

park slope  
**FOOD COOP**

**MEMBERSHIP MANUAL**

(Updated 1/13/20)



Since 1973, the Park Slope Food Coop has been providing Brooklyn and beyond with high-quality food and products while serving as a community center and meeting place for its member-owners: people who believe in the value, rewards and responsibility of collective labor, action and ownership. By taking some control away from corporations and putting it into the hands of our working membership, the Coop has been able to make healthy, affordable food available to its members.

Unlike most cooperatives in the United States, the Park Slope Food Coop requires members to work. PSFC has more than 17,000 members who work once every four weeks in exchange for a 20–40% savings on groceries. Only members may shop at the PSFC, but membership is open to all. Our members rely on one another to share the work of running our Coop and of contributing to its success. The benefit of this shared responsibility is two-fold, the most obvious being that with scheduled, reliable member labor we are able to keep down our payroll costs—the single largest expense for a grocery store—which translates to low prices. But another equally important reward comes from the satisfaction we receive from working together as a community to build something upon which we all can rely. In cooperation with the paid staff, members run the store and play a vital role in the day-to-day operations of the Coop, which gives us all the opportunity to feel the value of our cooperation firsthand. Not only do members contribute 75% of the labor in the Coop, they can take an active role in the decision-making process and participate in planning and discussions of the organization's future.

The Coop carries a wide variety of products including local, organic and conventionally grown produce; pasture-raised and grass-fed meat; free-range, organic and kosher poultry; fair-trade chocolate and coffee; wild and sustainably farmed fresh and frozen fish; supplements and vitamins; imported and artisanal cheese; freshly baked bread, muffins, scones and croissants; beer; bulk grains and spices; environmentally safe cleaning supplies; and much more. All of this, plus a large selection of standard supermarket items, makes the Coop a one-stop shopping destination. Sales are brisk at the PSFC and our inventory is replenished more than

once every week, ensuring that the products we sell are as fresh as possible.

As a member, you share ownership of the Coop with more than 17,000 member-owners. Work, shop, learn, participate—be a part of a unique and rewarding community here in Brooklyn. When you walk into a traditional supermarket, you are walking into someone else's store. When you walk into the Park Slope Food Coop, you are walking into your own store. As members and owners, we hope that your involvement means taking pride in the Coop.

We look forward to having you join us and experiencing for yourself what a unique organization we are.

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## SECTION I.

### BECOMING A COOP MEMBER

Membership in the Coop requires that you attended an Orientation, provided a valid photo ID and separate proof of address, and choose a workslot. Every Coop member also has to pay a one-time joining fee and contribute a non-interest-bearing member-equity investment.

#### A. WHAT IS A “MEMBER-OWNER” OF THE PARK SLOPE FOOD COOP?

When you join the Coop you become a member-owner and join the complex revolving body that functions day in and day out for the collective benefit of all who participate. Membership is defined by your participation in the workslot system, while ownership is defined by your financial contribution. This contribution is officially called a member-equity investment, but from here on out it will be referred to simply as investment. As a participating member-owner, you will never be only a member or only an owner, but always both. The term “member-owner” is legally defined in our bylaws as a “holder of a membership in a cooperative” where “the terms ‘member’ and ‘owner’ and ‘member/owner’ ... all mean the same thing.”

You may feel your ownership more strongly at times, and your membership at others. However, the Coop functions best when we all hold both roles in mind at once: Approach your membership (and workslot) like an owner, and approach your ownership with an eye to creating the best experience and the greatest benefit for all the Coop’s members.

#### B. NEW MEMBER ORIENTATION

Prospective members must pre-register to attend a New Member Orientation. They may do this by visiting the Coop’s website, [foodcoop.com](http://foodcoop.com). Prospective members without Internet access may contact the Membership Office. Keep in mind that while only one person in your “household” has to attend the orientation to start the process of joining the Coop, ALL the adults in your household will have to provide proof of identity and address and sign up for workslots. Once a household has joined, those who have not yet attended an Orientation have one month to do so.

If you decide not to join the Food Coop after attending an orientation, we will hold your application for two years. If you don’t join within those two years, you will have to attend another orientation should you decide to join.

#### C. PROOF OF IDENTITY AND ADDRESS

To join the Coop, prospective members must provide two forms of ID: a photo ID verifying identity and a piece of mail (see below for details) verifying current address. Without the appropriate ID and proof of address you will not be able to join.

Acceptable forms of photo ID:

- Driver’s License or Non-Driver State ID
- Passport
- Employee ID
- Student ID
- Military ID

Acceptable forms of proof of address:

Must be dated within the last three months

- Utility Bill (electric, gas, cable, water)
- Mortgage Bill / Statement

- Renter’s or Homeowner’s Insurance Bill / Statement
- Student Loan Bill / Statement
- Any Official Federal or State Document
- Paychecks / stubs from business accounts, must show mailing address of payee

#### **D. THE HOUSEHOLD RULE**

The Coop defines a household as two or more adults (over the age of 18) who share all or some domestic responsibility. All household members (parents, siblings, partners, adult children, elderly relatives, “significant others,” etc.) who live together and are over the age of 18 are required to join the Coop. There are no exceptions to this rule. The Coop sells much more than food, so if you and your roommate/housemate(s) share any household items, we consider you to be a household. This rule upholds the Coop’s guiding principle: To regularly benefit from our low prices one must contribute labor.

All members of the same household are linked in our membership system. This means that one person’s status affects the status of everyone in the household. The two most common areas that might impact your household’s ability to shop are work and member payments. If you are suspended because of overdue make-ups or money owed, this will impact your housemate’s ability to shop. The good news is that every member is entitled to a 10-day “grace period” due to a suspension, whether the suspension is the result of something you owe or something one of your housemates owes. This grace period allows the suspended member ten days to continue to shop while they clear up the problem.

#### **E. CHOOSING A WORKSLOT**

After providing proof of identity and address, the next step toward becoming a member is to choose a workslot for each adult member of a household. However, one person in a household may do the work of their housemates and/or partner in addition to their own work. When it comes time to choose a workslot, think primarily about when you can work as opposed to what you want to do. You may need to join a shift that isn’t your first choice yet one you are able to attend consistently. You can change your shift if you want or need to. You can also request to be put on the wait list for the shift you prefer if it is not immediately available. There are certain squads that have additional requirements (such as a 6-month commitment, necessary training, etc.), but most do not.

The vast majority of Coop workslots are two and three-quarters hours every four weeks (one major exception is the Maintenance Committee, whose shifts are two hours long). Each member is responsible for 13 workslots a year. Most workslots are on a four-week cycle that rotates on the letter system (A week, B week, C week and D week), which means that you will work every 28 days, not once a month. The cycle repeats itself throughout the year; after D comes A again, then B, and so on.

#### **F. MEMBER PAYMENTS: JOINING FEE AND MEMBER EQUITY INVESTMENT**

All members must pay a one-time, non-refundable joining fee and contribute an investment to the Coop. Each adult member of your household is required to make these payments.

The non-refundable joining fee is \$25. The refundable investment is \$100. Reduced payments for Fee and Investment are offered in certain cases, and members may request an extended payment plan for the Investment.

If you decide to end your membership at any time for any reason, your investment (not your fee) will be returned at your request (see SECTION VI.B Ending Your Coop Membership on page B. Ending Your Coop Membership19).

##### **1. Extended Payment Plan & Reduced Fee / Investment**

If you need more than 8 weeks from your join date to make your Fee and Investment payments, please speak to the Membership Office about an extended payment plan for the Investment to spread those payments up over as many as 10 months. We do not offer extended payment plans for the Fee.

## **2. Reduced Fee and Investment**

If you receive one of the forms of income-based assistance listed below the joining fee will be reduced to \$5, and the investment will be reduced to \$10 for as long as you continue to receive that assistance. To receive the lowered joining fee and investment, please present proof of the income-based benefit to the Membership Office. The Coop will periodically request that members with reduced payments re-certify that they continue to receive the qualifying assistance.

Requests for reduced joining fees will ideally be made within four weeks of joining. If the request is made after four weeks, joining fee payments in excess of the required \$5 will be neither refunded nor transferred to the investment. Requests for reduced investment can be made at any point during membership. Once a member provides documentation of the income-based assistance, investment payments made in excess of the required \$10 will be refunded at the member's request. Otherwise, payments in excess of \$10 will convert to weekly check-writing privileges.

For more information on check-writing privileges, see SECTION XII.C Check-writing Privileges on page 28.

The following types of income-based assistance are accepted for reduced fee/investment:

- Food Stamps (EBT)
- Supplemental Security Income (SSI)
- Medicaid
- WIC (We don't accept WIC in the store, only as proof of reduced-payment eligibility.)
- Family Health Plus
- Section 8 housing subsidy
- Advantage Program (Fixed Income, Worker, Children's Advantage) issued by Administration for Children's Services (ACS) or Human Resources Administration (HRA) or Department of Homeless Services (DHS)

## **3. How and Where to Make Member Payments**

Member payments must be made at a checkout or cashier station. To make these payments you must present your member card or a printed entrance slip to the checkout worker or cashier and tell them that you are making a "member payment." You may pay by check\*, cash or debit card\*\*, and you must specify the amount you wish to pay and whether you want it to go toward your joining fee or investment. If you are paying for another member, you must know their member number. Save your paid-in-full receipt every time you make a member payment.

\*Please note that if you use a check you can pay for the fee and/or investment only; groceries cannot be paid with a check unless you have established check-writing privileges.

\*\*The Coop accepts bank-issued, PIN-based debit cards only.

## **4. What to Do About a Member Payment Discrepancy**

If a discrepancy occurs, your paid-in-full receipt is essential in helping us to straighten out errors. To avoid problems down the line, check your "paid in full" receipt immediately upon paying to make sure the money was credited to the correct member number. If there is a mistake, bring your paid-in-full receipt to the Membership Office as soon as possible.

