

SEATTLE  
NEIGHBORHOOD  
**FARMERS  
MARKETS**  
FOOD + FAMILIES + FARMS

# ENSURING SAFE MARKETS

**NEIGHBORHOOD FARMERS MARKETS**  
SINCE 1993



\* STEVIE SHAO

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# Safety Statement

As an organization with people and community health at the core of our mission, the safety and health of our staff, vendors, customers and community is important to us. This is especially true at our busy, outdoor, all-weather farmers markets, where different situations, roadways, and weather can cause a range of hazards. We recognize that illness and injury prevention has a direct impact on our collective morale and ability to fulfill our mission when we show up to work. We also recognize that illness and injury can be both visible and invisible, so we have placed a special emphasis on well-being and mental health. Our main role is to ensure a safe and enjoyable experience but let me be clear: *your safety should never come second to our work.*

To us, safety starts with treating everyone with dignity and care. The responsibilities of staff are made clear through guidelines and training. And our culture of safety is reinforced through continuous improvement and a belief that safety is everyone's responsibility.

Though our staff have been very thoughtful in developing the following safety practices, this documentation will not address every hazard or situation, nor is it realistic to prescribe perfect solutions to many of the hazards we have identified. We also recognize that people are not perfect and even the best make mistakes. Learning from those mistakes begins by empowering everyone to report injury and hazards in the workplace.

Everyone, including management and employees, is responsible for the safety and health of the people around them and of themselves while working for the Neighborhood Farmers Markets.

With care and thanks for all that you do to keep the markets safe, enjoyable, and nourishing,



Jennifer Antos  
Executive Director

# Employee Safety Orientation Checklist

**Instructions: All Neighborhood Farmers Markets employees will receive a safety orientation led by the Personnel Specialist or Director of Finance and Administration before beginning work. Please check each item that was covered in the orientation. Employees will sign this form once all items have been covered and all questions have been answered satisfactorily.**

The employee (name) \_\_\_\_\_ has been:

- Informed about the company's entire safety program, including this Accident Prevention Program.
- Informed about the safety meetings.
- Told to report all injuries and shown how to do this with the Workplace Injury Form.
- Told to report all hazards or unsafe working conditions to their direct supervisor or Market Manager.
- Informed about hazards and trained in ways to protect themselves (e.g. heavy lifting, use of carts, street closures, disposing of sharps, etc.)
- Shown where the first aid supplies and closest AED are located at their work sites.
- Told what to do during any emergencies that could be expected to occur (e.g fire, earthquake)
- Shown how to operate a fire extinguisher and where the extinguisher is located at their work sites.

***The signatures below document that the above orientation was completed on the date listed. Both parties accept responsibility for maintaining a safe and healthful work environment.***

Date: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Date: \_\_\_\_\_ Employee: \_\_\_\_\_



# Reporting Injuries, Illness or Accidents

Diligently reporting workplace injuries helps us improve our working conditions and prevent future accidents. All injuries, regardless of how minor, must be reported using the NFM Workplace Injury form on page 5 of the Accident Prevention Program or on-site in the market's yellow binder. Even small injuries can sometimes lead to more serious injuries if left unaddressed. When an injury or accident occurs in the course of employment, an NFM employee must complete a Workplace Injury form within 24 hours and submit it to the onsite Market Manager or Director of Market Operations. Additionally, if an injury requires hospitalization, the Director of Market Operations must be notified within 6 hours of the incident. Additional information can be found in the Workplace Injuries protocol.

## Reporting Incidents

An incident is defined as bodily injury, if 911 is called, car or equipment accidents (within or around the market perimeter, within or with the van) or major emergency responses within one block of the market. This report should also be used for staff injuries that occur while on the job. Incident reports need to be filled out by the end of market shift, with any photos attached and communicated internally within 48 hours. In case of death or hospitalization, within 6 hour of incident or as soon as possible, call the Director of Market Operations. If the incident is very public or legal, please call Executive Director.

Follow up required: All incident reports will be reviewed at the weekly Operations meeting for review, response, learning, and closure.

## How to Report Unsafe Working Conditions

We rely on the eyes, ears and experiences of staff at NFM to report and improve unsafe working conditions. If you become aware of any hazards not addressed in NFM safety guides, you are required to report this so we can take action. Report all hazards or unsafe working conditions to your direct supervisor or Market Manager. When reporting a hazard, (1) be specific about the issue or concern and (2) if you have a possible solution, please suggest it. If you see something that is unsafe or someone working unsafely, immediately report it.

# Safety Team & Safety Meetings

Safety meetings are held to strengthen our safety program by engaging us all to identify and discuss safety problems and solutions, review incident reports to learn how to prevent future incidents, and address any other safety-related issues. These meetings are held monthly by a core Safety Team of NFM staff. Below are the details of this work.

## **Role of Safety Team:**

1. Recommend safety protocol updates.
  - a. All updates approved by DoMO and then final approval with full Leadership Team.
2. Provide a forum to discuss safety issues and collaborate on solutions which includes:
  - a. Reviewing incidents, accidents, and near misses to prevent recurrences of similar incidents which will be elevated from Market Operations Meetings.
  - b. Forums will be open to all employees at NFM to attend for cross-organizational learning.
3. Organizing opportunities for (or recommending) safety-related training.

## **Monthly Safety Meetings:**

1. 30-minute check-ins for any emergent needs and topics such as:
  - a. Reviewing recommendations and updates to protocols.

## **Safety Team Time Commitment:**

1. Time will range from month to month but will not exceed 2 hours per month.

## **Safety Team Membership:**

1. Primary Team:
  - a. Ops Specialist
  - b. Personnel Specialist
  - c. At least one Market Staff + Senior Market Staff
  - d. Director of Farmers Market Operations
2. As needed:
  - a. Executive Director
  - b. Director of Finance/HR

## **Safety Team will regularly update the following channels:**

1. Leadership meetings
2. Staff meetings
3. Slack channel
4. Meeting minutes available to all staff.

# 2-WAY RADIO USAGE

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## Contacts



Market Manager (MM)

Market Staff (MS)

## Resources & Tools



Two-way Radios

## PRE/POST MARKET

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- Market Managers are responsible for ensuring that radios are fully charged, turned off and transported to and from the market.

## ONSITE

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- At the beginning of each shift, MS should:
  - Pick up a radio from the MM
  - Turn on the radio, sync channels to 17 and 5 and set the volume
  - Perform a radio check with another MS to ensure radio is working
  - Clip the radio in a place that is easily accessible and audible (i.e. vest)
- During the market, MS should:
  - Keep the radio with them at all times, including breaks
  - Communicate clearly, concisely and appropriately with market related info
  - To talk:
    - \* Hold down the side button
    - \* State your name and the name of the person you are trying to reach (ex. "This is Kate, Daniel do you copy?")
  - Release side button and wait to make sure you get a response before communicating message
- At the end of each shift, MS should:
  - Return the radio to the MM (**DO NOT FORGET!**)

## RADIO GUIDE

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- Turn on/off and Set Volume: Turn black knob at top of radio clockwise. This is also the volume control. Test with staff to ensure you can hear.
- To Talk: Press the black button on the side of the radio. Hold the radio 2-3 in away from your mouth and speak clearly and directly into the microphone. Release when done to hear response.
- Channels: 17 and 5. All radios are preset and locked at these channels.
- Keypad Lock: The "Menu" button also has a small lock icon. Press and hold this button to unlock the channels. Re-press and hold to lock channels.

## EMERGENCY CODES

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- "Code Red" = Fire
- "Code Blue" = Medical Emergency
- "Code White" = Violent Person
- "Code Silver" = Person with a Weapon
- "Manager come to *(insert location here)*?" = To request market manager for a non-emergency/general need
- "Can we get a type 5 sign at *(insert location here)*?" = To request manager for an emergency that requires anonymity.

# ACTIVE SHOOTER

## Contacts



- 911
- Director on Duty

## Resources & Tools



- Two-way Radios
- Megaphone
- First aid Kits
- Clothes + other items for emergency first aid

## REQUIRED TRAINING

- “Run. Hide. Fight.” [FBI Training Video \(https://www.fbi.gov/video-repository/run-hide-fight-092120.mp4/view\)](https://www.fbi.gov/video-repository/run-hide-fight-092120.mp4/view)
- Market Managers and Market Staff are aware of the best routes to evacuate their market in case of an emergency. These will be recorded in each market profile.
- Practice drills. (with other emergency protocols)

## RESPONDING TO AN ACTIVE SHOOTER

### PRIORITIZE YOUR PERSONAL SAFETY.

**EVACUATE** the premises immediately if you are able. Move in directions that are away from the shooter.

- Leave all belongings behind.
- Help others escape if possible.
- Do not let anyone enter the area where the active shooter may be.
- Keep your hands visible when/if approaching police.
- Call 911 when you are safe.

**HIDE** if you cannot evacuate safely. Your hiding place should keep you out of the shooter’s sight, provide physical protection from bullets, and should not trap you or restrict your movement. Do not go into parking garages because phones may not have service.

Market specific suggestions:

- vendor vehicles
- buildings (inside or behind/side)
- inside businesses
- behind dumpsters
- behind sheds

Remember, when hiding:

- **SILENCE** phones and radios and remain quiet.
- If you’re inside, **LOCK and BLOCKADE** the door.
- Prepare a defense plan.

**FIGHT ONLY** as a last resort, if your life is in imminent danger.

- Act as aggressively as possible towards the shooter. Don’t fight fair.
- Use any available objects as improvised weapons.
- Use teamwork and surprise. A coordinated ambush can incapacitate an attacker.

## WHEN POLICE ARRIVE

- Immediately raise your hands and spread your fingers.
- Remain calm and follow law enforcement's instructions.
- Avoid making any quick movements towards officers.
- Avoid pointing, yelling, or screaming.

## ON SITE FOLLOW-UP WHEN SAFE

### STEP 1:

- Use market radios to account for all NFM staff. Take note of who is missing or injured.
- For the injured, request for medical attention.
- Until medical staff arrive, provide medical support.
- If/when media arrives, refer any and all media inquiries to the Development and Communications Director.

