



# 2019 VENDOR HANDBOOK

**MONTAVILLA FARMERS MARKET  
PO BOX 16238 • PORTLAND OR 97292  
503-902-4858**

[www.montavillamarket.org](http://www.montavillamarket.org)



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The vendor handbook is your guide to a successful market experience. All vendors and their on-site market staff must read and understand its contents fully. If you have any questions and need more information, don't hesitate to ask for clarification -- we want to help you meet the policies listed here! Please get in touch with the Market Manager at [manager@montavillamarket.org](mailto:manager@montavillamarket.org).

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Here are some frequently asked questions and where to find answers in this handbook:

- ★ How do I apply to be a vendor at MFM? *Application Checklist (page 4).*
- ★ What do I need to know about selling processed products or ready-to-eat foods? *Processed Products, Processed Products Ingredient Sourcing; Processed Products Jury (page 6).*
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## ABOUT MONTAVILLA FARMERS MARKET

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### Market Mission

The mission of the Montavilla Farmers Market is to provide a vibrant marketplace where our diverse community has access to high quality, local, healthy food. We create opportunities for our vendors and customers to support and learn from each other, which strengthens our local economy.

### Market Values

The Montavilla Farmers Market values the following principles for our vendors, volunteers, board and staff:

- Respect, dignity and equity
- Nourishment, wellness and health
- Sustainability
- Creativity, innovation and an entrepreneurial spirit
- Professionalism
- Celebration, gratitude and recognition
- Volunteerism and partnerships
- Fairness and affordability

### Market History

Montavilla's Stark Street Business district has experienced a resurgence of locally-owned shops, services and eateries. Montavilla residents now enjoy a coffee shop, movie theater, pet supplies store, community acupuncture, bike shop, international grocery, diverse restaurants and bars, custom clothiers and housewares, and other small shops which are creating vibrancy on our main street. This revival of the historic Montavilla neighborhood was the impetus for the creation of the Montavilla Farmers Market (MFM) in 2007.

2019 marks MFM's 13<sup>th</sup> season! The market was founded by a grassroots collection of neighbors who were inspired by visions of a fresh, local, food market in a shared community space within the growing SE Stark Street business district. This dedicated group opened the market in just 10 short months with a small amount of grant funds and a generous outpouring of donations from local businesses, friends and neighbors. The tireless energy of these un-paid visionaries and countless other volunteers allowed MFM to open its first market on Sunday, July 22, 2007 with 17 vendors and over 2000 visitors! Last season in 2018, there were 61 vendors on our roster for the year and over 50,000 shopping trips were made to the market.

### 2019 Dates

For the upcoming 2019 season, our 30-week season will run every Sunday from May 6<sup>th</sup> through October 28<sup>th</sup>, with our monthly winter stock-up markets on the 4<sup>th</sup> Sundays of the month: November 24<sup>th</sup> & December 22<sup>nd</sup>, 2019 and January 26<sup>th</sup> & February 23<sup>rd</sup>, 2020.

### 2019 Location

Currently the market is at the 7700 block of SE Stark Street in the gravel lot across from Mr. Plywood, where it has been successful for 13 seasons. The property was sold in May 2018, and the new owner has invited the market to stay through 2020.

### Coming in 2019

This season we look forward to highlights such as Taste of the Market, kids activities, EBT and debit/credit card services, our weekly e-newsletter and social media posts, an updated website, the Everybody Eats \$10 EBT match program, informational tabling by community groups & non-profits, Music at the Market, a robust volunteer program, the ever-popular loaner bags, and much more. In Montavilla we see the social, economic, and environmental value in providing a venue to support local and sustainable agriculture, and small-business food entrepreneurs. MFM is a community asset for fresh, healthy produce for everyone, increased neighborhood connectivity, and a productive regional economy. We are thankful to have you as a participant and partner.



## APPLICATION CHECKLIST

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### Vendor Selection Criteria

MFM evaluates a vendor product/producer on the following characteristics when determining acceptance:

- products grown and harvested locally by the vendor
- locally sourced ingredients (bought direct from the farmer)
- striving to use environmentally responsible and sustainable production methods
- offerings based on availability within natural season of growth
- artisan production and uniqueness of processor
- minimal packaging with lowest environmental impact materials
- reduction/awareness/elimination of genetically modified ingredients
- no use of growth hormone
- returning vendors that are in good standing with the organization

### HOW TO APPLY:

The Priority Application Period runs from January 2<sup>nd</sup> - January 16<sup>th</sup>, 2019. Applicants applying during this time will be notified of their status by January 31<sup>st</sup>, 2019. After that time, the application will re-open on February 13<sup>th</sup>, 2019 on a rolling basis and vendor applicants will be contacted only if space and category become available.