## **G. MEMBERSHIP CARDS**

Every Coop member must have their photo taken so that a membership card can be made. Photos are taken in the Membership Office and will be available to pick up in the Membership the following day. Once you have received your card, your photo will appear on the entrance desk computer every time you scan your card at the entrance.

If you come to the Coop without your card, you must know your membership number. However, we encourage you to bring your membership card with you. Having your card ready and scanning your card at the entrance desk improves accuracy and speeds up the entry process for you and everyone behind you.

Your membership card is also required for attendance at certain events, such as the General Meeting.

### **1. Lost Membership Card**

If you lose your membership card, please come to the Membership Office. Your card can be replaced on the spot, and there will be a \$3.50 card replacement fee to be paid at the cashier or checkout within four weeks.

### **2. Damaged Card**

If your card becomes damaged or unusable, bring it to the Membership Office and it will be replaced for free.

## SECTION II.

### WHAT DO WE MEAN BY COOPERATION?

#### A. THOUGHTS ABOUT OUR WORK REQUIREMENT

By Joe Holtz, General Manager and Founding Member

A handful of times over the years, a few members have stated during the General Meeting's open forum that the Coop "should consider having members who would not want to work but who would pay higher prices." Although the members who raised this issue have usually been invited to submit their idea as an agenda item for the GM, I can't recall their ever having done so. With the exception of one "store format" coop that requires members to work about six hours a year and requires all shoppers to be members, I know of no other "store format" coop other than ours that requires work from all members capable of working.

Years ago I met with two people from the organization "We the People" who wanted to start a coop in Oakland, California. Although the two with whom I met were enthusiastic about modeling their member work system after ours, not everyone working on starting the new coop was comfortable with that idea. Some were saying that perhaps membership should be open to all people, regardless of whether or not they were willing to work. Most coops offer their members a variety of membership levels to choose from, with the greatest discount on groceries going to those who do the most work and the smallest discount for members who choose not to work at all. Each of these levels represents a different economic "deal" between the coop and its member-owner.

I thought about this for a few days. One thing I believe is that on average our members feel more connected to our Coop and care more about our Coop and feel more like owners than members of other coops. Requiring every member to pick one or another economic deal with the Coop or giving members the ability to switch from one deal to another would cause the members to be constantly rethinking which deal was best for them, and that process forms a barrier to making the ownership connection. You are always making a deal with an "other." The more that a coop membership is different from a video store membership or health club membership, the more members will realize that they actually own their coop. If you feel like you own it, then you care about it. If you care about it, then the coop has to improve.

At the Park Slope Food Coop, by offering only one "deal," which is simply called membership, I think we clear the way for a higher level of involvement and commitment. Also, I believe that some sort of class system would emerge if members could choose a membership level, because the members with more money would tend not to work, and the members with less money would tend to work. There is also something about the very nature of work—when performed in a decent environment, work can enhance the possibility of a sense of caring, of pride and of ownership.

Keep in mind that all this talk about caring and the feeling of ownership is in terms of an average. To get that average we have dedicated members and we have alienated members and a wide range in between. I believe that our average member's commitment is greater because of our work requirement than it would be without it. One of my greatest pleasures is when I see a member who initially cares very little about the Coop come to care a great deal about the Coop. I believe this transformation occurs more often than not because of the participatory nature of our Coop.

#### B. THE INTERNATIONAL COOPERATIVE ALLIANCE STATEMENT OF COOPERATIVE IDENTITY

The Statement of Cooperative Identity has its origins in a published set of "practices" of the Rochdale Society of Equitable Pioneers in 1844, and later became known as the Rochdale Principles. It was eventually renamed and has been periodically updated by the International Cooperative Alliance, most recently in 1995.

#### DEFINITION

A cooperative is an autonomous association of persons united voluntarily to meet their common economic, social, and cultural needs and aspirations through a jointly owned and democratically controlled enterprise.

## **VALUES**

Cooperatives are based on the values of self-help, self-responsibility, democracy, equality, equity, and solidarity. In the tradition of their founders, cooperative members believe in the ethical values of honesty, openness, social responsibility and caring for others.

## **PRINCIPLES**

The cooperative principles are guidelines by which cooperatives put their values into practice.

### First Principle: Voluntary and Open Membership

Cooperatives are voluntary organizations, open to all persons able to use their services and willing to accept the responsibility of membership, without gender, social, racial, political or religious discrimination.

### Second Principle: Democratic Member Control

Cooperatives are democratic organizations controlled by their members, who actively participate in setting their policies and making decisions. Men and women serving as elected representatives are accountable to the membership. In primary cooperatives members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner.

### Third Principle: Member Economic Participation

Members contribute equitably to, and democratically control, the capital of the cooperative. At least part of that capital is usually common property of the cooperative. They usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible, benefiting members in proportion to their transactions with the cooperative, and supporting other activities as approved by the membership.

### Fourth Principle: Autonomy and Independence

Cooperatives are autonomous self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

### Fifth Principle: Education, Training and Information

Cooperatives provide education and training for their members, elected representatives, managers, and employees so they can contribute to the development of their cooperatives. They inform the general public—particularly young people and opinion leaders—about the nature of benefits of cooperation.

### Sixth Principle: Cooperation Among Cooperatives

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

### Seventh Principle: Concern for the Community

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

## SECTION III.

### THE WORKSLOT SYSTEM AT THE COOP

#### A. WORKSLOT BASICS

##### 1. How the Committee/Squad System Works

The majority of members at the Coop work on a squad that meets at the same time every four weeks. Every individual squad in the Coop belongs to a larger group called a “Committee.” The Committee you are on tells you what kind of work you do in the Coop. Your squad is the specific day, week and time you work in your committee.

Some examples of Committees are:

- Food Processing (packaging spices, bagging olives, cutting and wrapping cheese in the basement)
- Office (answering phones, assisting members and performing other administrative tasks in the Membership Office)
- Maintenance (cleaning the Coop)
- Receiving & Stocking (receiving deliveries and keeping our shelves and coolers stocked)
- Shopping (working on the shopping floor in a number of capacities, including entrance desk, checkout, unpacking and bagging groceries, line management and exit desk)

As squads work together again and again they learn to do the job as a team. This relationship and collective experience is vital to all squads taking on major responsibilities, and can only be achieved when squads have continuity of membership and good attendance.

Each squad should select at least one member (though preferably two or at most three) to serve as Squad Leader. A Squad Leader takes on extra responsibility, making sure things run smoothly by helping to organize their squad. Squad Leaders introduce new members to the squad, manage the attendance book, communicate changes in procedure to the squad, manage the flow of work on the squad and call brief squad meetings to discuss any problems that might have arisen, among other duties. Finally, they will pay attention to whether members are happy with the work they are doing within the squad and make necessary adjustments. The Coop supports Squad Leaders in gaining an overview of all jobs on their squads and of how the store functions during their shifts by offering staff training upon request.

##### 2. Your First Shift

When the Membership Office helps you to choose a work assignment, you should be told when and where to meet for your first shift. If this information is not given, please ask. If you arrive for your first shift and don't know where to go or don't know which Committee you work on, go to the Membership Office. If the Membership Office is closed, ask at the entrance desk for direction.

Any time you need to access the shopping floor to shop or work, you must check in at the entrance desk with your member card or membership number. After you have checked in at the entrance desk, go to the location where your squad gathers and find your Squad Leader or staff supervisor. Let them know it's your first shift and they will show you where to sign in. Every Committee has its own attendance book, and it is your responsibility to sign in for every shift you work. Your name will be preprinted in the attendance book for your squad, and you should sign your name and member number next to your preprinted name. If you can't find your name, first make sure that you have the right Committee book and that you are on the page with the correct date and shift time. If your name doesn't appear on the correct page, go upstairs to the Membership Office. If the Membership Office is closed, please page out for “Tech Support.” If no staff help is available, sign your name in the attendance book and contact the Membership Office as soon as possible.

### **3. Changing Your Workslot**

If you can no longer attend your workslot on a regular basis, contact the Membership Office to change your shift. If you will miss just one meeting of your squad, try to arrange a swap (see SECTION III.B.2 Arranging a Shift Swap on page 9). If you have to miss your shift for two or more consecutive cycles but would like to hold your place on that squad, consider banking FTOP shifts in advance of your absences. (see SECTION III.E “Banking” FTOPs While on an ABCD Squad on page 14).

When changing your shift please give the Membership Office as much notice as you can. If you change your shift on the same day it meets you will be responsible for that shift.

If the shift you want has no openings, ask to be placed on the waiting list and consider choosing another workslot for the time being.

### **4. When a “Cycle Charge” Will be Applied**

Members are required to work once every four weeks. There are a few instances where you might be required to work a make-up—not for being absent but for too long a period without a work shift as the result of a shift change.

One case where you would owe a make-up shift is if you change your workslot and there is more than a six-week gap between the last time your old shift met and the first time your new shift meets.

### **5. Forget What or When Your Workslot Is?**

When you check in at the entrance desk the entrance worker can tell you not only which shift you’re assigned to but also the next date your squad meets. If you know which shift you’re on but aren’t sure when it meets, pick up a Committee schedule in the entrance lobby or ask for one in the Membership Office. Check foodcoop.com if you just need to know what week (ABC or D) it is at the Coop. You may also call the Membership Office or ask at the entrance desk—that information is displayed, along with your work status—when you check in.

## **B. WHEN YOU CAN’T ATTEND YOUR SHIFT**

Because we rely on every member’s contribution, we have to stress that absenteeism takes a toll on the Coop. Imagine what would happen to any business in which employees didn’t show up for work or find someone to cover their shifts. The spirit and success of the Coop comes from the dedication of our membership. It takes cooperation and commitment for more than 17,000 member-owners to collectively run our \$50+ million-a-year business.

