

Constance Bay
Community



MARKET

VENDOR HANDBOOK

31-May-2018

CONTENTS

- WELCOME..... 1**
- ORGANIZATION 1**
 - MISSION, VALUES & VISION 1
 - GOVERNANCE..... 2
 - MANAGEMENT..... 2
 - FARMERS' MARKETS ONTARIO 2
 - CONTACT INFORMATION 2
- MARKET TYPES, LOCATIONS, DATES AND HOURS 2**
- PRODUCTS AND SERVICES..... 3**
 - AGRICULTURAL 3
 - PROCESSED 3
 - FOOD CONCESSION 4
 - ARTS AND CRAFTS 4
 - TREASURES AND COLLECTIBLES..... 4
 - SERVICES..... 4
 - MUSIC AND ENTERTAINMENT..... 4
 - NON-PROFIT COMMUNITY GROUPS..... 4
 - AFFILIATE, CATALOGUE, DIRECT/NETWORK MARKETING..... 4
- VENDOR TYPES 4**
 - PRINCIPAL VENDORS 5
 - COMPLEMENTARY VENDORS..... 5
- VENDOR ELIGIBILITY AND SELECTION PROCESS 5**
 - APPLICATION 5
 - RESIDENCY..... 5
 - APPROVAL..... 5
 - AGREEMENT 6
 - PRODUCTS..... 6
 - LONGSTANDING VENDORS..... 6
- VENDOR RESPONSIBILITIES 6**
 - COMPLIANCE 6
 - SALES AND OTHER MARKET DATA..... 7
 - CODE OF CONDUCT..... 7
 - ISSUES, CONCERNS OR GRIEVANCES 7
 - GOVERNMENT REGULATIONS 7

FEES	7
MEMBERSHIP DUES.....	7
STALL FEES.....	8
PAYMENT OF FEES.....	8
DISHONoured CHEQUES.....	8
REFUND POLICY.....	8
STALL SIZE, ALLOCATION, AND REQUIREMENTS	8
STALL SIZE.....	8
STALL ALLOCATION.....	8
VENDOR STALL REQUIREMENTS.....	9
COMMUNITY STALLS.....	9
SITE MAP.....	9
MARKET OPERATIONS	9
SET-UP AND TEAR-DOWN.....	9
UNLOADING AND PARKING.....	10
STALL AND SIGNAGE.....	10
SALE OF GOODS BY THE CBCM.....	10
FOOD SAFETY.....	11
FOOD LABELLING.....	11
PACKAGING.....	11
GARBAGE.....	11
PETS.....	11
SMOKING.....	11
WEATHER.....	11
INSURANCE.....	12
PROMOTION.....	12
APPENDICES	12
APPENDIX A: CBCM SITE MAP.....	13
APPENDIX B: FOOD SAFETY GUIDELINES.....	14
APPENDIX C: FOOD LABELLING REQUIREMENTS.....	17
APPENDIX D: SEVERE WEATHER PROCEDURE.....	18
APPENDIX E: PROMOTING THE CBCM.....	19

WELCOME

The Constance Bay Community Market (CBCM) Board of Directors is delighted to have you join us this year!

Please read this handbook in its entirety as it contains important information about the CBCM, market operations, and vendor responsibilities. We wish to create a friendly, stable, and rewarding environment for everyone.

ORGANIZATION

MISSION, VALUES & VISION

The CBCM was created to provide a venue for community to connect and for local farmers, gardeners, artisans and craftspeople to showcase and sell their products.

The CBCM is a non-profit marketplace serving the residents and visitors of the village of Constance Bay with the aims of:

- increasing the community's access to fresh, healthy, and local food
- stimulating the local economy
- encouraging volunteerism and mentorship
- connecting people with local community organizations, programs, and initiatives
- engaging youth

by providing opportunities for:

- promoting the sale of products by local farmers, gardeners, artisans, craftspeople, and collectors
- shopping for agricultural products, arts and crafts, treasures and collectibles
- obtaining information on local programs and initiatives
- gathering to socialize
- enjoying the talents of local musicians and entertainers

The CBCM is committed to and guided by the values of:

- Community Development
- Environmental Responsibility
- Healthy Living
- Fellowship
- Having Fun

The vision of the CBCM is to become a self-sustaining, regularly occurring, social destination that recognizes and meets the growing needs of the community.

GOVERNANCE

The CBCM is governed by a volunteer board of directors of up to 13 members. A list of current Board members can be found at <https://marketinthebay.com>.

Board meetings are held at least three times per year or more often if necessary. The Annual General Meeting is held in January or February of every year and will be publicized via e-mail at least two weeks in advance. All members are encouraged to attend.