### STEP 2: *(specific roles are assigned below. If a person is unable to perform, assign any able staff to roles below)*

- Vendor Count: Assign 2 staff to begin assessing missing or injured vendors. Use the attending vendor list as reference if available. Try to account for all vendors that were present. Request for medical attention as needed.
  - For any vendors who cannot be accounted for, call the contact we have on file and let them know what has happened and that their sales staff cannot be found.
- Market Manager, or person acting in this role, uses megaphone to announce, while walking through market perimeter, that no vendors should leave until everyone has been counted. Ask any vendors who haven't seen an NFM staff to raise their hand and keep it raised until an NFM staff counts you.
- Market Manager (or assigned staff) call the Director on Duty (DoD) to provide updates thus far and if additional staff are needed to close market.
- Market Manager will provide to DoD the names of NFM staff who have been injured or missing.
- DoD will notify all other Leadership/Board members that need notification, as well as delegate contacting emergency contacts of all injured NFM staff.

### STEP 3:

- Once above steps are complete and law enforcement provide the OK, close and clear the market.
- Assign staff to market exit, middle of market, and the other market entry (where vendors pull-in).
- Market Manager, or person acting in this role, continues to assist as a "site coordinator" with megaphone.



## INCIDENT DEBRIEF

In the days and months following a tragic or traumatic event, the top priority will be to establish support services for staff, actively communicate and establish a communication infrastructure, and take healthy steps to begin a recovery process. There is no established timeline for recovery and may not be an exact 'return to normal.'

The Executive Director, with support from the Safety Team, is responsible for coordinating the initial action and establishing professional services as needed. Some immediate actions include:

- Engage trauma-informed counselors and mental health professionals to provide immediate and ongoing assistance.
- Send communications to NFM vendors acknowledging the event and the vendors that were present.
- Hold a full staff meeting to provide guidance and support to staff, information about the event, and discuss needs and concerns.
- Establish a point person to be the liaison with law enforcement personnel and staff involved to begin to understand what occurred.
- Anticipate the ongoing need for communication with staff to hear their needs, opinions, and ideas and create the infrastructure for this.
- Establish a point person to be the liaison with media, be an appointed spokesperson, and release all official statements.
- After assessing initial needs, release a statement to the wider community to help channel community support.
- Anticipating discussions about market re-opening while continuing to assess the appropriate amount of time for market or office closures.

# CARS IN THE MARKET SITE

## Contacts

- 
- SPD Non Emergency:  
206-625-5011
- Director on Duty
- 911

## Resources & Tools

- 
- Market Cellphone
- Cones

## OVERVIEW

- This protocol covers the best practices for the following scenarios:
  - Unoccupied parked cars (including car shares)
  - Drivers attempting to move their vehicle during market hours
  - Car accident during set up/tear down
  - Occupied parked cars
  - Violent/Aggressive driver

## UNOCCUPIED PARKED CAR

- **If the car is parked in the market footprint**, take a photo of the license plate for reference later should the owner escalate the situation. Place cones in front of and behind the car and beside the driver's door. Leave the premade "find a staff person" note on the windshield.
  - Call the SPD non-emergency line: 206-625-5011, then select "6" for parking enforcement. **While on hold**, plan a new market layout in case the cars aren't towed. State that there is a car parked in a no-parking zone that is obstructing a loading area (provide temp. no park # when applicable). Give the market address (or cross streets). They will ask for a description of the vehicle, the license plate number, your first name, and a callback number.
  - If an officer does not arrive within one hour of your phone call, call back and state that the street will be full of pedestrians in [X] minutes.
  - If the car is obstructing a vendor spot, and has not yet been ticketed, adjust the layout and tell the vendor when they arrive.
  - Once the vehicle has been ticketed, it takes an average of 30 minutes for a tow truck to arrive. The tow truck also requires a minimum 10-15 feet on at least one side of the vehicle to tow it.
- **If the owner of the vehicle arrives before it has been ticketed:** Cheerfully guide them to drive carefully out of the market. Remind them the market will be there next week.
- **If the owner of the vehicle arrives after it has been ticketed:** Do not explain that you called for their car to be ticketed. Direct traffic so they can safely drive their car out of the market.
- **When the tow truck arrives and loads the car**, remain close by to ensure the surrounding vendors and pedestrians are safe. Let staff know the car has been towed. They should direct the car owner to the manager if they arrive at the manager's tent looking for information.
- **Market manager should notify the vendors that a car was towed from their spot.** If owner of vehicle returns to site send them to the managers tent for information on retrieving their vehicle.
- **For a public street, they need to call 206-364-2000 to retrieve their car** (this is listed on no park signs). If the owner is in crisis, NFM can pay for a taxi/Uber/Lyft.
- **Car shares:** If time allows, a manager or staff may establish and use an account to move the car. NFM will refund any associated purchases.

## DRIVER ATTEMPTING TO MOVE CAR DURING MARKET HOURS

**Before the Market:** When you arrive at the market, snap a photo of the license plate for potential later reference (should the owner escalate the situation). Place cones in front of and behind the car and beside the driver's door. When the owner arrives, alert market staff that you will be unavailable until further notice.

**When Driver Arrives:** Communicate calmly that they will be able to leave the market 15 minutes after closing time when we re-open the street. The basics are:

- The street is full of pedestrians and it's a safety issue.
- It's illegal and a hazard to drive on a closed street.
- Their car may be so blocked in by booths that they can't move it anyway.
- If the owner is in crisis, NFM can pay for a taxi/Uber/Lyft.

### Escalation:

If they call the police, alert the Director on Duty. Calmly explain to the police about the plan to re-open the street after the market closes. Ask them to enforce our street closure now that there is potential for a vehicle to drive within it. Stay in the vicinity of the police and give regular text updates to the Director on Duty.

**During the Market:** Overall our goal is to safely move the car before or after market hours. Below are tools for when and how to move during market hours. Assess what it would take to move their car. If the situation meets all of the following factors, then you can proceed to escort the car out of the market.

- The car is not blocked in by booths.
- The market is not crowded – you are confident you can communicate to every individual person along the car's path.
- The driver has verbally agreed to move at your walking pace.

**Escorting a Car Out of the Market:** Walk the car out of the market by standing 10+ feet ahead of the car, with your right arm extended in front of the driver's view. Keep your head half-turned to see the car at all times.

### Follow-Up:

- Inform the Director on Duty as soon as the car leaves the market (call or text).
- If the police are called, give them the market & Director of Operations contact information.
- If the car does move, debrief execution with market staff and in an Operations meeting in the following week for process improvements.

## CAR ACCIDENTS DURING SET UP OR TEAR DOWN

This protocol is intended for accidents between vendors, neighborhood and market vehicles. Unless an NFM vehicle was involved, this is not our situation to resolve.

Our role as the market is ensure the safe movement of vehicles in the market. Do not feel pressured to diagnose the incident or admit fault. All accidents can and will be addressed through the official channels.

### Response:

1. Check for driver injuries. If there are any, provide first aid or call 911.
2. Take photos of both vehicles and anything else that was hit.
3. Remind both parties to exchange contact information and insurance information.
4. If an NFM vehicle was involved, ask each person involved what happened separately, then fill out an incident report.

### Follow-up:

1. If the incident involved an NFM vehicle, let the Director of Ops know.
2. Submit Incident
3. Share the situation in Ops meeting.
4. Assess with market staff and another market manager if traffic flows can/need to be changed.

## OCCUPIED PARKED CAR/SLEEPING IN CAR

- Have a market staff to hang out 30 feet away with the market phone to observe. Let them know they can call 911 if the situation escalates.
- Be polite and try to wake the person in the car up with your voice instead of knocking on the window.
- De-escalation Tips:
  - You can offer them breakfast, \$10 for gas money, or their spot back two hours after the market closes.

## VIOLENT DRIVER/ VEHICULAR ASSAULT

We photograph the license plate numbers of all parked cars in the market in the event a driver escalates the situation and we need to be able to identify the owner of the car after they have already driven away from the market.

**If the owner of the car insists on driving out and you perceive the situation to be unsafe:**

- Get out of the road and behind a telephone pole or another immobile object until the driver exits the market road.
- Yell/radio/megaphone for everyone else to clear the road.
- Do not engage with the driver for as long as they are in their vehicle.
- Call 911 if:
  1. Anyone is hit by the car.
  2. The driver threatens to return. If possible, you can ask a vendor to park their vehicle to block the road.
  3. The driver hit any city property etc.

**Once the vehicle is out of the market:**

1. Check to be sure no one received any injuries.
2. If any street closure materials or tents were moved/damaged, replace them to re-establish a safe market area.
3. Do what you need to calm yourself, then staff, then vendors.
4. If you feel it is appropriate, call the Director on Duty.

**Follow-up:**

1. Contact the Director on Duty and, if anyone is injured, the Executive Director. If you believe this driver will return with malicious intent, make a plan for next week's market.
2. Fill out an incident report and file a police report (when applicable).
3. The Market Manager and one member of leadership should communicate with staff and vendors before the following market.
4. With two market managers and all NFM staff who were present, assess the buildup to the situation and what could be done differently (including physical market setup) to prevent it next time.

# DOG ATTACK

## Contacts



- Market Manager
- Market Staff
- 911 (in case of injury)
- Director of Market Operations

## Resources & Tools



- First Aid Kit
- Incident Report
- Dog Manners Corrugated Sign

## GENERAL POLICIES

- Ensure that your market has the Dog Manners corrugated sign posted clearly at your market.
- Shoppers may bring dogs to the market provided that dogs are leashed and well-behaved.
- Vendors should not have their pets at the market (other than service animals).
- When a dog's behavior poses a direct threat or risk to the health or safety of others (snarling, biting, fighting), we will ask that the dog leave the market, including a service animal.
- However, if the dog is a service animal, be aware that a dog's unusual behavior may be related to their service training (e.g. pulling their owner, halting, barking).
- To determine if an animal is service animal, only the following two questions are legal to ask:
  - Is this a service animal?
  - What is this service animal trained to do?

