



Vendor Handbook 2017

2017 North Oshawa Farmers' Market Handbook

Organization name and mission statement

The name of the organization is the North Oshawa Farmers' Market (NOFM). The mission of the NOFM is to support local farmers, promote locally grown food and natural handmade products and to foster social spirit in the community.

Governance

The NOFM is governed by a minimum of 6 member board consisting of a president, vice-president, secretary, treasurer and a minimum of 3 directors-at-large (2 of whom are market vendors). It is recommended that each director serve a maximum of 2 years of service unless re-elected to the board. New board members will be recruited at each annual general meeting.

Management

The NOFM is managed and operated by the board of directors and market manager with the assistance of approved market volunteers as needed.

Location

The NOFM is located in the parking lot of the Legends Centre at 1661 Harmony Rd North of Taunton Rd in Oshawa.

Hours/ Season

Hours: 8:00 am to 1:00 pm

Date: Start date for 2017 to be May 13, 2017

End Date: End date for 2017 to be October 28, 2017

Eligible Products

1. The NOFM is open for the sale of approved locally grown, produced or processed products from approved growers, producers or processors who's name, address and signature appear on an approved vendor application
2. All products must be grown or produced in Ontario within 100 km of market location.
3. It is understood that not all ingredients in processed foods can be obtained from a known local source, but the main ingredients of processed goods should be grown or produced in Ontario, (ie strawberries in strawberry jam, meat in sausages etc)
4. Arts and Crafts products must be hand-made by the vendor using his/her own skill, artistry and training. Locally sourced materials are preferred. (ie the wool of a sweater, the wood of a carving etc)
5. Products other than those produced by the vendor may, in some instances, be approved for sale, based on whether there is a need for the item. The intention to sell such items must be clearly stated on the application form. And an agreement with the grower/producer may be required.

6. Any additional items, other than those listed on the initial application, will require another application form and approval by the board before being brought to the Market for sale.

Product Categories

Eligible products are divided into 3 Product Categories:

Agricultural

Agricultural products are grown by the vendor and include, but are not limited to: fruit, vegetables, fresh and dried herbs, plants, shrubs, trees, flowers, honey, maple syrup, meat, fish, fleece, wool, grains etc.

Processed

Processed products are produced by the vendor using local ingredients and include, but are not limited to: preserves, sauces, vinegars, soap, dried soup and other mixes, sausages, processed meats, cheese, baked products such as breads, rolls, buns, muffins, cookies, fruit, pies, cakes, pastries, etc.

Arts and Crafts

Arts and crafts products are hand-made by the vendor using his/her own skill, artistry and training to produce a new, unique and original product. All vendors will be approved by the board.

Vendors

Vendors must submit an application and proof of insurance to the board of the NOFM for approval for each market season and for the appropriate product category or categories.

Vendors must be residents of Ontario

The NOFM has 3 types of vendors: full-time, part-time and daily

1. Full time vendors: pay in 2 installments to attend the market weekly for the duration of the season.
2. Part time vendors: attend at least 5 consecutive weeks throughout the season, payment is to be made a week in advance. This payment is non-refundable.
3. Daily vendors: attend on a week by week basis, payment is to be made a week in advance and stall is to be assigned on the day, as available and at the discretion of the Market Manager or designated Board Member.

Community Groups, Sponsors and Musicians

Market sponsors as well as approved community groups and performers will be provided with a stall free of charge on a week by week basis. Arrangements must be made at least a week prior and approval from the board is required.

Application and selection process

The purpose of the vendor application procedure is :

- to maintain a high quality producer-based market
- provide a variety of products
- ensure fairness to all vendors
- ensure vendors abide by the rules of the market
- recognize the authority of the board to manage and direct the market
- identify all the products approved by the board for sale at the market

The signed application form serves as a contract with the NOFM accepting the terms and conditions of this handbook.

The board will review the completed vendor applications and will recommend acceptance or rejection of each applicant and each product to be offered for sale, based on a majority vote.

The NOFM board reserves the right to refuse the acceptance of an applicant or product that is not in keeping with the rules, regulations and standards of the NOFM.

From time to time product samples may be required in order to determine eligibility of vendor or product.

Stall size, allocation and parking

Returning full time vendors have the right of first refusal on their previous year's location (upon receipt of first payment)

All vendor stalls have a 10' frontage and space for vehicle parking within it's limits. Any oversized vehicles that do not fit within the stall must be properly parked in the adjacent parking lot at least 15 minutes prior to opening of the market.

