - Set out Sponsor table tents onto each bistro table
- Write on Entertainment chalkboard sign
 - "(Entertainer name) brought to you by (Sponsor name)
 - Entertainer and sponsor information can be found on bismarket.com calendar choose market day to drop down full details
 - Set up entertainment sign near entertainment area
- Set up tobacco-free signage - yard-style signs and one large A frame type sign
 - (Only if this hasn't been done already by MM prior to 9:45 am)
- Assist vendors setting up if needed (unloading vehicles, canopies, tables, etc.)
 - All booths need to be set up by 9:50 am

Market Day Assistance: Shift 1

From 10:00 am – 11:30 am

- Take photos of market, products, overall and post to social media if able to
 - Facebook: [bismarket](https://www.facebook.com/bismarket)
 - Instagram: [bismarketnd](https://www.instagram.com/bismarketnd)
- Work in Community Resource Booth area for the duration of your shift
 - Smile and welcome guests to market
 - Answer questions (FAQ document provided in booklet)
 - Run CC and SNAP transactions (process provided in booklet)
 - Sell promo items (if available according to price sheet that is provided for each item)
- Help the next shift volunteer transition into their role and answer questions they may have

- Make notes for MM if something needs to be done after market
- Provide feedback to MM or by emailing info@bismarket.com with ideas on how we can improve the volunteer experience at BisMarket
- Check out with MM and tear down shift volunteer prior to leaving

Market Day Assistance: Shift 2

From 11:30 am – 1:00 pm

- Check in and report to Market Manager (MM) upon arrival
- Meet the early shift volunteer(s) for a brief training in the Community Resource Booth (if possible)
 - Take photos of market, products, overall and post to social media (if able to and if it hasn't been done by set up shift volunteer)
 - Facebook: bismarket
 - Instagram: bismarketnd
- Work in Community Resource Booth area until 1:00 pm
 - Smile and welcome guests to market
 - Answer questions (FAQ document provided in booklet)
 - Run CC and SNAP transactions (process provided in booklet)
 - Sell promo items (if available according to price sheet that is provided for each item)

Market Day Tear Down

From 1:00 pm – 2:00 pm (or earlier if finished with tasks)

- Tear down Community Resource Booth and all items within
- Tear down social area tables and chairs
 - Store Sponsor table tents in MM tote
- The MM may ask you to collect the following items:
 - A-frame and yard signs
 - Cones
 - Yellow electrical adaptors from extension cords
 - Vendor envelopes if needed
- Move barricades into hockey area if needed
- Assist MM with daily event form if needed
- Assist vendors booth tear down/packing up if needed
- Assist loading MM vehicle (if able and needed)
 - Market items
 - Food donations
- Make notes for MM if something needs to be done after market
- Provide feedback to MM or by emailing info@bismarket.com with ideas on how we can improve the volunteer experience at BisMarket
- Check out with MM prior to leaving

Food Donation Delivery

1:15 pm

- Check in with Market Manager
- Read “BisMarket Produce Donation Process” sheet on page 13 of this handbook
- Follow procedures according to MM instructions
- Drop off donations at Ruth Meiers on 1100 E Boulevard Ave, Bismarck. (701) 222-2108

Electronic Payment Procedure

- Customers wishing to pay for merchandise with credit, debit or EBT card should select merchandise from sellers and state they will be paying electronically.
- Sellers will set aside merchandise and provide the customer a receipt indicating the value of the goods. Separate receipts will be necessary if the customer is purchasing SNAP eligible items as well as non-eligible items. Sellers should retain a copy of the receipt.
- Once all selections are made, the customer will bring receipts to the Info/Check-Out booth to complete an electronic payment transaction.
- Trained volunteers will staff the Electronic Payment machine and will process EBT purchases **separately** from credit/debit purchases. After the customer has paid and the transaction is complete, volunteers will stamp/write on the receipt, marking it either EBT or other and writing that it has been PAID.
- The customer will return to the seller with a receipt, marked paid and exchange receipts for merchandise.
- At the end of the market day, sellers will bring stamped receipts to the Info/Check-Out volunteer so they can be submitted for reimbursement. Write who all needs to be reimbursed on the “Daily Event Summary” sheet.
- Sellers will be reimbursed for all electronic payment sales, minus 4% transaction fees, on a schedule determined by the fiscal agent.
- At the end of the market, run the total sales report for the CC machine.
- Settle the transactions at the end of each market.

