

UPTOWN OPEN-AIR MARKET – GUIDING PRINCIPLES

1. **Customer confidence** – the Uptown Open-Air Market will play a key role in the provision of food for our community. The Market intends to open in a manner that instills confidence in customers that the market is safe and well managed, which has implemented thorough and thoughtful measures to minimize the potential transmission of COVID-19.
2. **Health and well-being of staff, vendors, vendor staff and customers** – in operating the Market under the proposed operating model, the safety and well-being of all staff, customers and anyone who engages in the Market, is of the utmost importance.
3. **Initial prioritization of essential vendors** – the BIA is proposing to limit vendors primarily to those offering essential food services (ex: meat, dairy, produce). An introduction of non-essential vendors (e.g. retail, artisans and specialty foods etc.) as well as sidewalk sales and takeout restaurant programming will occur gradually over time in consultation with Public Health.
4. **Controlled access and customer flow** – the Uptown BIA has a plan for minimal points of access in order to monitor and limit the number of customers in the market areas at any given time. Queuing lines will be implemented. Circulation of customers will be through a controlled, one-directional flow. A volunteer or staff person will track the number of people entering and leaving the market.
5. **Minimizing contact between customers and vendors** – the Uptown BIA will implement a series of physical distancing measures between people, including, but not limited to, the following:
 - Ground decals to denote six feet distance for customers and queuing locations for each vendor;
 - Contactless payment methods (e.g. tap payment, exact change, etc.)
 - Produce vendors utilizing pre-bagged or bag-on-demand systems, to minimize loose vegetable selection; and,
 - Increased distances between vendors.
6. **Reducing the likelihood of socialization** – in Phase 1 of the market, the BIA will limit activities which encourage gatherings, such as seating, live music, restaurant vendors, food sampling etc. However, these activities may be phased in over time. Phase 2 & 3 of the market has allowed for acoustic music.
7. **Comprehensive requirements for vendors and their staff** – each vendor will be provided with standard operating procedures to ensure they adhere to a recommended set of expectations. These could include, but are not limited to, the following:
 - Limiting the number of vendor staff on site;
 - Ensuring all vendor staff are symptom free;
 - Physical distancing practices;
 - Sanitation practices for their stalls;
 - Hygiene practices for their staff.
8. **Internal operations (staff safety, cleaning protocols, etc.)** – the BIA will implement internal operating plans for their own staff and volunteers, to ensure the safety and well-being of staff. These could include, but not limited to, the following:
 - Ensuring all staff/volunteers are symptom free;
 - Physical distancing practices;
 - Hygiene practices.



9. **Collaborative communications effort to customers** – recognizing that each vendor has its own unique audience, the BIA will continue to collaborate around aspects such as the timing of messaging and consistency of messaging where possible.
10. **Supporting Uptown businesses** – Fall market vendors will be charged a nominal, one-time fee of \$50 that will go into the Come Back Up funding program to support Uptown businesses.



UPTOWN OPEN-AIR MARKET – VENDOR PROTOCOLS AND REQUIREMENTS

Uptown Open-Air Market Opening – Operational Protocols and Requirements for Vendors

Last updated: September 17th/2020

The following protocols must be followed, while operating in the Uptown Open-Air Market

1. If you feel unwell, stay home and ensure your employees do the same.
2. Vendors will have access to their space one hour before the start of the market for set up so they can be ready 15 minutes prior to opening – and one hour after the end, for take down.
3. Due to demand, vendors will be scheduled on a rotating basis and will be provided with at least two weeks notification of selection.
4. Vendors are required to provide their own tables, tents & sanitizer – to avoid cross contamination.
5. A contactless, no-change, payment system using one of following three methods of payment is acceptable:
 - Tap Payment system
 - Exact change only (e.g. preference for Cash Box, the customer would insert the money directly into the box). Vendors will be required to round prices to the nearest dollar to avoid the need for customers to produce unnecessary coins/change.
 - Pre-Order Pickup – For vendors taking online or phone orders and payment, customers can pick up their orders from vendor location/tent. They will have to wait in line to get to vendor.
6. Vendors must ensure that their cash management procedure allows for one or two employees designated to taking cash only; these employees are not to be handling food in order to limit cross contamination.
7. Vendors will be spaced a safe distance from each other to encourage physical distancing of customers.
8. All food items should be touched and bagged by vendor staff only. Customers can point and verbalize what they want, but cannot touch or smell produce. Vendors should consider pre-bagging items in predetermined quantities, wherever possible, to limit exposure to handling and to speed up service and selection and are encouraged to price items in dollar increments of five, where possible, to facilitate contactless payment (e.g. cashbox).
9. Vendors are required to supply bags for customer products - unfortunately re-usable bags and/or containers are not permitted at this time in order to help prevent cross contamination.
10. Frequent cleaning (particularly touch-points) and handwashing with soap is vital. All vendors and their staff should wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift. Vendors shall be required to clean and sanitize to their tabletops, registers and other high-touch areas with approved cleaning products as specified by Public Health.
11. Gloves are not a substitute for proper hand hygiene. If gloves are used, they must be changed often and in accordance with Public Health guidelines. Of note: single use food service gloves are a good option if food is being handled.



