MARKET OPERATIONS DURING A PANDEMIC/EPIDEMIC

HFM’s goal is to be in compliance with any Emergency Declaration and/or Executive Order from Federal, State, and/or Local authorities. Staff, Vendor, and Customer safety and health are the ultimate priority.

Office Emergency Protocols for Employees/Volunteers

___ Board President/Designee OK’s necessity for Staff to telecommute.

Basic rules apply before/during any such Order/Declaration:

___ Sick employees/volunteers are advised to stay home and not return to work until they are free of fever for at least 72hrs without fever-reducing medications.

___ Employees/volunteers who appear ill upon arrival for work, or become sick during their shift will be sent home immediately.
   - Consider having all employees leave the office also, taking personal belongings, and any work necessary for Telecommuting.
   - Notify Board President/Designee.
   - Fill out an Incident Report

___ All surface areas touched by a sick employee/volunteer shall be disinfected appropriately (ie door handles, desktops, computer, phone, etc).
   - Use CDC/OHA recommended disinfectants
   - Use chemicals in well-ventilated areas/or ventilate upon use.
   - Do not mix incompatible chemicals (bleach only mixes with water).
   - Start an Incident Report for tracking times/locations disinfecting occurs.

___ Handwashing – wash hands/arms with soap and warm water for at least 20 sec before:
   - Eating/drinking
   - Putting on gloves
___ And After the following:
   - Using the restroom
   - Touching, hair, face, body, or clothes
   - Sneezing, coughing, using a tissue
   - Smoking, eating, drinking, or chewing gum
   - Emptying/taking out the garbage
   - Handling money, tokens, credit cards
   - Removing gloves
   - Any activity that might contaminate hands
Gloves do not replace the need to wash hands and practice good hygiene.

___ Ensure handwashing areas are stocked with soap and paper towels at all times.
At Market Protocols

___ Request Vendors pay on-line to avoid the handling of payments at the Markets.
   - If payment is accepted at the Market, designate only 1 person to handle that task.
   - That person shall wear protective gloves & masks for the duration of the task.
   - Upon removal of protective equipment, Designee will wash/sanitize as per protocol on previous page.

___ Reconfigure the Markets’ layouts with social distancing in mind.
   - Vendors may request additional space at no cost to maintain social distancing.
   - No tables/chairs will be put out for customers to gather.
   - Space will be provided for handwashing stations throughout the Markets.

___ Designate a Social Distance/Safety Officer of the day (as per mandated by OFMA)
   - That Officer will take responsibility for enforcing the social distancing policies for the common spaces in the Market (Vendors are responsible for their inside booth space).
   - All Market Staff/Volunteers will wear safety vests for ease of identification.
   - Safety Officer’s vest will be marked with that appropriate designation.
   - All Market Staff/Volunteers will attempt to assist in enforcing social distancing policies.

___ Sanitizing at the Market

Personal hygiene:
   - Handwashing– wash hands/arms with soap and warm water for at least 20 sec before:
     Eating/drinking
     Putting on gloves
   ___ And After the following:
     Using the restroom
     Touching, hair, face, body, or clothes
     Sneezing, coughing, using a tissue
     Smoking, eating, drinking, or chewing gum
     Emptying/taking out the garbage
     Handling money, tokens, credit cards
     Removing gloves
     And any activity that might contaminate hands
     Gloves do not replace the need to wash hands and practice good hygiene.

___ Ensure handwashing areas are stocked with soap and paper towels at all times.

Market Ops:
   - Market Staff/Volunteers will sanitize the general Market space at regular intervals (i.e. the spigots & tabletops of the handwashing stations).
   - A log of times/locations sanitized will be kept at the Information Booth for the Duration of the Market, & filed at the Market Office.
   - Staff/Volunteers will also check with Vendors (especially those operating solo) to assist as needed (i.e. relief for them to utilize handwashing stations).
Information Booth Operations

___ Keep hand sanitizer and sanitizing spray close by & in stock for sanitizing Staff/Volunteers and all high touch areas of the booth regularly.

___ Mark off 6ft intervals with tape or chalk to maintain social distance for customers.

___ Designate 1 person only, if possible, to handle monetary transactions and dispersing of tokens to customers.
   - That person will wear protective gloves & masks, and will avail themselves regularly of the hand sanitizer/handwashing station/sanitizing spray, including after the gloves have been disposed of.

___ TBD – Handling of tokens at the end of the Market

___ Take-down – all high touch areas, & as many surfaces as possible on HFM property, will be sanitized before being taken down & stored
Vendor Expectations/Guidelines

In accordance with the Governor’s Executive Orders (20-07 & 20-12), directions from Ore Dept of Agriculture (ODA), and Ore Farmers’ Market Assoc (OFMA), HFM operations will change for at least the start of the Market season.

