

ROCHESTER PUBLIC MARKET VENDOR NEWSLETTER

UPDATES

Amid the COVID-19 outbreak, we're continuously monitoring and receiving feedback from health officials about best practices to use to keep our Market open during these trying times. Please read below for updates and a refresher on new practices and updates.

- We are propping open B shed doors. This will increase air-flow, and eliminate touching of doors, handles, etc. Since the forecast for Saturday looks cold, bring an additional layer if you plan to attend Saturday Market!
- If Saturday gets busy, we will have extra security/RPD officers monitoring the flow of people in and out of the B Sheds. This may cause people to have to wait to enter B shed. We ask for your patience and understanding if this occurs.
- If you have seating at your stand, please remember that setting up chairs and tables is prohibited at this time by New York State. Customers can order and purchase food/beverage to take with them, but are not to be dining in.
- New York State Department of Agriculture and Markets sent us communication that allows us to remain open, since we are an essential service to the public (food, fresh produce.) Many shoppers have been asking about this. For more info: agriculture.ny.gov/system/files/documents/2020/03/essentialservicesexception.pdf
- If we do get notice that hours/times/operations are changing here at the Market, we will be sending an email. Please be sure to check your emails regularly.
- PLEASE be sure you're wearing gloves with frequent changes, and have sanitizer at your stand.

Thank you for your flexibility and adaptations during this times! Because of you, we're able to be here for our community.

IS YOUR BUSINESS OFFERING A DELIVERY SERVICE?

Please let us know!

Since the COVID-19 outbreak, small businesses everywhere have implemented creative ways to maintain business during this especially trying time. Restaurants, farms, and retailers have increased their online ordering and have begun delivery services. Many of our vendors have begun online order and delivery services, and we commend you for that!

If your business is offering a delivery/online ordering/curbside pickup service, please email Kelly.McBride@cityofrochester.gov

Give us the details so we can promote your innovation!

COVID-19 AND OUR MARKET- Health and safety reminders

The Market will remain open during regular business hours at the present time.

Shoppers have expressed gratitude that the Market has remained open during these challenging, and uncertain times. THANK YOU to all of our vendors for being a staple to the Rochester community. Because of you, we've been able to provide vital resources and a sense of sustainability throughout the trying and uncertain past week. Please remember that a little kindness and comfort towards those around you can go a long way as we do our best to cope with this rapidly changing environment.

We feel an increased responsibility to be here for our community, which is why we will remain open regular market days at the present time. The city will continue to monitor, and we will provide communication with vendors and shoppers if this changes.

Updates- PLEASE READ regarding operating precautions during Market days:

- Gloves will be mandatory during Market days. Please be sure they are food-grade, and you are changing them frequently.
- Prepackage as many items as you can, and minimize customer interaction with food at your stand. Tip: Display one item for shoppers to see, and store bagged quantities behind your stand to limit exposure.
- The Market will allow through-traffic. We have asked that shoppers do not park to shop, but if they are visiting a vendor and want to load their vehicle in order to leave promptly, they may do so. Security has been notified and will assist in facilitating.
- We have extra sanitation staff who will be working during the morning and afternoon. Their sole responsibility will be to continuously disinfect surfaces, doors, railings, restrooms, etc.
- We have installed hand sanitizer pumps throughout the B shed (next to all entryways.) Please be sure to use them, and encourage customers to use them as well.
- Please practice distancing yourself from those around you by at least 6 feet. Avoid shaking hands, hugging, and other skin-to-skin contact.
- We may have to begin limiting the number of customers in the B shed at a given time. If this is necessary, we will have extra security guards on site to count and facilitate. If the City mandates this, we ask for your cooperation and patience while we do so.
- We will be removing chairs in the Market kiosks to discourage shoppers from dining in. This will align with New York State's ban on restaurant and bar seating, and will limit customer interaction with one another and facilities.

Advice from Farmer's Market Federation

Although we already sent an email out with these tips, we'd like to remind you of the insight and guidance we received from the Farmers' Market Federation of NY:

- Limit bare hand contact. Farmers, vendors, and market staff should wear food-grade gloves with frequent changes as they become contaminated or soiled.
- Increase the frequency and thoroughness of hand washing and/or sanitizing. Hands should be washed for at least 20 seconds using hot water. Be sure to wash your hands before, during, and after preparing food, after coughing or sneezing, before eating, after using the bathroom, and after caring for someone who is sick
- Feature hand sanitizer at your Market stand. If you are unable to access sanitizer, there are simple tutorials to make your own in minutes with 3-4 ingredients. To watch a video visit: <https://www.youtube.com/watch?v=bUp-wnLT6ew&t=2s>
- To the extent of possible, segregate duties behind market tables. Designate one individual to handle money, tokens, and coupons, while others handle the products being sold. Prepackage whatever food possible.
- Suspend sampling and sharing of food. Limit customer handling of food at your stand.
- If you are feeling sick, please stay at home and take care of yourself.
- Please cover your cough and sneeze with a bent elbow or tissue. Used tissues should be immediately disposed.

Excess Produce/Food?

Although Flower City Pickers have made the difficult decision to suspend operations at the Market, there are still options for vendors to re-purpose unused produce and other food. With so many small businesses, schools, restaurants and bars closed, people are out of work and children are out of school. For many, this means limited access to basic resources such as food.

More than ever, it's important to re-distribute quality Market items to people who need it. *If you have an excess of quality items that have a minimum shelf life of three days, such as quality produce, bread, bakery items, etc. Flower City Pickers can still arrange drop off and pickup options with community organizations.*

Email: info@flowercitypickers.org. or call 585-509-4084 (Amy Crosier, Flower City Pickers Secretary)

Market staff Update

The City of Rochester declared a state of emergency on March 16, 2020. As all non-essential departments have closed, we're adjusting at the Market as well. Market staff will be staggering shifts and working remotely whenever possible.

If you need assistance, please consider calling us at 585-428-6907 or emailing PMarket@Cityofrochester.gov, rather than visiting us at the Market Office.

Thank you for your patience as staffing we adjust staffing and operations at the present time. **At this time, please do not turn in any special events applications.**

Since the City has suspended large gatherings and entertainment, all programs other than regular Market days will be on hold. If you have already have turned in your applications, please note that we will hold them until further notice from the City on future events.