MANAGEMENT

The CBCM is managed and operated by the Board, a group of support volunteers and a manager. Management and all other support activities are contracted by the Board. The Market Manager is not a member of the Board, but attends board meetings to advise the Board on issues relating to the promotion and operation of the market.

FARMERS' MARKETS ONTARIO

The CBCM is a member of Farmers' Markets Ontario (FMO) and operates under their guidelines. Membership in the FMO provides the CBCM with resources and liability insurance to help ensure the sustainability of the market.

CONTACT INFORMATION

Email: marketinthebay@gmail.com

Website: marketinthebay.com

Facebook: facebook.com/CBayMarket

Twitter: [@CBayMarket](https://twitter.com/CBayMarket)

Instagram: [@marketinthebay](https://www.instagram.com/marketinthebay)

Mail: 186 Fireside Drive
Woodlawn, ON K0A 3M0

MARKET TYPES, LOCATIONS, DATES AND HOURS

MARKET TYPES

Regular markets occur during the local growing season from June to October and offer the full market experience with vendors selling fresh fruits and vegetables, other agricultural products, and a wide variety of complementary products and services. Local community groups will be on site sharing their initiatives, and these markets may feature musicians and entertainers.

Special markets are typically scheduled around a particular celebration, special occasion, holiday, or in conjunction with community events. In addition to the mix of vendors attending regular markets, special markets provide an opportunity for direct sellers, affiliates, and catalog business vendors to offer their products at the market.

Mini markets take place during the local growing season between regular markets. Dates for mini markets will depend on the supply of produce available. Mini markets are only open to agricultural food producers. Please refer to marketinthebay.com/dates-location/ for the latest schedule for mini markets.

LOCATIONS

Thanks to the generosity of St. Gabriel's Parish, the CBCM is fortunate enough to operate the market free of charge on its beautiful grounds located in the heart of the village at 205 Bayview Drive, Constance Bay.

Some special markets take place indoors at the Northwind Wireless Fibe Centre at 262 Len Purcell Drive, thanks to the hospitality of the Constance & Buckham's Bay Community Association.

DATES AND HOURS

Please refer to marketinthebay.com/dates-location/ for the most recent information on market dates and hours.

PRODUCTS AND SERVICES

Products are physical items for sale at the CBCM (e.g. fruit, vegetables, preserves, baked goods, jewellery). Services are offerings that do not involve a physical product, but provide value in other ways (e.g. massage, face painting, intuitive readings).

At regular markets, vendors may not sell products that are mass produced or obtained from direct marketing, affiliate, or catalogue businesses, or from existing 'brick and mortar' businesses.

Vendors must identify all products and services they intend to offer at the market on the Vendor Application form. The Board uses this information to ensure the market has the right mix of products and services to offer an exceptional shopping experience. Products and services must fit into one or more of the categories in the sections below.

AGRICULTURAL

Agricultural products are those grown, raised, foraged, harvested, or produced by the vendor and include, but are not limited to: fruits, vegetables, herbs, honey, syrups, meats, fish, eggs, plants, shrubs, trees, flowers, soils, manure, firewood, fence posts, fleece, wool, animal feed, and grains.

PROCESSED

Processed products are those produced by the vendor using local ingredients wherever possible and include, but are not limited to: prepared packaged meals, preserves, sauces, vinegars, dried soups and other mixes, sausages, processed meats, cheeses, and baked goods.

FOOD CONCESSION

Food concession products include beverages and ready-to-eat items for consumption at the market. Food concession products are prepared by the vendor either on site or at home, using local products wherever possible.

ARTS AND CRAFTS

Arts and crafts products are unique and original items either hand-made or refurbished by the vendor using his/her own skill, artistry, and training.

TREASURES AND COLLECTIBLES

Treasures and collectible products are one-of-a-kind, high-quality vintage items, and antiques.

SERVICES

Services are non-physical products provided by vendors using their own skill, artistry, and training. Examples of services include, but are not limited to: massage, face painting, intuitive/psychic readings, spa services.

MUSIC AND ENTERTAINMENT

Musicians and entertainers are invited to the CBCM to add to the ambiance of the market and promote their services. All musicians and entertainment must be approved by the Board in advance of performing at the market. Musicians and entertainers may collect tips and sell promotional items such as CDs.

NON-PROFIT COMMUNITY GROUPS

Non-profit community groups are invited to the CBCM to connect with the community. All non-profit community groups must be approved by the Board in advance of attending the market. Non-profit community groups may fundraise by selling new, unused items that raise awareness of their group (e.g. mugs, pens, t-shirts, calendars, share information, recruit participants, and provide samples of their services.