- ✓ **Review of Vendor Handbook.** All prospective vendors and their on-site market staff must thoroughly review the current MFM Vendor Handbook and have working knowledge of the policies and expectations contained within.
- ✓ **Signed Vendor Application and Agreement.** MFM accepts vendor applications online via ManageMyMarket.com. Prospective vendors must create a Manage My Market account and complete MFM's application and sign the vendor agreement to be considered.
- ✓ **Ingredient Sourcing Form.** Processed products and ready-to-eat foods that are new to MFM require the vendor to submit an ingredient sourcing form with their application. Returning vendors who haven't submitted ingredients in the last two years must also turn in a new sourcing form as update.
- ✓ **Product Jury.** Processed products and ready-to-eat foods that are new to MFM will attend a product jury as part of their application process. The Market Manager will contact vendors to schedule submitting products for jury.
- ✓ **Secondary Products Application.** To resell products that have been grown, made, caught, gathered, or processed by someone else, you must follow the terms for Secondary Products as outlined in this handbook and submit a Secondary Products Application.

### DUE UPON ACCEPTANCE:

- ✓ **Accepted Vendor Fee and Deposit.** Upon acceptance to MFM, all vendors will be charged a \$15 application fee and a deposit of their first week's stall fee, which are non-refundable. The accepted vendor fee and deposit must be received within two weeks of acceptance, or a late fee of \$15 is incurred. No receipt beyond three weeks results in acceptance being cancelled and new applicants considered in the vendor's place. Special delay requests may be granted, if submitted to the Market Manager at time of application.

### DUE TWO WEEKS PRIOR TO MARKET ATTENDANCE:

- ✓ **Completed Direct Deposit Authorization.** Reimbursements to vendors for market tokens occur via weekly ACH direct deposit and set-up is required for vending at MFM.
- ✓ **General Liability Insurance Certificate Naming MFM as an Additional Insured.** MFM is not responsible for any loss or damage incurred by vendors. All accepted vendors are required to hold and submit a certificate of liability insurance naming MFM as an additional insured.
- ✓ **Relevant Licenses and Certificates.** In order to comply with local, state, and federal requirements, accepted vendors must acquire all relevant licenses and certificates which govern the sale and production of their products, and submit copies to the market of any not publicly accessible online.

The vendor application and supplemental forms are available at:

<http://www.montavillamarket.org/vendors/become-vendor/>



## PRODUCT GUIDELINES

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### Product List and Description

Vendors are required to provide a complete list of ALL products they intend to sell at MFM at time of application. All products must be grown, raised, produced, caught, or gathered by the vendor in Oregon or Washington. Products listed within the application will be individually approved at time of acceptance. Please re-review your product list to verify acceptance of each product you wish to vend. The categories listed below have more detailed product guidelines.

### Product Additions

All products added after a vendor's initial acceptance must be individually approved by the Market Manager in advance of selling them at market. Adding processed products may require the vendor to turn in ingredient sourcing information and to participate in a product jury. Please contact the Market Manager to discuss adding new products.

### Permits and Licenses

To ensure high quality products and market safety, vendors are responsible for complying with local, state, and federal rules for sale and production of their product, which includes acquiring the necessary permits, certificates and licenses. All vendors therefore must submit current copies of all required documents (unless publicly accessible online) with their application to MFM. Vendors who do not comply with applicable regulations may be excluded from future markets and may forfeit prepaid stall fees.

### Scale Certification

All vendors who sell by weight are required to have their own state-licensed scales. Unit pricing is an accepted alternative to licensed scales.

### Organic Certification

Vendors must post proof of certification in their stall if they describe a product as organic in their signage, labeling, and verbal claims. Organic certificate exemption is available if the vendor's gross sales are \$5,000 or less.

### Other Certified Claims

Vendors must post proof of certification in their stall if they state any certifications (e.g. Certified Naturally Grown, Animal Welfare Approved, etc.) in their signage, labeling, and verbal claims.