## IN THE EVENT OF A DOG ATTACK

- MS / MM ensures that the dog has been restrained by owner and removed from the vicinity of victim / shoppers. DO NOT physically intervene with the dog/animal. MOVE people a safe distance from the scene to create space around the animals. See "Intervention Tips" on next page.
- MS / MM administer appropriate first aid to victim. If deemed medical emergency, call 911. Continue to cooperate with medical/police personnel as needed.
- MS disengages when MM is alerted to incident unless MS assistance required for first aid.
- MM disengages when victim acknowledges that appropriate medical treatment has been administered and does not require further assistance.



## INTERVENTION TIPS FOR MARKET STAFF

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- **Stay Calm:** If the dogs separate quickly on their own, both owners should try to calmly walk their dogs in opposite directions.
- **Distract the Dogs:** Loud noises (megaphone) or banging on metal can snap dogs out of it (this does NOT include screaming/yelling). You can also douse them in water to shock them out of it.

## INTERVENTION TIPS (DOG FIGHT)

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- **Do not physically intervene** with an owner's dog or animal ever. The primary responsibility of NFM Staff is to ensure other people and animals keep a safe distance until the animal is under control of their owner or gone.
- **Communicating with the owner:** As soon as you are reasonably confident the situation is under control, ask the owner to leave the market with their animal. If they refuse, be firm and say they are welcome to return without their pet.
- **Prioritize & delegate:** If you suspect or know an injury has occurred, you may need to prioritize or delegate to ensure a medical response, remove animals from the crowded market, and collect contact information. Prioritize and delegate to NFM Staff or vendors as needed.

## ONSITE FOLLOW-UP

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- Market Staff or Manager should check in with both dog owner(s) and/or victim(s) and assess if there are any injuries of any kind. If so, determine if medical attention is required and contact information should be collected from all relevant parties.
- If not, Market Staff should ask dog owner(s) to remove their dogs from the market immediately. If the owner is upset, remind them that bringing their dog to the market is at the owner's own risk, and it is not NFM's responsibility to determine which party is at fault.

## OFFSITE FOLLOW-UP

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- Alert Director of Market Operations to incident and send report. Director of Market Operations will determine if follow-up with victim or dog is necessary and will reach out to all involved parties to clarify the circumstances of the dog attack and determine if further intervention on behalf of NFM is required.

# EARTHQUAKE

## Contacts

- 911
- Director on Duty

## Resources & Tools

- Two-way Radios
- Megaphone

## RESPONSE OVERVIEW

**Main Objective:** Drop, cover, hold on, and close down the market when it is safe to do so.

- Drop down to your hands and knees to protect yourself from falling.
- Cover your head and neck.
- Hold On to your shelter/canopy (or to your head and neck) until the shaking stops.

If you are inside, stay inside. If you are outside, stay outside.

A parked car, with the emergency break set, is one of the safest places to be during quaking. Watch for hazards when exiting the vehicle, such as utility wires or broken pavement.

**Indoors:** move away from objects, bookcases, large furniture, swinging doors, or anything that can fall or fly. Do not stand in a doorway; you are safer under a table.

**Outdoors:** Move away from building faces, utility wires, sink holes and fuel/gas lines.

## SPECIFIC RESPONSE PROTOCOL

**Step 1:** Market Manager uses megaphone to alert shoppers and vendors to drop, cover, and to not go inside a building.

**Step 2:** Immediately following alert, all NFM staff drop and cover away from building faces. Remain here until quaking subsides. (Remember, proceed with caution, there may be aftershocks.)

**Step 3:** If possible, after shaking subsides, Market Manager directs vendors and staff to an open area:

UDFM: Park at University Way and 50th      CCFM: Interagency School parking lot

WSFM: Key Bank parking lot      CHFM: Cal Anderson Park, East side of the fountain

LCFM: Bank of America parking lot      PHFM: Remain in upper parking lot

MGFM: Bartell's parking lot

**Step 4:** Once it is safe to do so, begin closing the market and making space for emergency vehicles.

- Account for all staff using radios.
- Delegate 2 staff to move around market vicinity to let vendors know we will be closing the market.
- Market Manager contacts Director on Duty. Director on Duty goes to location if safe to do so.
- Begin moving shoppers out of the area.
- Direct vendor traffic in a manner that leaves a fire lane available. Take the minimum steps needed to clear vendors and re-open the street for emergency vehicles.
- All staff work together to move vendors out of market area and tear down all NFM equipment.

# GAS LEAK DETECTION

## Contacts



911

PSE 1-888-225-5773

## Resources & Tools











Gas Safety Brochure:  
<https://tinyurl.com/763fyzw4>

Megaphone

## IDENTIFYING A GAS LEAK

If you suspect a gas leak in any way, call 911 even if unsure.

 <h3>Smell</h3>  <p>The most obvious sign of a natural gas leak is the smell. We add a harmless substance to natural gas so that it stinks like rotten eggs, making it easier to detect a leak.</p>	 <h3>Sight</h3>  <p>Look for dead or discolored vegetation in an otherwise green area. Soil may be abnormally dry or hardened.</p> <p>In wet or flooded areas, there may be continuous bubbling.</p>
 <h3>Sound</h3>  <p>Gas leaks often emit a blowing or hissing sound.</p>	 <h3>Other signs</h3>  <p>If a leak has been ignited, there will be flames.</p> <p>In certain cases, gas leaks will blow dust from a hole in the ground.</p>

## Avoid the Following When a Gas Leak is Suspected:

Avoid doing anything that would cause a spark,  
including flipping switches on or off.

Avoid using radios in the suspected leak zone.

Do NOT start any motors or motor vehicles in the vicinity.

### WHAT TO DO IF LEAK IS SUSPECTED

Step 1: Delegate 2 staff to go to each hot prepared vendor and tell them to turn off all open flames, burners, cooktops, and propane tanks.

- Next: these two staff should go around market letting vendors know we are evacuating by foot only and they must leave their cars.
- While this is taking place, the Manager determines which direction is upwind from the leak and the pathway for evacuation.
- Manager then takes note of the exact street location and cross streets where the smell of gas seems to be coming from and call 911 immediately.

Step 2: Use megaphone to request that everyone within the affected area evacuate by foot. Direct shoppers and vendors to move upwind of the leak and away from any vapor.

- Maintain distance and move further away if you begin to notice the smell again.
- While Manager is directing evacuation, market staff prepare streets for emergency vehicles by clearing shoppers from the fire lane. Market staff should also assist in getting people evacuated from the area.

Depending on response from 911/PSE and their diagnosis, they will determine if the market needs to close or if it is safe to continue.

# AGGRESSIVE SHOPPER

## Contacts



- Market Manager
- Director of Market Operations

## Resources & Tools



- Incident Form
- 911 / Police Non-emergency

NFM defines harassing and/or aggressive behavior as: verbal or physical credible threats of violence and/or actual acts of verbal or physical violence.

## INSISTENT SHOPPER

Scenarios that test your sense of personal safety or distract you from doing your job.

Sometimes a shopper will behave in such a way that is not necessarily a threat or harassment, but tests your sense of personal safety or distracts you from doing your job.

Examples include:

- Insistence on continuing a conversation after you have closed it
- Physically entering the Manager's Tent or handling market equipment without reason
- Airing extended grievances or needing to be heard because they are annoyed or upset

In these cases, here are suggested tactics to help shut down the interaction:

- Ask them to discuss this issue "on the side", and walk them away from the Manager's tent.
- Acknowledge their issue and feelings, reflect back what you are hearing for clarity. Offer them the concern form and a general business card.
- If they continue to press: Play "Dumb" and say: "I'm the shift manager. I can help with [practical issue] but you'll have to talk to a director about anything greater. They aren't working today but here is their [phone & email]."

## AGGRESSIVE / HARASSING SHOPPER

If a harassing or aggressive shopper approaches Market Staff, they are encouraged to redirect the shopper to the Market Manager on site.

NFM Staff (market staff or manager) asks shopper to step outside of the Manager's Tent to discuss their issue. Ensure one other staff person is nearby.

If the shopper's issue is not within our control and they are becoming hostile or threatening then:

- **Acknowledge their issue and feelings, reflect back what you are hearing for clarity**, and add that we will not tolerate aggressive or violent behavior or language. Offer them the concern form and a general business card.
- **Play "Dumb" and say:** "I'm the shift manager". I can help with [practical issue] but right now I'm unable to give you my full attention to solve this matter. Either myself or our Director will need to follow-up after the market. If you complete the concern form with your contact information, we will get back to you during typical business hours." **THIS IS THE FIRST TIME TO DISENGAGE.**
- **If the shopper does not quiet and walk away**, assure them you've done all that you can and that you need to return to your market duties. At this point, Manager can and should make something up that requires their attention and walk away. **THIS IS THE NEXT TIME TO DISENGAGE.**

If they continue with threatening or aggressive behavior, **call the police** and alert them that you are doing so.

Once police are called, notify the Director on Duty and include whether they should come to the market.

Once the shopper has left, take time to follow-up with staff for emotional/mental processing.

Market Manager completes an incident report and delivers to DoMO for follow-up.

For any shopper threatening legal action: follow the guidelines of "Acknowledge" and "Play Dumb" and refer them to NFM general email for follow-up.



# BODILY FLUIDS CLEAN-UP

## Contacts



- Market Manager
- Market Staff
- Street Cleaners/ Seattle Parks Department
- Find It, Fix It App

## Resources & Tools



- See below for a full list.