Beet Buck: SNAP Incentive Program

PURPOSE:

- To increase access to healthy, local foods for all community members
- To increase SNAP utilization at BisMarket
- To increase fruit and vegetable consumption for SNAP participants
- To increase vendor sales

POLICY:

- Beet Bucks (the SNAP incentive) will be given to SNAP participants who make a purchase for every \$1.00 spent on SNAP-eligible items in \$1.00 increments
- A maximum \$15.00 in Beet Bucks can be issued per household per market
- Incentives can only be used to purchase fruits or vegetables (no added sugar, fat, salt)
- Customers who make an electronic benefits transfer (EBT) purchase with SNAP benefits can receive Beet Bucks
- A SNAP purchase must be made to redeem Beet Bucks; cannot receive Beet Bucks with purchase from Beet Bucks
- Beet Bucks have no cash value
- No change for purchases made with Beet Bucks can be given from vendor
 - o Can use same day or in future
 - o Beet Bucks issued for the period of June 2021 through March 2022 will have an expiration date of March 31, 2022
 - o Incentives are not rounded up, but rounded down to the nearest dollar, for example:
 - Purchase \$4.70 worth of SNAP items = \$4.00 incentive (do not round up)
 - Purchase \$16.00 worth of SNAP items = \$15.00 incentive (\$15.00 max)
 - Purchase \$0.99 worth of SNAP items = \$0.00 incentive (do not round up, must be in \$1 increments)

SNAP-Eligible Items:

- Breads
- Cereals
- Fruits
- Vegetables
- Meat, fish, poultry
- Dairy products
- Eggs
- Honey
- Seeds/plants which produce food
- Jam/jelly
- Canned food

Non-Eligible Items:

- Beer, wine, liquor
- Pet food/pet items
- Soap/lotion
- Paper products
- Household supplies
- Vitamins/medicines
- Food that will be eaten on site and/or served with utensil
- Hot/cold foods
- Cut or potted flowers

Incentive-Eligible Items:

- Fruit or vegetables that have not been altered nutritionally (no added sugar, salt, fat)
 - o No jams/jellies, no pickled vegetables
 - o Preserved fruits or vegetables can be used, if no preservatives added
- Food-producing plants (tomatoes, herbs, seedlings, etc.)

PROCEDURES

Market Manager:

1. SNAP EBT Transaction

- a. Collect SNAP vendor receipts from customer
- b. Swipe card for purchase
 - i. Write down last 4 digits of EBT card number to track \$15.00 maximum

2. Issue Beet Bucks

- a. Stamp each Beet Buck with BisMarket rubber stamp
- b. Write expiration date: 3/31/2022
- c. Round down for SNAP purchase
- d. \$1.00 increments only
 - i. Max of \$15.00 in Beet Bucks per market per household
 - ii. \$10 SNAP purchase = \$10.00 Beet Bucks
 - iii. \$6.50 SNAP purchase = \$6.00 Beet Bucks
 - iv. \$25 SNAP purchase = \$15.00 Beet Bucks
 - v. \$.99 SNAP purchase = \$0.00 Beet Bucks
- e. Record number of Beet Bucks issued per market
- f. The only way to get Beet Bucks is to make a SNAP-eligible transaction. Customers cannot receive Beet Bucks if making a purchase with Beet Bucks.
- g. Beet Bucks will not be used for other incentive programs.

3. Redeeming Beet Bucks

- a. Customer gives Beet Buck to vendor as payment
- b. Vendor turns in Beet Bucks to market manager in labelled envelope at conclusion of each market
- c. If purchase is greater than amount of Beet Bucks redeemed, accept cash or issue vendor receipt to be paid at market booth
- d. Customer can use more than \$15 of Beet Bucks in one transaction and/or market
 - i. Customers can accumulate Beet Bucks to make larger purchases

4. End of Market

- a. Collect vendor envelopes
- b. Track how many Beet Bucks redeemed per market
- c. Coordinate vendor reimbursement with BisMarket Treasurer
- d. Assess the number of Beet Bucks, if running low, inform BOD President to reprint

Vendor:

- 1. Customer makes SNAP purchase per usual**
 - a. Customer takes receipt to Market Booth for EBT transaction
- 2. Customer receives Beet Bucks from Market Manager**
 - a. Dollar for dollar up to \$15.00 per household per market
- 3. Customer redeems Beet Bucks with vendor**
 - a. Customer makes payment with Beet Bucks
 - i. No maximum per market or per booth
 1. Customer can use as many Beet Bucks they have (not a \$15.00 maximum)
 - ii. No cash exchange for Beet Bucks
 1. \$7.50 purchase results in vendor getting \$8.00 worth of Beet Bucks and no change given
 - iii. Beet Bucks are given in \$1.00 increments only
 - iv. Issue paper receipt for Beet Buck redemption
 - b. Beet Buck Eligible Items: fresh/frozen/canned fruit and vegetables (cannot have added sugars, salt, or fat), food-producing seeds or plants
 - i. *Not allowable*: jams/jellies, honey, meat, eggs, pickles, salsa, pickled fruit, pickled vegetables, etc.
 - c. Turn in Beet Bucks at conclusion of market to Market Manager
 - i. Vendors are responsible for turning in Beet Bucks in the labelled envelope to the Market Manager
 - ii. Vendors will be reimbursed by the BisMarket BOD Treasurer

FAQs Vendor/Staff:

Can a customer buy more fruits and vegetables than the amount of Beet Bucks they have?