### Uncertified Claims

Growers using verbal or written claims where certification cannot be established (e.g. unsprayed, pesticide-free, sustainable) must be able to accurately describe the methodology as to how these procedures are followed/achieved, at all times, especially onsite at market, upon inquiry by customers.

### Genetically Modified Foods (GM)

MFM's policy on GM foods is one of advocacy for restricted use, with vendors pledging to continually reduce their use of GM seeds, ingredients, and feed grains.

It is understandable that your products may represent a continuum of what is possible for you at a particular time in regards to GM use. For this reason, we request submittal of your known GM seeds, ingredients and/or feed grains, as applicable, each year at the time of application. Doing so establishes a benchmark of use, for product evaluation in future years, along with establishing a knowledge base of what products contain GM's at Market, for informal customer inquiry. These lists are not published. They are meant to raise vendor awareness on presence, while encouraging a shift to GM-free sourcing, as it becomes possible for you.

To date, soy, corn, sugar (beet), and canola, and their processed counterparts, represent the largest potentially GM-containing ingredient categories. Animals, when fed GM ingredients, would also be included, so it is especially important to consider your sources of ingredients like eggs, dairy, meat and even honey, and include them in your lists.

## **Livestock or Dairy Products**

Products administered growth hormones such as rBGH may not be sold at market.

## **Seafood**

All seafood sold at MFM must be in compliance with the Monterey Bay Aquarium's Seafood Watch guide categories of Green "Best Choices" and Yellow "Good Alternatives". Red "Avoid" coded seafood are not allowed at Market, due to their overfishing and/or harmful fishing/farming methods. Updates to the Seafood Watch guide may be found on the Monterey Bay Aquarium's Seafood Watch website. Preference will be given to vendors selling product caught by vessels home ported in Oregon or Washington.

## **Wild Mushrooms**

Vendors wishing to sell wild mushrooms must include within their produce list each type of mushroom by common and scientific name, list training and experience in mushroom collecting and provide copies of public lands collection permits or private approval from which they are collected.

## **Bottled Beverages**

MFM prohibits the sale of bottled beverages not manufactured by the vendor.

## **Processed Products**

Processed Products are foods which the vendor made from raw ingredients in a state certified kitchen (if for human consumption) or non-inspected kitchen if under the 2012 Oregon Farm Direct Bill or 2015 Home Baker Bill. These are products that have been cooked, canned, dried, baked or preserved. They may include tamales, soups, coffee, pasta, breads, pastries, dried fruits, wine, juices, jam and jellies, skin-care products, and may be value-added products or ready-to-eat at market foods.

### **Processed Product Ingredient Sourcing: 20% Locally Grown Requirement**

MFM is interested in establishing relationships that support the local economy and agriculture. For that reason MFM requires that at least 20% of a processed food product's raw ingredients must be sourced locally and directly from Oregon or Washington farms/producers. In cases where the raw product is unavailable locally, then an organic product may be a suitable substitution for the 20% local ingredients. Vendors must submit an Ingredient Sourcing Form listing all ingredients used in the processed products sold at MFM. The Ingredient Sourcing Form is found on the MFM website: <http://www.montavillamarket.org/vendors/become-vendor/>.

### **Processed Products Jury**

Processed products and ready-to-eat foods that are new to MFM will attend a product jury as part of their application process. The Market Manager will contact vendors to schedule submitting products for jury. More information about the jury process is found on the MFM website:

<http://www.montavillamarket.org/vendors/become-vendor/>.

## **Secondary Products**

In the interest of market variety, some vendors will be allowed to resell products that have been grown, made, caught, gathered or processed by someone else. Secondary products are limited to no more than 15% per day (of display area, sales value, or count - whichever reaches the 15% limit first) and are subject to the same rules as accepted vendors. Secondary products must be obtained directly from the source, i.e. a non-wholesale source/non-brokered. Most accepted secondary products show a natural relationship to the vendor, by farm proximity for example. Once accepted, all secondary products must have signage detailing vendor name and location prominently displayed on each product, for customer clarity.

To obtain approval, the vendor must submit a Secondary Product Application at least one week in advance of the Sunday that they wish to bring the product to Market. The Secondary Product Application link is found on the MFM website: <http://www.montavillamarket.org/vendors/become-vendor/>.

