



## 2021 VENDOR HANDBOOK

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# Covid-19

Covid-19 is presenting several challenges to planning and operating the market. All markets are going through the same difficulties as we are. Last year we ran at approximately 60% capacity while the cost of operating went higher. Despite the challenges, last year was a great year and we learned a lot. Hopefully, we can navigate this year and by summer be back to better than normal.

Last year the Covid-19 situation was an unknown. This year, we know it is here and numbers are growing. This has resulted in a number of restrictions being placed on every aspect of our lives, including in how we operate our market. We hope that come spring, and through vaccination efforts, the trend will reverse, and restrictions will relax. In the meantime, we have to plan for what we know and be ready to take advantage of opportunities as they come.

The Board of Directors, working with our Site Manager, are focused on providing the best and safest possible experience to the benefit of our market community, and we ask that you keep this in mind in your expectations this year.

Attendance is not mandatory for 2021. Vendors who commit to the whole season (up to 8 absences) will be given priority consideration if the market has more vendors than spaces.

Absences due to Covid-19 or self quarantine will not count against the 8 permitted absences.

As of January 24<sup>th</sup>:

- all farmers' markets are required to perform health checks on vendors in the form of a questionnaire before setting up. This is a Provincial requirement. Vendors who are not feeling well should not come to the market.
- masks are mandatory for vendors and customers. This is a Provincial Health Order and Sechelt Farmers' and Artisans' Market requirement.
- farmers' markets are limited to food only vendors. This is a Provincial Health Order requirement, and we are working with BCAFM to lift this restriction.
- farmers' markets are required to have access to a public washroom. This may be a challenge this year if municipal hall remains closed.

It is not known what restrictions will remain through Provincial Health Orders, BCCDC, or our local Municipal Government come market season. The guidelines in this handbook will change and in some cases with short notice.

Changes impacting our operations will be passed along as soon as we receive them. We ask that vendors respect the limitations placed on the Board of Directors and Site Manager due to Covid-19 and that you work with us to make this year the best it can be.

## VENDOR RULES & RESPONSIBILITIES

The following are general rules that must be read, understood, and adhered to by all vendors. These rules and responsibilities may be added to, removed, or modified by the Sechelt Farmers' and Artisans' Market at any time. Failure to abide by the rules may result in the removal of the vendor from the weekly booth allocation.

## VENDOR BOOTHS:

Vendor booths are assigned weekly as available. Due to Covid-19 modified market requirements, the Sechelt Farmers' and Artisans' Market has a limited number of booths available and can not guarantee a space, or the same space, every week. Vendor booth allocation and location assigned to a vendor is at the sole discretion of the Site Manager.

## VENDOR BOOTH DETAILS:

- The standard booth size is 10' X 10'.
- All vendors must bring a 10' X 10' tent.
- Site lines between vendors should not be overly or unnecessarily obstructed. Tent walls should not be used unless necessary.
- You are responsible for your own shelter, tables and stock.
- You are required to keep your vending area clean and take your garbage away with you.
- Ensure that your shelter is securely anchored at all times.
- The Sechelt Farmers' & Artisans' Market is a non-smoking/vaping market.
- Vendors are not to bring pets to the Market.
- All vendors must remove their own garbage at the end of the day.

## VENDOR FEES:

Vendor fees are considered due when a booth is allocated to a vendor. Payment will be collected on the day of market.

## CANCELLATION:

Vendors who cancel a day for which they have been allocated a booth must notify the Site Manager as soon as possible (minimum of 24 hours) prior to market to allow time to find a replacement vendor. If notice is given less than 24 hours prior to market for reasons other than SICKNESS (see below) and a replacement vendor can not be scheduled, the vendor fees will be owed by the vendor and collected on the next day the vendor attends the market.

#### SICKNESS:

The Sechelt Farmers' and Artisans' Market is required to perform wellness checks of each vendor, staff, and volunteer prior to market. Vendors who are feeling unwell must not attend the market. Vendors that cancel or are asked not to attend due to sickness are not required to pay vendor fees for the cancelled day. Vendors who cancel due to feeling unwell or sickness will not be included in booth allocation for the following week.

#### FOOD SAFE / MARKET SAFE:

All vendors selling fresh produce, prepared foods or food products must have Food Safe or Market Safe certification. Documentation must be submitted to the Sechelt Farmers' and Artisans' Market prior to attending market and must be clearly displayed in the vendors' booth.

