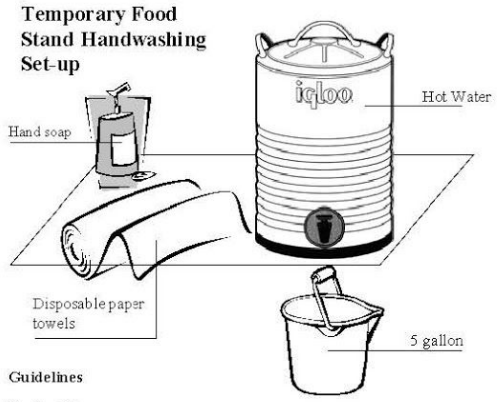
As of 7/1/20. Procedures may change at any time.

COVID-19 Modified Operating Procedures & Guidelines

Vendor Guidance

Modified Operating Procedures:

- All RFM staff and vendors must stay home if they are sick or have been exposed to anyone suspected/confirmed to have COVID-19 in the past 14 days
- Portable hand wash stations (foot pump powered so no-touch) will be placed at main entrances
- Hand sanitizer stations will be distributed throughout the Market
- Glove protocol
    - Sanitary gloves required for vendors (unless handwashing station in booth)
        - Gloves must be changed after each customer.
        - Change every 20 minutes if no contact is made
        - Always change after handling money
        - The market will provide gloves if any vendor is unable to get their own
- In booth handwashing stations
    - Provide a minimum water-holding capacity of two gallons in an enclosed container;
    - Utilize a spigot that can be opened to provide a constant flow of water;
    - Provide soap; Gel sanitizer may be used in addition to handwashing but not in place of it;
    - Provide paper towels;
    - Maintain a wastewater collection container with a minimum capacity equal to or



greater than the freshwater container's capacity;
    - Provide a receptacle for used paper towels;
    - Maintain hand washing equipment in a clean and sanitary manner (rinsing with 50 ppm chlorine/water is suggested); and
    - Use only potable (ie, drinkable) water for hand washing, free of fecal coliform bacteria.
- Only vendors and their staff may handle products. Customers must not touch any produce or products until after they have purchased
- If possible, each booth should designate one person who handles product, and one person who handles money.
- It is required that vendors place an empty table in front of their booth to enforce social distance. The Market will provide signage to be placed on the table to ask customers to allow vendors to serve them.
    - If vendors do not have an extra table, one will be provided.
    - Minimize contact with customers - vendors put the merchandise on a table, shoppers put it into their bag
- Space will be increased to 10 feet between vendors
- No demonstrations or sampling of products at Market until further notice
- Signage will be posted reminding customers how to safely shop while following CDC recommendations
- Maintain a 6' distance between yourself, RFM staff, other vendors, and customers
- Vendors are required to wear a mask or other face covering while at the Market. One cloth mask will be provided if needed. All masks/face coverings must be cleaned before and after each market.
- Point of sale devices (cell phones, etc)
    - Point of sale devices should be disinfected regularly
    - Signature capture must be disabled. If signature capture cannot be disabled, vendors must use single use plastic coverings (cling wrap, etc) over the signature capture area.
        - Instructions for disabling signature capture on Square
        - For help with other point of sale systems, please contact your provider

Hand Washing Instructions for All Vendors & Market Employees

- Wash hands and arms with soap and warm water for at least 20 seconds before:
    - Eating or drinking
    - Putting on gloves
- Wash hands after these activities:
    - Using the restroom
    - Touching your hair, face, body, or clothes
    - Sneezing, coughing, or using a tissue
    - Smoking, eating, drinking, or chewing gum
    - Emptying or taking out the garbage

    - Handling money and making change
    - Removing gloves
    - After engaging in other activities that might contaminate the hands

We recommend using gloves appropriately as an additional tool, but it is important to remember that gloves do not replace the need to wash hands and practice good hand hygiene.

General Cleaning

- All vendors must use vinyl or plastic table covers, or forego table coverings altogether, for easy sanitizing until further notice
- All vendors must clean and regularly disinfect all “high-touch” surfaces such as tabletops, cash registers, counters, and handwashing sinks frequently.
- Use an Environmental Protection Agency (EPA)-registered product that cleans (removes germs) and disinfects (kills germs). Always follow the instructions on the labels of cleaning products and disinfectants.

Effective Disinfectants

- To make a bleach solution, mix 1 tablespoon of bleach to 1 quart (4 cups) of water. For a larger supply, add 1⁄4 cup of bleach to 1 gallon (16 cups) of water. Use the solution within 20 minutes. Use test strips to test chlorine solution (100 ppm).
- Other EPA-approved disinfectants may be used if they are effective against coronaviruses. Consumers may contact the “1-800” number on the product label for its effectiveness against “COVID-19”.

Proper Handling of Disinfectants, Items and Waste

- Use chemicals in a well-ventilated area.
- Avoid mixing incompatible chemicals (read label).
- Prevent chemical contact with food during cleaning.
- Manage waste safely and dispose in a secure trash container.

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Customer Guidance

- Please do not attend the Market if you are sick
- Thoroughly wash your hands often with soap for at least 20 seconds
- If hand washing is not available, use an alcohol-based hand sanitizer
- Avoid touching your eyes, nose, and mouth
- Wash all produce thoroughly before using it
- Regularly wash your reusable produce bags
- Please maintain 6ft distance between yourself, other customers, and vendors.
- Please do not handle products yourself - instead, let vendors place your items in a bag for you

Be patient, respectful, and kind--we're all in this together!