Appendix 3: Multi-Vendor Market Plan (approved May 28, 2020)

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<th>Date</th>
<th>Version</th>
<th>Writer</th>
<th>Change Description</th>
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<td>2020.04.14</td>
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<td>1. Appendix II changes:</td>
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<td>a. Updated permitted vendor types Appendix II</td>
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<td>b. Updated number of available handwashing stations</td>
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<td>c. Updated product sampling specifics</td>
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<td>d. Removed restrictions on distribution of promotional materials</td>
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<td>e. Removed restriction on entry of animals</td>
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<td>f. Updated market vendor payment method</td>
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<td>g. Added requirement for vendors to wear masks</td>
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<td>2. Appendix IV changes:</td>
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<td>a. Updated number of market work learn positions for 2021</td>
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<td>b. Updated Saturday Market Coordinator name for 2021</td>
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<td>c. Updated Market Sales Coordinator titles</td>
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The original version of this plan was approved May 28, 2020 by the UBC President and the Crisis Management Team

Markets will be held in compliance with the approved COVID-19 Farm Safety Plan, including the maintenance of provincially mandated distancing and hygiene requirements. Additionally we will follow further guidelines laid out by the Province for food retailers including markets, and the recommendations from the BC Association of Farmers’ Markets (BCAFM) and the Vancouver Farmers Markets (VFM).

This document outlines the rationale of why our markets are essential and how we plan to adapt operations to ensure worker and public safety.
Role of Markets in the Community

Farmers’ markets are first and foremost food retail establishments for people to purchase high-quality local and sustainable food. Markets also support livelihoods for local farmers and food producers who have been included as “essential services” by the Province.

The UBC Farm has held markets on site for almost 20 years. Our markets are established as an important access point for fresh produce to residents in the University Neighbourhoods Association (UNA) and the growing Wesbrook Village; students, faculty and staff including their families living on campus; and residents of the University Endowment Lands (UEL), Dunbar and Point Grey neighbourhoods.

The COVID-19 crisis has highlighted the lack of fresh food outlets in these areas, particularly Wesbrook and UBC campus where there is only one grocery store, which has experienced long line ups and shortages of certain products from the start of the crisis. At a time when many food outlets are closed both on and off campus, the UBC Farm Farmers’ Markets will provide much-needed access to fresh produce. While community members normally appreciate the social aspects of farmers’ markets, this season, in compliance with provincial regulations, all elements that encourage a “social” environment will be eliminated and only food and consumables will be available for purchase.

UBC Farm Market Overview

The UBC Farm normally hosts three markets per week during the growing season, beginning in early June and running until late November, providing food to approximately 20,000 customers per year. Our Saturday Farmers’ Market at the UBC Farm is the largest, with 18 to 22 local food vendors per week in addition to UBC Farm produce and CSA pickup (UBC Farm CSA members receive a weekly share of produce). We also have two UBC Farm-produce only markets, one on Tuesday evenings at the UBC Farm, including CSA pickup, and one outside the UBC Bookstore on Wednesdays.

Based on the safety measures being taken by BCAFM and VFM and our own capacity to implement changes to market structure here at the UBC Farm, we are confident that we could safely execute our Tuesday and Saturday on-site markets. We will assess the possibility of a Wednesday, main-campus market based on further developments in terms of UBC policies and a determined need for this food outlet.

UBC Farm Farmers’ Markets as safe and stable food access point

The B.C. Ministry of Agriculture has determined that under additional conditions regarding COVID-19, Farmers’ Markets can continue to operate in B.C. at this time. It has also been determined by the BC Centre for Disease Control (BCCDC) that farmers’ markets are a low-risk setting for the transmission of COVID-19, since markets are generally held outdoors and are easily able to physically distance market customers, making them a relatively safe access point for food purchases — arguably safer than supermarkets. We are following the BCCDC’s instruction and updates closely in order to properly modify our practices, and, similar to other businesses where foods are purchased by the public, requirements for farmers’ markets include physical distancing and restrictions on activities. These requirements are being taken into account and have been implemented into the plan outlined below (Appendix I).
UBC Farm Farmers’ Markets further increase access to fresh produce by providing a 20 per cent UBC student discount through the Alma Mater Society (AMS) as well as a coupon program in partnership with the BC Association of Farmers’ Markets (BCAFM) which supports customers in financial need.

