



# Produce Plus Program Code of Conduct

In order to ensure that everyone who is a part of the Produce Plus program is treated in a respectful and professional manner, all parties involved in the Produce Plus program must commit to following the below guidelines in order to participate in the program. Any issues will be mediated by DC Health and FRESHFARM on a case-by-case basis. Breaking any of these guidelines may result in removal from the Produce Plus program for program participants, authorized farmers, market staff, volunteers, and program administrators.

Program participants are expected to treat all other program participants, authorized farmers, market staff, volunteers, and program administrators with kindness and respect. Behavior that will not be tolerated by program participants includes, but is not limited to:

- Using offensive or inappropriate language toward other program participants, authorized farmers, market staff, volunteers, or program administrators in person or through any communication.
- Yelling or raising your voice aggressively toward other program participants, authorized farmers, market staff, volunteers, or program administrators in person or through any communication method.
- Being disruptive or causing disturbances that interfere with the work or safety of other program participants, authorized farmers, market staff, volunteers, or program administrators.
- Making disrespectful comments or gestures toward other program participants.

Authorized farmers are expected to treat all program participants, other authorized farmers, market staff, volunteers, and program administrators with kindness and respect. Behavior that will not be tolerated by authorized farmers includes, but is not limited to:

- Treating program participants and non-participant shoppers differently.
- Charging program participants different prices than non-program participants purchasing with cash, credit card, or another form of payment.
- Refusing service to program participants based on personal preference.
- Using offensive or inappropriate language toward program participants, other authorized farmers, market staff, volunteers, or program administrators in person or through any communication methods.



**FRESHFARM**





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Market staff, volunteers, and program administrators are expected to treat all program participants, authorized farmers, and other market staff, volunteers, and program administrators with kindness and respect. Behavior that will not be tolerated by market staff, volunteers, and program administrators includes, but is not limited to:

- Treating program participants and non-participant shoppers differently.
- Using offensive or inappropriate language toward program participants, authorized farmers, other market staff, other volunteers, or other program administrators in person or through any communication method.
- Refusing service to program participants based on personal preference.
- Ignoring or dismissing the needs or concerns of program participants, authorized farmers, other market staff, other volunteers, or other program administrators.
- Failing to respect the privacy or confidentiality of program participants, authorized farmers, other market staff, other volunteers, or other program administrators.

Disciplinary action may be pursued if there are multiple instances of misconduct or similar behaviors. Each instance of misconduct will be discussed directly with the involved parties.

## Complaint process

If you have experienced an offensive or inappropriate incident or interaction and need to contact DC Health and FRESHFARM, please contact us as soon as you can:

- Email [produceplus@freshfarm.org](mailto:produceplus@freshfarm.org) or [farmersmarket@dc.gov](mailto:farmersmarket@dc.gov)
- Call FRESHFARM at (202) 888-4834 Monday – Friday, 9am – 3pm to speak to a representative, or press 0 to leave a voicemail.
- Call DC Health at (202) 299-3775 Monday – Friday from 8am – 4pm, not including DC government holidays.

Produce Plus is funded by DC Health and managed by FRESHFARM. Produce Plus provides fresh, locally grown produce to DC residents with limited access to fresh, healthy food. Produce Plus runs from the beginning of June to the end of November each year.



**FRESHFARM**



**HEALTH**  
GOVERNMENT OF THE DISTRICT OF COLUMBIA



GOVERNMENT OF THE  
DISTRICT OF COLUMBIA  
**MURIEL BOWSER, MAYOR**