#### VANCOUVER COASTAL HEALTH AUTHORITY:

Vendors selling prepared foods or higher risk food products must acquire approval(s) from Vancouver Coastal Healthy prior to attending market. Documentation must be submitted to the Sechelt Farmers' and Artisans' Market prior to attending market.

#### PRODUCTS FOR SALE:

SFAM is 100% make, bake, grow, forage, or raise. Vendors must sell only products that have been approved through the Sechelt Farmers' and Artisans' Market jury process and are of quality expected of an Artisan market.

Only products that have been approved by the Sechelt Farmers' and Artisans' Market jury process, either during the initial application or through a subsequent application, are to be sold.

Vendors must make all the products sold. Original handcrafted items, farm products, and prepared food should reflect professional quality.

The primary applicant (the Vendor of record), a family member, or member of an approved co-operative must be present during market. Hired help is permitted only when the vendor of record is also on site for the duration of the market day.

#### ALL FOOD VENDORS:

All vendors selling prepared foods or higher risk food products must adhere to the following criteria:

- The use of ingredients available from existing Sechelt Farmers' and Artisans' Market Vendors is encouraged.
- The product must be produced from scratch by the vendor.

- Placement of food vendors is at the discretion of the Site Manager to address concerns around safety, smells, or other issues specific to food.
- Vendors must hold and display valid Food Safe or Market Safe certification(s).
- Substantial changes to the food items being offered may require new Vancouver Coastal Health approval.
- Electricity service is limited and will be provided subject to availability. Vendors requiring electricity must provide their own extension cord(s).
- Deep frying and open flame cooking are not permitted on site due to aromas and the danger of fire and/or oil spill.
- Power generators are not permitted.

#### BODY HEALTH VENDORS:

All body health vendors, including but not limited to those selling soaps, make up, tinctures, topicals or products with any health benefit claim, must provide the Sechelt Farmers' and Artisans' Market with required certification(s) or approval(s).

#### ORGANIC PRODUCTS:

Farm vendors must have British Columbia Certified Organic certification in order to sell products as certified organic. Documentation must be submitted to the Sechelt Farmers' and Artisans' Market prior to attending market and must be clearly displayed in the vendors' booth.

All other Organic claims must be made in accordance with regulations as set out by law:

*"...The regulations apply to any goods that are currently certifiable in B.C. such as food and beverage products, flowers, and seed. Processors who have not been certified cannot label their products as organic. However, they can use the word "organic" in the ingredients list (e.g.: organic flour, organic raisins, salt) provided they have obtained proof that the producers of those ingredients have been certified and the ingredient list follows all CFIA regulations including font, location, and legibility requirements. The word organic cannot be included anywhere else on the labelling of the product, including any claims saying "made with organic ingredients" or using the ingredients list in an inappropriate location (ie. putting it on your market banner). Due diligence means that proof of certification is necessary. All forms of the term "organic" fall under the new regulation so phrases like "Uncertified Organic, or Organic Practices" cannot be used."*

#### FARMER'S COUPON PROGRAM:

Coupons will only be accepted from vendors for qualifying products only.

Coupons will be collected by the Site Manager each week. Coupons redeemed by a vendor after the coupons have been collected will be collected the following week.

Reimbursement for coupons will occur a minimum of one week following collection to allow for accounting/reconciliation and appropriate cash acquisition.

#### INSURANCE:

The Sechelt Farmers' & Artisans' Market Association's insurance does not cover vendors for product liability for such things as allergic reactions, food poisoning, rashes, injuries resulting from the use of your product, etc. Liability insurance is the responsibility of the Vendor.

#### RISK:

SFAM, its' employees, and volunteers are not responsible for any loss, theft or damage to vendors, vendor merchandise, displays or products at any time. Insurance of a vendor's property is the responsibility of the Vendor.

#### THEFT:

Theft at Market does happen. Your best defense to this is to be aware of this and take steps to prevent it.

Think about the placement of cash or valuable items, registers, products, etc. Make sure that you have some distance between your products and your registers, and some distance between your registers and your exit.

Be sure to offer effective customer service so your products or registers are not seen to be unattended.

If there is a suspicion of theft, individual vendors must not approach, accuse or detain a customer. Try to get a photograph of the person, study physical details of the person, make sure you know what was taken, and alert the Site Manager by phone or have another vendor do so. The Site Manager will contact police and follow the person if possible.