Yes. It will be a separate transaction. They can use their SNAP card or they can make a regular purchase with other forms of accepted payment.

Can a customer buy meat and eggs with Beet Bucks?

No. Beet Bucks can only be used for fruits and vegetables (fresh, frozen, canned with no added sugar, salt, or fat), and food-producing seeds and plants.

A customer has \$25.00 worth of Beet Bucks, can they use all of that in one day?

Yes, there is no maximum for Beet Bucks redemption. Customers are allowed to collect and save their Beet Bucks for redemption before March 31, 2022.

I had a customer buy \$12.25 worth of fruits and vegetables. How many Beet Bucks does that cost?

\$13.00, since we don't exchange any cash and the incentives round up.

A Beet Buck was turned in, but it doesn't look like the original ones. What do I do?

Do not accept the suspicious Beet Buck as payment and refer them to the Market Manager.

When do we round up and when do we round down for Beet Bucks?

During the initial SNAP transaction, the purchase is rounded down to issue Beet Bucks. For example, a purchase of \$6.75 will result in the market manager issuing \$6.00 of Beet Bucks. When the customer is paying with Beet Bucks, there is no cash exchange, so the purchase with Beet Bucks is rounded up. For example, a purchase of \$11.50 of fresh fruits and vegetables will cost \$12.00 in Beet Bucks. No change is given to the customer.

Do Beet Bucks expire?

Yes. For the 2021-2022 season, the Beet Bucks will expire 3/31/2022. Customers will be able to use Beet Bucks at the Winter Market.

Will accepting SNAP or Beet Bucks negatively impact my sales?

No, we do not anticipate a negative effect on sales. According to national trends and SNAP incentive programs across the country, it actually increases sales for vendors! Even for vendors who don't sell SNAP-eligible items. SNAP customers who might not normally come to the market will hopefully participate in the program, which means more people coming to BisMarket! This is a positive for vendors, the market, and people purchasing fruits and vegetables with the support of Basin Electric.

FAQs Customer/Public:

How do I get Beet Bucks?

Simply by making a SNAP purchase at BisMarket! Each SNAP customer will receive dollar-for-dollar Beet Bucks, up to \$15.00 per household per market. That means that if you buy \$15.00 of SNAP eligible items at BisMarket, you will receive \$15.00 of Beet Bucks to purchase fruits, vegetables, or food-producing plants or seeds. Beet Bucks are in \$1.00 increments only, so if you buy \$7.25 of bread and honey you will receive \$7.00 worth of Beet Bucks. You receive the Beet Bucks at the market booth when you make your SNAP purchase.

Are Beet Bucks good anywhere else?

Yes. Beet Bucks are accepted at BisMarket and at the Winter Market.

How do I enroll in the Beet Bucks program at BisMarket?

There is no enrollment process! You just use your SNAP card to make a purchase on SNAP eligible items and you receive your Beet Bucks at the market booth.

What can I buy with my Beet Bucks?

Fruits and vegetables (fresh/frozen/canned with no added sugar, salt, or fat) or food-producing seeds and plants.

Why can I only buy fruits and vegetables with my Beet Bucks?

Many Americans do not eat enough fruits and vegetables on a daily basis, this is one way BisMarket can encourage healthy food choices. Customers can still use SNAP benefits to purchase meat, eggs, honey, bread and other eligible items.

What if I don't want to use my Beet Bucks today?

Keep them and come back next week! Beet Bucks are not refundable, because they are free. You can save your Beet Bucks for your favorite fruit or vegetable later in the season. Be sure to use them before they expire, though.

How is this free? Where does the money come from?

BisMarket was the recipient of a grant from Basin Electric to fund the SNAP incentive program.

How do I sign up for SNAP?

A person needs to qualify for SNAP and meet certain requirements determined by the state of North Dakota. To learn more, please contact:

Great Plains Foodbank SNAP Outreach
855-405-0000
<http://www.greatplainsfoodbank.org/programs/snap.html>

North Dakota Department of Human Services
701-328-2328
<https://www.nd.gov/dhs/services/financialhelp/foodstamps.html>

TIPS:

- Buy meat, honey, eggs, bread, etc. using SNAP benefits; use Beet Bucks to purchase fruits and vegetables.
- Get as close to the dollar as you can, as Beet Buck redemption is not rounded up.