Summary

Our markets are critical for the following reasons:
1. They provide access to healthy, fresh food
2. The B.C. Ministry of Agriculture has deemed farmers’ markets an essential service
3. They support local farmer and producer livelihoods
4. For the UBC Farm, approximately 50 percent of our produce sales occur at our markets, generating a substantial portion of the UBC Farm’s revenue and operating budget. Though the UBC Farm sales team is working hard to diversify our sales channels (i.e. through CSA expansion, new wholesale partners), markets remain absolutely essential to our revenue for the fiscal year. CSA expansion is not a feasible alternative to our markets as CSA cannot support the same quantity of sales.
5. Our markets provide accessible food to the community, as supported by the 20 per cent student discount and partnership with the BCAFM coupon program
6. Our markets allow customers to support local food growers directly, which provides consumers an opportunity to understand fully where their food is coming from and how it is grown
7. It is more critical than ever to support local food producers to ensure food security for B.C. communities at a time when import markets are experiencing volatility from this global crisis

The UBC Farm Tuesday and Saturday markets will provide an essential service and greatly benefit the community, our vendors, and the operations of the UBC Farm while maintaining the safety of our community.
Appendix I- Top Risks Associated with Hosting a Market
The top risks associated with hosting farmers markets, in a traditional setting, that we have identified are as follows:

- Transmission through contact with vendor products
- Transmission as a result of socializing at the market or participating in activities

Throughout the following section, you will see that the changes we have made in our market plan ensure that these risks are as low as possible.

Appendix II- How UBC Farm would operate an on-site Multi-Vendor Market
Continuing to host our Saturday multi-vendor market (with required safety changes outlined below) is the most feasible option for business continuity for the UBC Farm and our vendors. Given that the Vancouver Farmers Market has successfully been running outdoor markets in 2020 without pause, we plan to mirror their well-established and proven system in order to provide a safe environment to purchase local produce and food.

We would ensure that our plan follows all restrictions and recommendations made by the BCCDC and the BCAFM, and we continue to monitor policy changes on a daily basis to ensure we are considering the most current recommendations and guidelines.

A. Required changes:
   i. Only food & alcohol vendors are permitted to sell at farmers’ markets as determined by the BCCDC.
   ii. Limit the number of people allowed in the market space at one time. A staff member will be stationed at the Farm gate monitoring the lines within the market, in radio conversation with UBC Farm stall staff, and determining when to let more people enter the market area. Farmers’ markets are exempt from the mass gathering order; however, they must comply with physical distancing requirements. Therefore, we will start the season by limiting our market to 50 customers at one time and will only allow more if we can ensure physical distancing requirements can be maintained throughout the market area.

   PLEASE NOTE: Our usual attendance at market is approx 75 visitors per hour from 10 am-12 pm and 55 per hour from 12 pm-2 pm (this is averaged across the whole season). By staggering entry and encouraging a steady flow, we will not incur large queues.

   Our usual market space allocates approx 1400 sq meters for customers. If we provide 2 square metres per person, our capacity would be 700 people. This year, in order to offer even more physical distancing opportunities, we will move the market onto our events field which is at least double the usual market space so we could accommodate well over 700 people. (See maps in Appendix VI).

   iii. “Shop, don’t stop” will be the theme of the year. This means that we will not have music, community tables, or activities and will ask that customers shop for what they need and vacate the market area within one hour of entering.
   iv. Two hand washing stations will be available at markets. (See appendix 4).
v. Vendors will be more spread out, to allow for greater physical distancing, with two meters between each stall.

vi. Sampling products will not be permitted.

vii. Pylons will be put out to make starting points for queues at each stall.

viii. We will ask customers to maintain a distance of two meters from the customer before them in any queue. (See staffing considerations in Appendix 3, as Farm staff will be responsible for monitoring physical distancing).

ix. Vendors may only serve one customer at a time.

x. Payment machines will be regularly sanitized.

xi. Encourage card payment to minimize any handling of cash.

xii. Vendors will be required to use sanitizing spray to ensure all surfaces are as safe as possible.