AFFILIATE, CATALOGUE, DIRECT/NETWORK MARKETING

Independent representatives of affiliate, catalogue, network/direct marketing companies (e.g. Avon, Sweetlegs, Discovery Toys, do Terra) offer a wide range of products. Vendors in this category may apply for special markets only. We accept only one representative per company at each special market.

VENDOR TYPES

There are two types of vendors at the CBCM – Principal Vendors and Complementary Vendors. The number of stalls of each vendor type are restricted and governed by a public health requirement, where a minimum of 51% of market vendors must be Principal Vendors. The number of Complementary Vendors may not exceed 49%, with the exception of occasional special event markets where this rule is waived.

PRINCIPAL VENDORS

A Principal Vendor is one selling an agricultural or processed product (as described above) which is grown, raised, collected, and/or produced by the vendor his/herself.

The product(s) of a Principal Vendor must be ones where either:

1. the defining ingredient,
2. the first ingredient, or
3. a minimum of 51% of the product by weight, measured prior to processing

is grown, raised, collected and/or produced by the vendor.

A Principal Vendor may sell food concession products provided the requirements above are met.

COMPLEMENTARY VENDORS

A vendor is a Complementary Vendor if he/she does not meet the requirements of the Principal Vendor. Complementary Vendors can include those selling:

- agricultural products
- processed products
- food concession products
- artisans and crafters

but most certainly include:

- treasures and collectibles
- services

VENDOR ELIGIBILITY AND SELECTION PROCESS

APPLICATION

Applicants must complete the Vendor Application for each market season.

RESIDENCY

Applicants residing within West Carleton-March, Ontario will be given primary consideration. Applicants residing outside West Carleton-March may be selected at the discretion of the Board.

APPROVAL

The Market Manager will recommend to the Board acceptance or rejection of each application and each product to be offered for sale. The Board will provide final approval of all submissions by accepting or rejecting each vendor application.

AGREEMENT

Upon acceptance, all vendors are expected to read the CBCM Vendor Handbook, and all vendors must complete a Vendor Agreement. Submission of this form confirms that the vendor has read the handbook and agrees to abide by the rules outlined in the vendor responsibilities section of this handbook.

PRODUCTS

Vendor product(s) and all relevant details must be identified on the Vendor Agreement, and will be closely assessed by the CBCM and verified by Ottawa Public Health.

If, after approval of the original products list, vendors wish to sell items falling into a different product category or to add new products to the product list originally approved, these items will require approval before they are offered for sale, display, or sampling. The original Vendor Agreement will be amended, as required.

LONGSTANDING VENDORS

Longstanding vendors are defined as members in good standing, who have helped to build the market by attending regularly or for the full season. When stalls become available, stalls will be offered first to longstanding vendors who fit the vendor ratio requirements and product needs of the market.

VENDOR RESPONSIBILITIES

COMPLIANCE

The CBCM has established vendor responsibilities to ensure that the market meets the objectives of all the stakeholders: visitors to the market, vendors, Board, Market Manager, and volunteers. The CBCM Board and Market Manager will implement and enforce all vendor responsibilities pertaining to the operation the market in a fair and equitable manner.

Vendors failing to adhere to a responsibility will be given a verbal warning. Repeat failures will result in a written notice. The CBCM Board reserves the right to suspend a vendor's participation in its markets after issuing two written notices.

Failing to adhere to a responsibility can include, but are not limited to:

- No shows
- Late set-up
- Parking violations
- Exceeding stall space allocation
- Damaging of site property
- Leaving behind refuse / messy stall space
- Not following food safety guidelines
- Inappropriate pricing practices
- Selling unapproved products
- Mislabeling products
- Smoking on site
- Unprofessional vendor conduct

SALES AND OTHER MARKET DATA

FMO requires markets to collect sales information from each vendor. After each market, the Market Manager will send out a survey, asking each vendor to report the total dollar value of their sales. Vendors should report only total sales number, with no deductions of costs associated with the sales.

These surveys may include additional questions about vendors' experiences at the market. This information is used to make decisions about future market operations.

Vendors are required to complete these surveys after each market.

CODE OF CONDUCT

The CBCM is organized and operated by a group of caring and committed volunteers and is a welcomed guest of St. Gabriel's Parish. Please help to cultivate a community of mutual respect by being courteous and polite to the Board, Market Manager, volunteers, other vendors, and visitors, and by treating the parish grounds and facilities with care.

ISSUES, CONCERNS OR GRIEVANCES

Should a vendor feel that their rights as a member of CBCM have been violated, or feel that another vendor or someone else has acted outside their authority with the CBCM or in a way that harms the CBCM as a whole, the issue, concern, or grievance must be directed to the Market Manager, who will attempt to resolve the situation. If the situation cannot be resolved by the Market Manager, the vendor will be requested to submit a detailed letter of concern or complaint to the Board. The Board has authority to make the final decision on the outcome of the issue, concern, or grievance.