## Overview

- Exposure to bodily fluids such as blood, saliva, feces, or urine can occur in the market setting. Most situations are low-acuity (unclear where or from whom the fluid came from) but public urination or administering first-aid are examples of higher complexity hazards.
- **The primary objective is to prevent any direct contact of staff, vendors and shoppers with the bodily fluid, remove the offending fluid to the extent possible, and sanitizing the contaminated surfaces.** Use gloves or other barriers, and/or disposable tools whenever possible to prevent contact and easily dispose of contaminated clean-up materials.
- It is typically and ultimately the Manager's responsibility to clean/sanitize or mitigate the contamination. Market staff should feel empowered to clean/sanitize or mitigate bodily fluid contamination if they feel equipped and willing. **Under no circumstances should NFM volunteers or persons under the age of 18 be asked to manage the clean up of bodily fluids or other potentially hazardous materials.**

## Resources and Tools

- Latex or rubber gloves, Work gloves, Plastic/doggie bags, Bleach water, Hepastat (Bleach Alternative) Rags, Paper towels, Carboard, Push broom, 5 Gallon bucket, Handwash station, Hand Sanitizer, Cones, Cat Litter.
- Do not hesitate to use petty cash for additional needed supplies.

## Onsite Response

- Assess and determine the best method for removing or mitigating the contaminations. Look at space and inclines first to understand how best to clean up that doesn't harm vendors and their food.
- **Consider:** location of contamination, how trafficked the area is, how wet or dry the contamination is, time of market day, etc.
- **Examples of safe clean-up include:**
  - **FIRST AID:** Wear latex gloves when administering first aid to prevent any skin-to-skin or skin-to-fluid contact. Dispose of gloves immediately and then wash hands with soap and water.

## Onsite Continued

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- **FECES:** Use a plastic bag over the hand to pick up feces found on the market street, and dispose of bag (like picking up dog poop). Spray area with bleach spray to sanitize. Wash hands with soap and water. If feces residue remains and is in a high traffic area (ie shoppers will step in poop and spread it around) but is not yet busy, fill bucket with bleach water, splash over contaminated area, and use broom to scrub up residue. Repeat as needed until residue is gone. If area is already high traffic (ie in the middle of the market during market hours), cover residue with cardboard to prevent shoppers from stepping in feces, or put a cone over the residue so shoppers walk around contaminated area.
- **LIQUIDS:** Wear latex gloves and use paper towels or rags to absorb any liquids. Place contaminated towels/rags into a plastic bag and dispose of immediately. For gasoline, sprinkle cat litter on the spill and let it absorb before scooping or sweeping it up. Use bleach spray to sanitize contaminated area. Wash hands with soap and water.

## Offsite Response

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- If the person who created the contamination is unknown, no post-market follow-up is needed.
- If the person who created the contamination is known, fill out an incident report, and consider the context if additional post-market follow-up is needed (is the person a market regular?)
- If there are regular or re-occurring incidents of toileting, feces/urine, or needles, the Manager can do several things: 1) Request street cleaning services from CleanScapes prior to the market (via Janet or BIAs) 2) Submit a Find It Fix It Ticket to the City, or 3) Restocking cleaning supplies or purchase additional supplies that would have made cleaning up the mess easier/safer.
- **Sharps Disposal Instructions:** Disposal options for up to 2-liters of sharps include the following ([link to more info](#)):
  - UDFM: Ravenna Park (Cowen PL NE & 15th Ave NE, Seattle, WA 98115) or U-District (NE 50th St & Brooklyn Ave NE, Seattle, WA 98105)
  - CHFM: Cal Anderson Park (1635 11th Ave, Seattle, WA 98122)
  - LCFM: Albert Davis Park (12526 27th Ave NE, Seattle, WA 98125)
  - Other/Office: NE corner of S King St and 10th Ave S.

# DISORIENTED BEHAVIOR

## Contacts



- Market Manager
- Market Staff
- Director of Market
- Operations / Director on Duty

## Resources & Tools



- Water
- Soft granola bars
- Incident Report
- 911

## OVERVIEW

- There are two types of Disoriented Behavior that this covers. People at, or in, the market can flow between nonviolent to aggressive and from aggressive to nonviolent behaviors:
  - Nonviolent and Harassing/Aggressive Behavior
  - NFM defines harassing and/or aggressive behavior as: verbal or physical credible threats of violence and/or actual acts of verbal or physical violence. This includes throwing objects.
- Generally, **call 911** in these circumstances for assistance:
  - 1) If for any reason they are completely unresponsive - call for EMS.
  - 2) If they become aggressive and safety is threatened or if they are using any kind of hate speech and cannot move them outside of the market.

## NONVIOLENT PERSONS

- If a person is exhibiting disorientation AND is nonviolent, NFM employees purpose is to simply observe and assist with any needs they may have.
  - 1) Either the Market Manager or Market Staff (decided by the Manager) approach the person, keeping hands visible at all times, to see if they are okay or need any assistance. "Hi, is there anything I can help you with?" "Can I get you some water or a granola bar?"
    - If possible slowly attempt to move them to the perimeter of the market to have a quieter place to talk. "What's your name? Would you like to come over and sit down?" Actively engage with them in a conversation of what's going on for them as you pivot them to the edge of the market.
  - 2) If they are otherwise cooperative AND do not want to leave the market, then leave them alone while keeping a continual eye on their whereabouts. Let any concerned vendors or shoppers know that you are aware and monitoring and for them to simply leave the person alone.
  - If they become erratic or their behavior becomes a threat to themselves or others, **call 911**.
- Depending on the situation, and before end of market day, Market Manager will check-in with each market staff (individually or huddle) to see what, if any, processing needs or feedback on handling the situation. Follow-up discussions can be made based on needs.

## HARASSING / AGGRESSIVE PERSONS

- If a person is exhibiting disorientation and is harassing and/or aggressive:
  - 1) Market Manager approach individual while a market staff stands away but is able to see both parties. Manager states:
    - "Hi, is there anything I can help you with?" "Can I get you some water or a granola bar?"
    - If they are comprehending follow with: "I need a place that is quieter. Can we talk over here?"
    - Follow with: I'd prefer you to stay in the market but you can't harass people. Your other option is to leave, which do you want to do? I don't want to call for help but I will have to if this continues.
    - **If they become a threat to themselves or others, or the Manager provides the "hand phone" signal, the observing staff calls 911.**
  - **Follow the below when they are an immediate danger to self or others and cannot approach:**
  - 2) Do not engage, and call 911 for police assistance. Maintain eyes on the person.
    - Let any concerned shoppers and vendors know that the police have been called and to keep their distance if able.
  - **Before end of market day:**
    - Any staff who were harassed are encouraged to immediately take a break as needed.
    - Market Manager will check-in with each market staff (individually or huddle) to see what, if any, processing needs there are. Follow-up discussions can be made based on needs.
  - Market Manager complete Incident Report and share / check-in with DoMO.



"Hand phone" signal

# EQUIPMENT THEFT

## Contacts



- Market Manager
- Operations Specialist
- Director of Market Operations

## Resources & Tools



- Incident Reports
- Labels with NFM Info

## PREPARING EQUIPMENT + VENDORS

- NFM Staff and Equipment:
  - No passwords should be posted inside or outside of tablets. Passwords should be listed on a separate sheet and clipped to the manager's clipboard.
  - All devices will have passwords to access the main screen.
  - Label all NFM equipment with "NFM PROPERTY" and OFFICE PHONE NUMBER - clearly and conspicuously.
  - Once the Manager's Tent is set up, do not leave the tent unoccupied at any time.
- In Vendor Emails:
  - Valuables should never be left unattended.
  - If a vendor needs to leave their booth, ask them to cover booth tables with a sheet if leaving unattended.
  - Shield these items from general view whenever possible, especially pre- and post-market when there are fewer people around.

## VENDOR EQUIPMENT THEFT

- Use the **Incident Report form** to record stolen/missing equipment and share with Director of Market Operations.
- NFM does not reimburse for stolen vendor equipment.
- Advise vendor to submit incident to their insurance company depending on item stolen.

## NFM EQUIPMENT THEFT

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- Under no circumstances should any NFM staff pursue a stolen item. It is NFM's policy to let the item go and follow the below protocol.
- If the stolen item is a terminal, tablet, or phone, the Director on Duty should be called to ensure all equipment has been logged out of NFM accounts and/or cancelled.
  - [Director on Duty will follow the protocols outlined here.](#)
- If it is cash or cash equivalent that is stolen, a police report should be submitted immediately and the Director on Duty notified.
- Use the **Incident Report form** to record stolen/missing equipment and share with Director of Market Operations (DoMO).
- DoMO will work with the Operations Specialist to order new equipment or advise when another route should be implemented.



# HEAT

## Contacts



- Director on Duty
- Executive Director
- Communications Staff

## Resources & Tools



- Market Closure Protocol
- Extra Umbrellas
- Cooling Towels
- See below for full list of supplies

### OVERVIEW + MARKET SET-UP

- Because markets take place on paved streets and parking lots, **for market days at 75°+**, Market Managers will need to take additional steps to make sure staff, vendors, and shoppers are safe and cool in the heat.
- If there are known "hot spots" in the market, move vendors out of those locations as much as possible or provide additional umbrellas. Do not charge for umbrellas.
- Do not put out neighborhood signs or a-boards.
- Health department: temperature checks for cold/hot foods only.

### COOLING STATION SET-UP

- Each market will set up a Cooling Station for shoppers, vendors, and staff next to or near the info tent.
- Cooling stations will consist of:
  - Umbrella or canopy for shade
  - 5-gallon container filled with ice water
  - Cooler with additional ice
  - EmergenC or Nuun
  - Compostable cups
  - Sunscreen
  - Misters
  - A sign signaling "Water, shade, cool down"
- Set up an additional water station at entrance/exit/convenient location for shoppers/vendors. Market Managers will plan these locations prior to market day.
- If the market spacing allows for it and your market does not already have a good shaded seating option, you might consider finding a spot for:
  - a weighted umbrella
  - 4-5 chairs

## SAFETY MEASURES

- When temperatures rise above 85°:
  - Have spray bottles filled with water and cooling towels available for staff and vendors.
  - Electrolytes. At least one in three drinks should contain electrolytes.
  - Staff will take 10-minute breaks every 90 minutes, ideally inside a building.
  - If staff have a medical reason that precludes them from working in heat above a certain temperature, they must notify the Personnel Specialist and the Market Manager. Their shift will be covered with pay.
  - Check in with vendors to see if they need water or cooling towels throughout the market day.
  - Know the signs of heat exposure/stroke to identify in yourself and others. Anyone feeling or showing these symptoms needs to lie down in shade with water containing electrolytes and spray with water. Staff must notify their manager if they have symptoms using the 2-way radio. The Market Manager must then check on staff to ensure they have the needed supplies to replenish and recover. If needed, ask another staff to sit with them so that the manager can return to the market. Below is a list of symptoms:
    - Confusion or even slow or slurred speech
    - Dizziness
    - Fatigue
    - Nausea
    - Headache
  - If the person does not improve or loses consciousness, call 911.

