

# Your Safest Season Yet

Tools and Templates  
for Creating Safe Farmers Markets





# Managers of Public Space

- Markets come in all shapes with various levels of resources and capacity.
- **However!** Defining safety greatly benefits your market and is achievable.
- **Pipe up** throughout this session! We want to address your answers as they arise.

# Why should I create safety procedures?



Shows safety is a priority



Clarity in planning



Clarify expectations and roles



Make your workload more sustainable



Clear communication



Reflect + respond

# The Scope of Our Work

- Identified subject content.
- Met regularly to create protocols and identify inconsistencies and confusion across markets.
- Received feedback through multiple channels.
- Protocols now all live onsite at the Manager's Tent in our Market Handbooks.

## TABLE OF CONTENTS

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### EMERGENCY SITUATIONS

1. 2-Way Radio Protocol
2. Active Shooter
3. Cars in the Market
4. Dog Attack
5. Earthquake
6. Gas Leak

### GENERAL SAFETY

1. Aggressive Shopper
2. Bodily Fluid Clean Up
3. Disoriented Behavior
4. Equipment Theft
5. Extreme Weather (Heat, Smoke, Snow, Wind)
6. Free Speech
7. Public Nudity
8. Separated Persons
9. Sharps Disposal
10. Sick/Injured Persons
11. Unhoused (In Need of Food, Sleeping in Car/on Street)

### MARKET MANAGER + STAFF TRAININGS

1. Accident Prevention Plan
2. Code of Conduct
3. Fire Department Compliance
4. Health Department Compliance
5. Heavy Lifting
6. Market Uniform
7. Workplace Injury

### APPENDIX

1. Feedback Form
2. Incident Report
3. Neighborhood Maps
4. Brochure of Resources



## BODILY FLUIDS CLEAN-UP PROTOCOL

### Contacts

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

### Resources & Tools

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- 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.

### 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.

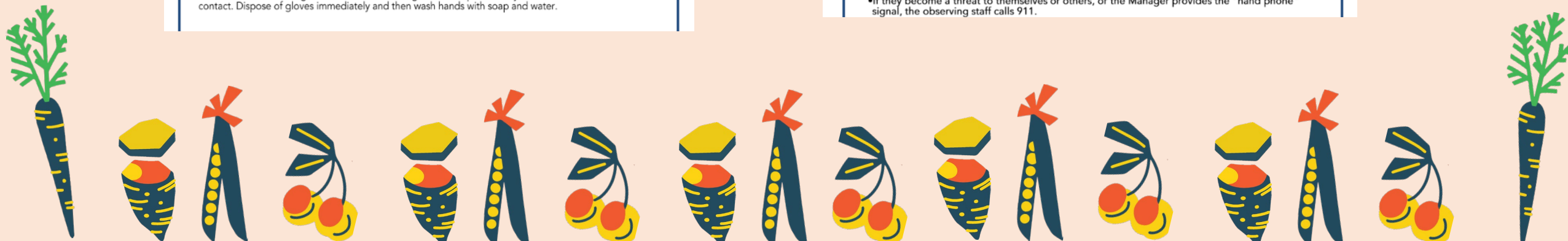
• Depending on the situation, and before end of market day, Market Manager will check-in with each market staff (individually or huddle) to see what, if any, processing needs or feedback on handling the situation. Follow-up discussions can be made based on needs.



### 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.





## SMOKE PROTOCOL

### 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.



### 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).





### SICK OR INJURED PERSONS

- Severe difficulty breathing or shortness of breath (SOB) that does not improve with rest
- Persistent pain or pressure in the chest
- Heart rate of 120-150 at rest, especially associated with SOB
- An individual faints/passes out or is unresponsive/unconscious
- Difficulty speaking, sudden numbness in the body
- Sudden dizziness, weakness, or mental changes
- Sudden blindness/vision change
- Heavy continuous bleeding
- Choking
- Drug overdose
- Allergic reaction, especially with SOB



### ACTIVE SHOOTER

Call 911 when safe

**OR**

Dial 911, if possible, to alert police. If unable to speak, leave the line open and allow the dispatcher to listen



### AGGRESSIVE SHOPPER

If a shopper continues with threatening or aggressive behavior, call the police and alert the shopper you are doing so



### LOST PERSONS

If a lost child has not been found 15 minutes after the search began



### UNPROTECTED SPEECH

- Obscenity
- Incitement
- Fighting words
- True Threats
- Solicitation to commit a crime or impersonating a government official



### DISORIENTED BEHAVIOR

- Unresponsive persons
- Aggressive or use hate speech
- Individual is a threat to self or others
- Manager provides the "hand phone" signal



