

Member Labor System

The Coop's current version of its member labor system was designed to transition the Coop from its previous/pre-pandemic member labor system to a new one that gives members more direct management of their Coop membership and provides more flexibility and options for meeting the member-labor requirement. However, the fundamentals of the Coop's unique cooperative model remain the same: All members are required to work shifts unless eligible for a work exemption status. Aspects of this system continue to evolve and are subject to change.

The Details

Every member has a shift credit bank, or "bank" for short, where completed shift credits build up. All new members join the Coop with zero shift credits and an "active" work status. New members can begin working and adding shifts to their bank as soon as they join the Coop and register for a Member Services account.

On the first day of each work cycle, all working members will be "charged for the cycle," or in other words have a shift credit withdrawn or debited from their bank. As of 11/29/21, the shift cycle is 5 weeks long.

Your work assignment, as viewed in Member Services, is FTOP (Future Time Off Program).

Guidelines

- All working members are required to schedule each shift they work. Walk-ins (or unscheduled work) are not permitted.
- You need to work at least one shift per cycle but you are welcome to work extra shifts. Those additional shifts will add credits to your bank. There is no limit to the number of credits you can have in your bank.
- All shifts are 2 hours and 45 minutes.
- In the shift calendar you can view up to four weeks' worth of shifts.
- In the shift calendar click on "See all job descriptions" for a comprehensive list of all workslots and their detailed descriptions.
- You may have up to four scheduled shifts at one time, with no more than 2 shifts on the same date.
- You can cancel a shift up until 8pm the night before without penalty. If you do not cancel a scheduled shift and fail to work it, you will be debited one shift credit from your bank.
- You may schedule a shift up to 30 minutes before the shift start time.

How to Schedule Shifts

Step 1. ACTIVATE YOUR MEMBER SERVICES ACCOUNT. Visit foodcoop.com/services and click on the Member Services button in the upper right-hand corner. Follow the instructions to "Register." Member Services will be the primary method for managing your Coop work life.

- The email address you use to activate your Member Services account must match the email address in your Coop membership record. If you want to update the email address the Coop has for you, please visit foodcoop.com/update and your request will be processed within 48 hours. The Coop staff can also assist you in person in the Membership Office.

Step 2. READ AND AGREE TO THE WORK AGREEMENTS. There are two agreements that members must read and sign off on before scheduling shifts: Health & Safety Policies Agreement and Workslot Policy Agreement. Both can be found in your Member Services account in the “Virtual Office” tab.

Step 3. SIGN UP FOR SHIFTS. In your Member Services account, click on “Virtual” Office and select “Shift Calendar.”

Glossary of Frequently Used Terms

“ACTIVE” for work: A member is active for work if they have zero or more shift credits in their bank. You should always try to have at least one completed shift credit in your bank before the upcoming cycle debit date. If you have a completed credit in your bank on the cycle debit date, you will remain “active” for work.

“ALERT” for work: If a member has zero shifts in the bank when the shift cycle is charged, their bank will become -1 and their work status will change to “alert.” The member then has until the next cycle debit date to work a shift. Members have full shopping privileges while on alert.

CYCLE: The length of time from one debit date to the next. Currently, cycles are five weeks long.

FTOP: Future Time Off Program is the work assignment of every working member.

GRACE PERIOD: The grace period is a period of time given to suspended members to be able to shop while you resolve your suspension. In most cases, members are suspended because they need to schedule and work a shift and thus add work credits to their shift credit bank. The grace period is set when you enter the Coop to shop or work for the first time after being suspended. It is currently 35 days but the length of the grace period is subject to change.

NO SHOW: If you do not cancel a scheduled shift and fail to work it, you will be considered a “no show.” In this case, one shift credit will be debited from your bank.

“SUSPENDED” for work: When a member falls two cycles behind they become “suspended.” Being suspended prevents you from shopping unless you have a grace period. This suspension affects all members of your household even if the other household members are alert or active for work.

UNASSIGNED: When a member falls three cycles behind without completing any shifts, they become “unassigned.” Unassigned members are suspended for work but can still schedule shifts.

On the Day of Your Shift

Always scan your membership card at the entrance desk when you come to the Coop to work. If you don't know where to report for your shift, ask the entrance worker for assistance. To receive credit for your shift you must check in with a member of the paid staff responsible for check-in. They will be holding an iPad. Please arrive on time for your shift. If you are more than 15 minutes late for your shift, the staff has the right to turn you away and mark you a “no show.”

Need Assistance?

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. If you are unable to get through over the phone at 718-622-0560, visit us in person or email us at membership-office@psfc.coop.