



# COVID-19 Safe Operating Plan

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**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")

Section	Activities
<b>Market Operations</b>	<ol style="list-style-type: none"> <li>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)</li> <li>2) Vendors will each get one 10 foot stall, with 6 feet of open space on either side; no selling off of corners</li> <li>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</li> <li>4) Sections of the market with less than 6 feet of aisle space will be closed to customer traffic</li> <li>5) Maintain handwashing and hand sanitizing stations</li> <li>6) Sanitize frequently touched equipment, restrooms, and Info Booth surfaces</li> <li>7) Set up Info Booth with minimal hand-outs and a space for customers to queue up at 6 foot distance</li> <li>8) No sampling will be permitted</li> <li>9) No seating will be set up for customers to help encourage a quick visit</li> <li>10) Until further notice, all community booths, music, yoga, cooking demos, and arts/crafts vendors will be postponed</li> </ol>
<b>Customer Communications</b>	<ol style="list-style-type: none"> <li>1) Safe operations communication messages at the market: <ul style="list-style-type: none"> <li>• Stay home if you are sick or you are in a high-risk group</li> <li>• Face coverings are recommended to be worn while shopping</li> <li>• Practice good cough and hand hygiene</li> <li>• 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</li> <li>• Customers age 65+ should have someone shop for them whenever possible</li> <li>• 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</li> <li>• Customers are discouraged from handling produce/products before buying; vendor encouraged to bag/pack purchases</li> <li>• Reusable shopping bags are discouraged</li> <li>• Make a shopping list and complete shopping as quickly as possible</li> <li>• Strongly recommend one customer per household to enter the market for shopping. Customers in need of assistance should bring a helper into the market</li> <li>• No pets or smoking in the market space</li> <li>• This is not social hour! Limit interactions with other customers, vendors, and staff</li> </ul> </li> </ol>

	<ol style="list-style-type: none"> <li>2) Inform all customers before entering the market about safe shopping requirements and recommendations on social media, website and external communications (newsletter, postcard, poster, etc)</li> <li>3) Post safe market behavior signage around the market; an option for non-English speakers is being created</li> </ol>
<b>Crowd Control</b>	<ol style="list-style-type: none"> <li>1) FFM staff will monitor crowds and do a customer count every 30 minutes.</li> <li>2) FFM staff will communicate to any customers or vendors not adhering to 6 foot distancing and request they disperse</li> <li>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</li> </ol>
<b>Staff/Volunteers</b>	<ol style="list-style-type: none"> <li>1) Provide training and enforce safe practices (ie: physical distancing, hand hygiene, cleaning) for all staff and volunteers</li> <li>2) Good record keeping on Daily Market Sheet and in all communications</li> <li>3) Inform Director of Farmers Markets or Assistant Market Manager of unsafe situations requiring immediate attention</li> <li>4) The Director of Farmers Markets or Assistant Market Manager will ask customers not following physical distance requirements to disperse</li> <li>5) Staff and volunteers are requested to wear face masks</li> </ol>
<b>Vendor Recommended Practices</b>	<ol style="list-style-type: none"> <li>1) Practice good hand hygiene <ul style="list-style-type: none"> <li>• 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</li> </ul> </li> <li>2) Recommended that vendors wear face coverings</li> <li>3) Recommended that only vendors are allowed to touch food products (customers point, vendors bag)</li> <li>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</li> <li>5) Arrange produce/products on stall top with clear signage as to the price</li> <li>6) Ask for exact change, credit cards, or Venmo</li> <li>7) Pre-package/bag produce/food as much as possible</li> <li>8) Encourage customers to pre-pay/order and pick up if possible</li> <li>9) Minimize conversations with customers to focus on the transaction</li> <li>10) Inform the Director of Farmers Markets or Assistant Market Manager of unsafe situations requiring immediate attention</li> </ol>