Each member is responsible for covering their workslot. If, for whatever reason, you are unable to attend your shift, your first responsibility is to attempt to make a swap with another member so that someone will come to work in your place. This swap ensures that the other members of your squad do not have to carry the burden of your absence. To trade with another member, see SECTION III.B.2 Arranging a Shift Swap on page 9.

Only if you are a Squad Leader, Cashier, Childcare, Independent-Office, Second Floor Service Desk or Laundry worker, should you notify the Membership Office of an upcoming absence.

The Membership Office cannot reduce the number of make-ups given or take messages for a Squad Leader or staff supervisor. Reduction of make-ups owed is something only your Squad Leader or staff supervisor can arrange.

### **1. What Happens When You Miss Your Shift**

When you miss a shift, you will be assigned make-ups for the absence and put on “alert” for work. You then have until your next scheduled shift (four weeks) to complete the owed make-ups. If you are unable to complete owed make-ups by your next shift, you will become “suspended” for work. However, you can intervene on your own behalf to delay/avoid the suspension and retain shopping privileges while owing make-ups. For details on this, see SECTION III.C.3 Grace Periods at the Entrance Desk on page 11 & SECTION III.C.4 Extensions on page 11.



## **2. Arranging a Shift Swap**

Swapping is a great way to avoid having to do make-ups, and it helps the Coop by ensuring that an adequate number of members show up for work. If you have a workslot that requires special training, such as Cashier or Childcare, it is important that you swap with someone who also has that training. Be aware that when you swap with someone, you are not receiving make-up or FTOP credit and neither are they; you are acting as a substitute for someone else's regular shift, and vice versa, which means the person you are working for will get the credit. When signing in for the swapped shift, the person physically present and working should sign their name in the attendance book next to the preprinted name of the person with whom they swapped.

If you have tried unsuccessfully to find a swap and are on a shift where the Squad Leader or staff supervisor wants absent members to call in, please let your Squad Leader or staff supervisor know that you attempted to arrange coverage for yourself. This notification does not guarantee a single make-up. That decision is made by the squad's Squad Leaders and staff supervisors, who take many factors into account, such as a member's attendance record.

The Coop offers two ways to arrange a swap with another member:

- The Coop provides Committee schedules (available in the entrance lobby and in the Membership Office) that include the names and phone numbers of other members. This makes it possible for you to find a swap with someone who does similar work at similar times as you. For example, if you are on Receiving, Monday, D week at 6:00 p.m., we would recommend first contacting other members who work in Receiving on Mondays at 6:00 p.m. but from A, B or C week. These people work on the same day of the week and time as you and therefore are more likely to be available for a swap.
- Foodcoop.com has an electronic "Shift Swap" where members post messages for trades. Look for "Arrange a Swap Shift" on the homepage.

## **3. When a Swap Goes Wrong**

If you arrange a swap and the other member fails to show up for their part of the deal before or after you've worked for them, contact the Membership Office so that any make-ups owed can be transferred to that member. However, the Membership Office can do this only if you have the name and/or member number of that person.

## **4. Contacting Your Squad Leader**

When last-minute situations arise that don't give you time to arrange a shift swap, the best thing to do is get in touch with your Squad Leader. The easiest way to contact your Squad Leader in this situation is by calling the Coop during your shift and asking to have them paged. Calling your Squad Leader while they are in the building means that they will have the attendance book at their disposal and can make notes regarding your absence in the book. However, calling your Squad Leader to report your absence absolutely does not guarantee having to do only one make-up.

Squad Leaders' phone numbers are available on your Committee schedule and through the Membership Office. However, we have learned that trying to reach a Squad Leader at home isn't as effective as contacting them during your shift at the Coop. Talk to your Squad Leader during one of your shifts to find out what the squad's attendance policy is, how they want you to handle last-minute absences and what the best means of contacting them is.

If your Squad Leader does not indicate one make-up in the attendance book on the day you miss your shift, you will automatically be given two make-ups for the absence (see SECTION III.C.1 The Double Make-up Policy on page 10). Remember that attendance adjustments can be made retroactively. It is recommended to work at least one make-up within the four weeks following your absence and then to discuss the situation with your Squad Leader the next time your shift meets. If your Squad Leader decides to reduce the number of make-ups you were given, they will make a note in the attendance book and the adjustment will be made by the Membership Office within a day or two.

Not all squads have member Squad Leaders. Some Committees, like daytime Receiving, the Membership Office, Second Floor Service desk and Laundry workers, are supervised by staff members. If you need to miss your shift, you will get assigned two make-ups initially and you can speak to your staff supervisor at the meeting of your next shift about the possibility of a retroactive adjustment.

## **5. What to Do When You Don't Have a Squad Leader**

Only designated Squad Leaders and staff supervisors have the authority to make adjustments to the number of make-ups you owe. This is why it is in your squad's best interest to select a Squad Leader (or two). To choose a Squad Leader, call a 10-minute meeting during the last part of your shift and discuss the matter with the other members of your squad. If you have consistent attendance, consider volunteering to be one yourself. All members of a squad can decide together on fair attendance guidelines that are within the Coop's parameters; however, the designated Squad Leader(s) will facilitate that attendance policy and be the contact person for the rest of the squad.

While the duties of a Squad Leader include facilitating the squad's attendance policy, there are other responsibilities that come with the position. If you'd like more information on the duties of a Squad Leader, literature is available in the Membership Office.

## **C. ONCE YOU'VE MISSED YOUR SHIFT**

### **1. The Double Make-up Policy and Its History**

The official Coop policy states that if you are absent from your shift, you will owe two make-ups. The Double Make-up Policy is the result of the Coop's shaky start in the early 1970s when attendance was often bad enough to cause those who did show up to quit because of the unfair burden placed on them. Back then, members only had to do one make-up for an absence. Our membership learned that by allowing members to do only one make-up for a missed shift, we were making it easier to miss a shift and work an unscheduled make-up than to show up for a scheduled shift. Scheduled work is invaluable to the Coop. We assign a certain number of workers to each squad because that is the number of people deemed necessary to get the work done. When members don't show up for their scheduled shifts, the Coop is left short-staffed. The Double Make-up Policy, which was voted in by the membership at a General Meeting, is not intended as a punishment but as an incentive for members to show up for their regular shifts, when they are expected and needed, rather than do unscheduled make-ups.

### **2. How to Do a Make-up**

If you've missed a shift and owe make-ups, you should make the effort to complete the make-ups before your next scheduled workslot to avoid becoming suspended and losing your shopping privileges. (If you've owed any number of make-ups for more than four weeks, you can intervene on your own behalf to delay/avoid the suspension and retain shopping privileges while owing make-ups. For details on this, see SECTION III.C.4 Extensions on page 11).

Make-ups do not have to be done on your regular Committee; they can be done on another Committee any day and shift time, so long as the squad on which you want to do a make-up does not require special training, or have other restrictions. For instance, Childcare workers require special training. And because Maintenance shifts are only two hours, only members of the Maintenance Committee may do make-ups in Maintenance. Other examples of special shifts are Cashiers, Second Floor Service Desk, Laundry (or other Miscellaneous Maintenance) or Independent Office workers: If these workers want to do make-ups in those positions, they must sign up in advance through the Membership Office or through their staff supervisor.

However, most make-ups do not have to be scheduled in advance. Show up at the start of a scheduled shift and you will be guaranteed a make-up spot somewhere in the building. Speak to the Squad Leader of the shift where you'd like to do your make-up. When doing a make-up, always sign in on the right-hand side of the attendance page.

While showing up on time does guarantee that you can do a make-up, it will not necessarily be on your regular Committee or doing the particular task you want to do—members working their regular

squads get priority, and available work for make-up workers will depend on what the Coop needs at that time. Please note that if you show up after a shift has already begun, the Squad Leader has the right to turn you away.

Coop Rotation calendars, which list the start times of all shifts in the Coop, are available in the Membership Office, in the entrance lobby and on [foodcoop.com](http://foodcoop.com) in the “Membership” section. We suggest that you keep track of the make-ups you work in case a clerical error occurs in the Membership Office.

### **3. Grace Periods at the Entrance Desk**

The first time you swipe at the entrance desk after being suspended, you will automatically activate a 10-day “grace period” that allows you to shop despite your suspension. Within those 10 days you should either contact the Membership Office to straighten out the problem, complete any make-ups that you owe or pay any outstanding membership fees. You cannot get two grace periods for the same suspension, nor extend a grace period, so if you don’t work out the problem within these 10 days and remain suspended, you will be unable to shop.

### **4. Extensions**

If you are suspended because you have not completed your make-ups within the first four weeks following your absence, extensions can be granted. An extension changes your work status from “suspended” to “alert” so that you can shop, and it lasts only until your next scheduled workslot.

If you exceed your extension period without completing your make-ups, you will be placed on suspension again unless you request another extension. Extensions will be denied once you’ve owed make-ups for more than six consecutive four-week cycles. Extensions are not available for suspensions that result from overdue member payments.

There are two ways to get an extension. One is to speak to your Squad Leader when you come to your shift and ask them to write a note in the attendance book to request an extension for you. If you are between shifts, contact the Membership Office to ask for an extension.

### **5. Missing Two Workslots in a Row, a.k.a Being “Unassigned”**

If you miss two workslots in a row without doing any make-ups in between, you will automatically become “unassigned.” Unassigned members are removed from their squad, are suspended for work, will eventually lose their shopping privileges, and their work status will effect the shopping privileges of their entire household. Letting your Squad Leader know that you will have to miss two shifts in a row without doing any make-ups in between will not prevent you from becoming unassigned.

If you know in advance that you will be absent twice in a row and want to prevent yourself from being unassigned, you can either arrange a swap with another Coop member or do at least one make-up in the four weeks between work dates. Otherwise, you should consider contacting the Membership Office to discuss your options, which might include arranging a temporary leave of absence (see SECTION VI.A Leaving Temporarily (Eight Weeks Or More) on page 19).

