

Volunteer Guide

Boroume at the Farmers' Market

Objective: Saving & offering suitable for human consumption fruits, vegetables or other food that is leftover at the end of working day at a farmers' market

Duration of activity: 1-2 hours (depending on the size of the farmers' market)

What you will need to participate in an action: Comfortable clothes and shoes, an orange Boroume vest, a supermarket shopping cart (the last two provided by Boroume)

Activity Steps

- Initially, an experienced volunteer is designated as the **coordinator** of the activity. The coordinator takes care of group coordination, vest handling, receiving and returning the supermarket shopping carts, receiving the list of food items gathered and updating Boroume about the activity when it is completed.
- The coordinator separates the volunteers in **teams** and assigns each team a part of the farmers' market.
- The teams take their supermarket carts and they go to the assigned part of the farmers' market so they can **pick up the fruits and vegetables** that are offered to them by the sellers.
- When a cart is full, volunteers **take the cart** to the predetermined collection area and return to the activity.
- At the collection point, the representative of the charity in cooperation with the team makes the initial sorting of the products, **discreetly separating** only those that can't be used in any way for human consumption
- The **recording of products** gathered is undertaken by one of the volunteers or the representative of the charity or the entire team each time a cart is emptied. The method by which the list is prepared is agreed prior the beginning of the activity after consulting with the coordinator of the activity.

Useful suggestions

- During the activity **we smile, we are polite and we are patient** even in situations where we are confronted with caution or distrust. We are always **polite** to our fellow people and we behave with respect and understanding. We are doing this activity for a good cause and our objective is to increase public awareness without confrontation.
- Our objective** is to reduce food waste and offer food to those in need. We really want producers and sellers to sell all their products. **Our role is to collect anything that unfortunately is left unsold and is fit for human consumption.**
- As long as we can avoid it, we prefer not to use **plastic bags**, rather we use **paper cartons** often found on the sidewalks of the market. We especially avoid using black garbage bags.
- While we are collecting the donated products, we are not concerned by their shape, size or color but only if they can be used for human consumption (cooking, storage).
- We take whatever is offered at the time it is offered because if the volunteers leave the donation for later the seller may have left the market by then. If we do not have the ability to pick up at that time (because e.g. our cart is full), we put the food in boxes and arrange with the seller (or someone next to him or a volunteer from our team) to attend it until we return for the pickup.
- If a seller informs us that they have **some food they wish to donate later** we remember to go back and collect the donation.

- If the team is not sure that **the items offered are suitable for delivery** to the charity, they shall receive them and consult the representative of the charity at the collection point. Products deemed unsuitable are not included in the recording list.
- All activities start and end at the **initial meeting point**.
- The **recording of the list of donated products** is done either in the number of boxes/crates offered or in number of bags (supermarket size). If the food is in different packaging (i.e. very large bags or small crates), then we record the quantity in such a way that it approximates the quantity in boxes or supermarket bags (i.e. 1,5 bags instead of 1 large bag or 1 box instead of 3 small crates).
- We make sure we arrive **on time** for our activity.
- **In the event we need to leave earlier than the set time** for the end of the activity, we inform the coordinator of the activity.
- **If our plans change** and we are not able to take part in the activity, we inform Boroume as soon as possible before the activity starts.

SOS – IMPORTANT THINGS TO ALWAYS KEEP IN MIND:

- We **never** handle the cart alone while transporting collected food but only with the assistance of other fellow volunteers
- We **never** let the cart with the collected food unattended or parked somewhere far from us
- We are **extremely cautious** while handling the cart in order to avoid in any way personal or third person injury or causing any property damage (food stall damage, food products, other vehicles etc.)
- The use of the Boroume vest throughout the action is **obligatory**
- We are **extremely cautious concerning other moving vehicles** in the market during the activity (i.e. sellers' vans)
- We do not smoke, consume alcohol, we do not eat any of the products that are donated, we do not leave donated products unattended in the street

What to do in the event this happens..

- **A seller or a customer asks you where the food goes:** Let them know the name of the charity that is being supported by the activity. If someone has any doubts about the information we can invite them to accompany us to the vehicle where they can meet the charity's representative.
- **A seller or a customer attempts to start a conversation about politics, religion or other similar topic:** With a positive attitude and a smile, we respond by telling them that we are focused on our work which is to support people in need of food. We thank them for their views and continue our work.
- **A seller asks whether the food that is donated supports Greeks:** With a smile we tell the seller that the donated food goes to the charity with which we are collaborating and that the charity supports people that are facing food insecurity without regard to religion, race etc.
- **A seller or a customer expresses distrust toward our work:** With a smile and a positive attitude, we give them information, ask them to go to our website for details regarding our work or urge them to contact us for more details. We thank them for their views and continue our work.
- **A person in need asks us for some of the food at the time that it is being donated by a seller:** We ask the seller for permission to give part of his donation to the person. If the seller refuses, we accept his wish (there are times when the sellers know the specific person and whether they have a need or are trying to use our activity as a way to get free food from the market)
- **A person in need asks us for some of the food during the activity:** We politely inform them that the food we collect supports a charity in the area that provides food to people in need and refer them to a charity for support