1. High-touch surfaces will be required to be cleaned regularly by vendors (recommended will be once per hour).

xiii. Food products that cannot be cleaned at home will need to be protected from sources of contamination at all times during storage and display, e.g. dehydrated mushrooms must be pre-packaged, baked goods, which can be packaged upon purchase, require a sneeze guard at the vendor booth.

xiv. The distribution of communications materials such as magazines and stickers for customers will not be allowed.

xv. There will be no seating or gathering areas available at the markets.

xvi. In accordance with the restrictions outlined by the BCCDC, we will restrict entry to anyone who is ill; vendors, if they are ill, should not attend and customers who are ill will be advised not to enter the farmers’ market.

xvii. Reusable bags will not be encouraged at our market this year, but are permitted in the market area as long as customers fill the bags themselves and do not place their bags on any surfaces.

xviii. No dogs or outside animals will be allowed at the market, except for service animals.

xix. Customers will be encouraged to have only one person per household attend the market to reduce wait times and facilitate physical distancing.

xx. Vendor fees will be paid online, not by cash.

b. Additional changes for consideration:

Our team will evaluate the Market Safety Plan one week after implementation, and regularly thereafter, to ensure efficacy and safety. We will ensure all frontline workers are given a voice to provide feedback on the Market Safety Plan.

Depending on our on-going experience, we are willing to adjust our protocol by including some of the following additional changes, if necessary, and will alert the CMT if we do implement any additional changes.

i. Potential for pre-orders with vendors and a separate line for pre-order pick up.

ii. Requiring further personal protection equipment – gloves & masks – for all vendors if recommended by BCCDC.
iii. Limitation of who can use the on-site porta potties – i.e.: vendors and staff only
iv. Adding a sanitizing station at the gate, dependent on our ability to obtain hand sanitizer

Appendix III- Economic Impacts
(Text removed due to lack of specific relevance to safety plan.)

Appendix IV- Staffing Plan
All UBC Farm Market staff will wear gloves for any cleaning/contact activities. We will also encourage staff to wear non-medical or homemade masks to limit the travel of respiratory droplets, in accordance with UBC’s Employee COVID-19 PPE Guidance.

UBC Farm Stall Proposed Staffing Plan (subject to change): four positions
Sales Manager: Oversees the cleaning and sanitation of Harvest Hut and UBC Farm stall
- Ensures staff understand and are following our COVID-19 Farm Safety plan
- Oversees that social distancing measures are implemented and followed within the UBC Farm stall

Sales Assistant: Sanitize UBC Farm stall tables and set up with adequate spacing to ensure social distancing
- Regulate the number of customers entering UBC Farm stall to ensure all persons in the stall maintain safe social distancing
- Managing social distancing and safety procedures and providing signage to make these clear
- Regular sanitation of credit card machines
- Collection and sanitization of farmers’ market baskets that have been used by customers
- Take down and sanitization of market equipment

CSA Coordinator
- Managing that CSA members are social distancing
- Ensuring that CSA stall is serving only one member at a time

Additional Support — Two Market Cashier Work Learn Students, two or three trained and experienced market volunteers
- Cashiers regularly sanitize card machines and produce scales
- Cashiers will not handle money and produce within the same transaction. If a cashier has to transition from handling cash/card they must throw away their gloves, wash hands, and put on new gloves before handling produce.
- Volunteers will assist with market set up and re-stocking as needed, they will follow all COVID-19 safety protocol

Market-Specific Staffing Plan — four positions
Saturday Market Coordinator
- Set up & sanitizing of vendor tables with bleach spray
- Maintain that all hand sanitizer and/or hand washing stations are fully stocked
- Setup of pylons to mark the start of the queue for each vendor
• All COVID-19 related market signage up throughout the market space
• Regular check-ins with vendors throughout the market to ensure they are abiding by all safety rules and are comfortable with what has been implemented
• Main point of communication with all vendors to limit overall contact
• Answering customer/vendor questions
• Take down and sanitization of equipment

Market Assistant – Market Assistant Work Learn
• Set up & sanitizing of vendor tables
• Assist with signage
• Responsible for standing at the entrance to control the number of people that enter the market, Answering customer/vendor questions
• Provides safety messaging to those entering the market/market queue
• Take down and sanitization of equipment

Additional Support Persons  Site Coordinator Event Assistant Work Learn Student
One person stationed at the front of the market queue telling customers when they can begin shopping
• Other person floating and monitoring customers to ensure:
  ○ They are following market guidelines
  ○ Are maintaining safe distances in queues

We have also contacted UBC Campus Security to see if they could support us on Saturdays in ensuring customers maintain proper physical distancing and we are waiting to hear back on their capacity and what this would cost.

In situations where additional support is needed (i.e.: someone is sick or away), additional support can be requested from the Field Team, including the person who has offered to support Saturday Markets.

Overall Employee Involvement, awareness and safety

Employee Input/Involvement: Based on WorkSafeBC Phase 2 Guidelines, the development of this plan has directly involved frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks, protocols and continued evaluation of these.