Members on FTOP will become unassigned if they fall two cycles behind and have not scheduled any future shifts. If you are on FTOP and become unassigned, please contact the Membership Office.

The Coop “unassigns” people for two reasons:

1. To protect members from accruing make-ups indefinitely due to continued absences. Many people who leave the Coop—temporarily or permanently—never officially inform the Membership Office. We’ve learned over the years that a majority of people who go unassigned will either not return or will return in several months after the life event that prevents them from coming to the Coop has passed.
2. To make a slot available to another Coop member so that the squad will not be chronically understaffed due to continued absenteeism.

## 6. Getting Back Onto Your Shift After Being Unassigned

If you find that you have been unassigned, don't panic. There are two ways to be re-assigned to a squad after being unassigned.

1. Work a make-up within four weeks of your second consecutive absence. If you are on a Shopping, Outside, Receiving and Stocking, Food Processing, Maintenance, Inventory or Office squad and you work a make-up within four weeks of becoming unassigned, you will automatically be returned to your squad. (If you work in Childcare, as a Cashier, Second Floor Service Desk, Laundry or Independent-Office worker and become unassigned, you run the risk of losing your shift permanently. If you are on one of these squads and get unassigned, please contact the Membership Office to find out if your squad still has an opening.)
2. Contact the Membership Office.

If you do not do either one of the things listed above and you do not have housemates, you will remain unassigned unless you contact the Membership Office.

If you are in an active Coop household, after 28 days of being unassigned, you will move to "Not Placed" where you will remain suspended and accrue one make-up for every four-week cycle that you remain on Not Placed.

## 7. Not Placed

"Not Placed" means a member does not have a workslot but is considered to be a Coop member because they either continue to work make-ups or are part of an active Coop household.

If you live alone and more than four weeks has passed since you became unassigned, working a make-up will cause your work assignment to change to "Not Placed." Once you are "Not Placed," doing a make-up will not get you returned to your shift. In fact, if you work a make-up while being "Not Placed" you will not receive credit for the make-up until you contact the Membership Office and choose a new workslot. If you continue to work make-ups while you're "Not Placed," you will accrue an additional make-up for every four-week cycle that goes by.

If you are part of a Coop household and 28 days have passed since you became unassigned, you will be "Not Placed"—whether you do a make-up or not. You will remain suspended, accrue a make-up every four weeks, and will not receive credit for any make-ups worked until you join a squad.

You can also be "Not Placed" if you do not join a workslot at the end of a leave of absence, if you are overdue to present certain required documentation or if you are chronically late or absent from your regular shift.

The important thing to remember is that members who are "Not Placed" are always suspended, will continue to accrue one make-up for every four-week cycle that goes by while on "Not Placed" and will not receive credit for make-ups worked until the member chooses a workslot.

## 8. The One-for-One Program to Reduce Overdue Make-ups

Requests for extensions will be denied if you have owed any number of make-ups for more than six consecutive work cycles. To assist members in working down their "overdue" make-ups, the General Meeting approved the One-for-One program. Joining One-for-One allows you to retain your shopping privileges when you would otherwise be "suspended" for work, as long as you agree to work regularly over time to reduce owed make-ups. You may join One-for-One by contacting the Membership Office. (Please note that the One-for-One plan is for members on regular ABCD workslots, not for members on FTOP.)

To be eligible for One-for-One you must meet these criteria:

- owe six or fewer make-ups
- have been present at the most recent meeting of your squad, or arranged a swap so that another member attends in your place.
- have done at least one make-up since the most recent meeting of your squad

And agree to do the following:

- work at least one make-up each work cycle
- attend all scheduled shifts for your assigned squad or find a swap if you have to be absent until you owe zero make-ups. During this period the Membership Office will ensure that you remain on “alert” for work and retain your shopping privileges while you are completing the make-ups.

Once you join One-for-One, if you are unable to uphold your end of the deal, either by missing a regular shift, or by not completing a make-up between your regular shifts, you will be removed from the program and be suspended. In order to become eligible again you will have to complete half of the make-ups owed at the time you were removed from the program and meet the eligibility criteria listed above.

#### **D. FUTURE TIME-OFF PROGRAM (FTOP)**

Some members have schedules that do not allow them to work a regular (ABCD) workslot that meets at the same time every four weeks. If you are such a person, you might want to consider the Future Time-Off Program (FTOP). In exchange for flexibility and the ability to accrue work shifts in advance offered by FTOP, members who work FTOP are scheduled at times when the Coop has difficulty finding enough scheduled labor. The work needs of the Coop change seasonally and over time, which means that FTOP availability is always in flux. Sometimes the Coop needs more workers on weekday mornings; sometimes we need workers late on Saturday nights; but we almost never need FTOP workers on weeknights. This is something to consider should you choose to join the FTOP program.

FTOP workers may schedule shifts sporadically throughout the year or within a concentrated period of time. However, in two important ways FTOP operates like all other Coop work committees: FTOP workers are responsible for 13 shifts a year, and those shifts come due on a regular once-every-four-week basis. Every Thursday of A week—known as the “FTOP Cycle Date”—the Coop’s computer will “withdraw” one completed shift credit from your FTOP “bank account.” The key to FTOP is to keep track and work in advance of these “withdrawal” dates to avoid falling behind. An FTOP member who falls three cycles behind will be moved from FTOP to Not Placed and be required to join a regular ABCD squad.

FTOP members can sign up for any number of shifts. For example, if a member signs up for and works five shifts in one week, he or she would then be covered for five cycles, or 20 weeks. Members are not allowed to sign up for more than two consecutive shifts on the same committee in one day. FTOPers often have to sign up for shifts weeks in advance, which is why we generally encourage members to take a regular workslot if at all possible.

The need for advance planning can also be affected by the seasons. For instance, during certain holidays there is more of a need for FTOP workers, as many of the regular workers are affected by the holidays. For example, the winter holiday season is a great opportunity for FTOP workers to bank a lot of shifts.

Every FTOP shift that you work must be scheduled in advance through the Membership Office, either over the phone or in person. It’s a good idea to come to the Membership Office and ask to be shown how to schedule FTOP shifts.

Unlike members of an ABCD squad who can do a make-up by showing up unscheduled at the start of a shift, FTOP workers can only receive credit for working a shift that has been pre-scheduled through the Membership Office. And unlike members of a regularly scheduled squad who do not have the option to “cancel” a shift, FTOP workers are permitted to cancel a shift within certain parameters. Cancellations must be made during hours when the Membership Office is open, and at least 30 minutes prior to the start of a scheduled shift. If an FTOP member does not show up and does not cancel, they will be marked absent and they will owe one FTOP shift to cover the no-show.

If you are currently on a regular shift and want to change to FTOP, you must be active for work, owing zero make-ups. For more information about the FTOP program, the “How It Works: The Future Time Off Program” flyer is available from the Membership Office, the literature rack in the entrance lobby or on [foodcoop.com](http://foodcoop.com).

## **E. "BANKING" FTOPS WHILE ON AN ABCD SQUAD**

Members on an ABCD squad can "bank" shifts for future use through the FTOP program. These banked shifts do not expire and provide security against a time when the member knows they will not be able to maintain a regular workslot. You must follow all standard FTOP procedures for scheduling and canceling FTOP shifts. While banking FTOP shifts you will continue to attend your regular shift. You may not schedule or work FTOP shifts if you owe any make-ups. FTOP shifts in your bank cannot be applied to make-ups owed. Please contact the Membership Office to schedule FTOP shifts.

## **F. USING BANKED COOP SHIFTS**

Banked FTOP shifts can be used toward planned absences only, not as make-ups after an absence. To use banked FTOP shifts, members must have at least two banked FTOP shifts and be willing to miss at least two consecutive meetings of their regular ABCD shift.

To schedule the use of your banked FTOP shifts, you must be active for work owing zero make-ups. If you owe make-ups please complete them before contacting the Membership Office to schedule the use of your banked FTOP shifts. Use of banked FTOP shifts must be scheduled through the Membership Office at least 48 hours in advance of a planned absence from your regularly scheduled shift. Once your banked FTOP shifts have been used you will automatically be returned to your squad.

## **G. GENERAL MEETING FOR WORKSLOT CREDIT**

Each member may attend a General Meeting two times per calendar year for workslot credit. You will receive one workslot credit when you attend a General Meeting. To receive credit, you must sign up in advance of the meeting in one of the following three ways; on foodcoop.com, the sign-up sheet located in the ground floor elevator lobby, and only if the online option is not available to you, over the phone. Sign-up is available all month long. On the day of the meeting you have until 5:00 p.m. to sign up; the paper signup sheet is kept at the 2nd Floor Service Desk on the day of the meeting. When you sign up for a meeting you will receive a copy of General-Meeting-for-Workslot-Credit rules and a copy of the meeting's agenda.

How the credit is applied to you:

- If you are on an ABCD squad and owe a make-up when you attend a GM, you will be given one make-up credit.
- If you are on an ABCD squad and don't owe a make-up at the time you attend a GM, you will receive one banked FTOP shift. (See Section III E. "Banking" FTOPs While on an ABCD Squad on page 14.)
- If you are on FTOP and attend a GM, you will receive one FTOP credit.

## **H. OTHER WORKSLOT OPPORTUNITIES**

The Coop uses member labor in a variety of ways beyond the main committees of Shopping, Food Processing, Receiving & Stocking, Office and Maintenance. Approximately 125 members do their workslot on the Linewaiters' Gazette as editors, writers, illustrators, art directors and graphic designers. Members of the Soup Kitchen Committee prepare and serve food at a local soup kitchen for workslot credit. Some other examples include the Concert Committee, the Fun Committee, the Compost Committee, the Orientation Committee, the Environmental Committee and the Personnel Committee.

Most of these special workslots require you to be a member for at least six months, and some have waiting lists and/or require specific skills or experience. Openings for special workslots are listed in the Linewaiters' Gazette.

