COVID-19 Safe Operating Plan

Document updated: 6 May 2020

Director of Farmers Markets: Katie Hassemer
Email: khassemer@fondymarket.org
Market Cell Phone: (414) 939-8840

Assistant Market Manager and Community Liaison: Sam Thurman
Email: stthurman@fondymarket.org
Market Cell Phone: (414) 933-8121

Market Dates: May 9, 2020 to November 21, 2020

Objectives:

1) Follow local and state guidance for safe and healthy market practices
2) Clearly communicate our situation to all audiences
3) Employ creative solutions to complex problems

Requirements of the Market (from Wisconsin’s Department of Health Services):

• Close all seating intended for consuming food.
• Prohibit food samples.
• Self-dispensing unpackaged food areas (including fresh produce) may stay open.
• Areas that require customers to use tongs or scoops are encouraged, but not required, to close; vendors must sanitize the tongs and scoops frequently.
• Follow social distancing requirements between all individuals on the premise to the maximum extent possible.

More info here: https://www.dhs.wisconsin.gov/covid-19/community.htm (under “Farmers Markets”)
<table>
<thead>
<tr>
<th>Section</th>
<th>Activities</th>
</tr>
</thead>
</table>
| Market Operations| 1) All four permanent sections of the Fondy Farmers Market space will be utilized, with spillover possible in Fondy Park and in additional open areas, if need arises (note: map below)  
2) Vendors will each get one 10 foot stall, with 6 feet of open space on either side; no selling off of corners  
3) Along with painted stall perimeter, one 10 foot by 6 foot box will be painted on the ground with a “1 person” stencil in the center, indicating one person inside the vendor’s selling area allowed at a time  
4) Sections of the market with less than 6 feet of aisle space will be closed to customer traffic  
5) Maintain handwashing and hand sanitizing stations  
6) Sanitize frequently touched equipment, restrooms, and Info Booth surfaces  
7) Set up Info Booth with minimal hand-outs and a space for customers to queue up at 6 foot distance  
8) No sampling will be permitted  
9) No seating will be set up for customers to help encourage a quick visit  
10) Until further notice, all community booths, music, yoga, cooking demos, and arts/crafts vendors will be postponed |
| Customer Communications| 1) Safe operations communication messages at the market:  
- Stay home if you are sick or you are in a high-risk group  
- Face coverings are recommended to be worn while shopping  
- Practice good cough and hand hygiene  
- Maintain 6 foot distancing from other customers and vendors while walking around market and while making or waiting to make purchases or while at Info Booth  
- Customers age 65+ should have someone shop for them whenever possible  
- Listen to FFM staff who will communicate with and disperse customers if physical distancing is not being practiced; one customer per vendor’s marked selling area will be allowed  
- Customers are discouraged from handling produce/products before buying; vendor encouraged to bag/pack purchases  
- Reusable shopping bags are discouraged  
- Make a shopping list and complete shopping as quickly as possible  
- Strongly recommend one customer per household to enter the market for shopping. Customers in need of assistance should bring a helper into the market  
- No pets or smoking in the market space  
- This is not social hour! Limit interactions with other customers, vendors, and staff |
| Crowd Control | 1) FFM staff will monitor crowds and do a customer count every 30 minutes.  
2) FFM staff will communicate to any customers or vendors not adhering to 6 foot distancing and request they disperse  
3) The FFM market space is large enough that it will be very unlikely that the number of people onsite will exceed capacity at 6 foot distancing; if that changes we are prepared to limit the number of shoppers at one time |
| Staff/Volunteers | 1) Provide training and enforce safe practices (ie: physical distancing, hand hygiene, cleaning) for all staff and volunteers  
2) Good record keeping on Daily Market Sheet and in all communications  
3) Inform Director of Farmers Markets or Assistant Market Manager of unsafe situations requiring immediate attention  
4) The Director of Farmers Markets or Assistant Market Manager will ask customers not following physical distance requirements to disperse  
5) Staff and volunteers are requested to wear face masks |
| Vendor Recommended Practices | 1) Practice good hand hygiene  
• Change gloves/sanitize hands before touching food after touching money, phone, or any non-food surface; suggestion of staffing two employees: one to touch food/products and one to handle payments  
2) Recommended that vendors wear face coverings  
3) Recommended that only vendors are allowed to touch food products (customers point, vendors bag)  
4) Provide a wipable surface for your stall, such as an oil cloth or washable table cloth, that can be disinfected before/during/after market with ease  
5) Arrange produce/products on stall top with clear signage as to the price  
6) Ask for exact change, credit cards, or Venmo  
7) Pre-package/bag produce/food as much as possible  
8) Encourage customers to pre-pay/order and pick up if possible  
9) Minimize conversations with customers to focus on the transaction  
10) Inform the Director of Farmers Markets or Assistant Market Manager of unsafe situations requiring immediate attention |