## **Shared Stall**

At the Market Manager's discretion, a vendor may be approved to bring another vendor's products to market as a shared stall. The second vendor would need to apply as regular vendor, be approved, pay the accepted vendor application fee AND provide a general liability insurance certificate naming MFM as an additional insured. Second vendors are subject to the same rules as accepted vendors. Accepted second vendors show a natural relationship to the original vendor, by farm proximity for example. All shared stalls must have signage detailing vendor name and location prominently displayed on each product, for customer clarity.

### **Handcrafted by Farms (Non-Food Agricultural Products)**

Non-food farm products which contain raw materials that a vendor has grown or produced and handcrafted/processed at the farm may be allowed. An example of this might be a goat milk producer who is allowed to sell goat milk soap.

### **Handcrafted by Artisans (Non-Food Culinary Products)**

Artisan applicants wishing to vend non-food culinary products may apply under the standard vendor application. Products will only be considered if culinary in nature, are exhibiting artisan processes, are created in Oregon/Washington and use locally grown/harvested/sourced materials, where possible. All products will be juried, and also have restricted dates. All accepted artisan vendors must meet appropriate qualifications set forth in the Vendor Handbook. Please note that a general liability insurance certificate naming MFM as an additional insured is required.

### **Promotional Items by Vendors**

Promotional items are only allowed at the market under the following conditions: books written by the vendor about the product/s they are selling; and t-shirts or durable market bags with the vendor's logo. These items must be preapproved by Market Manager prior to being sold at market.

### **Selling Privileges**

Approval of selling privileges for a vendor is always for a specific period and never exceeds one market season. MFM does not offer exclusive rights to any one vendor to sell any one product. Market customers benefit from having a choice. However, if MFM believes the number of vendors offering the same or similar products is excessive, duplicate products may be denied entry at time of application.

### **Management Discretion**

The Market Manager reserves the right to deny a vendor's application, to prohibit anyone from selling at market or to prohibit any product from being sold at market.



## FEES AND PAYMENT PLANS

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### Stall Size and Price

Standard	10'x10'	\$42.00
Double	10'x20'	\$84.00
Triple*	10'x30'	\$126.00
Double, Double-Deep*	20'x20'	\$168.00
Umbrella*	5'x 5'	\$32.00

*\*Limited Availability - to be confirmed at time of Market acceptance*

### Weekly Prepayment

To reserve your space at market, a stall fee prepayment is made the Sunday prior to the next date you've signed up for. Prepayment for your next date is collected by the Market Manager during the market day and can be made by cash or check, or by credit/debit card with an additional service fee.

### Accepted Vendor Fee and Deposit

Upon acceptance to MFM, all vendors will be charged a \$15 application fee and a deposit of their first week's stall fee, which are non-refundable. The accepted vendor fee and deposit must be received within two weeks of acceptance, or a late fee of \$15 is incurred. No receipt beyond three weeks, results in acceptance being cancelled and new applicants considered in the vendor's place. Special delay requests may be granted, if submitted to the Market Manager at time of application.

### 5% Discount for Prepayment of 15+ Markets

This payment plan is for the vendor who signs up for 15 or more dates at time of application and would like to prepay for them in a lump sum at the start of the season in May. A vendor may choose during the season to attend additional market days, which will be handled as a weekly prepayment without discount.

### 10% Discount for Prepayment of 24+ Markets

This payment plan is for the vendor who signs up for 24 or more dates at time of application and would like to prepay for them in a lump sum at the start of the season in May (or in two prepayments in May and August). A vendor may choose during the season to attend additional market days, which will be handled as a weekly prepayment without discount.

### Discounted Payment Programs - Fine Print!

The 5% and 10% discounts are offered for the vendor who is confident about their attendance, as absences are not refunded, and any reduction in scheduled dates will cause forfeiture of the season discount and revert remaining dates to the regular stall fee. The first week's stall fee deposit may be counted in the # of reserved dates, but is not eligible for prepayment discount. The yearly \$15 accepted vendor fee is not eligible for discount. Please verify amount with Market Manager prior to sending prepayment.

### Absences

**Vendors are required to attend the market on the dates they signed up for at time of application.** Repeated non-appearance may result in loss of reserved stall location, forfeiture of any stall fee refund, and loss of participation in the market. (As unforeseen events do occur, an excused absence may be granted to a vendor by the discretion of the Market Manager. NOTE: Excused absence does not guarantee a stall fee refund.) To cancel a reserved date and qualify for a refund of stall fees (or crediting them to your next date), vendors must notify the Market Manager, by phone or email, **no later than 11:59 PM on the Wednesday prior to market day.** Refunded fees will be less the sum of all discounts.