## NOTIFICATIONS

- **For shoppers:** Development Coordinator will include in weekly email and social media to shop smart by planning purchases, being quick at the market, and going back home. Shoppers will be asked to leave dogs at home.
- NFM will also promote our vendors on social media that offer ice cream, slushies, ice cold drinks, and fruit so shopper knows they can get a cold treat while they're shopping the market.
- ***If NFM is considering closing early due to heat, they must follow the Market Closure Policy. If a market is not determined to close before 48 hours of market opening, then the market will open. For more details on this scenario, see the Market Closing Protocol.***
- Remind staff in weekly email:
  - Bring a water bottle and remember to drink water with electrolytes (will have these available on site).
  - Wear sunscreen and/or sun-protective clothing
  - Wear clothing that will keep you cool, comfortable and representative of NFM's "market-professional environment"
    - Reflective vests and radios are required to be worn at all times
    - Close-toed shoes are required for set-up/take-down but supportive sandals can be worn during market hours
- Remind vendors in weekly email:
  - Bring a water bottle and remember to drink water with electrolytes (will have these available on site).
  - Wear sunscreen and/or sun-protective clothing
  - Wear clothing that will keep you cool and comfortable.
  - Let them know what the market will have available on site.

# SMOKE

## Contacts



- Director on Duty
- Executive Director
- Communications Staff

## Resources & Tools



- Market Closure Protocol
- Airnow.gov
- N95 Respirator Masks

## JULY-OCTOBER

- Director of Market Operations and Market Managers check weekly for wildfires in Washington state to predict potential impact in the Seattle area during fire season.
- If fires are present, Market Managers and Director of Operations will check daily smoke levels to determine if protective measures are necessary.
- If smoke is present, Market Managers are responsible for checking smoke exposure levels before sending out the weekly emails, the morning of the market, and periodically during the market.
- Air quality will be checked again on a daily basis depending on scale of fire to be able to quickly notify market staff and vendors of protective measures that might change on a daily basis.
- ***If NFM is considering closing early due to smoke, they must follow the Market Closure Policy. If a market is not determined to close before 48 hours of market opening, then the market will open. For more details on this scenario, see the Market Closing Protocol.***

## AIR QUALITY + PROTECTIVE MEASURES

- General guidelines include:
  - Bandanas, scarves, facemasks, KN95's, or t-shirts worn over the nose and mouth will not adequately provide protection against wildfire smoke.
- Specific air quality guidelines:
  - When the current AQI is at 69 to 101, N95 respirator masks will be made available to all staff working outdoors.
    - No market changes will be made.
  - When the current AQI is at 101 - 150 all staff working outdoors must wear a N95 respirator mask. At this level staff will:
    - Reduce work intensity by reducing a-boards in the market and externally; set-up one info booth instead of two.
    - Take frequent breaks ideally inside a building and every 90 minutes.

## AIR QUALITY + PROTECTIVE MEASURES

- When the AQI reaches 151-200, all staff working outdoors must wear a N95 respirator. At this level staff will:
  - Any staff that fall under "sensitive groups" will notify their supervisor to make changes in their schedule.
  - Reduce work intensity by reducing a-boards in the market and externally; set-up one info booth instead of two.
  - Eliminate counts.
  - Health department: temperature checks for cold/hot foods only.
  - Take 10-minute breaks every 90 minutes, ideally inside a building.
  - Market Managers should look at breaking shifts into shorter shifts so that staff are outside for shorter amounts of time. Staff will be paid for their full shift.
  - Market Managers may also look at running their market with fewer staff all together or shortening the hours of open market, i.e. closing early. (For closing early, see more details below.)
  - Check in with vendors.
- When the AQI reaches 200 or higher, markets will be closed.
- For staff working multiple markets, the Personnel Specialist will contact them to ensure they feel confident in working all their shifts and other accommodations should be made if they cannot work all the normal shifts in their schedule.

## NOTIFICATIONS

- If any Market Staff or Managers fall are sensitive to smoke due to other health conditions, they must notify either their Market Manager or the Director of Market Operations to find suitable replacements for their shifts.
- Market Staff and Managers need to alert the Director of Market Operations and Director of Finance + HR if they experience any health effects from wildfire smoke exposure.
- If air quality is worsening throughout the market day, Market Manager will call the Director on Duty to confer if the air quality is at a level to close early. See Cancellation Policy.
- Shoppers:** Share in weekly public email + social media that markets will be open and recommend shoppers to plan ahead so that they can quickly make purchases and go back home.
- Vendor Cancellation:** If vendors cancel due to smoke and air quality, no cancellation fee will be assessed.
- Vendors must still communicate their daily sales figures regardless of closure (though it is not required on market day). Please email or call the office within 3 days with those totals. Discounts and general invoicing will be done the following week to focus on safety. Market currency will also be reimbursed the following week.

# SNOW

## Contacts



- Director on Duty
- Executive Director
- Communications Staff

## Resources & Tools



- Snow shovels (2 per site)
- Rock salt ice melt (5G at each site)
- Storage for electronics
- Propane + propane heater
- Toe + hand warmers

## PRE-MARKET

- 48 to 72 hours in advance, the Director of Market Operations will establish a Code Snow conference call with the Market Manager(s) to review the SOP, assign roles, and ensure safety and preparedness. The call will be ongoing and scheduled as-needed to confirm safe operations and staffing.
- During this time, DoMO will check SDOT on which streets are being plowed. Will make a request to plow market specific areas. SDOT Dispatch at (206) 386-1218 or (206) 233-3735 and request service at a specific location. Almost always they are able to accommodate special requests within 12 hours (weather conditions allowed).
- Staffing plan will be put into place in first meeting that includes staffing transportation and back-up plans.
- Late opening will also be addressed and communication plan to staff, shoppers, and vendors will be created.
- If a State of Emergency is declared by the City or State, the market will be cancelled to ensure the safety of NFM staff and vendors. See the Cancellation Policy to implement process.
- The van will be pre-positioned at the market with the greatest street closure needs (currently West Seattle) regardless of decision to close or open.

## VENDOR SPECIFIC PROTOCOL

- NFM will not charge cancellation fees when we are experiencing inclement weather or Code Snow.
- DoMO and Director of Finance can, and may, reduce fees in the event of early closure.

## MARKET SET-UP

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- The primary factors when opening a market in the snow include:
  - Safe and protected site
  - Safe travel for NFM market staff and managers
- Do not put out detour signage.
- Put out minimal signage within walking distance (Street Closed ahead, No Right Turn, etc.).
- Do not put up barricade topper (See You Next Week sign).
- Do not put out toppers on A-boards (Fresh Eggs/ Fresh Flowers toppers).
- Do not put out farm posters.
- Set up very minimal merchandise or none at all.
- Set up tent using 2-person setup.
- Do not put up banners or barricade covers.

## PUBLIC COMMUNICATIONS

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- Under Code Snow, public messages and updates through our website or social media accounts will be controlled by the Outreach and Development Coordinator.
- Development Coordinator will notify public via weekly email and social media that our markets are still open.
- If a pre-emptive cancelation occurs, all social media channels will be used to notify shoppers that markets are closed for the safety of our staff, shoppers, and farmers.
- If NFM is considering closing early due to snow, they must follow the Market Closure Policy. If a market is not determined to close before 48 hours of market opening, then the market will open. For more details on this scenario, see the Market Closing Protocol.*

# WIND

## Contacts



- Director on Duty
- Executive Director
- Communications Staff

## Resources & Tools



- Market Closure Protocol
- NOAA app on market phone

## OVERVIEW

- Ensure the NOAA app is on your market phone.
- Check NOAA app on market phone at the beginning of the day to determine wind protocol. Wind protocol should be put into place with sustained winds over 15 mph.
- Market Managers will check weather weekly for their markets to determine if any special procedures need to be put in place.
- The remaining protocol are procedures to put in place at market with staff and vendors for a safe market day.
- Evaluate wind changes throughout market. Vendors and Market should continue following wind protocol setup even if wind conditions seem to change. If Market Manager is considering closing market early, consult the Cancellation/Closure Policy.
- If winds exceed and sustain at 35 mph, the market will close early. If a market is not determined to close before 48 hours of market opening, then the market will open. For more details on this scenario, see the Market Closing Protocol.*

## STREET CLOSURE + MARKET SET-UP

- Double weight barricades.
- For wide street closures, tether types 3's to vehicles with rope.
- Attach 3 ft. bungees to weights and wrap through the space between the top bars of barricades. This suspends the weights slightly and pulls weight down.
- Do not put out detour signage. Put out minimal signage within walking distance (Street closed ahead, No Right turn, etc.).
- Adjust the staff flow in order to check street signage and in-market signage throughout the day (minimum hourly) to make sure it is still standing. If it gets blown over, take it down.
- Do not put up barricade topper (See You Next Week sign).
- Do not put out toppers on A-boards (Fresh eggs/ Fresh flowers toppers).
- Do not put out farm posters.
- Set up very minimal merchandise or none at all.
- Set up tent using 2-person setup. Set canopy legs to their lowest hole.
- Do not put up banners or barricade covers.