New members must be prepared to take a workslot on one of the main Committees when joining the Coop.

## **I. NO WORKSLOTS FOR PAY**

The Coop prohibits members from paying members outside of their household to do their Coop work. This rule was decided upon by members at a General Meeting to prevent members (who could afford to) from paying their way out of a shift and losing the connection to the Coop as working members.

## **J. REJOINING THE COOP**

Former members may rejoin the Coop by coming to the Membership Office during office hours. When rejoining you must provide proof of identity and address (see Section I.B Proof of Identity and Address on page 1). If there are other adults in your household they will have to provide ID and address as well. If those other adults have not yet attended an orientation, they will have one month to attend one but need to join at the same time you rejoin.

You will not have to attend another orientation or pay the joining fee a second time. However, if you were refunded the \$100 investment when you left the Coop, you will have to reinvest. You can request a payment plan and/or reduced payments.

If you still have your membership card, you can use it. If not, please request a replacement when you rejoin. A replacement card costs \$3.50.

If you left the Coop owing make-ups, see below to find out if you're eligible for "amnesty." If you do not qualify for amnesty, any make-ups you owed when you left the Coop will still apply.

## **K. WORK AMNESTY**

If you rejoin the Coop after being away for a year or more and have not received "amnesty" in the past, any make-ups you owe will automatically be eliminated. You can only receive amnesty once. Please contact the Membership Office if you have further questions about the Coop's amnesty program.

## **L. HOLIDAYS/SPECIAL WEATHER EVENTS AT THE COOP**

The Coop is usually open 364 days a year, and on a few holidays—Fourth of July, Thanksgiving, Christmas, New Year's Eve and New Year's Day—reduced shopping hours and special work rules may apply.

All members are responsible for 13 shifts a year. If your shift falls on a holiday when the Coop is closed or your shift isn't meeting, you will not have to work that day but are still required to do one make-up shift to cover the "cycle." You will be contacted by the Membership Office in advance of that shift with details of any changes. Holiday shopping hours are published in the Linewaiters' Gazette, on foodcoop.com and on Rotation Calendars available in the literature rack in the entrance lobby and the Membership Office.

During unforeseen events—hurricanes, blizzards, blackouts—the Coop may change its hours. If the Coop has to cancel your shift due to one of these events, you will owe one make-up shift to cover the "cycle." In these cases, please refer to foodcoop.com or to our Twitter feed for updates.

## SECTION IV.

### EXCEPTIONS TO THE WORK REQUIREMENT

#### **A. DISABILITY/ILLNESS AND CARING FOR A PERSON WITH A CHRONIC ILLNESS OR DISABILITY**

The Coop welcomes people with disabilities. There are many types of work at the Coop, and we are happy to assist members in finding workslots that meet their needs. If you have a specific requirement, please make sure the office worker is aware of this as you select or change your workslot.

You can be exempted from working at the Coop if you are permanently or temporarily unable to work because of a serious physical, psychological or emotional condition, or if you are caring for someone who is ill or disabled. In order to be exempted from the work requirement for one of the above reasons, you must provide proof of “disability” or “caregiver” status from a licensed health care practitioner. Once you have requested “disability” or “caregiver” status in the Membership Office, you will be removed from your squad, placed on “alert for notice” and sent a form to be completed by your doctor or healthcare provider and returned to the Membership Office within four weeks. Once we have received and accepted the form, you will be “active” for the duration of your disability, even if you owe make-ups.

#### **B. NEW PARENTS**

New parents get 12 months of parental leave from their Coop workslot(s) after the birth or adoption of a child (12 months per child, not per parent). That means if twins come into your life, your household will get 24 months of parental leave. The parents/guardians can decide to split the leave as they see fit.

For current members, parental leave is normally calculated from the baby’s birth/arrival date, or the due date. For new members joining with a child who is less than one year old, parental leave will be calculated from the join date to the baby’s first birth/arrival date and may result in less than 12 months leave.

#### **C. BEREAVEMENT**

There is one exception to the Coop’s standard make-up policy. If a member misses one workslot as a result of a death in their immediate family or surrogate family, that member will not owe any make-ups for the absence. Squad Leaders can communicate absences of this kind in the “Notes” section of the attendance book. This exception covers only one workslot.

However, if a Coop member loses an immediate family member or close friend and has responsibilities pertaining to the deceased, or simply needs more time to absorb the loss and will miss additional workslots, they should contact the Membership Office to inquire about an extended Bereavement Work Exemption.

#### **D. RETIREMENT**

The Coop’s General Meeting approved the Workslot Retirement program as an optional benefit for long-time Coop members. The program allows members who qualify to enjoy all the benefits of Coop membership without having to contribute their labor. All members, including those who qualify for this program, are of course welcome to work at the Coop. You may apply for this benefit by contacting the Membership Office.

##### **1. Eligibility**

To be eligible you must be “active” for work, provide proof of age and fit into one of the following categories:

- 70+ years of age and 10 years of membership
- 69 years of age and 12 years of membership
- 68 years of age and 14 years of membership



- 67 years of age and 16 years of membership
- 66 years of age and 18 years of membership
- 65 years of age and 20 years of membership
- 64 years of age and 22 years of membership
- 63 years of age and 24 years of membership
- 62 years of age and 26 years of membership
- 61 years of age and 28 years of membership
- 60 years of age and 30 years of membership

The following will not count toward years of membership: time spent on a leave of absence (either temporary or permanent), on Unassigned or “Dormant” and/or any time during which a member was temporarily barred from the Coop as the result of a disciplinary proceeding. The following will count toward Coop membership: Parental leave, Disability and Bereavement.

## **2. What If I Want To Keep Working?**

As explained above, no member is required to retire. If you qualify for retirement but wish to continue working, you are welcome to do so. If you qualify for and take advantage of retirement, you will always be welcome to come and work at the Coop—on your former shift, or on another shift, if/when the mood strikes you. For retirees who wish to work, please follow the guidelines for members doing make-ups and sign in the make-up section of the attendance book.

Retirees are also welcome to work for housemate(s), family or friends.

## SECTION V.

### AUTHORIZED SHOPPERS FOR MEMBERS WITH A DISABILITY OR PARENTAL WORK EXEMPTION

If you are ill/disabled, have just begun a New Parent Leave and are unable to shop on your own, we suggest that you first try to ask another Coop member to shop for you. Any Coop member in good standing can shop for another Coop member in good standing; nothing special needs to be done by the office. If a member does not know another Coop member who can shop for him or her, the Coop can authorize a temporary surrogate non-member shopper. To authorize a non-member shopper, contact the Membership Office and request an "Authorized Shopper" form. A shopper can be authorized for the length of the disability or for a specified period of time up to six months, whichever is shorter. New parents can have an authorized shopper for up to two months from the start of the Parental Leave.

Once the Membership Office has received the completed form, which includes an I.D. and address requirement for your authorized shopper, they will be allowed to access the Coop shopping floor with or without you. They will need to scan your member card or state your member number at the entrance desk, at which point a screen message will appear to the entrance worker asking for the authorized shopper to show his or her own photo I.D. They will then be admitted with your member card, or issued a pass with a bar code so they can shop. Note that authorized shoppers may never shop for themselves.

## SECTION VI.

### GOING ON LEAVE FROM THE COOP

#### **A. LEAVING TEMPORARILY (EIGHT WEEKS OR MORE)**

If you need to leave the Coop for eight weeks or more, you may take a temporary leave of absence from your Coop work. During this time your membership will be put on hold, and you will not be allowed to shop, work or enter the Coop, even as a visitor.

If you know your exact return date and it is within six months, in most cases you will be able to return to your squad. In this case, you can take a “definite” leave and we will hold your workslot for you. However, if you take a “definite” leave and then later call to change your return date, we will stop holding your shift and you will have to choose a new workslot when you return.

If you are leaving for more than six months, or if you do not know the exact date of your return, we consider you to be taking a “vague” leave and your workslot will not be held.

Temporary leaves of absence cannot be applied retroactively to missed workslots. If you request a leave the same day your shift meets, you will be marked absent and owe make-ups.

If you are part of a Coop household, you must physically be leaving the house to request a leave of absence. If you are staying home and want to take a leave because you cannot meet the work requirement, all members of your household have to go on leave as well.

#### **B. ENDING YOUR COOP MEMBERSHIP**

If you are leaving the Coop for more than a year, contact the Membership Office. The Coop will process the return of your member investment (this takes approximately two weeks), or you may donate it to the Coop. If one member of a household is leaving the Coop permanently, we will need a new address and phone number for this person. If we do not have a new address, we cannot process the leave. Please note that permanent leaves will not be processed because one member of a household does not want to be a Coop member anymore. The member going on permanent leave has to move away from the household or the whole household will be required to take a leave.

Former members may rejoin by contacting the Membership Office (see SECTION III.J Rejoining the Coop on page 15).

## SECTION VII. CHILDREN AT THE COOP

### A. CHILDCARE

The Coop offers a free, supervised childcare space—with babysitting services (we are not a licensed daycare center) provided by Coop members—for use by members while they are shopping or working. Space is limited, so we cannot guarantee every child a space. Preference goes to children of members who are working their shifts as opposed to those who are shopping. Childcare is open every day from 8:00 a.m. to 8:45 p.m. However, because members are sometimes absent from their shifts, there can be no guarantee that childcare will be open during these hours. If we do not have at least one childcare worker, Childcare will be closed. This does not happen often. However, if you require guaranteed childcare while shopping or working, we suggest making other arrangements.

Parents/guardians must show their membership card or a slip from the entrance desk with a photo ID in order to leave children in childcare. Likewise, they must show their membership card or their photo ID to retrieve their children.

Any member who drops off a child in childcare must remain in the building at all times. This means not even brief forays outside to feed the meter and walk your groceries to your car are allowed.

Four hours is the maximum time any child may be in childcare on any given day. This gives a member time to work a shift, then shop.

