

**Volunteer Pre-Market Handbook**  
**Version 5**  
**Fresh Truck**  
**Updated: 10/2018**

Hi there!

We are so thankful for your help in running one of our Weekly Markets or Pop-Up Events with Fresh Truck. Our markets are quite busy and we run on a strict schedule, so we ask that you come to the bus having read this handbook and asked me (Nathan) any questions you may have. You should certainly ask questions of the market manager on the bus, as well.

If you sign up for a volunteer opportunity, please be absolutely sure that you can attend. When we have fewer volunteers than expected, our families miss out on the services they deserve. **It is our expectation that volunteers will not cancel within 48 hours of the event they have signed up for.**

Thank you again for helping us impact community health and provide access to fresh, affordable, and healthy fruits and veggies in Boston!

Sincerely,

**Nathan Greenberg**

*Fresh Truck*

Volunteer Coordinator

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## **General information:**

### **What do we do?**

We run mobile food markets in converted school buses. We currently operate 18 Weekly Market stops around Boston, bringing fresh food to the communities that need it most all year round! You can see our current Weekly Market schedule [HERE](#).

Additionally we host Pop-Up Events centered around food and health, community engagement, nutrition education, and cooking demos. We host 130 of these events per year alongside community partners such as Boston Medical Center Healthnet Plan, Boston Public Schools, Rosie's Place, Boston Housing Authority, and many more.

### **How does Fresh Truck work?**

At a typical weekly market, shoppers enter on the front as you would in a normal school bus. Shoppers pick up a shopping basket and browse through our selection of fruits, veggie, and pantry staples. When they are finished shopping for their groceries, shoppers check out with the Market Manager or volunteer at the back of the bus and exit off the back. We accept cash, credit, debit, and EBT (Food Stamps).

### **What is *HIP*?**

The Healthy Incentives Program (**HIP**) is a statewide program created in 2017 by the state of Massachusetts that incentivizes **SNAP** (Supplemental Nutrition Assistance Program - formerly known as Food Stamps) recipients to buy more healthy fruits and vegetables from local organizations. When SNAP recipients buy fresh, canned, dried, or frozen fruits or vegetables from a mobile market (that's us!), farmers market, farm stand, or CSA farm share, they get money reimbursed back onto their **EBT** (Electronic Benefits Transfer) card. Families of 1-2 people get up to \$40 reimbursed per month, 3-5 get \$60, and 6 and up get \$80. They receive their reimbursement as soon as their transaction goes through. As long as shoppers have enough money on their card and don't go over their monthly HIP limit, their fruits and veggies are essentially free!

### **What is *FreshCash*?**

Our 'food prescription' model. **FreshCash** is a system of gift cards that are purchased by our network of healthcare providers and other sponsors, and distributed to families to shop at any of our Weekly Market sites or Pop-Up programs.

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## **What you can expect to do on the bus:**

### **Working the door:**

As a very small grocery store, we have to limit the number of shoppers on the bus at a time to 4-5 total. At our busier markets, we will always have a volunteer working to ensure that shoppers wait to come on the bus. Though we never want shoppers to have to wait outside, especially on days with inclement weather, we must make sure shoppers remain fully outside off the bus and off the stairs. This serves as a great time to greet shoppers and answer any questions they may have.

## Restocking:



As our shoppers shop, it is important to keep our shelves fully stocked. If assigned this task, it is your responsibility to refill our bins and baskets from cases above and below shelves, as well as behind the register. It is important to make an effort to **FIFO** (First-In-First-Out). That is, make sure that the oldest produce is at the top, with the newest items going at the bottom.

## Bagging:



Just like a typical grocery store, when shoppers are finished shopping, they check out at the register at the end of the bus. As a bagger, your responsibility is to bag groceries, as well as to let the Market Manager/volunteer running the register know what you're putting into each bag. Eg. "2 gala apples, 3 potatoes, 1 bunch of kale" etc. At busy markets when we have a line, it is imperative to keep the flow of shoppers moving as efficiently as possible, so you need to work through each shopper's items as quickly as possible.