## VENDOR SET-UP

- Ensure each vendor has a copy of this Wind Protocol when they arrive.
  - Check in with each vendor as they arrive. Ensure that they have adequate weights, help them set up tent (2-person setup during wind). Encourage double weighting tent.
  - Instruct vendors to display product in crates and bring less out for display.
  - If it isn't raining, instruct vendors to keep canopy covers off or to not set-up canopies at all.
- **Strategies to Ensure Street Safety**
- Park as many cars onsite as possible. Vendors can bungee their tent to neighbors and vehicles for added weight.
  - When applicable, vans or box trucks can be parked in the center of the street and used to tether/reinforce Type 3 barricades.
  - If applicable, use vehicles, vans, and/or box trucks to block winds at the ends of the market.
  - Refer to the market specific Wind Layout to identify where vehicles can and should be parked.

## Notifications

- **Vendor Email:** We are preparing for winds above 15pmh at this week's market (wind protocol attached). Please come prepared with an extra set of tent weights. You may also be asked by the market manager to park your vehicle onsite in order to help block the wind. We also ask that you downsize your display to minimize potential product loss. Please let us know if you have any additional questions or concerns.

Vendors must still communicate their daily sales figures regardless of closure. Invoicing envelopes will be distributed on the windy market day but not collected until the following week. Managers will use the backup invoicing envelopes for the following week's market and collect both envelopes from each vendor at the end of the day. Both markets will be processed (currencies reimbursed and fees calculated) the following week.

- **Staff Email:** We are preparing for winds above 15pmh at this week's market (wind protocol attached). Please review the protocol and check in with the Market Manager when you arrive to receive more detailed instructions on how market operations will be adjusted.
- **Shoppers:** Share in weekly public email + social media that markets will be open and recommend shoppers to plan ahead so that they can quickly make purchases and go back home.



# FREE SPEECH

## OVERVIEW

This document provides guidance on free speech activities taking place in or around NFM markets, and the interventions or actions that NFM staff can and cannot take in these situations. *In general, the Neighborhood Farmers Markets can have rules that are content-neutral and restrict speech to a reasonable time, place and manner.*

### What Is “Free Speech”:

Examples of free speech activities include both verbal and nonverbal expression: protests and marches, street preaching, signature gathering, political or ideological speech, signs or display of symbols, distribution of pamphlets, and more.

### Does Location Matter?:

The areas with the highest level of First Amendment protections are called “traditional public forums.” Examples of traditional public forums are public streets, public sidewalks and public parks. For the purpose of this guidance, all farmers markets organized by the NFM should be treated as traditional public forums.

### What’s the Difference Between Protected and Unprotected Speech:

In general, it is very difficult to draw distinctions between protected (by the 1<sup>st</sup> Amendment) and unprotected speech in the field. NFM staff should not try to draw these conclusions except for in very obvious and specific cases.

- Protected Speech includes almost all speech unless it falls within the narrow category of unprotected speech.
- Unprotected Speech: some types of speech fall in strict categories that are not protected by courts in the US including:
  - Obscenity: speech depicting sexual conduct in a patently offensive way
  - Incitement: speech likely to provoke imminent lawless action
  - Fighting words: speech likely to provoke the average person to physically fight or retaliate
  - True Threats: serious expression of an intent to commit an act of unlawful violence to a particular individual or group of individuals
  - Speech Integral to Criminal Conduct: Solicitation to commit a crime or impersonating a government official

In these cases, NFM staff **should call 911 / SPD immediately.**

### What is a Content-Neutral vs Content-Based Rule:

Market rules covering speech fall into two categories:

- Placing a **content-neutral** rule means that the rule does not depend on the topic or subject-matter of the speech (e.g. No Signs Permitted).

## MINIMIZING DISRUPTION FROM FREE SPEECH ACTIVITIES

All rules that NFM staff use to reduce the impact of free speech activities on the operation of the market must be applied uniformly across all markets without exceptions. The written Code of Conduct displayed at the market (*figure 1-below*) must also be posted consistently without exception so that our rules are known.

The **content-neutral** rules that restrict the **time, place and/or manner** include:

1. *No amplified sound* – this can include megaphones or speakers. NFM staff can ask a person to stop using amplifying devices.
2. *No violence or threats of violence* – this includes the examples of unprotected speech such as threats of violence and fighting words, as well as any brandishing of weapons with the intent to intimidate or harm. In these cases, NFM staff **should call 911 / SPD immediately**.
3. *No activities that disrupt the market or its patrons* – this is intentionally broad but should be used sparingly. “Disruptive” would be things that cause shoppers to leave or avoid areas of the market. “**Hindering sales for a vendor**” is not the same thing and is not a legal reason to move person(s). Again, it is important to keep this interpretation content-neutral.
4. *No outside signage/leafleting or signature gathering* – direct this activity to an area outside of the market that is not blocking entrances, exits or access.
5. *No blocking exits or set-up on sidewalks* – No tables, equipment, or signage can be set up in the right-of-way. Tables set up on sidewalks require an SDOT/Public space permit. This is something that NFM staff can and should regulate.

### CODE of CONDUCT

1. No amplified sound in or around the market
2. No violence or threats of violence
3. No activities that disrupt the market or its patrons
4. No outside signs, leafleting, or signature gathering
5. No blocking the exits, sidewalks or public right-of-way

*Figure 1: Example: Code of Conduct (not showing full Code of Conduct - must be posted in the market)*

## SPECIFIC INTERVENTIONS

If person(s) are not following the above guidelines: **first step** is to reiterate guidelines and Code of Conduct at NFM markets and ask that they comply.

**For Street Preachers:** If they are within Free Speech laws AND they are complying with NFM guidelines:

- **Disengage**, and
- **Acknowledge** to shoppers/vendors that it is disruptive AND the preacher is acting within their Free Speech rights. **ASK SHOPPERS/VENDORS TO NOT ENGAGE WITH THE PREACHER.**

**If a disruption (yelling, shouting, etc.) begins** (usually between protestor/preacher and vendor/shopper):

1. **Observe:** briefly observe situation and individuals involved. Decide who's the right staff to intervene.
2. **Delegate and Distract:**
  1. Manager assigns 2 people, or self with one other.
    - i. One person engages with shopper/vendor.
    - ii. Second person engages with street preacher/protestor/petition gatherer.
  2. Verbal engagement with shopper/vendor:
    - i. approach shopper/vendor and ask that they speak with you.
    - ii. Explain First Amendment/Free Speech protections and what NFM is legally allowed to require.
    - iii. Ask shopper/vendor to try their best to ignore and to definitely NOT engage with the person(s).
  3. Verbal engagement with street preacher/protestor/petition gatherer: BE DIRECT, not angry.
    - i. Name the behavior in question and what you observed.
    - ii. Reference NFM's Code of Conduct and our legal requirements with Free Speech (if not following).
    - iii. Avoid bringing more public attention to the street preacher/protestor/petition gatherer. Any conflict etc. will only provide a larger platform for them.
3. **Delay:** Once incident is resolved, check in with any person(s) who experienced harm. Offer water and Farm Bucks. Ask if there is anything else they need.
4. **Document:** If it becomes an escalated situation that has to be intervened then best to document.
  1. Take detailed notes of event (who/what/when/where/why).
  2. If after the fact, you're aware that another person took a video, you can ask them to share the video for documentation purposes. If it becomes an escalated situation that has to be intervened then best to document.
5. **Follow-up:** ensure NFM staff that engaged spend time after event de-escalating themselves with what they need.

# PUBLIC NUDITY

## Contacts



- Market Manager
- Market Staff

## Resources & Tools



- Table Cloths, Neighborhood Maps, 211 Brochure
- Incident report
- Community Service Officers

## TYPES OF INSTANCES

- The purpose of this document is to provide intervention tips when an individual enters the market with exposed genitalia or other nudity that is clearly causing a disruption.
  - Breastfeeding in public does not count.
- It's always important to note that some people may not be able to comprehend their surroundings and that they are even exposed, while others may be fully aware.

## INTERVENTION TIPS

- Most individuals who are unaware, or not fully aware of their nudity, are "passing through" meaning that they will not, most likely, linger in the market. **Monitoring them until they leave and/or connecting them to resources is the best action unless behaviors escalate.**
- First, observe the individual for any cues as to their mental state. Can you tell how aware they might be before even approaching?
- Second, grab a table cloth and approach the individual. Tell them the table cloth is for them to cover up exposed areas to maintain a family friendly market. Ask if they need to be connected to any services and offer the neighborhood map and 211 brochure.
  - If they request assistance and it is not an emergency (they are not injured or experiencing acute trauma), then call your local CSO (find CSO contact information on the back).
    - Provide a place for the person to sit. They may end up leaving before a CSO arrives. Do not try to keep them at the market, but have a staff monitoring them.
  - If they do not request assistance and are either unresponsive or respond with agitation, repeat that it is best for them to move outside of the market and have a staff person monitor them until they leave. Offer them water and granola bar. They will most likely meander away if left alone.
    - Make sure to let vendors and shoppers know that the individual is only being monitored to ensure safety for them, shoppers, and vendors and that everything is okay.

# SHARPS + NEEDLE DISPOSAL

## Contacts



- Market Manager
- Market Staff
- SPU illegal dumping hotline: (206) 684-7587

## Resources & Tools



- Sharps disposal (portable containers and permanent sites)
- Gloves, handwashing station, hand sanitizer, broom and dustpan, trash grabber

## PRE/POST MARKET

- Market Managers are responsible for ensuring that the following equipment and supplies are available at the market site: sanitary disposable gloves, broom and dustpan, cones, trash grabber, and sharps containers
- Market Managers are responsible for knowing where the nearest sharps disposal site is and transferring full sharps containers to permanent disposal sites

## ONSITE

- **Bottom Line:**
  - Used needles and razor blades are occasionally found in market sites. Improper handling and disposal can pose a risk of needle sticks, cuts, and transmissible diseases to market staff, vendors and shoppers, and should be safely removed immediately when found.
- **Removing and Disposal:**
  - Do not pick them up with your bare hands. Use a glove and/or grabber, shovel, or broom and dustpan.
  - Place used sharps and syringes in a manufactured sharps container
  - Do not break the needle off from the syringe or attempt to recap, bend or break the needle/sharp.
  - Do not put sharps in the garbage. See the disposal options above.
  - If a sharps container is not available or easily accessible, use a plastic pop or water bottle.
- **Active Use:**
  - If the user of the needle is present, do not interrupt them under any circumstance. Monitor the situation to ensure others do not approach or intervene.