## SITE & MARKET DAY LOGISTICS

Market Manager Cell Phone: 503-902-4858

### Tent Weights

The primary liability to markets is damage caused by wind-blown tents. **Vendors must have a minimum of 20 lbs. of weight securely attached to each canopy leg at all times.** This will minimize the possibility that a vendor canopy will uplift in times of wind, weather, or other occurrence. No advanced warnings need to be given for insufficient tent weights; unless corrected by opening bell, the vendor will not be allowed to sell products for that market day and will forfeit their stall fee.

### Booth Set-up and Presentation

MFM provides stall space only. Vendors must provide their own canopy attached with 20lb weights for each leg, display cases, tables, chairs, etc. Vendors are responsible for arranging their space attractively and safely, while avoiding setups that may cause potential hazards. The safety of our customers, vendors, staff and volunteers is of utmost importance.

### Vendor Signage

All vendors must have a sign with the name and location of their business posted within their booth. The sign must be legible and easily seen. Any approved secondary products, and shared vendor booths, must also make this same information available on each product.

### On-site Driving Etiquette

Although there is no posted speed on the market site, it is expected that vendors and their staff, who are navigating the human and material obstacles on site, will drive cautiously and with full awareness. Absolutely no reckless driving will be tolerated. The same grace and courtesy are to be used as you approach or exit the market site, and when entering into the neighborhood streets surrounding the market to park your vehicles.

### Unloading 8:00-9:30 AM

The Market Manager will be onsite to greet vendors for **set-up starting at 8:00 am.** Upon arrival, the vendor is to verify stall location with Market Manager, park tight to their stall, unload completely within their assigned stall space, promptly move their vehicle from site, then return to begin unpacking and set up. **All vehicles must be off site by 9:30 am** to ensure safety of customers arriving early.

### Vendor Parking

Vendors may park on a public street **at least two blocks from the market site.** This is to ensure that customers can park close to the market. Vendors may not park in the lots for Mr. Plywood, Pegasus Project, or any adjacent business parking lot.

The Market Manager has the right to ask vendors to move their vehicle if parking becomes hazardous to local traffic or customer safety. MFM is not responsible for any towing fees incurred by the vendor.

### Opening Bell 10:00 am

Vendors may begin to sell only after the ringing of the opening bell at 10:00 am. **Exception:** Flowers, coffee, bakery and ready-to-eat vendors may begin selling at 9:45 am, 15 minutes before the official opening bell.

### Late Arrival

Delayed vendors who have notified the Market Manager to verify space and are arriving after 9:30 am, must park outside the Market and carry all



supplies to their booth. Unless notified in advance, reserved spaces are held until 9:15 am. After this time, the Market Manager may allow another vendor to utilize the space.

### **Closing Bell 2:00 pm**

Booths must remain set-up from 10:00 am until 2:00 pm even if vendors sell out earlier. This allows the market to continue without disruption. Vendors may begin breaking down their stalls when the bell signals the end of the market at 2:00 pm. To give time for customers to clear the market, vendor vehicles are not allowed on site until 2:15 pm. Conserve space and avoid vehicle gridlock by packing up first and being ready to load your vehicle before driving in.

### **Exceptions on Reserved Stalls**

There may be occasions when vendors are requested to move to another location. The Market Manager will discuss the options with the affected vendors. When differences of opinion exist, the Market Manager will make the final decision.

### **Market Cancellations**

MFM is open rain or shine. Market cancellations are rare, but in the event that conditions are prohibitive to safe and successful operations, the Market Manager may decide to cancel a market or close early.

A closure may occur for the following reasons:

- NOAA issues a warning for severe weather.
- Extremely high heat index (high temperature and humidity), or a high temperature that is below freezing.
- Unsafe site conditions (e.g. lightening, ice, wind, flooding, downed trees or powerlines, or other incident onsite or nearby requiring emergency services response).

Because weather forecasts change regularly, in most cases MFM will wait until the day before market to determine a closure and will contact vendors by 5:00 PM on Saturday if one is needed. If weather conditions worsen during or immediately prior to a market, vendors will be notified as soon as possible and market operations will cease. Notification will be via email to all vendors, or onsite if canceling early.

If MFM decides to cancel a market entirely, vendors will not be charged a stall fee for the day. When extreme weather is predicted, MFM will not charge a stall fee to vendors who need to cancel with less than 48 hours notice due to safety, or conditions local to their area.