GOVERNMENT REGULATIONS

It is solely the vendor's responsibility to make him/herself aware of and comply with municipal, provincial, and federal regulations regarding labeling, measures, health and safety, etc., for all products offered for sale at the CBCM. The market will neither be responsible for advising vendors of these regulations, nor for any dealings with government officials that may visit the market to conduct inspections.

FEES

MEMBERSHIP DUES

Membership dues assist the CBCM in providing public liability and property damage insurance to vendors and give each vendor voting privileges for decisions made at annual general and special meetings. See <https://marketinthebay.com/vendors> for the current membership dues.

Non-profit community groups, musicians and entertainers are not required to purchase memberships.

STALL FEES

See <https://marketinthebay.com/vendors> for the current stall fees.

Space is provided to non-profit community groups, musicians and entertainers free of charge.

PAYMENT OF FEES

Membership dues are due upon submission of the vendor agreement.

Stall fees are due no later than three days prior to the market(s) for which a vendor has committed. Vendors who fail to pay stall fees three days in advance of their scheduled market(s) will not be guaranteed space at the market.

Membership dues and stall fees may be paid by cash, cheque, or electronic transfer to marketinthebay@gmail.com.

DISHONoured CHEQUES

A \$50.00 charge will be levied for dishonoured cheques.

REFUND POLICY

Membership and stall fees are non-refundable. In some cases and with at least two weeks' notice, swapping dates may be approved by the Market Manager. Under exceptional circumstances, vendors may receive a refund on stall fees, on approval from the Board. Such refunds are subject to an administrative fee of 25% of the total fees for the remaining markets.

STALL SIZE, ALLOCATION, AND REQUIREMENTS

STALL SIZE

Stalls are 12' x 12' in size.

STALL ALLOCATION

1. The Market Manager assigns all stall space, taking into consideration the following:
 - a. Principal Vendor and Complementary Vendor ratios
 - b. Stall availability
 - c. Product category and its compatibility with products of nearby vendors
 - d. Special requirements such as accessibility and sun exposure
2. The Market Manager may move a vendor for reasons of safety, health, product compatibility, or other valid reason.
3. The Market Manager may adjust spacing between vendors and make adjustments to stalls to provide for maximum and accessible traffic flow.

VENDOR STALL REQUIREMENTS

- Multiple Stalls: Vendors may request more than one stall, if required and available, paying full fees for each stall.
- Transfer of Stalls: In extenuating circumstances, vendors may transfer their stall to another vendor upon approval of the board.
- Accessibility: Vendors with disabilities may request specific stall location requirements and every effort will be made to accommodate these requirements.
- Sun Exposure: Vendors needing to avoid sun exposure may request a stall located in a shadier area of the grounds and will be accommodated, if possible.
- Stall Sharing: Vendors must gain approval from the Board to share a single stall. The board reserves the right to limit the number of shared stalls. Shared stalls may be subject to an additional fee.

While the requirements above are expected to accommodate most vendor needs, the CBCM will work with vendors to meet any additional needs. If you have a special request that is not outlined in this handbook, please contact us.

COMMUNITY STALLS

Stalls for non-profit community organizations are available for fundraising, promotional and educational purposes. The number of stalls available will depend on vendor ratios and stall availability.

SITE MAP

See *APPENDIX A* for a map of the CBCM site.

MARKET OPERATIONS

SET-UP AND TEAR-DOWN

1. Vendors are requested to check in each market day with the Market Manager or delegate.
2. Vendors may begin set-up no earlier than 90 minutes prior to market opening and no later than 30 minutes prior to market opening.
3. Complete set-up and product displays must be ready by the time the market opens.
 - a. Late arrivals can be a safety issue and cause disruption. The Market Manager, at her discretion, may deny vendors from setting up and selling if they have not arrived by 30 minutes prior to market opening.
4. No sales are to be made prior to the ringing of the opening bell.
5. Vendors must keep their stalls open for the entire market day, and may not begin tear-down before the closing bell, even if sold out.

- b. If all products are sold out, the vendor may vacate the stall but must leave a sign.
 - c. If the vendor must leave early because of exceptional circumstances he/she must notify the Market Manager.
6. Tear-down must begin only after the ringing of the closing bell.

UNLOADING AND PARKING

1. Vendors may park temporarily in the designated unloading/loading zone during set-up and tear-down.
2. Vendors must turn their vehicles off while unloading and loading.
3. Vendors must move their vehicles to the vendor parking area no later than 15 minutes prior to market opening, leaving prime parking spots clear for customer parking.