A complete list of the Coop's childcare rules is available in the childcare room, the entrance lobby literature rack, in the Membership Office and on [foodcoop.com](http://foodcoop.com). Please read all the rules before leaving your child in childcare.

### B. CHILDREN UNDER 18 WORKING/SHOPPING AT THE COOP

In accordance with the laws of New York State, children between the ages of 14 and 18 may work in the Coop only when a copy of their working papers is filed in the Membership Office. Children with the above documentation may come to work in the place of members of their household only, not for other family, friends or acquaintances. Once we have a copy of your child's working papers, they will need a specially designated "Child of..." Membership Card (see Section C below).

There are several restrictions to children 18 and younger working and shopping at the Coop, even if they have working papers on file. No child 18 or younger, with or without working papers, may work checkout or cashier. This rule stems from the New York State Liquor Law and from our concern for accuracy and speed in these crucial jobs. For reasons of safety, Coop kids under the age of 16 are prohibited from entering the Receiving areas on the shopping floor and the basement.

### C. MEMBERSHIP CARD FOR YOUR CHILD

The "Child of" membership card is needed if you want to allow your child to work or shop without an adult member of the household. To have such a card made for your child, please come to the Membership Office with your child, or send your child alone with a letter of request from you that includes your name and member number. Coop children must always have their cards with them to enter the Coop alone, since your photo, not theirs, will appear at the entrance desk.

### D. WHEN YOUR CHILD TURNS 18

When your child turns 18 and is out of high school, they will be required to join the Coop as a working member. Children of members are exempt from attending a new member orientation and from paying the joining fee, but they are required to pay the investment. Coop "children" who have turned 18 should contact the Membership Office about initiating their own membership, which will include selecting a workslot. If your child is leaving for college, or traveling, contact the Membership Office to discuss or initiate a Leave of Absence.



## SECTION VIII. THE DECISION-MAKING PROCESS

### A. GENERAL MEETINGS

The monthly General Meeting (GM) has been the decision-making body of the Coop since the Coop began in 1973. In 1977, when the Coop was incorporated, we were legally required to have a Board of Directors, but the Board's role doesn't overshadow or replace the member initiative, discussion and decision-making that is the purpose of the GM. Everyone who attends a meeting has a vote/voice in advising the board on matters that come before the meeting.

Though date and location can be subject to change, the GMs are generally held on the last Tuesday of each month at 7:00 p.m. The date and location of each meeting is publicized in advance around the Coop and on foodcoop.com. Meetings are presided over by members of the Chair Committee. Board members are elected for terms of three years on a rotating basis once a year at our Annual Meeting, which is held in June. Members can vote for the Board of Directors in one of two ways: in person at the Annual Meeting every June or by using an advance ballot that all members receive by mail.

#### 1. How To Submit An Agenda Item

Any member can submit an agenda item for consideration at a GM by completing an Agenda Item submission form (available in the Membership Office and on foodcoop.com). The Agenda Committee (AC)—a group of members doing their workslot reviewing agenda submissions and setting GM agendas—was created to improve the operation of the GM as a forum for discussion and decision-making among members of the Coop. To that end, the Agenda Committee is available to assist members in preparing discussion items or proposals for presentation at the GM. Members may bring their submissions to the Membership Office, mail them to the Coop or bring them in person to the AC during their meetings on the first Tuesday of every month. The committee receives items in the small conference room on the second floor of the Coop from 8:00 p.m. to 8:15 p.m., at which time you will be able to give a brief explanation of your item. You may suggest at which month's meeting you would like to present your item. The AC will attempt to place your item on the agenda of the meeting you requested whenever possible, but in general items are scheduled in the order in which they're received. You are expected to present your own item at the GM for which you are scheduled.

In order for your proposal to receive the consideration it deserves, we strongly recommend following these guidelines:

- Do your homework: This can save a substantial amount of time at a meeting and allow more time for discussion of the merits of your item.
- Find out if a similar proposal has already come before the GM.
- The General Coordinators welcome your questions and can direct you to appropriate sources and resources. Talk to the Coordinator(s) responsible for the area of Coop operation that your proposal addresses.
- Find out if the subject of your proposal has already been, or is being, addressed by the paid staff.
- Research the ramifications of your proposal and be prepared to explain and discuss them.
- Check the language of your proposal or discussion item for clarity.
- Try to anticipate questions people will ask and prepare answers.

### B. REFERENDA

While most major decisions are made at General Meetings, from time to time the Coop GM determines that a decision should be made by referendum, or Coop-wide mail ballot. Two examples are the Coop's decisions to sell beer and meat. A ballot box was set up in the Coop near the entrance desk so members could vote when they came to shop and/or work. A majority of Coop members who voted chose to approve the sale of beer and meat in the Coop, and this decision was then approved at a General Meeting by the Board of Directors, who acted in accordance with the wishes of the majority vote of our membership.

## **C. THE ROLE OF THE BOARD OF DIRECTORS**

By John Sandercock, Attorney for the Park Slope Food Coop

The Coop is a non-stock membership cooperative governed by the Cooperative Cooperation Law and the Not-for-Profit Corporation Law (NPCL). The procedures that it must follow are set out by its bylaws and the NPCL. Like all membership cooperatives, the Coop has members, officers and a Board of Directors. The term “member” in a non-stock cooperative means the same thing as the term “shareholder” in a corporation.

The NPCL essentially requires that a corporation be managed by a board of directors. Before the Coop was incorporated, it had been governed by an assembly called the General Meeting (GM), and that tradition was continued following incorporation in 1977. The Coop’s bylaws provided a continuing role for the GM by requiring the directors to “receive advice of the members” on all matters coming before the directors. Specifically, the Coop’s bylaws require the Board of Directors to meet at least ten times a year and to give notice to (i.e. invite) the members prior to each meeting. The bylaws also require the Board of Directors to “inform those members who shall be present of the nature of the business to come before the directors and receive the advice of the members on such matters.” (Article VI)

The directors are persons who were elected to the Board by the members at an annual meeting of the membership. Historically, the directors’ decisions have always been based on the advice received from the members of the GM. Directors are not required to ratify decisions made by the GM, however; they are legally bound to use their business judgment and act in the best interests of the corporation, and if they believe that a decision of the GM is illegal or irresponsible, they should not ratify it.

The coordinators have a dual role at the GM; they are required as officers of the corporation to report to the directors and they have a duty to present accurate information. They are also members and have the right to make their personal views known to the GM.

The Coop’s bylaws, in accordance with the NPCL, also require it to have an annual meeting of the membership. This is the same thing as the annual meeting of the shareholders of a corporation. The bylaws provide that a quorum for such “meetings of the membership” shall be 100 members (the minimum allowed under the NPCL). The GM is not, and was never intended to be, a formal “meeting of the membership”; the only “meeting of the membership” regularly held by the Coop is the Annual Meeting in June. The bylaws do not provide for any other meetings of the membership. It is possible to hold an additional (“special”) meeting of the membership, but the procedure under the law is cumbersome.

## **D. AMENDED BYLAWS**

The Park Slope Food Coop Amended Bylaws, which outline the Coop’s governing structure, are available for all members. They can be found in printed form in the Membership Office and at our monthly General Meetings, and online at [foodcoop.com](http://foodcoop.com) in the “About the Coop” section. .

## **E. FINANCIAL STATEMENTS**

The Park Slope Food Coop’s Annual Audited Financial Statement is distributed from the main literature rack in the ground floor elevator lobby. In addition, the Coop staff presents a current interim report at almost every monthly General Meeting and then takes questions from meeting attendees.

## SECTION IX. PAID STAFF

The Coop has a two-tiered management structure: a management collective known as the General Coordinators and more than 80 “area” Coordinators supervising specific areas like Receiving, Membership, Bookkeeping and Information Technology (IT). General Coordinators are responsible for the overall, day-to-day management of the Coop, the coordination of member labor, long-term planning and oversight, and supervision of the rest of the paid staff. All the work of the paid staff requires a broad overview of the Coop, work that would be difficult to divide into workslots or work that requires day-to-day responsibility. All paid staff responsibilities include supervising and coordinating the labor of our 17,000+ members. Paid job openings, when they occur, are publicized inside the store, in the Linewaiters’ Gazette and on [foodcoop.com](http://foodcoop.com).



## SECTION X. MEMBERSHIP OFFICE

The Membership Office, located on the second floor of the Coop, is open six days a week to assist members and answer questions regarding membership. The Membership Office is managed by paid Membership Coordinators and is staffed by Office Committee members doing their workslots. The Membership Office is there to answer questions, help you switch your workslot, give work extensions, arrange leaves of absence, and generally assist with membership-related problems and concerns in person and over the phone.

It can at times be difficult to get through on the phone to the Membership Office, particularly around shift-change time during the day. If you get a busy signal, try back after 5:30 p.m. Monday through Thursday, or on Saturdays. You may be able, however, to avoid the need to call the Membership Office by referring to this manual, by reading the informational flyers in the literature rack in the entrance lobby or by visiting [foodcoop.com](http://foodcoop.com).

### **Membership Office Hours:**

Monday thru Thursday, 8:00 a.m. - 8:00 p.m.

Friday and Saturday, 8:00 a.m. - 5:00 p.m.

Sunday Closed

## SECTION XI. PARKING AT THE COOP

### A. “NO STANDING / LOADING ONLY” ZONE IN FRONT OF THE COOP

The area in front of the Coop is a “No Standing/Loading Only” zone. This means that if you park in front of the Coop, or the firehouse next door, there is a good chance you will be ticketed and/or towed. The Coop receives deliveries at all times of the day, and these trucks must have complete access to the store. At times when we are not receiving a large delivery, the Coop’s curb must be kept clear for smaller deliveries and for members loading up their groceries. Your only legal use of the curb in front of the Coop is loading your groceries. Idling in front of the Coop causes double parking, leading to congestion and unsafe traffic conditions on Union Street, and can block access to/from the firehouse next door. We have received complaints from neighbors and the Fire Department about members blocking the street and the firehouse driveway. Please help the Coop in being a good community citizen by obeying the parking rules, the Coop staff and the “outside” workers wearing neon vests.