### **Utilities**

Potable water is available on-site at the rear, alleyway side of the office building adjacent to the market. Here you will find the green 5-gallon bucket containing the potable water hose that is connected to the water main hose bib. Thank you in advance for your help in keeping the water station neat and tidy, paying special attention to keeping the hose end in the bucket, away from the ground.

The market site has no electricity available to vendors.

All greywater (waste water) must be carried off-site to the vendor's property and may not be disposed of at or adjacent to market.

### **Restrooms and Hand-washing Station**

A portable toilet with hand-washing station is located adjacent to the market's storage barn.

### **Durable Dish Supplies (Ready-to-eat vendors)**

For vendors using durable and reusable serviceware, MFM provides a centralized dish station for customer returns. Market staff/volunteers will sort and return dish sets to vendors to take back to their commercial kitchens for washing and cleaning.

### **Food Sampling**

Vendors providing samples of products to Market customers must be knowledgeable of and in compliance with all Oregon Department of Agriculture (ODA) Food Handling Regulations. These vendors must have a hand-washing station that complies with all ODA hand-washing requirements. Vendors offering food samples that produce waste must provide a trash receptacle at their booth.

### **Chef Demo / Taste of the Market Product Donations**

MFM's chef demos and the Taste of the Market series is a chance for vendors to highlight seasonal offerings to local chefs and market customers. Standard recipe amounts of produce and products are provided by market vendors at no

cost to Chefs/MFM. Chefs/Taste staffers will arrive early to procure ingredients for their cooking demos for that day. Vendors have the opportunity to introduce ingredients that they would like featured. Chefs/Taste staffers are to be respectful to quantities available, with any expensive or less bountiful items to be substituted with something else. If a vendor does not want to participate in the program, they should be in contact with the Market Manager at the start of the season so that Chefs/Taste staffers are alerted in advance.

### **Smoking**

MFM is a non-smoking venue and vendors who wish to smoke must be outside the boundaries of the market.

### **Pets**

Pets are not allowed within vendor booths. Within the rest of the market site, only pets that are well-behaved, crowd-friendly, and on a short leash are allowed.

### **WIC/Senior Farm Direct Nutrition Program**

All growers eligible for participation in the WIC (Women, Infants & Children) and Senior Farm Direct Nutrition Program must apply with the Oregon Department of Agriculture before the start of the season and be authorized by June 1st. Authorized vendors must learn and follow all Farm Direct Nutrition Program rules.

### **Gleaning Programs**

The market partners with several non-profit organizations to connect with vendors wishing to donate produce. Organization volunteers will arrive at the end of the day and visit booths to inquire about availability and interest. Participation is optional and meant to be an aid to vendors with excess at the end of market day.

### **Publicity**

Vendors are expected to contribute to MFM's efforts to publicize the market. Unless otherwise noted, vendors agree to allow MFM to take and publish photos containing their likeness.

### **On-site Vendor Compliance Reviews**

The market manager will conduct ongoing on-site vendor reviews to evaluate compliance with the vendor rules contained within the vendor handbook.

### **Conduct and Non-Discrimination**

At the core of the success of Montavilla Farmers Market is the thoughtfulness, professionalism, and respect that our vendors and their staff show to each other, to market staff and volunteers, and ultimately to the customers. MFM welcomes all persons to the market, and respects all aspects of people including their ethnicity, sex, gender expression, sexual-orientation, socio-economic background, religion, political affiliation, nationality, size, age, and ability.

Physical or verbal abuse, sexual or any other forms of harassment, theft or damage of property is simply not tolerated. Any violation of this policy should be immediately reported to the market manager and/or board of directors. If any person is found to violate the market's non-discrimination policy, disciplinary action will follow, including the potential for an offending vendor to be suspended or barred from vending at the market.

### **Enforcement and Disputes**

The market manager has the ultimate authority on-site to enforce all of the vendor rules contained within the vendor handbook. The market manager will use the following guidelines for enforcements:

- 1<sup>st</sup> Offense:** Verbal reminder of rules, with infraction corrected, and fine charged as applicable.
- 2<sup>nd</sup> Offense:** Verbal and written reminder of rules, with second infraction corrected, and fine charged as applicable.
- 3<sup>rd</sup> Offense:** Dismissal of vendor.