12. It is optional for vendors and their staff to wear facemasks while at the Uptown Open-Air Market – unless it is impossible for staff to keep a two-metre distance apart from one another. If you do choose to wear a mask, avoid touching your face/eyes/mouth. Masks must cover your nose and mouth to be beneficial/useful. Vendors using masks are to refer to Public Health guidelines.
13. Vendors will be required to register each market day with BIA staff, who will record vendor staff names and contact information, so that a record is maintained of those in attendance each market day.
14. As with any foods prepared in a commercial kitchen for sale at the market by vendors, if the vendor is ill, or a staff member or household member is ill, do not prepare or package foods for sale at the market.
15. Sampling is not permitted at this time.
16. At present, there will not be any activities that promote gatherings, or prolonged stays, such as demonstrations, kids' activities, contests, etc. live musicians e.g. guitarist or violinist who provide background music may be allowed, provided they are not singing and do not encourage large gatherings.
17. Encourage customers to observe social distancing and stand back from counters. Six-foot markers will be affixed on the floor/ground in front of vendor's booths, so as to ensure customers are practicing the proper social distancing.
18. Food vendors will need to complete a market vendor application form as provided by Public Health.
19. BIA to provide hand-sanitizing stations at entrance and exit. Alcohol content will be at least 60%.

Vendors who are not in compliance with the above requirements, or are found to be operating in what is deemed as an unsafe manner, will be asked to leave the premises.

NOTE: The use of washrooms for summer vendors will be at the Shops of Waterloo Towne Square and at City Hall for the Fall market (and must be escorted by a BIA staff member into City Hall for this purpose).



UPTOWN OPEN-AIR MARKET – VENDOR MEMORANDUM OF UNDERSTANDING

MEMORANDUM OF UNDERSTANDING

I _____ confirm that I have read and will adhere to all of the documentation supplied to me in this Uptown Open-Air Market Vendor Protocol and Requirements document.

I also agree to the following:

- That I will stay home if I am feeling ill, or have any symptoms of sickness/illness.
- That I will notify the Uptown Open-Air Market (Uptown Waterloo BIA) upon discovering any symptoms of sickness/illness, and that I will be sent home to prevent spread of any such illness.
- I will pay the one-time application fee of \$50 upon my first market (Uptown Waterloo businesses exempt)

Vendor/Business Name

Supervisor/Manager

Date

Date

NON-FOOD VENDORS: Please disregard the following two pages. Kindly ensure you have read the above requirements and sign the memorandum of understanding (above) and send the signed page to Dawne Taylor-Gilders: dawne.gilders@waterloo.ca

FOOD VENDORS: Please fill out the following two pages.

FARMERS' MARKET APPLICATION FORM

Waterloo Office
 99 Regina St S
 Waterloo ON
 N2J 4V3
 Telephone: 519-575-4400
 Fax: 519-883-2226



Cambridge Office
 150 Main St
 Cambridge ON
 N1R 6P9
 Telephone: 519-575-4400
 Fax: 519-622-1235

Please provide the following information and submit it to the Health Protection & Investigation Division.

****Note: To prevent any delays, please obtain approval from your Market Coordinator prior to submission.**

Name of Market: _____

Name of Business: _____

Operator's Name: _____

Business Address _____

Home Telephone: _____ Business Telephone: _____

Email Address: _____ Business Website: _____

Proposed start-up date at the Market: _____ Seasonal Year-Round

Are you a vendor at other Farmers' Markets? Yes No If yes, please provide the location(s):

Food Menu List ALL food to be prepared or served (attach separate list if needed)	Source of Food Name and address of grocer, supplier, and manufacturer (attach separate list if needed) *Provide most recent inspection report(s) of supplier(s) if applicable
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	

Will there be any sampling of your food products at the market? Yes No

Will there be any food preparation on site? Yes No

If YES, where will hand washing occur?

**** Note that sharing of hand sinks with other vendors is not permitted**

FARMERS' MARKET APPLICATION FORM

Will dishwashing be required?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If YES, how and where	Double Sink <input type="checkbox"/>	Triple Sink <input type="checkbox"/>
Location: On-site at Market <input type="checkbox"/>	Other <input type="checkbox"/>	_____

How will you maintain proper internal food temperatures ($\leq 4^{\circ}\text{C}$ or $\geq 60^{\circ}\text{C}$) during transport of hazardous food to the market?

Insulated Coolers with ice packs	<input type="checkbox"/>	Refrigerated transport vehicle	<input type="checkbox"/>
Frozen transport vehicle	<input type="checkbox"/>	Thermal unit (e.g. Cambro units)	<input type="checkbox"/>
Other <input type="checkbox"/>	_____		

How will you achieve and maintain proper internal food temperatures ($\leq 4^{\circ}\text{C}$ or $\geq 60^{\circ}\text{C}$) of hazardous food at the market?

Mechanical refrigerators	<input type="checkbox"/>	Grill	<input type="checkbox"/>
Freezers	<input type="checkbox"/>	Stovetop	<input type="checkbox"/>
Insulated containers with ice packs	<input type="checkbox"/>	Hot holding units	<input type="checkbox"/>
Other <input type="checkbox"/>	_____		

I _____ certify and I accept responsibility for ensuring the above information is correct and will be adhered to.

Signature of applicant	_____	Date:	_____
Signature of Public Health Inspector	_____	Date:	_____

(The Health Protection and Promotion Act 1990, Chapter H.7 as amended provides a fine of not more than \$5,000.00 if convicted of contravening provisions of R.R.O. 1990, Regulation 562 amended to O. Reg. 308/06 entitled "Food Premises").