### B. WHERE YOU CAN PARK

Parking can be challenging in the Coop’s neighborhood. There is metered parking along Seventh Avenue, on President Street just below Seventh Avenue, and along Carroll Street above and below Seventh Avenue. If you park in the neighborhood within a designated area, a member of the Shopping Squad called an “outside” worker in a neon vest will walk with you and your groceries to your car (or home) and return the Coop shopping cart for you. The designated area is posted above the exit desk, on laminated cards attached to each shopping cart and on fliers in the literature rack in the entrance lobby.

## SECTION XII. SHOPPING AT THE COOP

### A. SHOPPING HOURS:

Monday thru Friday, 8:00 a.m. - 10:00 p.m.

Saturday, 6:00 a.m. - 10:00 p.m.

Sunday 6:00 am – 8:00 p.m.

### B. DO'S & DONT'S OF SHOPPING AT THE COOP

All members contribute to a civil and cooperative environment in the Coop. Please respect one another by observing our Coop's shopping rules.

#### DO...

- **SHOP AT THE COOP ONLY IF YOU ARE A MEMBER.** Coop members are the only people who may shop at the Coop. Guests and visitors are welcome and encouraged to take a guided look around, but may not shop.
- **CHECK IN WITH THE ENTRANCE WORKER BEFORE SHOPPING.** Avoid the appearance of "sneaking in" by scanning your card at the entrance desk before you go to shop. If you went past the entrance desk during your workshift or if there is a long line to enter, you must still check in before you shop.
- **COMPLETE YOUR SHOPPING BEFORE YOU GET ON THE CHECKOUT LINE.** Shopping while waiting on line is uncooperative. However, it is okay to shop for items you pass while you are on line. And it is okay to pop out of the line for one or two items that you may have forgotten.
- **GIVE YOUR MEMBERSHIP CARD TO THE CHECKOUT WORKER.** Give your membership card, or the bar-coded slip from the entrance desk, to the Checkout worker before unloading groceries.
- **UNLOAD YOUR CART ONTO THE NOSE/FRONT END OF THE CHECKOUT.** It is the shopper's responsibility to ensure that all items are unpacked and then added to the bill. Pack up your items after they have been scanned.
- **PAY IMMEDIATELY FOR CHECKED-OUT GROCERIES.** Groceries that have been checked out must be paid for immediately. If you need an exception to this rule (to go to the ATM, for example) speak to the Shopping Squad Leader.
- **EAT ONLY PAID-FOR FOOD.** Don't nibble away at the Coop's financial health by eating food before you pay for it! This includes snacking in the produce and bulk aisles. New York City sanitary rules prohibit eating in the Food Processing area.
- **WEAR SHOES AT THE COOP.** The Coop does not allow people into the building who are barefoot.

#### DON'T...

- **DON'T SHOP AT THE COOP FOR NON-COOP MEMBERS.** As a member, you may not purchase groceries for non-members. One member may purchase groceries for another member as long as both members' shopping privileges are current.
- **DON'T SHOP WHEN YOU ARE 'SUSPENDED' AND BEYOND YOUR 'GRACE PERIOD.'** When you come to the Coop and are told you are "suspended," you may be given a 10-day grace period at the entrance desk. During the grace period you should resolve your suspension. Once the grace period has expired, members may not shop if they are still suspended.
- **DON'T GO TO THE BASEMENT WHEN YOU ARE SHOPPING.** Only working members have free access to the basement. All members should avoid the appearance of impropriety by not shopping from, or storing items in, the basement. If you need an item from the basement, page out for that item. If you get no response, or have a special order in the basement, get permission from the Receiving Squad leader or a paid Staff Coordinator before going to the basement yourself.
- **DON'T ALLOW YOURSELF TO BE CHECKED OUT BY HOUSEHOLD MEMBERS OR FAMILY MEMBERS.** This will avoid the appearance of impropriety. Also, do not wait for a particular

Checkout worker, unless you are doing so to avoid the station of a household member or family member.

- **DON'T BRING PAID-FOR GROCERIES BACK ONTO THE SHOPPING FLOOR.** You may leave your paid-for groceries beyond the cashier's desk, but for a short time only. In these instances, please leave your itemized receipt with the Exit worker.
- **DON'T PARK IN FRONT OF THE COOP.** Nor can you park on the Coop's sidewalk. The driveway of the firehouse next door must be kept clear at all times. Do not leave someone in a car outside the Coop while you shop. That space is for deliveries and for members to load their cars. Park nearby and bring your car to the front after paying, or use a Coop "after checkout" cart to go to your car.
- **DON'T BRING YOUR PETS INTO THE COOP.** We welcome only service animals, specifically trained to aid a person with a disability.

### **C. CHECK-WRITING PRIVILEGES**

If you'd like to be able to pay for your groceries with a personal check, you must first set up "check-writing privileges." For every dollar amount you invest with the Coop above your minimum required investment, you will receive weekly check-writing privileges. If you decide to take advantage of check-writing privileges, please make this payment at the cashier station (or a checkout if you are paying by debit) by simply telling the cashier/checkout that you would like to "increase your member investment." For example, if your minimum required investment is \$100 and you want to have \$200 of check-writing privileges weekly, you'll have to increase your investment by \$200 to a total of \$300. You will then be able to pay for up to \$200 of groceries per week by check beginning the Monday following your payment of the additional investment. In addition to using your check-writing privileges to pay for groceries, you can also use checks to get cash back from the Coop.

### **D. SECURITY / THEFT**

It is hard to believe that Coop members would steal from a store they co-own. Sadly, it does happen. We ask that all members take responsibility for the well-being of the Coop by reporting suspicions of theft immediately to Squad Leaders—and, ultimately, to the paid staff. However, we actively discourage members from confronting one another with suspicions of theft. All reports are investigated. When making a report of suspected theft, a written report with details such as date/time/location are appreciated. Your own name and member number would also be helpful.

When you're in the Coop it's always a good idea to keep valuables on your person, and never leave your bag or purse in an unattended shopping cart. To many members the Coop feels like a safe space, but it's important to remember that we are still in New York City and theft does occur.

### **E. MERCHANDISE RETURNS**

If you need to return an item, bring the item and your "PAID IN FULL" receipt within 30 days of purchase to the Second Floor Service Desk, which is located outside of the Membership Office. Second Floor Service Desk workers will receive your returned items and generate a "store credit" that can either be used toward another purchase or exchanged for cash at the cashier. Credit slips expire 30 days after the date of issuance. (The expiration date is not printed on the credit slip so please be aware that the 30 days includes the day the slip was issued.) The Coop does not offer exchanges.

For the complete return policy, see the Second Floor Service Desk or [foodcoop.com](http://foodcoop.com) in the "About the Coop" section.

### **F. ITEM OVERCHARGE ON YOUR RECEIPT**

If you were accidentally charged multiple times for one item and catch the mistake before paying for your groceries, a checkout worker or cashier can remove the item from your itemized receipt.

If you don't see the error until after you have paid, bring your "PAID IN FULL" receipt to the Second Floor Service Desk within 30 days to receive credit. Second Floor Service Desk workers will issue a "store credit" for the overcharged amount that can either be used toward another purchase or exchanged

for cash at the cashier. Credit slips expire 30 days after the date of issuance. (The expiration date is not printed on the credit slip so please be aware that the 30 days includes the day the slip was issued.)

#### **G. SPECIAL ORDERS / PRODUCT SUGGESTIONS**

If you want to place an order for a large quantity of an item we carry, or if you'd like to special order an item that the Coop doesn't normally stock, please contact the Membership Office at least a week before you need the items. If you would like to suggest that the Coop carry a certain item, please write it in the Product Suggestion Book located at the entrance desk. The more detail you provide, the easier it will be for us to respond to your request. Responses to your suggestion will be written in the book alongside your original inquiry, but please realize that you might not see a response right away—there are many considerations that go into whether we can carry a product.

#### **H. "HOW MUCH IS...?" "DO WE HAVE...?"**

We request that members do not call the Coop to pre-check the availability or prices of the items on their shopping lists. We simply cannot respond to these queries for all of our 17,000+ members. Our staff resources are limited and we must focus on serving members who are in the building. Also, there would be no way to guarantee that once you arrived at the Coop the product would still be on the shelves.

A current "Produce List" is available on [foodcoop.com](http://foodcoop.com). This list is updated daily and shows which produce items we are carrying that day and at what prices.

#### **I. CART RETURN SERVICE**

The Coop offers a Cart Return Service to shoppers. Cart Return workers, a.k.a. "outside workers," walk shoppers to their cars, homes or subway/bus stops within a designated area, and then return the shopping carts to the Coop. The Coop offers this service to assist members, but also to reduce parking congestion in front of the Coop, and to prevent cars from blocking the firehouse driveway. Member workers who provide this service wear neon vests so that shopping members can easily identify them.

## SECTION XIII. PROCEDURE FOR COMPLAINTS

### A. COMPLAINTS AGAINST ANOTHER COOP MEMBER

If you feel that you have been mistreated by another Coop member and would like to register a complaint, there are a few options available to you. Depending on the severity of the incident and the course of action you'd like taken, you may give your report to a paid staff member, the Dispute Resolution Committee or the Diversity & Equality Committee. To make a report, please come to the Membership Office to speak to a staff member, or fill out the appropriate form. Reports can be mailed to the Coop or dropped off in the appropriate mailbox in the Membership Office, and should include as much information as possible. They must include your name, member number and phone number. The Coop will not respond to anonymous complaints.

Reporting to a paid staff member might be a good place to start. They can give you guidance, advice and information on Coop policy and history, and may be able to intervene to alleviate the situation.