There are many risks involved in accusing and attempting to detain persons and as a market, we cannot allow ourselves to be exposed to that type of liability.

#### WEATHER:

SFAM is a rain or shine market. Our customers have come to appreciate us making every effort to provide our services every Saturday and we appreciate our customers making the effort to support us. Over time, failing to continue to provide this level of commitment would have detrimental effects on attendance.

If weather is severe, the Sechelt Farmers' and Artisans' Market may, at its' discretion, cancel the market day and you will be notified by the Site Manager as soon as possible.

Once the market is running, vendors are not permitted to remove their booth until the end of market or until such a time as the market is cancelled.

If a vendors' product is at risk of being damaged by weather, vendors can cover or pack up their product, but the tent must remain standing so as not to present gaps in the market. If a vendor is having physical difficulties (wet feet, too cold etc) the vendor should secure their site (remove product and cash) and then leave the site to seek relief. The tent should remain standing.

#### HOURS OF OPERATION, SET-UP & TEAR-DOWN:

The 2021 start date is tentatively set for April 3rd 2021. This may be changed due to Covid-19 restrictions. Updates will be sent weekly beginning February 27th 2021.

Market hours will be the normal market hours of 9am to 2:30pm. This may be changed due to Covid-19. Updates will be sent weekly beginning February 27th 2021.

Vendors may arrive and begin setting up any time after 7:30 am.

Vendors must be on site before 8:30 am.

The market site is closed to all vehicle traffic at 8:30 am.

Do not sell before 9:00 am or after 2:30 pm. This is an insurance requirement.

The street reopens to traffic at 3:30 pm. All vendors must be packed up and off the street by this time.

#### ENTERING & EXITING THE MARKET SITE:

Flashers must be used. Speed must be kept to dead slow – 5km.

Respect the fact that other vendors are setting up or tearing down and are not as attentive as they would normally be to passing traffic.

Respect the fact that there may be customers on site.

When backing up, vendors **MUST** get someone to be your spotter.

## CODE OF CONDUCT:

Vendors, staff, and volunteers must conduct themselves with kindness and respect to customers and other vendors alike.

The Sechelt Farmers' and Artisans' Market Association recognises the responsibility to have a work environment that is free of bullying and harassment. The responsibility to create an environment based on mutual respect, cooperation, and understanding is shared by all members and vendors and by the Board of Directors.

### COVID-19

Covid-19 safety guidelines will change on short notice. There is a zero-tolerance policy for failing to follow all Provincial/Federal Health Officer, BCCDC, EHO or Sechelt Farmers' and Artisans' Market COVID-19 safety guidelines. Failure to adhere to Covid-19 guidelines will result in suspension from participating in the market.

### VERBAL ABUSE

First offence: reported to the Board, reviewed and response/warning letter from the Board issued to the vendor and placed on file.

Second offence: temporary suspension from the market (4 market days).

Third offence will be considered action unbecoming a member of the Society.

### PHYSICAL OR THREATENING ABUSE

Zero tolerance resulting in removal from the Sechelt Farmers' & Artisans' Market as per the Bylaws and Constitution of the Society.

### ACTIONS UNBECOMING A MEMBER OF THE SOCIETY

Vendors, staff and volunteers are responsible to each other, the community, and to the interests of the Society. When a vendor, staff member or volunteer acts in a way contrary to the policies or values of the Society it will be brought to the Board and subject to our Conflict Resolution Process which may result in temporary suspension or removal from participation in the market.



## CONFLICT RESOLUTION PROCESS

The Sechelt Farmers' and Artisans' Market Board, Site Manager, Vendors and Volunteers will respect the privacy and confidentiality of others.

All vendor concerns or grievances shall be directed to the Sechelt Farmers' and Artisans' Market Site Manager or a member of the Board of Directors who may attempt to resolve the situation.

If the grievance cannot be resolved by the Site Manager or Board member, the vendor will be requested to submit a detailed letter to the Sechelt Farmers' and Artisans' Market Board.

As part of the inquiry into any incident, the Board may request a meeting with the involved parties to further discuss the issue.

If the grievance involves the Site Manager or a Board member, that person shall abstain from this process other than to respond to the issue(s) raised.

The Board reserves the authority to make the final decision on the outcome of the grievance and any penalties for non-compliance.

Penalties for non-compliance may include:

A verbal or written notice given, a suspension from vending or attending in the market for a period to be determined by the Board of Directors, up to removal from the Society as per Society Bylaws.