A vendor may rent up to 3 stalls per season.

Vendors may not sell, sub-let, or rent stall space to other vendors.

Two vendors may share a stall provided

- a single full-time vendor does not request the stall
- both have an approved vendor application
- products of both must be displayed at all times
- their products are deemed compatible
- both vendors must attend when the stall is open

Fees

Fees are set annually by the board and are shown on the application form. They are based on vendor type and number of stalls.

NOFM Fees for 2017 are due as follows:

Cheques payable to: North Oshawa Farmers' Market

– *Payments may be given to Market Manager or Board Secretary.*

Fees are due as follows:

- (i) Full-time vendors:
 - 1/2 is due 2 weeks prior to start of season (May 13/17)
 - 1/2 is due June 17/17 – Payment in full
- (ii) Part-time vendors:
 - Full payment is due 1 week prior to the first week you wish to attend
- (iii) Daily Vendors:
 - Full payment is due 1 week prior to the Saturday you wish to attend.

Refund policy:

Part time and daily vendor fees are non refundable. Full time vendor fees may be refundable, for written valid reasons, on approval of the Board of Directors . Refunds will be pro-rated according to the market days remaining. A \$25 administration fee is applicable.

Vendor signs

Vendors are required to display a vendor sign stating their farm or business name within their allotted space. ‘Sandwich board’ type signs in front of tables may be acceptable, as long as they do not impede traffic or block another stall from view. The use of such signs must be approved by management.

Vendor responsibilities

Compliance: Vendors must make themselves aware of and comply with rules and regulations in this handbook. Failure to do so may be grounds for termination of the Vendor agreement. The Board of Directors reserves the right to appoint the Market Manager and/or a board member to visit a farm, workshop etc. to verify compliance.

Government regulations: It is the sole responsibility of the vendors to be aware of and comply with Municipal, Provincial and Federal regulations regarding labelling, measures, health and safety rules etc. for all products offered for sale at the Market. The NOFM will be neither responsible for advising vendors of the regulations nor for any dealings with government officials that may visit the Market for the purpose of conducting inspections. **All prepared food vendors must be pre-approved by the Durham Board of Health and provide a copy of the certificate declaring same.**

Late Arrivals: Vendors will be considered late if they have not arrived at the market, completed their set up and parked their vehicle in the appropriate location **30 minutes before the 8:00 am**

opening time. If a full time vendor has not arrived at the market at least 15 minutes before opening time, the Market Manager may rent the stall to a daily vendor for the day.

Early Departure: Vendors must keep their stalls open for the entire time of daily operation of the market and not begin to dismantle before designated closing time (1:00 pm) unless authorized by market manager. In no case will a vendor's vehicle be allowed to move in the market area until the Market closes. All vendors must leave no later than one hour after the market closes.

Vendors who arrive late, leave early or remain in the market area for longer than one hour after closing time will be warned by the Market Manager on each occasion and, if they receive two warnings will be required to explain to the Board of Directors why their Vendor Agreement should not be terminated.

Pricing: All items offered for sale must have prices and descriptions prominently and clearly displayed. Vendors must not practice distress pricing by undercutting other vendors or dumping products at bargain or sale prices. Volume buying sales incentives such as "\$2 each- 3 for \$5" are permitted, but not incentives that present a flea market image, i.e. "Year-end sale" or "Buy 2 get one free" or "Discount"

Food safety: Every person handling food products must maintain a very high standard of personal hygiene and cleanliness. In fact all vendors and staff must practice these standards to prevent the transfer of pathogens between vendors/ staff and therefore to foods/ Please adhere to the guidelines in Appendix A "Food safety guidelines"

Refuse: Stalls must be kept free from refuse during the Market day, and at the end of the day all refuse must be taken home. This is especially critical for all produce and food vendors, because of the risk of vermin; and scraps of any such materials must be scrupulously cleaned up from the parking lot and surrounding area.

In-stall storage and stall safety: Storage containers and equipment shall be confined to one's market space and kept out of sight. All canopies, signage, tables etc. must be properly secured so as to prevent injury in case of heavy winds. Any cords or weights used must not protrude into the market area.

Alcohol: There are to be no alcoholic beverages consumed during the opening hours of the market.

Smoking: NOFM is a smoke free market. No smoking is permitted at all in or near the Market area and not in any individual stall.

