**Covid-19 Vendor Protocols: HFM On-site Sales**

Safety protocols

* If vendors are not feeling well, contact the Market Manager and ***STAY HOME!***
* If vendors test positive and/or have been exposed to someone known or suspected to have covid-19, contact the Market Manager and ***STAY HOME!*** Before returning to the market, self-quarantine following current CDC guidelines.
* All vendors required to wear mask and gloves entire time at market; these will be provided, if you don’t have them
* Customers required to wear mask; reusable ones will be provided
* Vendors keep at least 6 feet apart from each other and customers during set-up and clean-up
* Where possible, vendors should have separate persons handling products and payments; where not possible, vendors should use different gloves for handling products and payments
* Contactless operations (“The Dance”): Vendor will place bagged products in designated pick-up zones (on small tables at corners and front and back edges of center aisle); vendor will step away; customer will pick up products and deposit payment in box; customer will step back; vendor will retrieve payment and put any change into box, etc. Only one vendor/customer using a particular pick-up zone at a time
* Vendors to supply own handwashing materials (wipes, hand sanitizer, or handwashing station) to be used at least once per hour
* All picnic table tops and any benches holding products shall be covered with vinyl tablecloths (to be supplied by market). Tablecloths to be sanitized at regular intervals; sanitizer to be provided
* Vendors to put out only a few items of each type at once; may cover them w/ clear plastic, if desired
* No consumption of food by customers to be permitted on-site; minimize vendor eating
* No on-site food prep, no free samples, no cooking demos, no dogs
* On-site customers to be encouraged to pre-order online

Payment Systems

* Vendors will still accept cash, checks, FMNP vouchers, Market Bucks, Bonus Bucks directly
* Vendors will still receive a white envelope each week with $40 of clean Market Bucks for making change. Vendors will receive a Ziplock bag for any MBs & BBs received from customers, as well as for any vendor fees
* Card payments will still be handled using a purchase-slip system, but vendors will give customers ONLY the white copies (keeping the yellow copies for themselves); customers will not return “PAID” receipts; vendors will give customers their products right away, using honor system
* Vendors will be reimbursed for on-site credit/debit/EBT, Market Bucks, Bonus Bucks, and pre-orders by check biweekly, as usual; vendors will receive white slip showing the reimbursement breakdown
* Vendors will report their gross weekly sales to Laura by email or using green slips

**Covid-19 Vendor Protocols: HFM Pre-ordering/ Pick-up System**

The Big Picture:

* Customers will be placing pre-orders and paying in advance through the market’s website
* Vendors will aggregate orders for each customer before the market opens
* A runner will deliver orders to customers’ vehicles; customers will be assigned time slots for pick-up, will park in designated pick-up spots, and will post their names and order numbers in their car windows
* Vendors will be reimbursed for pre-orders in the same way as for on-site credit/debit/EBT

The Process for Vendors:

* Preseason: Submit completed spreadsheet to Tony listing *all products you plan to offer at any point throughout the season*. (Deadline: Wednesday, 14 April)
* During each week of the season:
  + Submit update to Tony with your list of products and quantities available for the coming week’s pre-ordering (Deadline: Saturdays, 9:00 a.m.)
  + Online store open to customers (Saturdays at noon through Tuesdays at noon)
  + Receive order information from Tony, organized by customer name & number (Tuesdays, between 5:00 and 9:00 p.m.); print order sheet(s) in color and cut apart
  + Fill and prepackage orders – one bag per customer; staple each customer’s order slip to bag; arrange customer orders alphabetically (*before arriving at market*)
* At the market each week, *before opening time*:
  + Put on gloves and a mask.
  + The center row of picnic tables will be set aside for aggregating orders for each customer. There will be an insulated grocery bag for each customer, with the customer’s name and invoice stapled to it. Orders will be arranged on the tables alphabetically by customer’s last name.
  + At the time that Tony has assigned you: Place your items on the table, by each customer’s bag. (Volunteers will pack bags when orders are complete.)
  + Check off your vendor name on each customer’s invoice (using your own pen).
  + If there are items in an order that are being kept in a cooler, write COOLER next to your vendor name on the invoice.
  + *Take care to keep your distance from other vendors during this process.* Vendors with lots of pre-ordered items will go first. Those with just a few will go last. Tony will assign times.
  + Adjust your market arrival time as needed, so that you can be ready to aggregate your pre-orders at your assigned time *and* have your stand set up for on-site sales before the market opens at 11:00.