#### 1. Diversity & Equality Committee (DEC)

The DEC was created by a group of members who seek to improve relations and communication among Coop members. To that end, complaints of inappropriate conduct might prompt a review of the circumstances, which could result in mediation and discussion but no disciplinary action. DEC complaint forms are located in the literature rack in the entrance lobby and in the Membership Office. Completed forms should be left in the DEC mailbox in the Membership Office.

#### 2. Dispute Resolution Committee (DRC)

The DRC, also an all-member group, has GM-granted authority to take action after a thorough investigation. Depending on the outcome of their investigation, the DRC's action could take the form of a warning, but could go as far as a hearing by randomly selected Coop members that may lead to expulsion or suspension of membership. Correspondence to the DRC can be left in the DRC mailbox in the Membership Office.

### B. COMPLAINTS AGAINST A MEMBER OF THE PAID STAFF

Complaints received regarding a Receiving, Membership or Bookkeeping Coordinator will be referred to the General Coordinators. Complaints received regarding a General Coordinator will be referred to the Personnel Committee.

## SECTION XIV.

### WHAT WE DO TO REDUCE/REUSE/RECYCLE

Protecting the environment, especially through the reduction and responsible disposal of waste, is a priority in the Coop. There are a number of ways in which the Coop does its share to recycle, reuse and reduce.

#### **A. FOOD WE CAN'T SELL**

The Compost Committee hauls all inedible produce to the Garden of Union and other community gardens. The Coop donates unsellable but still edible food to Christian Help in Park Slope (CHIPS) for their soup kitchen, to City Harvest and to other soup kitchens as well. The Coop provides workers to CHIPS to increase their capacity to accept food and their ability to feed the hungry in our community.

#### **B. CRATES & BOXES**

Wooden crates and waxed poultry boxes are picked up from the Coop to be reused by farmers and suppliers.

#### **C. TERRACYCLE**

In partnership with TerraCycle, the Coop collects a variety of hard-to-recycle plastic packaging for up-cycling. Collection times are posted on [foodcoop.com](http://foodcoop.com).

#### **D. REDUCING PLASTIC USAGE**

To reduce the use of plastic bags, every new member receives a complimentary reusable shopping bag upon joining, and the Coop sells string and cloth shopping bags. Cardboard boxes for carrying groceries are available at the end of checkout lines. At the May 2008 General Meeting the membership voted to ban the use of plastic shopping bags.

#### **E. WIND POWER**

The Coop uses a wind power supplier for all of its electricity.

#### **F. HEATING & COOLING/REFRIGERATOR SYSTEM**

The Coop uses a cooling and heating system that recovers heat from the freezers, heating our hot water year-round and helping to keep the Coop warm in the winter. We also recycle some of the cold air that spills out of our refrigerated cases for air conditioning. In addition, our air-conditioning system is an ammonia-absorption system that uses no CFC's and no HCFC's (known greenhouse gas and ozone-damaging substances).

Our air-conditioning system uses gas-fired chillers to conserve electricity during the summer months when electricity is most in demand.

Our medium-temperature refrigeration system uses glycol as a transfer medium, greatly reducing our use of HCFC's.

#### **G. RECYCLED PAPER**

The Coop uses recycled paper for the Linewaiters' Gazette and in the Membership Office for many functions. We also collect and recycle paper waste generated by the Coop's operations.

#### **H. BOTTLED WATER BAN**

At the April 2008 General Meeting the membership voted to ban the sale of bottled water at the Coop.  
(This ban does not apply to carbonated water.)

#### **I. SHOP & CYCLE COMMITTEE**

The Coop offers bike valet service for members on the weekends from April through November.



## SECTION XV. THE LINEWAITERS' GAZETTE

The Linewaiters' Gazette, founded along with the Coop in 1973, is our biweekly newsletter produced by members. The Gazette is a great place to read about interesting Coop- and community-related stories; to stay up to date on Coop workshops and events; to get a recap of each General Meeting; to learn about special workslot openings, and much more. It's also a useful way for members to communicate with one another through letters-to-the-editor, voluntary articles and Committee reports. Any member can make a submission to the Gazette by following the guidelines that are printed in every issue of the paper.

If you'd like to buy space for a classified ad or a display ad in the Gazette, pick up a form in the plastic wall pocket near the elevator in the entrance lobby. Instructions are on the form.

## SECTION XVI.

### GLOSSARY OF IMPORTANT COOP TERMS

**ABCD workslot:** a shift that meets at the same day and time every four weeks

**“Active” for work:** owing zero make-ups and allowed to shop. Note that members on work-exempt Committees like Temporary Disability and Parental leave may be active even when owing make-ups

**“Alert” for work:** owing make-ups but still allowed to shop

**Authorized Shopper:** a non-member temporarily designated to shop for a Coop member who is unable to shop due to a disability or illness

**Bereavement Leave:** time off from one’s workslot due to the death of an immediate family member or close friend

**Bookkeeping Coordinator:** a paid staff member who supervises the Coop’s bookkeeping processes—accounts payable, receivable, cashier accounting—and supervises the members who do their workslots in that area

**Check-writing Privileges:** the ability to use checks to pay for groceries after a member has increased their investment in the Coop

**“Child of” Membership Card:** Coop-issued photo ID that enables your child (under the age of 18) to enter the Coop alone. They must have this card with them if they wish to enter the Coop to shop or work.

**Committee:** the broadest category of work a member does at the Coop, such as Shopping, Food Processing, Receiving and Stocking, etc.

**Cooperative:** an organization collectively owned by and operated specifically for the benefit of its members

**Entrance Desk:** the front desk where members are responsible for checking in every time they enter the shopping floor to work or to shop

**Exit Desk:** the desk where members must have their paid in full receipts stamped and the number of used bags/boxes checked before exiting the store

**Extension:** when members who have lost their shopping privileges are taken off work “suspension” and put on work “alert” by the Membership Office or by the request of their Squad Leaders, giving them more time to complete their make-ups while allowing them to shop; each extension lasts only until a member’s next regularly scheduled workslot. The number of extensions a member can receive for each suspension are limited. Please contact the Membership Office for details.

**FTOP:** Future Time-Off Program, which allows members to work on a relatively flexible schedule, making it possible to bank any number of work shifts for future use

**General Coordinator:** a member of the upper level of paid management who is responsible for the overall management of the Coop

**General Manager:** a General Coordinator who acts as the General Manager of the Coop; currently the General Manager is Joe Holtz.

**General Meeting:** monthly meetings in which members discuss and vote on Coop policy. These votes constitute member advice to the Board of Directors, whose votes during the Board of Directors portion of every GM constitute our legal decisions

**Grace Period:** a 10-day period, activated at the entrance desk, in which shopping privileges are granted even though a member is “suspended”

**Household:** a group of adults 18 and over and out of high school who live together and share food or other items sold at the Coop

**Joining Fee:** a one-time, nonrefundable fee required of all members

**Linewaiters’ Gazette:** the Coop’s in-house newspaper, which is written, edited and published primarily by members. The Linewaiters’ Gazette is published every other week on Thursdays of B and D week.

**Make-ups:** work shifts, possibly in addition to the required 13 shifts per year, accrued by members for not attending their regularly scheduled ABCD workslots

**Member Investment:** an equity investment required of each member/owner. When members take a Permanent Leave from the Coop the equity investment can be refunded or donated to the Coop.

**Membership Card:** Coop-issued photo ID issued for entrance to the Coop

**Membership Coordinator:** one of a number of hourly paid staff who manages the Membership Office and performs other administrative tasks related to the coordination of member labor, as well as “Tech Support” on the shopping floor

**Membership Office:** the Coop’s second-floor office that exists to assist members with questions and concerns regarding membership

**New Member Orientation:** an organized introduction to the Coop; attendance is required of all members. Prospective members must pre-register to attend an Orientation

**Parental Leave:** the privilege of being exempt from a workslot for a specific period of time due to the birth or adoption of a child

**Permanently Disabled:** a member who is exempt from working at the Coop due to a permanent disability

**Permanent Leave:** when a member contacts the Membership Office to leave the Coop. The member will arrange to have their investment refunded or donated to the Coop.

**Receiving Coordinator:** one of a number of hourly paid staff who orders, receives and facilitates the stocking of products we sell at the Coop

**Retirement:** the privilege of being exempt from a workslot for members who meet the specified eligibility of age and length of membership

**Second Floor Service Desk:** located outside the Membership Office, where members can receive credits for returned items or overcharges; where visitors are signed in

**Squad:** a group of members that meets at the same time every four weeks to work as part of a Committee

**Squad Leader:** an unpaid member of a squad who takes on the extra responsibility of running the squad

**“Suspended” for work:** happens any time a member owes any number of make-ups for more than four weeks. Being suspended means you will be unable to shop due to failure to complete make-ups.

**Technical Support:** members of the paid staff who support the management of the shopping floor, including procedural, logistic and moral support and assistance with computer hardware malfunctions

**Temporarily Disabled:** a member who is exempt from working at the Coop for a temporary period of time due to a physical or psychological disability

**Temporary Leave of Absence:** when a member requests to put their membership on hold for a temporary period of time, with a minimum of eight weeks

**Unassigned:** a member who has been removed from their squad because they have missed two consecutive workslots shifts without doing any make-ups between the absences

Rev 11/04/19

## NEW MEMBER INFORMATION SUMMARY

Today's Date: \_\_\_\_\_

Member Name \_\_\_\_\_

Member #: \_\_\_\_\_

Committee: \_\_\_\_\_

Day of Week:    Mon    Tues    Wed    Thur    Fri    Sat    Sun

Week Letter:            A        B        C        D

Time: \_\_\_\_\_

Squad Leaders:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Name \_\_\_\_\_ Phone \_\_\_\_\_

Where this shift Meets: \_\_\_\_\_

First Work Date: \_\_\_\_\_

Second Work Date: \_\_\_\_\_