While these guidelines will be observed, the market manager has discretionary authority to impose an appropriate disciplinary action for any infraction, including barring the vendor from selling at the market for that day and any future market days.

### **Ready-to-Eat Food Vendors and the Durable Dish Program**

In 2009 Montavilla Farmers Market successfully pioneered the use of durable plates, bowls, cups, forks and spoons as a replacement to disposable paper and plastic food serviceware items. The program was called Durable Dish. Unfortunately, our Durable Dish fundraising campaign has not received enough donations to successfully fund the continuation of the program, and Durable Dish at the Montavilla Farmers Market is suspended until stable funding can be found.

2015 saw a new version of the Durable Dish program when a MFM vendor started buying up gently used, restaurant quality dishes and flatware to bring to market. Inspired to make a change, and passionate about reducing waste, the vendor found that washing dishes each week was also more cost efficient than using disposables. Only one hour of the time spent each week at their commercial rental kitchen was required to clean three full bus bins - enough plates and flatware for approximately 120 servings.

MFM encourages all ready-to-eat food vendors to follow this vendor's example. Vendor participation requires simply using durables in place of the regular disposable serviceware that would normally be used, while vending at the market. Dish sets are returned to the vendor at the end of the market day for vendors to take to their commercial kitchen for washing. Vendors will save money, help reduce waste, and provide customers with a better dining experience. MFM is a willing resource to help vendors set up their own dish system. Please be in touch with the market manager if you are interested in using Durable Dish.



## MARKET CURRENCY




MFM offers wooden tokens to customers wanting to use their debit/credit cards, or their Federal Supplemental Nutrition Assistance Program benefits (variously called SNAP, or EBT, or Food Stamps, or Oregon Trail). The market's goal, with vendors as partners, is to provide an additional revenue source to vendors while promoting access to locally grown and produced foods. In 2019, MFM's token program brought over \$72,000 additional dollars to market vendors.

For consistency in the program and clarity for market customers, all vendors must participate in accepting tokens and understanding the rules regarding the different types and denominations available.

MFM encourages vendors to gain independence with their debit & credit card sales by using cell phone or tablet mobile payment apps, which allow a customer to pay the vendor instantly instead of having to turn the customer away to buy tokens from the market to make their purchases.

### Everybody Eats Match

In 2019 Montavilla Farmers Market is raising \$15,000 in funds to offer a food access program that doubles the amount of money that low-income customers can spend at the market. With Everybody Eats, for every \$1 of SNAP or EBT Cash benefits a customer chooses to spend, they'll get a match from the market of up to \$10 in Everybody Eats tokens - FREE - that they can use to buy more SNAP eligible food from the market. This program expands MFM's customer base and has the potential to increase vendor sales across the market by more than \$30,000!

Type of token:	Debit/Credit & EBT Cash Tokens	SNAP Tokens	Everybody Eats Match Tokens
Color of token:	Green Tokens	Red Tokens	Orange Tokens
What does it look like?			
How much is the token worth?	\$5	\$1	\$1
What can it buy?	Everything at market.	All food, except hot foods. No non-food items, alcohol, flowers, or pet foods.	All food, except hot foods. No non-food items, alcohol, flowers, or pet food.
Does shopper receive change?	Yes, change as cash is allowed. <b>Do not use \$1 tokens for change!</b> \$1.00 tokens may not be given as change because they represent SNAP/food stamp benefits and restrictions apply to their use.	No, giving change is not allowed.	No, giving change is not allowed.
Do tokens have an expiration date?	No	No	No

### **Token Reimbursement**

MFM uses ACH direct deposit to reimburse vendors for the tokens they accept at market. Direct deposit is required for market attendance. New vendors sign up for direct deposit in April, or upon acceptance if their first day is during the market season. Returning vendors who have not changed bank accounts, and have direct deposit active with MFM, need not re-authorize.

To receive reimbursement, vendors must turn in their tokens after each market day. MFM will provide vendors with a packet for collecting and turning in tokens, along with a tally sheet for vendors to provide their counts of each type of token. Market staff will do a 2nd and final count of the tokens turned in and process vendor reimbursement deposits by the Wednesday following each Sunday's market. Three working days is the industry standard from deposit authorization to reaching the vendor's bank. However, a vendor's bank may impose other delays. Vendors are encouraged to contact their own bank if deposit has not transferred by the usual weekly time.

Tokens can not be used as payment for vendor stall fees.