STALL AND SIGNAGE

1. Vendors are responsible for providing their own equipment and supplies including tents, tables, chairs, table coverings, etc.
 - d. Tables and chairs are provided for markets held at the Northwind Wireless Fibe Centre.
2. Vendors are responsible for their own set-up and tear-down.
3. Stalls should have an attractive and professional appearance, and be kept neat and clean.
 - e. Storage containers and equipment are to be confined to the vendor's stall space and be kept out of sight.
 - f. The Market Manager may ask that unsightly or unsafe materials be removed.
4. Vendors are encouraged to display a sign bearing their business name.
5. The use of generators is not permitted.
6. Tents, canopies and shelters must be secured with tent pegs and/or anchor weights in case of inclement weather. Unsecured tents, shelters and canopies are not permitted.

SALE OF GOODS BY THE CBCM

The CBCM reserves the right to procure and sell locally grown / produced items to supplement the availability of goods at the market, for fundraising purposes or for other purposes as determined by the Board. The Market Manager will make every effort to ensure that the market does not offer products that are in competition with those offered by vendors.

FOOD SAFETY

It is imperative that staff and vendors serving processed or food concession products follow the food safety guidelines outlined in *APPENDIX B*. Vendors who fail to follow the food safety guidelines will be asked to rectify the situation immediately, and if they are unable to do so, will be required to suspend service until such time as they are able to comply with these guidelines.

FOOD LABELLING

Any vendor selling packaged foods must comply with the food labeling requirements in *APPENDIX C*.

PACKAGING

1. The use of styrofoam is prohibited.
2. The use of environmentally friendly, compostable, or biodegradable packaging and cutlery is encouraged.
3. In our efforts to reduce waste, the CBCM will encourage patrons to bring reusable bags, and their own dishware and cutlery.

GARBAGE

1. Stalls must be kept free from garbage.
2. At the end of the day, all garbage for removal must be placed in the bins provided or taken with the vendor. No garbage is to be left behind.
3. A green bin and recycling bins are available on site during market hours. Vendors are encouraged to compost any food waste in the green bin and to place recyclable materials such as paper, cardboard, glass or cans in the appropriate recycling bins.

PETS

Vendors are prohibited from bringing pets to the market however service animals are welcome.

SMOKING

Smoking is prohibited at all times including during set-up and tear-down.

WEATHER

As an outdoor market, the CBCM operates rain or shine and in a wide temperature range. Vendors must be prepared to experience all types of weather. Markets proceed as scheduled, regardless of weather, except in the event of severe weather. See *APPENDIX D* for details on what to do if severe weather occurs.

Refunds for stall fees will not be issued for cancelled markets or early closures due to severe weather. If a vendor is scheduled to attend a market and chooses not to attend due to forecasted weather, no refund will be issued.

INSURANCE

The CBCM carries basic public liability and property damage insurance through Farmers' Markets Ontario, where all vendors (excluding wineries) are covered for any bodily injury or property damage to third parties that occurs during the market's operation. Any additional insurance coverage is the responsibility of the vendor. CBCM bears no responsibility for any vendor property at the market.

PROMOTION

The CBCM encourages vendors to promote the market. Reaching more people is key to fulfilling our vision of becoming a self-sustaining, regularly occurring, social destination that recognizes and meets the growing needs of the community. As we work towards this goal, it is critically important that we all present a consistent brand identity and message, in our images and wording, when we communicate about the CBCM. See *APPENDIX E* for details on promotion.