## DISPOSAL SITES

- Sharps are not allowed in the garbage because they pose a risk to the public, staff and utility workers.
- Disposal options for up to 2-liters of sharps include the following ([link to more info](#)):
  - UDFM: Ravenna Park (Cowen PL NE & 15th Ave NE, Seattle, WA 98115) or U-District (NE 50th St & Brooklyn Ave NE, Seattle, WA 98105)
  - CHFM: Cal Anderson Park (1635 11th Ave, Seattle, WA 98122)
  - LCFM: Albert Davis Park (12526 27th Ave NE, Seattle, WA 98125)
  - Other/Office: NE corner of S King St and 10th Ave S.
- Other Resources & Interventions:
  - Public Health Website: [www.kingcounty.gov/sharps](http://www.kingcounty.gov/sharps)
  - Seattle Public Utilities Sharps Disposal: [Website](#)
- If there are chronic issues with sharps at the market site, there are proactive and reactive interventions Market Managers and others can take:
  - Report chronic issue with illegal dumping to SPU (206) 684-7587 or via Find it Fix It app;
  - Contact the UDP, CH or WSJA BIA and coordinate appropriately-timed street cleaning through their contracted services (usually Cleanscapes);
  - Flag the issue at an Operations meeting or reach out to the ED and discuss advocating for support or resources from the City (e.g. increased maintenance from Parks Department in the park next to the market)
  - Schedule Cleanscapes to clean the market site the day prior to market (via Janet, Programs Coordinator)

## INTERVENTIONS CONTINUED

- If the individual becomes agitated in way that is threatening and/or escalating and you do not feel that you have the appropriate de-escalation tools, call 911 for medical attention. When calling 911 request an ambulance not police. Additionally, call one of the CSO's below.
- If the person is intentionally making any open or obscene exposures of their body, approach individual with the table cloth and state that this is a family friendly market so they need to be covered. If they refuse and are aggressive, call 911 requesting police.

## FOLLOW-UP

- If a CSO or 911 is called, complete an incident report and notify the Director of Market Operations, otherwise, nothing needs to be filed. Include in general Market Report.
- Director of Market Operations will follow-up with Market Manager and site staff on emotional and mental well-being depending on type of incident and if assistance is requested.

## CSO FAQS

- CSO stands for: Community Service Officers
- How do I request a CSO?
  - SPD\_CSInfo@seattle.gov or SPD non-emergency phone number: 206-625-5011
- What experiences to the CSO's come from?
  - Child Protective Services, Community Advocates, Domestic Violence Advocates, Mental Health Workers, Outreach Case Managers
- They can assist unhoused with resources or vulnerable individuals, non-emergent call for services, connection to service providers, culturally relevant public safety.

# SEPARATED PERSONS

## Contacts



- Market Manager / Staff
- 911

## Resources & Tools



- Two Way Radios

## OVERVIEW

- On a busy market day, it is possible for a group of shoppers to be separated. Often times, the parents or guardians of lost children and vulnerable adults will come to the Manager's tent seeking our assistance. Separated parties should be considered a high priority.
- Each manager is responsible for designating a search path through their specific market as well as identifying exits & 'magnet' areas (i.e. playgrounds). It is the responsibility of the Market Manager to direct staff to respond.
- **Point of Caution:** Radios are necessary for reuniting separated shoppers, but are audible to the public. Do not share identifying information via the radios until you are sure everyone has turned down their radio. In the instance of a lost child, this is particularly important to ensure no one overhears and falsely claims to be the child's caretaker. Use the follow Radio Safety Script to ensure best practices.

## RADIO SAFETY SCRIPT

- Staff A: (who has been approached by the separated person): "[your name] to All Staff, I am at [location] with a Separated Person." Every staff immediately turns down the volume on their radio and holds it to their ear so that they can hear, but no shoppers can.
- Staff B: (after a full five seconds): "This is [name], go ahead for a Lost Party."
- Staff A: "We are looking for [person] who is [age], wearing [description] and was last seen at [location]." ex: "We are looking for Robert, who is 6, wearing a Seahawks t-shirt, and was last seen at Seattle Pops."



## FOUND CHILDREN

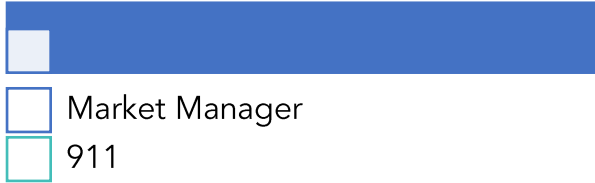
- Once staff has been alerted that a child has been found, managers should bring them to the Manager's tent to wait. Get a description of the lost guardian(s), including name, age, gender, hair color, clothing, and last seen location. Ask if they can give you the phone number of their adult, and call that first. Communicate description to staff following the radio safety script.
- Manager should redistribute staff to search exits and 'magnet' areas. One staff is necessary at the manager's tent, one staff searches the market, and any additional staff search major exits & areas that attract people (i.e nearby playgrounds or kids' activities).
- Comfort the separated child while they wait in the Manager's tent. Use these statements to comfort them "You're doing the right thing." "It's more normal than you think." No food or drink, except plain water, should be given to the child in case of allergies.
- **If the lost guardian of the child and has not been found 15 minutes after the search began, call 911.**
- When a person arrives, claiming the child, and you sense that the child and guardian do not belong together or the child is in danger, call the police.
- **If the separated parties are reunited, give an all-clear "resolved" on the radio.**
- Complete a full incident report and share with DoMO.

## LOST CHILDREN OR VULNERABLE ADULTS

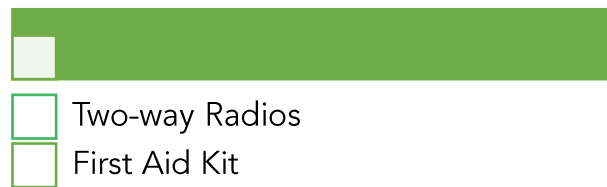
- Once staff has been alerted that a child or adult is missing, the Manager should immediately meet with the parents/guardians. Get a description of the lost child/adult, including name, age, gender, hair color, clothing, and last seen location. Communicate description to staff following the radio safety script.
- Manager should redistribute staff to search exits and 'magnet' areas. One staff is necessary at the manager's tent, one staff searches the market, and any additional staff search major exits & areas that attract people. (ex. nearby playgrounds or kids' activities). If they would like, the parents/guardians can go with the search team or wait at Managers tent.
- **If the lost child has not been found 15 minutes after the search began, call 911. If the lost person is an adult with cognitive disabilities and has not been found, confer with the separated party.**
- **If the separated parties are reunited, give an all-clear "resolved" on the radio.**
- Complete a full incident report and share with DoMO.

# SICK OR INJURED PERSON

## Contacts



## Resources & Tools



## OVERVIEW

- In the event of a person becoming sick or injured in the market, market staff can and should connect that individual with appropriate resources. In many instances, this will be calling Emergency Medical Services (EMS). However, for more minor injuries/illness, each market should have a fully stocked First Aid Kit available. If the attending Market Staff is trained in First Aid, they may administer First Aid in an emergency situation.
- Market Staff can and should prioritize their personal safety when attending to a sick or injured person. Staff are encouraged to use the buddy system and remain an arm's length distance if they do not feel safe staying with the individual alone (i.e. disoriented, incoherent etc).

## SICK PERSON

- Check in with person. Ask what symptoms they have. Move to Manager's tent if possible. If not, have Market Staff stay with them.
- Ask person if they have someone to call. If no one to call or too serious to wait, call 911.
- Have Market Staff remain with them until EMS arrives. Manager assist EMS on arrival as needed.
- Manager should complete and submit an Incident Report to the Director of Market Operations.

## INJURED PERSON

- Do not attempt to move an injured person. If they are able to move themselves, help them to the Manager's tent for privacy and to use the First Aid Kit.
- If they cannot be moved, set up cones around them and have Market Staff stay with them.
- Call 911. Manager assist EMS upon arrival as needed.
- Manager should complete and submit an Incident Report to the Director of Market Operations.

# IN NEED OF FOOD

## Contacts



- Market Manager
- Market Staff

## Resources & Tools



- Water
- Soft granola bars
- Resource Map and Brochure
- Incident Report

## PRE-PLANNING

- This document covers persons in need of food, whether they are soliciting or stealing.
- Communicate to vendors:
  - be on alert with all belongings and cover product with a sheet if leaving unattended as a preventative measure; and
  - to let market staff know if someone is soliciting for food by sending them to the Managers tent for resources; and
  - if product has been stolen to report the issue to NFM Market Manager/Staff as soon as possible within the same market day.

## SOLICITING FOR FOOD

- It is up to the Market Manager to delegate if the Manager or Staff address the situation.
- Approach the individual and warmly explain that there is no soliciting inside the market and then:
  - "Hey there, is there anything I can help you with?"
  - Can offer: water, soft granola bar, up to \$10 in Farm Bucks (and can offer to buy food for them if they may not understand Farm Bucks), resource map and brochures to locate nearby services.
- If repeat visitor: Use this as an opportunity to build a connection with the person. Remind individual that they cannot ask vendors for food. Share resources from earlier.

## STEALING

- Once stolen product has been reported:
  - Market Manager can offer to reimburse stolen product up to their \$300 petty cash limit at their discretion.
  - Market Manager must complete an incident form and share with Director of Market Operations.

