

## Member Labor System

The Coop's member labor system was designed to give members direct management of their Coop membership and provide flexibility and options for meeting the member-labor requirement. 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 accrue. 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.

The shift cycle is six weeks long. On the first day of each work cycle (Mondays of A week), all working members will be "charged for the cycle," or in other words have a shift credit withdrawn or debited from their bank. This means that every working member has to do at least one shift every six weeks.

### Freelance and Recurring Shifts

Working members have the option of signing up for freelance shifts and/or joining a team with recurring shifts. Freelance means you will schedule every shift you work using the online shift calendar. When you work freelance you can jump around and try different things on different days and times. The type of work you do at the Coop is called a committee. Some examples of committees include stocking, checkout, produce processing, cleaning and office work.

Recurring shifts are for members who want to work on the same committee on the same day and at the same time. Your recurring shift will be on a team that meets once every six weeks and will be identified by the committee, day of the week, time of day, and week letter. The weeks are labeled A, B, C, D, E, and F. One example of a recurring shift is Stocking, Mondays, 8am, B week. If you decide to join a team, your recurring shifts will be auto-scheduled. You do not need to take any further action. The shift will be scheduled for you each work cycle and will appear on the shift calendar with your member number displayed.

### Guidelines at a Glance

- All working members are required to schedule shifts through Member Services. 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 six weeks of shifts.
- In the shift calendar click on "See all job descriptions" for a comprehensive list of committees and their detailed descriptions.
- You may have up to two scheduled shifts at one time.
- 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 freelance 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](http://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](http://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 the “Virtual Office” tab. From here you will be able to access the shift calendar to sign up for freelance shifts and the recurring shift calendar if you’d like to join a team.

### How to Cancel Shifts

To cancel a freelance shift, in your Member Services account, click on the “Virtual Office” tab. From here you will be able to access the shift calendar where you will see any shifts you have scheduled. Click on the shift you would like to cancel and then scroll down to the bottom of the page to the red “Cancel Shift” button. If it is before 8pm the night before the scheduled shift, you may cancel without penalty. You may also cancel a recurring shift up until 8pm the night before the shift meets without penalty. However, you are allowed only 3 cancellations within a rolling 12-month period per a team shift. At the fourth cancellation, you will be automatically removed from the team. If you do not cancel a scheduled shift by 8pm the night before and fail to work it, you will be debited one shift credit from your bank.

### Cancel Tickets

We understand that some events come up in life that might occur after the 8pm shift cancellation deadline and affect a scheduled shift the next day. For this reason, every working member, whether you are freelance or on a recurring shift, will be given one “cancel ticket” every calendar year. You can use the cancel ticket to cancel a shift after 8pm and up to one hour before the shift starts. The option to use the cancel ticket will appear automatically when you try to cancel a shift after the 8pm deadline and one hour before the shift start time.

### 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 six weeks long.

**FREELANCE:** Members may choose to schedule a different shift each time they want to work. These shifts are called “freelance.”

**GRACE PERIOD:** The grace period is a 14-day 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, but a member can also be suspended for failure to pay joining fees. The grace period is set when you enter the Coop to shop or work for the first time after being suspended.

**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.

**RECURRING SHIFT:** A shift that meets on the same day and time every six weeks.

**“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.

**SUSPENSION OVERRIDE (SO):** Every member with an expired grace period is eligible for five (5) suspension overrides, or day passes. This allows you to shop only on the day the pass is given. To access an SO you must request one from the Membership Office. If a member uses all of their SO passes and is still suspended, they will be unable to shop until they are no longer suspended.

### 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.”