APPENDICES

APPENDIX A: CBCM SITE MAP

APPENDIX B: FOOD SAFETY GUIDELINES

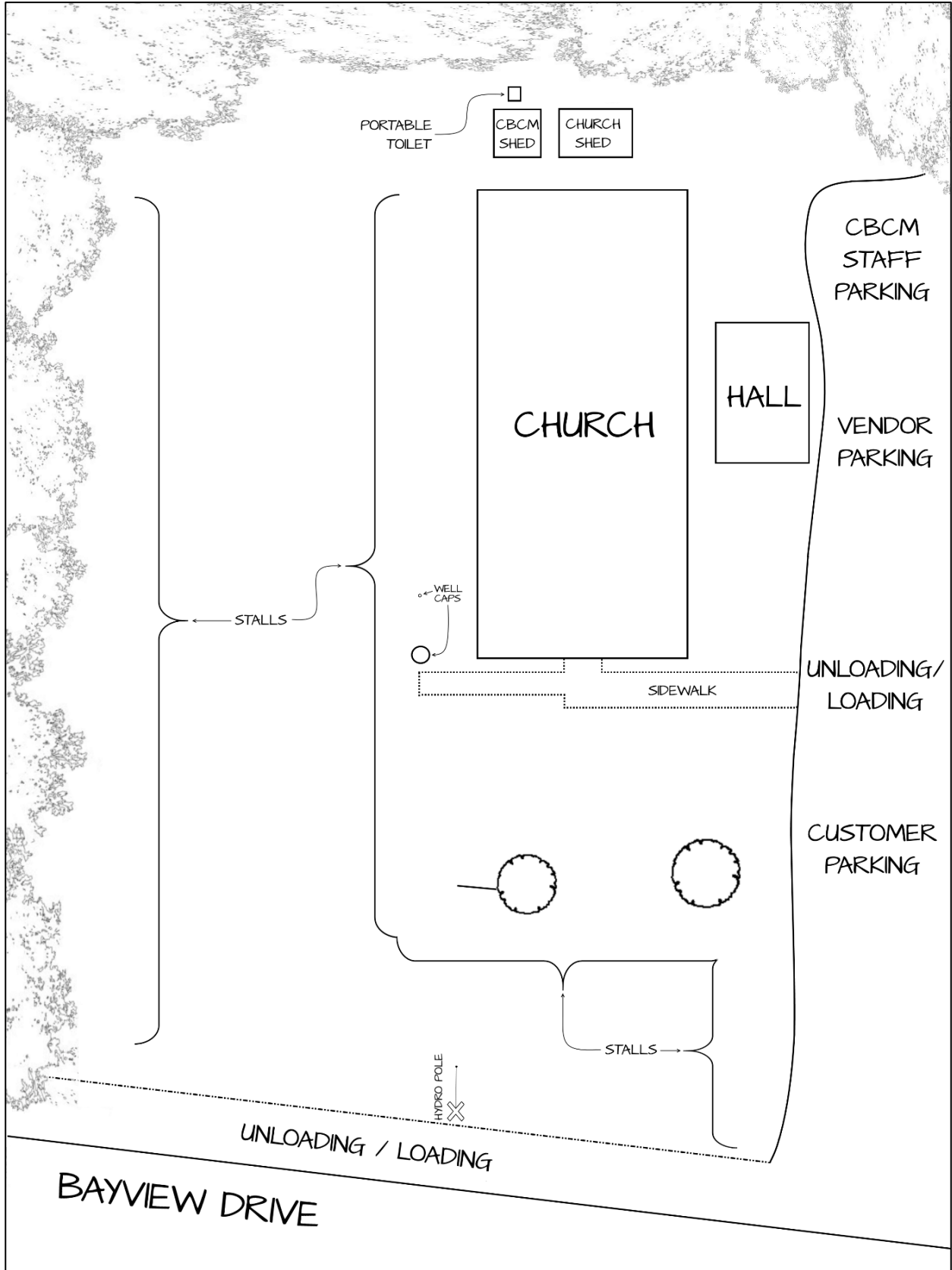
APPENDIX C: FOOD LABELLING REQUIREMENTS

APPENDIX D: SEVERE WEATHER PROCEDURE

APPENDIX E: PROMOTING THE CBCM

APPENDIX A: CBCM SITE MAP

205 Bayview Drive, Constance Bay



APPENDIX B: FOOD SAFETY GUIDELINES

FOOD PREPARED AND/OR SERVED ON SITE

Food Temperature

- Cold foods must be kept at 4°C (40°F) or lower
- Frozen food must be kept at -18°C or lower
- Hot fully cooked foods must be kept at 60°C (140°F) or higher
- Items containing ingredients such as meat, fish, cheese, dairy, or eggs are considered hazardous and must be kept in a freezer, refrigerator or cooler or cooked or reheated to the following temperatures:

Hazardous Food Items	Cooking Temperature for 15 seconds	Reheating Temperature for 15 seconds
Whole Poultry	82°C / 180°F	74°C / 165°F
Poultry / Ground Poultry	74°C / 165°F	74°C / 165°F
Pork / Pork Products	71°C / 160°F	71°C / 160°F
Ground Meat (beef, pork)	71°C / 160°F	71°C / 160°F
Fish	70°C / 158°F	70°C / 158°F
Hazardous Food Mixtures	74°C / 165°F	74°C / 165°F

Food Transportation and Storage

- Food must be transported, stored, and maintained at proper temperature
- Food storage thermometers are required
- When transporting cold foods put the covered food in a cooler with ice or frozen gel packs and place the cooler in the coolest part of the vehicle
- Frozen foods must be transported in freezers or in a manner that can keep them frozen
- Coolers and containers used to transport and to store food and equipment must be clean
- Food and equipment must be protected against contamination from dust, insects, cleaning products and other sources
- Food must be stored in clean and tightly covered food-grade containers or single-use food-grade bags, wraps, or foil