### GAS LEAK

Evacuate the area and call 911 if you suspect a leak

## NON-EMERGENCY NUMBERS

**Past Crimes (incidents not in progress, including theft, fraud, property damage, narcotics activity, nuisance, and lost property): (206) 625-5011**

**Power Outage: (206) 684-3000**

**Social Services (crisis intervention, food/housing/health assistance): 211**

**Mental Health (Suicide & crisis line): 988**



### BARRICADES + TRAFFIC SIGNS

- Unassembled Type 3: Can be moved with one person by carrying, but use carts whenever possible.
- Assembled Type 3: Can be moved with one person ONLY by push/pull/drag. Remove weights before moving.
- Type 3 w/ "Road Closed" sign: Can be moved (by push/pull/drag) by 1 person. Requires 2 people for loading onto carts or van.

### TENT WEIGHTS

- Carry no more than one 25-lb weight in each arm at a time.
- Observe your own personal lifting limits.
- Use carts and market vehicles to transport weights.

### TENTS + CARTS

- Recommended that 2 people set up tents. Lifting tents on and off carts can be done by one person while observing personal limits and proper lifting (from the knees).
- Do not overload your carts or hand trucks - even if this means more trips. It is better to do more trips than it is to receive an injury from too heavy a load. Observe your personal limits without straining.
  - Make sure all items are securely on the cart and not falling from any sides.
  - Keep this in mind especially if a cart must be pushed on inclines or declines.
  - REMEMBER: use carts and hand trucks instead of carrying items. Carrying is harder on your hands, arms, and back.
- Push, don't pull. Pushing let's you use your body weight and larger muscles to move a load.





## 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





## 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.



# De-Escalation Tools

Safety First! Don't try to be the hero and remember that sometimes you will need to call for help.

Remove your Audience: move the escalated person away from prying eyes.

"I need a place that is quieter, would you walk over here with me?"

If you have a market team, make sure they know where you are i.e. "Hey y'all, I am going to step over here to speak with this shopper, ok?"

In more extreme situations, you may need to call the police. There are two approaches:

"I need to call emergency response"

During a fight, repeating loudly, "The police are on their way" to cause the folks to pause

Lastly, record the incident and debrief with your colleagues or volunteers afterwards. Every experience is a learning experience and an opportunity to support your team.



# Active Listening / Give Time + Space

This mean giving someone your full attention

1. don't look at your phone
  2. nod your head in recognition
  3. verbal affirmation that you're listening ("really?" "mhmm" "huh")
  4. ask for their name and use it in the conversation!
- 
1. Sitting in silence with the person is OK allowing space for they/you to collect thoughts
  2. Allows them the autonomy to respond/exit/comply.



# Body Language + Caring Gestures

1. don't cross your arms (are theirs crossed?)
2. let your hands be easily seen
3. if worried for your safety, give a little space, arms distance away.

1. "Can I get you some water?"
2. "Yes, that's frustrating. Here, why don't you sit?"
3. "May I sit with you?"



## INSISTENT SHOPPER

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

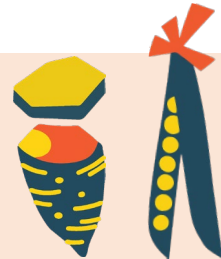
Sometimes a shopper will behave in such a way that is not necessarily a threat or harassment, but tests your sense of personal safety or distracts you from doing your job.

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.





# Tools to Build Your Protocols

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- WSFMA Toolkit of course! See the “Market Safety and Emergency Preparedness Section”
- Incident Report Forms
  - Documentation allows you to reflect/revisit the issue. Where information or resources were you missing?
- Vendor/Shopper Feedback Forms
  - Input from the community.
- Copy of our full protocols – see conference materials
- The off-season time
  - Take this time to review the above forms and what issues/concerns arose last season. Where can you build policy to avoid repetition? Where did your community request clarity or guidance?

# Practice

1. Work individually on your worksheet.
2. Get into trios and share your reflections. Ask questions and learn from each other!







# Next Steps

- Utilizing your worksheet, make a plan for the season! Work with your board now to see how they can support you.
- How might the WSFMA listserv help support you in creating safety procedures? (use this space to learn and share!)
- Create a system to review incident reports and feedback forms.
- Make sure your staff/volunteers take detailed notes as situations arise.
- Set your workplan for the off-season.

# Feedback + Contact

## Contact Us:

- Laura Titzer, Director of Market Operations  
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- Madison Silva, Capitol Hill Market Manager  
Market/Operations Specialist  
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**Rock:** what rocked in this session?

**Stick:** what's something that will stick with you?

**Leaf:** what is 1 thing you are 'leafing' behind?