



September Safety Strategy

The following directly follows the Emergency Vendor Advisory Committee meeting on Tuesday, August 25. It attempts to address the decrease in shopper compliance with physical distancing; increase in aggressive incidents involving shoppers, volunteers and staff; and amplification of concerns re: failure to comply with COVID protocols across BC.

These measures are pre-security guard and pre-mandatory mask measures to attempt to work together as a community in a spirit of collaboration and keep our farmers markets open, safe and inclusive. The specific September goal is shopper comfort, cooperation and compliance and the emphasis is on clarity and consistency.

Clarity

Goal: Shoppers are prepared for what to expect before they arrive and are reminded while waiting in line

Who is responsible?

- Staff + Vendor Volunteers in line-up via signage and friendly announcements
- Staff + Vendors on website and social channels
- Staff + Vendors when responding to direct inquiries

When are we successful?

When shoppers are communicating it out themselves!

Additional Measures:

- VFM staff will wear face shields and ask volunteers to wear masks during their shifts as an expression of care for our shoppers, vendors and fellow staff.
- Staff and VAC will collect phone numbers of vendors able to provide on-site support for managers facing aggressive or escalated situations.
- VFM will hire additional crew and organize vendor volunteers to communicate with line-ups at high volume, higher-stress markets.

Consistency

Goal: Shoppers experience what they have been told to expect while inside market

Who is responsible?

- Vendors manage their own stalls
- Staff provide consistent signage (max capacity + covid rules)
- Vendors post signage prominently
- VFM + Vendors manage space 10ft in front of and beside individual stalls

When are we successful?

Every vendor knows the COVID-19 Vendor Checklist by heart and staff do not need to issue rule violations



COVID-19 Vendor Checklist

The following is a simplification of the measures VFM is taking to address COVID-19 and focuses on the bare minimum vendor requirements. Vendors who do not follow the requirements will be subject to VFM's rule violation process. Many vendors will choose to go above and beyond the requirements listed below:

1. Stay Home if Sick

- Must leave immediately if presenting COVID symptoms
- Must present negative COVID test to return to markets

2. Physical Distancing (see Appendix A for details)

- Must use physical barrier to keep distance from shoppers
- Must post and manage maximum capacity in walk-through stalls
- Must manage shopper physical distancing within 10ft radius of stall
- Must wear face covering at stall when not behind a physical barrier (i.e. restocking, managing shopper capacity, etc).

3. Hand washing

- Must have wash station or hand sanitizer for vendor use
- Must demonstrate food handling and payment separation

4. Sanitizing

- Must have sanitizer present (disinfectant wipes, bleach solution, alcohol, etc.)
- Must wash and sanitize high-touch surfaces regularly

5. Ensure Shoppers Eat Outside Market

- Must provide take-away options for ready-to-eat food
- Must post prominent signage re: not eating in market

NOTE: the COVID-19 Vendor Checklist has been developed in consultation with the Vendor Advisory Committee and will be posted at Market Information Booths as well as at eatlocal.org COVID-19 FAQs



Appendix A: Physical Distancing at Stalls

Farmers markets must maintain physical distancing between shoppers, vendors and staff - even if they are wearing masks. In order to manage physical distancing between shoppers at stalls, VFM and the VAC have developed the following requirements, depending on stall configuration.

NOTES:

1. Unless otherwise approved by VFM manager, maximum shopper capacity at a 10x10 stall = 1 shopper.
2. VFM expects vendors to have their own WorkSafeBC strategy re: distancing between themselves and their staff and are not monitoring internal vendor distancing.

Scenario A: Stall configuration with shoppers entering stall

REQUIREMENTS (ALL):

- Single flow traffic
- Marked + managed entrance and exit points
- Posted + managed Maximum Shopper Capacity (VFM-provided for vendors to keep)
- Clearly marked 6' spaces within stall
- Physical barrier at cash area (see Scenario B)

Scenario B: Stall configuration with shoppers outside of stall

REQUIREMENTS (1 of 2)

- Physical barrier creating 6ft of space between vendor and shopper (i.e. 2x tables stacked, rope at stall entrance with table spaced 4ft behind rope). Chalk is not sufficient.

OR

- Physical barrier (plexiglass, plastic sheet or curtain) shielding vendor and shopper.