Food Preparation and Serving Space

- Food must be prepared and served from a structure - mobile vendor or canopied area
- Racks, shelves or tables must be provided for food displays, and all food and food service items, including the coolers or totes the food is stored in, must be kept at least 15 centimeters (6 inches) off the floor/ground

- All food is to be kept covered at all times unless being prepared or served
- The food preparation and serving space must be kept clean at all times
- Personal effects should be stored away from food products
- Restrict access to where food is being prepared to authorized people only

Reheating and Hot-Holding

- Probe thermometers are required to check the internal temperature of hot hazardous food
- Food can be cooked or reheated and then be hot-held
- Hot-holding equipment such as steam tables and barbecues must be capable of maintaining the food at a minimum internal temperature of 60°C (140°F)
- Ensure thermometers are cleaned and sanitized between each use

Serving

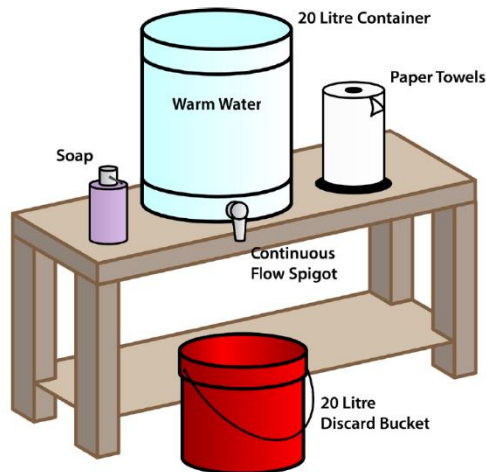
- All food is to be kept covered at all times unless being served
- Condiments:
 - Sauces must be offered in individual packages or dispensed from containers that protect them from contamination (i.e. squeeze or pump bottles)
 - Provide tongs, forks, or spoons for each type of condiment being offered
- Clean the serving area often, being especially careful to pick up food scraps that fall to the ground

Cleaning and Sanitizing Food Contact Surfaces

- Sanitizing solutions must be on hand in a bucket or in a labeled spray bottle mixed to the proper strengths to ensure food contact surfaces are clean and sanitary
- A simple sanitizing solution can be made by mixing ½ teaspoon of bleach (5% strength) per litre of water
- Food contact surfaces must be cleaned with soap and water and then sanitized
- Probe thermometers must be cleaned with soap and water and then sanitized using sanitizing solution or alcohol wipes

Hand Washing

- Each stall that handles an open food product must be equipped with its own separate hand wash station. Since there is no potable water on site, vendors are required to bring their own water.



- Hand sanitizers do not replace the requirements for a separate hand wash basin
- Hand sanitizers should only be used by non-food handlers (i.e. cashiers)
- Disposable gloves do not replace the requirements for a separate hand wash basin

Personal Hygiene

All food handlers must:

- wear clean outer clothing and confine their hair by wearing hairnets or hats
- be free from infectious disease
- not smoke in the food preparation and serving space
- minimize direct food handling by using tongs or utensils
- perform hand washing
 - before preparing, handling, and serving food
 - after:
 - using the washroom, smoking, or cleaning
 - sneezing, coughing, or blowing your nose
 - touching his/her face, mouth or hair, or touching an animal
 - handling raw meat or other uncooked foods, or the surfaces they have been on
 - handling dirty utensils or dishes, money, or garbage

FOOD PREPARED OFF-SITE

- Baking and processed foods must be pre-packaged at point of production, or contained in a display case to protect from airborne and human contamination
- Containers and wrappings must be single-use only
- All canned products must be packaged in sterilized jars and sealed with new vacuum lids
- Maple syrup and honey must be graded and packed in new and sterilized containers
- Eggs must be graded, packed in new containers, and kept in a refrigerator or cooler with only an empty carton on display
- Meat, poultry, and fish must be packaged and frozen at origin, and kept in a refrigerator or cooler at a temperature of -18°C or colder
- Items containing ingredients such as meat, cheese, dairy, or eggs are considered hazardous and must be kept in a refrigerator or cooler

SAMPLING

- Prepare individual samples that cannot be handled by more than one person
- Use single-serving items such as toothpicks, paper cups and disposable cutlery
- Put out a few samples at a time, to ensure freshness
- Samples must be kept covered

APPENDIX C: FOOD LABELLING REQUIREMENTS

It is mandatory that packaged foods must be labeled with the following information:

1. Source - vendor name and phone number
2. Common name of food
3. Ingredients
4. Date the food item was prepared
5. Cooking instructions (if applicable)
6. Storage conditions (if applicable)

For more information on labeling requirements, please visit: www.inspection.gc.ca

APPENDIX D: SEVERE WEATHER PROCEDURE

Severe weather in our environment can be defined as high winds, hail, excessive precipitation, thunder, lightning, and tornadoes.