Tobacco Free Policy for BisMarket

Section 1: Rationale

WHEREAS, BisMarket: Your community farmers market believes that the use of tobacco products in the proximity of children and adults engaging at an event operated by BisMarket, including all buildings and grounds within the event, is detrimental to their health and can be offensive to those using such facilities; and

WHEREAS, for the purposes of this policy, the term "tobacco product" includes any product that contains tobacco, is derived from tobacco or contains nicotine or other similar substances, that is intended for human consumption, or is likely to be consumed, whether smoked, heated, inhaled, chewed, absorbed, dissolved, or ingested by any other means.

The term "Tobacco Product" includes E-cigarettes and other electronic smoking devices, pipes and rolling papers, but does not include any product approved by the United States Food and Drug Administration for legal sale as a tobacco cessation product and is being marketed and sold solely for the approved purpose; and

WHEREAS, for the purposes of this policy, the term "E-cigarette" means any electronic oral device, such as one composed of a heating element, battery or electronic circuit, or both, which provides a vapor of nicotine or any other substance, and the use or inhalation of which simulates smoking. The term includes any such device, whether manufactured, distributed, marketed, or sold as an e-cigarette, e-cigar, and e-pipe or under any other product name, or descriptor. "E-cigarette" also includes any component part of such a product whether or not sold separately.

WHEREAS, BisMarket is a family friendly market enhancing community building, fostering local business development, and encouraging healthy food choices in a green outdoor space and believes parents, leaders, Event Vendors, and Event Participants are role models for youth and can have a positive effect on the lifestyle choices they make; and

WHEREAS, tobacco products, once consumed in public spaces, are often discarded on the ground requiring additional maintenance expenses, diminishing the beauty of the environment, and posing a risk to toddlers and animals due to ingestion; and

WHEREAS, BisMarket provides access to a variety of locally grown, high quality, farm-fresh products direct from local producers and prohibits the use of tobacco products within BisMarket serves to protect the health, safety, and welfare of citizens, Event Vendors, and Event Participants.

THEREFORE, be it resolved that the use of tobacco products is prohibited during BisMarket events, including both outdoor and enclosed areas (as such term is defined in Section 23-12-09 of the North Dakota Century Code) of an event. This prohibition includes all facilities and grounds at the location(s) of where the event is held. No person shall use any tobacco products within an event, including but not limited to streets, parks, playgrounds, athletic fields, restrooms, spectator areas, enclosed buildings, concession areas, covered or uncovered picnic areas or shelters, aquatic areas, green spaces, walking/hiking trails and parking lots

Section 2: Enforcement

1. Appropriate signs shall be posted at market events in highly visible locations.
2. Event Vendors and Event Participants will be notified about this policy.
3. Event Vendors and Event Participants will be encouraged to educate any violators

about the policy and to notify the acting BisMarket Market Manager of any violations.

4. The acting BisMarket Market Manager will make periodic observations to monitor for compliance within each market event.
5. Any person, including Event Vendors and Event Participants, found violating this policy may be subject to immediate ejection from the event until such use is discontinued.

Section 3: Definitions

"Event Sponsor" means the act of supporting an event, activity, person, or organization financially or through the provision of products or services.

"Event Vendor" means an individual, or party, that makes goods or services available for the Event Sponsor.

"Event Participant" means a person who is taking part at an activity or event within the sponsored event.

Section 4: Effective Date

This policy statement is effective immediately upon the date of adoption, which is May 2nd 2017.

Date of BisMarket Policy Adoption: 5.02.2017



BisMarket Produce Donation Process

Goals:

- End hunger through community partnerships
- Provide nutritious fresh foods to the hungry
- Reduce food waste

Objective:

Great Plains Food Bank (GPFB) along with BisMarket and its participating vendors are partnering for the 2017 season to donate surplus product to those facing hunger insecurities in the greater Bismarck community.

Process:

1. Great Plains Food Bank donation bin will be located next to the BisMarket information booth.
2. Connect with the Market Manager regarding the product you wish to donate at the end of market day.
3. The Market Manager will weigh product(s) donated and record the weight.
4. Great Plains Food Bank (GPFB) will keep a record of all donated products and send a donation report at the end of market season. Market Manager will pass along grower contact information (name, address, phone number) to GPFB in order to process donation receipts.
5. BisMarket shoppers are welcome to donate products they purchase as well, if they feel inclined to do so.
6. Following loading product, Market Manager will deliver to agency:
Ruth Meiers 1100 E Boulevard Ave, Bismarck (701) 222-2108