# SLEEPING ON STREET/IN CAR

## Contacts



Market Manager

Market Staff

## Resources & Tools



Water

Soft granola bars

Resource Map and Brochure

Incident Report (if 911 called)

## SLEEPING ON STREET

- First, gauge to see if the tent or person is blocking set-up of the market or if the market could be set up differently so the person does not have to move. This is especially important if the person is recognized as a regular user of the space.
- If it is determined that the person must move, walk up with another staff (using a buddy system) and:
  - Talk loud but not yelling to let them know you are approaching, identify who you are (Market Staff working to open a market today).
  - If they make no response and are not in a tent, gently touch their foot/shoe. If they are inside the tent, determine if you can see inside without opening the tent. If you have no visual and can't get a response try to set up market without moving tent. Treat this like a parked car that can't get towed in time.
  - If there is still no response, and you need the person to move, check for visual cues that they are breathing, such as: chest movement.
  - If their breath is still unable to be detected, call 911 for EMS (medical emergency) to come out and check on them. "Hi, I'm with someone who is unconscious can you send an ambulance?"
  - Continue to set up the other parts of the market until EMS arrives.
- If they wake up when you approach, explain gently that you are with the market and need to set up and that they are right in the set-up path. Explain that it's safer for them to find a different place to rest.
  - Offer: water, soft granola bar, up to \$10 in Farm Bucks, resource map and contact information.
  - If upon waking, they are aggressive or angry, step back to provide space and explain with the offer again. Apologize for interrupting them and remember the "tips" below.

## SLEEPING IN CAR

- Market Manager with staff (using buddy system) approach car and first record license plate, and then gently tap back window and speak loudly.
- If wake up: explain that you need them to move the car for the market.
- If they are not waking up: call 911 reporting that a car needs to be moved but has an unresponsive person inside it.
- If they wake and are aggressive or angry, move yourself a safe distance away from the car while speaking directly: "I'm sorry to bother you, but I'm with the market and we need your car to move so that our vendors can get in. "If at any time their aggression feels threatening (using their car), step away, find barricade to protect self, and call 911.
- **Tips: Give them time to comply with your request; Keep your hands visible; Thank them for desired behavior before they comply.**



**NFMA INCIDENT REPORT**  
**For Internal Use – Complete in INK.**

**IMPORTANT PHONE NUMBERS:**

Emergency: 911

SPD Non-Emergency: 206-625-5011

Poison Control: 800-222-1222

Dir of Ops/Laura: 608-509-6372

Executive Dir / Jennifer: 415-341-2522

**INSTRUCTIONS:**

1. **When to fill out an Incident Report?** An incident is defined as bodily injury to non-NFM employees, escalated interactions with potential for violence or have become violent, if 911 is called, car or equipment accidents (within or around the market perimeter, within or with the NFM van) or major emergency responses within one block of the market.
2. **How soon?** Incident reports need to be filled out by the end of market shift, with any photos attached and communicated internally within 48 hours.
3. **Who to notify?** All incident reports will be sent to the Director of Market Operations within 48 hours. In case of death or hospitalization, the Director of Market Operations will be notified immediately or as soon as possible. If the incident is very public or legal, the DoMO will call the Executive Director.
4. **Follow up required:** All incident reports will be reviewed at the weekly Operations meeting for response, learning, and any next steps for closure.
5. **If the incident includes injury or potential injury of an NFM employee while on the job,** review and follow the Workplace Injury protocol and complete the Workplace Injury Form.

**INCIDENT DETAILS**

Name of Person Completing Report: \_\_\_\_\_ Market: \_\_\_\_\_

**Date of Incident:** \_\_\_\_\_ **and Time:** \_\_\_\_\_  AM or  PM  
month                      day                      year                      time

Exact Location of Incident: (include cross streets, vendor booth, etc)

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Pictures Taken (to be emailed later):  Yes or  No

Staff Request for Follow Up:             Phone    and/or     Email





## MARKET CANCELLATION + MODIFIED HOURS PROCEDURE

### Overview:

The NFM is committed to operating our markets in all-weather while also addressing safety issues for staff, vendors, and the public. Our orientation is to ask, *"How can we reduce risk while opening markets to support our vendors and the people who rely on them for food?"* This approach requires training, proven procedures, and a willingness to learn and document what works during times of uncertainty. On rare occasions, we will need to close the markets early or proactively cancel them to protect public safety.

### Weather Sources to Consult:

Air Quality	<a href="http://www.airnow.gov">www.airnow.gov</a>
National Weather Service	<a href="http://www.weather.gov/seattle">http://www.weather.gov/seattle</a>
NOAA Hourly Weather Forecast	<a href="https://forecast.weather.gov">https://forecast.weather.gov</a>

[Director on Duty Protocol](#): roles and responsibilities for the Director on Duty.

### What are some reasons for modified hours or cancellation?

- Extreme weather
- Declared states of emergency, public emergencies, or widespread protests
- An event that would, *or be perceived to*, endanger public safety.

### Who is responsible for monitoring weather conditions?

Market Managers, the Director of Farmers Market Operations, and the Director on Duty have the week-to-week responsibility for considering how weather might impact our ability to run upcoming markets. Weather forecasts will be monitored in weekly operations meetings.

### What else should be considered when addressing potential market cancellations or modified hours?

- From experience and feedback from our vendors, we know the impacts of last-minute cancellations on farmers and shoppers are greater if they occur within 48 hours of the market. If the market is not pre-emptively canceled by this time, we are moving forward on the assumption that the market will run unless conditions change or may change at a rapid rate.
- Market cancellations or modified hours occur on an individual basis; we do not assume that if one market closes another market will also close.
- If a market is cancelled, Managers will coordinate to re-route affected vendors at other NFM markets as appropriate.
- It is the responsibility of NFM staff, and ultimately the Executive Director, to make the final decision about market cancellations or modified hours. Vendors and Board members are consulted and provide oversight and guidance as requested.



## Implementation Steps When Considering Cancellation:

### **Assessment & Mitigation Planning: 48 Hours Or More In Advance Of A Market**

If there is a reasonable chance that a cancellation or modified hours will be considered, exploring options as far in advance as possible is crucial. In the event of known disruptions, the Director of Market Operations, Executive Director, and Market Managers who are running affected markets should convene either during a regularly scheduled operations meeting or in a stand-up operations call.

#### Convening Agenda:

- Name the barriers to hosting a market and identify if it's a cancellation or modified hours scenario.
- Brainstorm what can be done to reduce the barriers to hosting a safe and successful market day. For extreme weather, tactics are already identified in the [safety procedures](#).
- Identify the impact on vendors, shoppers, and staff with a last-minute cancellation versus an advance cancellation.
- Create a mitigation plan outlining potential scenarios with communications and logistics.

The decision to go forward or to pre-emptively cancel a market is held by the Executive Director in consultation with the staff and the board. In the ED's absence, this decision is held by the Director of Market Operations.

### **Monitor & Mitigate: 48 Hours To The Day Of Market**

Establish a daily operational stand-up call (in-person or phone) through Friday 5pm to monitor changing conditions and adjust plans. The daily stand-up includes the Executive Director, Director of Market Operations, Communications Director (Communications Manager will be included, or replace Communications Director, if during their regular working hours), and Market Managers whose markets are affected. If time allows, the ED or DoMO will consult with the Board Chair and/or Vendor Board Members to ensure their recommendation is sound.

#### Convening Agenda:

- Status update on changing conditions.
- Confirm and/or revise mitigation plans.
- Confirm communication needs to vendors, staff, and shoppers.
  - Communicate to vendors via MarketSpread here: [Texting Procedure.pdf](#)
- Confirm decisions and back-up scenario plans as needed. Each stakeholder should understand their role and responsibility.

In the event that the market is cancelled or reduced hours are instated, the "Cancellation or Modified Hours" procedure (below) is followed.

## Cancellation Or Modified Hours Procedure.

### Before Market Day: Cancellation or Modified Hours Procedure

- The Executive Director communicates the closure or modified hours to NFM staff and board, including the reason for cancellation/modification and what (vendors/staff/shoppers) can expect (via email and using the staff phone tree).
- Market Managers communicate the change to vendors via phone and email as soon as the decision is made, beginning with the vendors who travel from the furthest location and the vendors who harvest specifically for market. Use this form to text important alerts to vendors: [Texting Procedure.pdf](#).
- Communications Manager and/or Director is responsible for posting the closure or updated schedule on social media and communicating the change via MailChimp to the Ripe & Ready Audience
- Market Managers, in coordination with the Personnel Specialist if requested, are responsible for ensuring signage is posted at the market site. All markets operating between November and April should have an available A-Board and "Market Closed" sign.
- Programs Coordinator is responsible for contacting any scheduled food banks and non-profit organizations scheduled in the market to notify them of the cancellation.

### During Market Hours: Cancellation or Modified Hours Procedure

- Market Managers are responsible for assessing changing conditions and mitigating them according to [Extreme Weather procedures](#) and other protocols.
- In the event that changing conditions poses a new and significant risk to personal or public safety, Managers will first consult with the Director on Duty (DoD) and any Vendor Board Members who are on site at their market. Consultation topics include: changing circumstances, mitigation attempts, effect/risk to public safety.
- The Director on Duty and Market Manager are responsible for including the Executive Director in the conversation and together are responsible for deciding on modified hours or day-of cancellation.
- If the decision to close the market falls outside of the Communications Manager's scheduled working hours, the DoD will coordinate with the Communications Director to post notifications on social media and email the Ripe & Ready listserv.
- Market Managers will post market closure signs at market sites.
- For modified hours ensure the following with vendors:
  - Have vendors focus on leaving the market safely and helping each other.
  - Pass out invoices for vendors to pay the following week (collect vendor sales figures only if situation allows).
  - Advise vendors who choose to remain on or near the market site to avoid selling or creating lines in the typical street closure or right-of-way.

### **Follow-Up from Cancellation or Modified Hours:**

- The Director of Market Operations and Director of Finance, in consultation with impacted Market Managers, will determine the market fees to be charged the following week.
- DoMO will notify vendors when fees will be charged including any changes to the fees.
- Market Managers will collect fees the following week at market within their normal invoicing schedule.