In the event of any form of severe weather, vendors, visitors and volunteers are advised to take cover away from open spaces by seeking shelter in the hall or their vehicles. If it is safe to do so, two volunteers will park a vehicle close to the stalls to keep watch.

LIGHTNING AND/OR THUNDER

In the event of lightning and/or thunder, the CBCM will suspend market operations and will follow the 30/30 rule. Once there are 30 seconds or less between lightning and thunder, we will wait 30 minutes before resuming operations. If the thunder and lightning persist beyond 30 minutes, the Market Manager or a delegate will decide whether to wait for the thunder and lightning to pass or to close the market. Vendors are not required to stay onsite after the initial 30 minutes. Vendors may pack up and leave the grounds when it is safe to do so.

SUSPENDING OR CANCELLING A MARKET

Prior to Opening:

If a severe weather alert for Ottawa is issued by Environment Canada for the day of the market prior to opening, the Market Manager will cancel the market. Vendors will be informed of the cancellation via email and phone.

During the Market:

If a severe weather alert for Ottawa is issued or if severe weather is observed during market hours, the Market Manager will determine whether to suspend or cancel the market for the day.

If the severe weather passes within one hour of a suspension and there remains sufficient time to continue, the market will resume operations. If not, the market will close for the day.

APPENDIX E: PROMOTING THE CBCM

The CBCM encourages vendors to promote the market. Reaching more people is key to fulfilling our vision of becoming a self-sustaining, regularly occurring, social destination that recognizes and meets the growing needs of the community. As we work towards this goal, it is critically important that we all present a consistent brand identity and message, in our images and wording, when we communicate about the CBCM.

STANDARDS:

To ensure clarity, when communicating publicly about the market, please adhere to the following standards:

Email: marketinthebay@gmail.com

Website: marketinthebay.com

Facebook: facebook.com/CBayMarket

Twitter: @CBayMarket

Instagram: @marketinthebay

Mail: 186 Fireside Drive

Woodlawn, ON K0A 3M0

GUIDELINES:

We need vendors to help get the word out about their attendance at the market, to encourage people to visit the market, and to refer potential vendors to the CBCM. If you have ideas for where and how to promote the market, please share them with us – we are always open to suggestions from our vendors.

To ensure consistency in communication and to protect privacy and confidentiality, there are a few guidelines for our vendors to follow.

Online Events:

Vendors should not create any market related online events in Facebook, Etsy, FourSquare, etc. Official market events will be created in selected platforms by the Board and Market Manager. Vendors will be notified of these events and are encouraged to join them.

Speaking on Behalf of the Market:

Vendors may not act as an agent of the CBCM, its Board of Directors or its Market Manager when speaking or writing publicly about the market. This includes publicly recruiting other vendors (e.g. in a Facebook group), without prior approval from the Board.

Use of Logo:

Vendors wishing to use the CBCM logo online or in printed materials should contact us for a file of appropriate size and resolution for the intended purpose.

Privacy and Confidentiality:

Due to privacy concerns, we ask that vendors do not post/publish pictures (other than of their own stall/products) without permission from the individuals featured, particularly when pictures include shoppers, volunteers and other vendors and/or their products.

RECOMMENDATIONS

The following sections outline our recommendations for vendors wishing to promote their attendance at the market in specific forums.

Facebook:

- Like the CBCM Facebook page.
- Make posts to the CBCM Facebook page indicating your attendance at the market, showing images of the products you will be selling, and providing information about your business.
- Like and share posts on the CBCM Facebook page, including those made by other vendors.
- Invite friends to like the CBCM Facebook page.
- Make posts to your own timeline and business page regarding your participation in the market (tag @CBayMarket so we see your posts and have the opportunity to share them).
- Join the market Facebook events, and invite others to the events.

Twitter:

- Follow @CBayMarket.
- Tweet about the market.
- Re-tweet and reply to tweets on the @CBayMarket account.

Instagram:

- Follow @marketinthebay.
- Post pictures of your products, stall space, and market grounds, tagging @marketinthebay.
- Re-post photos posted by @marketinthebay.

Online shops:

- Join the market's Etsy Local events, as well as any other official market events.
- Advertise your attendance at the market and the market dates in online shop(s).
- Post pictures of your stall space, products and work in progress in their online shop(s).
- Link to the CBCM website and Facebook pages in your online shop(s).
- Include the CBCM logo in your online shop(s).

Other media (electronic or print):

- Write/blog about your experiences at the market. Notify the CBCM of any articles published so we can share them.
- Include the CBCM logo on websites, business cards, posters and other print advertising.