



Safety Protocol:

In an effort to keep shoppers, vendors, and market managers as safe as possible while continuing to provide the essential service of providing fresh food to our communities, and to adhere to social distancing requirements in DC, Maryland, and Virginia, FRESHFARM is implementing the following safety protocols at all of our farmers markets. Market managers will remind all market participants to follow these expectations.

Mask Policy:

All customers are expected to comply with FRESHFARM's safety rules in order to enter the market space, including mandatory mask requirements. As a private nonprofit organization, FRESHFARM has the right to implement additional safety measures beyond the regulations required by any local or state rulings, in accordance with [CDC guidance](#) to ensure public safety at farmers markets. Due to the fact that it is impossible to maintain six feet of social distance within the market space at all times, FRESHFARM requires every customer to wear a face mask or covering without exception. Customers unwilling or unable to wear a mask will not be allowed to enter the market. Face shields are not an acceptable alternative to masks. Those with medical conditions will be offered alternative accommodations whenever feasible. Children under the age of two are exempt from wearing a mask.

Under the [Americans with Disabilities Act](#), a private business must consider reasonable modifications to their face mask policy in order to accommodate individuals with a disability. However, the business is not required to allow an individual with a disability to enter if it poses a direct threat to the health or safety of others. As such, we reserve the right to deny entry to any individual refusing to wear a face mask for any reason. We will, however, do our best to provide you with reasonable accommodations such as pre-order/pickup whenever possible ([view options here](#)). Our ability to offer reasonable accommodations may vary by market location depending on a variety of factors including customer volume and staff availability.

Farmers Market Customer Safety Rules:

- If you are sick, or a member of your family is sick, STAY HOME.
- Wear a mask of some sort before entering the market space (line included), in accordance with the [CDC recommendation regarding the use of cloth face coverings](#). That means fully covering your nose and mouth.
- Maintain a distance of at least 6 feet from other people, especially when in line. Market managers will be reminding shoppers to keep their distance.
- Do not eat or drink any food within the market space, including food that you purchased at the market.
- No pets are permitted in the market. Service animals are okay but should be clearly identifiable.
- Keep your market visit simple and short; buy what you need and do not linger, socialize, or congregate in the market space.
- We ask that no more than 2 people per household show up to shop. When possible, we would encourage that children and higher-risk family members remain at home.
- No browsing or lingering at market tents! Aim to get in and out of the market in under 30 minutes.
- Pre-order with your favorite vendors as much as possible for quick and contact-free pickup at the market. If you cannot pre-order, bring your grocery list so you can make your market visit as quick as possible. [Find info on how to pre-order and other shopping alternatives](#).
- Check in with each vendor on their policy for handling products. Please remember if you touch it you buy it!
- Wash your produce and wipe down any packaging with a disinfectant when you get home.
- We ask that you wash your hands (for 20 seconds) or sanitize them before you enter the market space. We have handwashing stations and sanitizer available at the markets available!

Farmers & Producers Safety Rules:

- **No sampling allowed at the market.**
- Vending of food prepared on site is contingent upon submission and approval of a COVID safety plan by FRESHFARM. Please submit covid safety plans for approval to covidplan@ffm.org.
- All prepared foods must be packaged and ready to **take away to eat off-site**. If shoppers purchase ready-to-eat food from you, ask them to **eat it at home and not in the market space**. Access to condiments, silverware, cup lips, etc. should be restricted and available only on request.
- All vendors must use gloves if they are interacting with prepared food. Additionally, people that are regularly exchanging money and products with customers are strongly encouraged to wear gloves, and change and sanitize them regularly. If you need gloves ask a market manager. We should have some at the market information tent.
- **Where possible please have staff members dedicated to exchanging money, and staff members dedicated to exchanging product.** Consult with market management if you only have one staff member present at market. We want to know so that if you or your staff get busy we can help handle product or run transactions in order to limit the amount of exposure between customers, your product and you or your staff.
- Please **regularly sanitize or wash your hands at least once per hour**. We have a limited supply of hand sanitizer at the info tent and markets will have hand washing stations available. We encourage you to bring a portable handwashing station and/or hand sanitizer. If you are preparing food on site you are required to have a handwashing station.
- All vendors **must wear masks** of some sort throughout the day, in accordance with the [CDC recommendation regarding the use of cloth face coverings](#). That means fully covering your nose and mouth. Face shields without masks are not allowed at market. Staff can briefly remove their mask to drink or eat as needed throughout the day, preferably in their vehicle or back of the tent. They cannot interact with customers, market staff, or fellow vendors without a mask on.

- Please set up your stand to prevent customers from entering your tent space/ touching your products, and discourage customers from lingering and browsing. If you would like to allow customers to select their own product, or if you would like to make any changes to your set-up, you must submit a plan to covidplan@ffm.org. If you have not submitted a plan and had it approved, then you must pre-package all products (packaging does not have to be plastic). If you have submitted a COVID plan and had it approved you may set up your stand according to the approved plans, making sure to discourage lingering and browsing.
- Implement contactless pay, pre-order/pickup, and other **low-touch or no-touch options** as much as possible.

FRESHFARM Market Management Safety Commitments:

- We have **hand washing stations and/or hand sanitizer available at all markets**. **Market Managers ensure that these are stocked and ready for use**. Market Managers will wear gloves when handling high touch items, and sanitize frequently.
- **Market managers will enforce social distancing** by placing chalk or tape marks at 6 feet intervals to help with line management at vendor tents, and will remind shoppers to social distance as they enter the market, and throughout the market space.
- **We will restrict the number of shoppers in the market** when necessary and will limit the number of entry points to the market. Please check specific market details on [your preferred market's page](#).
- Managers are working with farmers and producers to **maintain a safe pace and space including a one-way flow of traffic**.
- **We have made adjustments to market community events**, including music, entertainment, community tables, and sponsor tables to ensure public safety.
- We allow sponsor tables at certain markets where it is deemed safe, but are requiring that any sponsors who table at our markets follow specific covid safety rules and guidelines.
- **Market managers will wipe down commonly used surfaces**, such as the market information table, and EBT redemption devices (phones, card swipers).

- **FRESHFARM will continue to offer SNAP processing and matching.** Please bring your SNAP card as usual to the information tent. To aid in processing, we will have extra gloves and hand sanitizer available for all to use.