Insurance: While the NOFM does carry basic Public Liability and Property Damage Insurance, additional insurance coverage is the responsibility of the individual vendor. It is the responsibility of each vendor to ensure adequate liability insurance coverage for their participation in the Farmers' Market for the duration of their membership and to provide proof of their own liability

insurance with their Application form. A copy of local Health Department permits, if applicable, must also accompany the Application form. NOFM bears no responsibility for any vendor property at the Market.

Market Management Responsibilities

Rules and regulations: The Market Manager supervises the day to day operations of the Market, and will apply the rules of the Market as detailed in the Vendor's Handbook, and report violations to the Board of Directors as necessary. The Market Manager will issue written warnings to vendors on every occasion for violations of the rules. The Manager may ask the Board of Directors to suspend a vendor for one or more days for a serious violation of the rules. Additionally, approved Market Volunteers will assist the Market Manager in enforcing the Market Rules and Regulations set forth in the Vendor's Handbook.

Collection of fees: The Market Manager (or a member of the Board of Directors in his absence) shall collect all fees when they are due, and promptly deposit monies. Vendors may not set up until appropriate fees are paid. A \$50.00 charge will be levied for NSF cheques.

Space Allocation: The Market Manager in consultation with the Board of Directors shall assign all stall spaces, taking into consideration all of the following:

- Stall availability
- Priorities established in section above- "Stall size, allocation and parking"
- Vendor attendance record, including late arrivals and early departures.
- Product category and its compatibility with products of nearby vendors.
- Special requirements such as hydro, outsize vehicle parking etc.

The Market Manager may move a vendor for reasons of safety, health, product compatibility or other valid reason.

Removal of persons: The market Manager has the authority, with cause, to request any vendor or other person to leave the Market operating area and, if necessary, to call the police for assistance.

Problem resolution: Vendors are encouraged to approach the Market Manager or Members of the Board if they encounter a problem. Any issue that requires further attention is to be put in writing and submitted to Board for review at a Board meeting. If Board decisions are required, the discussion will take place in private and not with the Vendor present. Any discussion of the problems of the Market in front of customers is strongly discouraged.

APPENDIX A: FOOD SAFETY GUIDELINES

- All foods offered for sale must be protected from airborne and human contamination, and kept covered at all times unless being prepared or served.
- For transport and storage, keep food tightly covered in clean food containers or single-use food bags, wraps or foil.
- Keep cold foods cold! If you are transporting cold food or cooling food from one location to another, put the covered food in a cooler with ice or frozen gel packs. Include a thermometer to check that the food stays at 4° C or colder. Meat, poultry and fish must be packaged and frozen at origin, and kept in a refrigerator or cooler. Frozen food must be kept at -18° C or colder.
- Baking and processed foods must be pre-packaged at point of production, or contained in a display case to protect from airborne and human contamination. Items containing hazardous ingredients such as meat, cheese, dairy or eggs must be kept in a refrigerator or cooler.
- All persons handling food must wear clean clothing, wash hands often, be free from infectious disease, NOT smoke, and avoid touching nose, mouth, hair and skin.

Sampling

- Do not allow customers to get hands anywhere near samples to be eaten by other customers
- Prepare individual samples that cannot be handled by more than one person
- Provide toothpicks or small paper containers, or pass out each sample.
- Watch children very closely

N.B. Sampling is considered food preparation and therefore vendors are required to have a simple hand-washing station in their booths (i.e. large insulated container with spigot filled with hot water, soap, single use towels, bucket to catch dirty water)

Condiments

- Provide tongs, forks or spoons for each type of condiment being offered; no customer hands in the bowls.
- Clean up the serving area often, being especially careful to pick up food scraps that fall to the ground or floor.
- Watch children very closely.

Wash your hands often and do it well! Wash before preparing, handling, serving or eating food. Wash hands after:

- Using the washroom, smoking or cleaning.
- Sneezing, coughing or blowing your nose.
- Touching your face, mouth or hair, or an animal.
- Handling raw meat or other uncooked foods or the surfaces they have been on.
- Handling dirty utensils or dishes, money, or garbage.

N.B. Hand-washing stations are provided for vendors in the Legends Centre.

- Containers and wrappings must be single-use only.
- Do not allow any unauthorized persons access to where food is being prepared.
- Racks, shelves or tables must be provided for food displays, and all food must be at least 15cm (6in) off the floor/ground.
- All canned products must be packaged in new jars and sealed with new vacuum lids.
- Personal effects should not be stored anywhere near food products.
- Eggs, maple syrup and honey must be graded and packed in new and sterilized containers.
- Eggs must be kept in a refrigerator or cooler, with only an empty carton on display.