Due to the current Pandemic status, and the above Orders & directions, at this time, **HFM will only be allowing Agricultural/Produce, & essential Artisan Vendors at the Markets. However, to assist all of our Vendors, HFM will include your business name & contact information on our website for those wanting to do on-line ordering. It is the Vendors’ responsibility to handle all necessary monetary transactions and scheduling for pick-up & delivery. HFM is only providing its website for “advertising” only, and will have no responsibility between a Vendor and its customers.**

When allowed on-site, all Processed Food, Hot Food Vendors and Food Carts:
- will offer customers the ability to pre-order
- will offer only take-away food, no on-site consumption of food is permitted with the exception of Vendors in their booths.
- no samples of any product will be offered.
- no exposed food will be permitted/displayed – all food needs to be covered or packaged where possible.

Illness – HFM has a zero-tolerance policy for coming to the Market when sick.
- If after a Vendor’s arrival, that Vendor or an employee becomes ill, they will be asked to leave as expeditiously as possible.
  - Vendor will take their till, valuables, and personal belongings with them.
  - Vendor will notify Market Manager or Staff, & HFM will make an effort to assist in securing the booth.
  - Vendor will make arrangements for take-down of the booth
- There will be no penalty imposed for those Vendors who are responsibly self-quarantined, become suddenly ill within 24hrs ahead of the scheduled Market time, and are unable to attend.

Safety practices mandated by ODA/OFMA/OHA

Booth Set-up
- Vendors are required to have Market booth layouts that promote safe social distancing. A good booth layout strategy is to put an empty table at the front of he booth, with the product table behind it, & the vendors behind that table, enforcing social distance and putting products out of reach of customers.
- Vendors should bring their own sanitizer for themselves, as well as for their customers. HFM will provide handwashing stations throughout the Market & Staff/Volunteers may be able to assist staffing your booth while you utilize them.
Booth Safety
-HFM encourages all Vendors to wear masks (homemade is acceptable per OHA).

Social Distancing - All Vendors are responsible to designate a Social Distance Officer. That person will ensure social distance policies are enforced within your booth space. HFM’s Officer will be responsible for the common areas of the Market.

Money/Product Handling - It is recommended that Vendors assign 1 person to handle all monetary transactions &1 person to handle the product to packaging where possible.
- Customers should not bag any product unless they have brought a reusable bag.
- You may want to consider pre-bagging some products.
- No product samples will be allowed.
- Vendors handling money, tokens or vouchers should not handle food products until they have washed their hands.
- If using gloves for handling money, they should be changed or sanitized often.

TBD - Handling Tokens

Sanitizing – Vendors will be responsible for wiping down high-touch areas frequently, such as tables (plastic tablecloths recommended over cloth), screens, and cash boxes
- Handwashing recommended after all of the following:
  Eating/drinking; putting on gloves; using the restroom; touching hair, facial area, body, or clothes; sneezing, coughing, using a tissue; smoking, chewing gum; handling money, tokens, credit cards; removing gloves, or any other activity that might contaminate your hands.
- Wearing of gloves may be a reminder to avoid touching your face, however, they will have to be changed or disinfected regularly as would your hands.
CUSTOMER EDUCATION/SAFETY

Please remain at home if you are sick, have possibly been exposed to COVID-19, and/or at high-risk.

*Per the Governors Executive Order 20-12, Hillsboro Farmers’ Markets (HFM):*
  - Will be enforcing social distancing (6 ft. minimum).
  - Recommends only 1 person per household attends the Markets.
  - Recommends limiting the number of children present at the Markets.
  - Is restricting dogs in the Market at this time.
  - Will provide handwashing stations throughout the Markets, however suggests that you bring your own hand sanitizer.
    - Avoid touching your facial area; sneeze or cough into the crease of your elbow or a tissue, followed by immediately washing/sanitizing your hands.
    - Encourages you to wear a mask.
  - Will not be offering our regular programs such as Market Sprouts, Market Kitchen, or Music.
  - Will be allowing food vendors at this time into the Markets for only takeout. Preordering is suggested.
  - Will not have tables/chairs set up for gathering.
  - May require limiting the number of customers in the Markets at a given time to be able to maintain social distancing.

For Saturday’s downtown Market, the City will not have the fountain turned on at this time.
For both Orenco & Downtown, there will be no bathroom facilities available at this time.

For purchases:
  - Customers will not be allowed to touch any Vendor products.
  - Vendors will bag your purchase for you, unless you have a reusable bag, at which time, you will bag your purchase.
    - It is recommended that you wash your reusable bags between Market visits.
  - Wash your produce after arriving home per CDC guidelines.

Our Markets *will continue our SNAP, DUFB, WIC, VETS Match programs.*

At this time, only agriculture, produce, and essential artisan vendors will be allowed at the Markets. Please see our website for a list of all of our vendors (craft, processed food, farm, etc) that have on-line ordering available.

HFM thanks you for your patience as we all try to work through this challenging time.