In order to receive input from as many staff members as possible, the plan was created as a Google doc and worked together to input the initial components of the plan. These were made after research into policies, guidelines and best-practices outlined by BC Government, BC CDC and BC Association Farmers Markets as well as WorkSafe requirements.

The document was then shared with staff on our Management Team as well as our Field Crew to receive additional input.

are our representatives on the LFS JOHSC, so they brought a JOHSC lens to the plan. Once approved, we will share with the LFS JOHSC.
During the process, the Operations Director and Academic Directors contributed and reviewed.

All Supervisors have been notified on appropriate Workplace Health measures, which have been shared by email, and are aware of the support available. Supervisors will communicate these to their employees during in-person team meetings, as well as through email. We will also communicate to all staff through our email weekly updates.

We will publish this plan along with our Farm Safety Plan (March 25, 2020) ONLINE on our web-site, as well as in a shared Google doc that all staff can access. We will post HARD COPIES in several locations at our workplace – the Farm Centre and the Harvest Hut – for employees and any others that may need to attend site.

This document complements but does not replace other health and safety training, rules, procedures, and policies including UBC’s Occupational and Research Health and Safety Policy SC1, health and safety training provided by UBC Safety and Risk Services, and site and task specific training provided by the UBC Farm. As always, employees are encouraged to participate in the ongoing development of health and safety practices at the UBC Farm.

This is a public document and will be accessible on the UBC Farm website. Physical copies may be viewed on site upon request. All UBC Farm employees must read and agree to participate in the implementation of this plan before beginning or resuming working on site.

We will continue to communicate the risk of exposure to COVID-19 in the workplace to our employees using our weekly email to All Staff; during weekly in-person team meetings; and during our monthly All Staff meetings (currently via Zoom). We will continue to share up-to-date Provincial and Federal resources on COVID 19 as well as conduct-expectations for the employee’s physical return to work.

Employees and all with permission to access the site are required to follow current BC Centre for Disease Control guidelines on self-isolation and self-monitoring. Anyone accessing the site must first screen themselves for potential COVID-19 symptoms (e.g. frequent coughing, frequent sneezing, or fever), and anyone who is displaying potential COVID-19 symptoms will be advised to leave the site. Employees who are unable to work on site due to the need to self-isolate should communicate with their supervisors about the options available to them for wage continuity during their self-isolation period. Options vary by employee group and may include working remotely (including alternate duties and professional development activities), sick leave, and various forms of time off. (See Appendix V for Farm Safety Plan excerpt w details)

Should staff have any feedback, questions and/or concerns regarding the Market plan and/or the Farm Safety Plan, or they have concerns about exposure to COVID 19 in the workplace, they should raise these with their Supervisor directly, and/or with their representatives on the UBC Farm Local Safety Team and the Faculty of Land and Food Systems Joint Occupational Health and Safety Committee.
The WorkSafeBC Phase 2 Guidance document includes guidelines to address changes due to workplace closure. The UBC Farm did not close down during the pandemic therefore there are no changes in terms of new equipment, staff turnover and worker roles. We do have new protocols pertaining to COVID 19 (see Appendix IV) which we have outlined to staff in person, in weekly email updates and at the All Staff meetings. Any updates to these protocols will be communicated both via these channels as well as through an updated shared Google doc and by publishing updated protocols on our web-site.

Staff who have been working remotely during the pandemic may come on site only if required. They should ensure that space is available for them to work while maintaining the safety protocols. All staff must be aware of and follow all safety protocols.

All staff coming to campus must complete the required COVID 19 workplace online training module. We will use the existing training tracking procedures within the Faculty to ensure all staff have successfully completed this online training. We will also set up a Google doc check-list so that staff can self-report that they have completed the training.

Employees must complete any new, relevant training modules from UBC Safety and Risk Services in a timely manner and upload their certificates to the Land and Food Systems Training Record Management System.

Based on the BC COVID-19 Go Forward Management Strategy Risk Matrix, we ascertain the risk to be in the LOW category, particularly as the Modification potential is good for our markets: markets are held outdoors; we can control numbers of people and maintain physical distancing, and we have strong social buy-in from our staff and our customers to follow-the rules as laid out by BC, WorkSafe and UBC in order to ensure the risk is kept low and to see markets continue safely at the UBC Farm.
Appendix V – Farm Safety Plan excerpt
(Text removed to avoid duplication)
Appendix VI- Market Map (Subject to Change)

An up to date map of the market layout can be found at the following web address:

https://www.google.com/maps/d/viewer?mid=1r7DnUeqJ21Yy6YzW4QQLviLLkPxQDfs&ll=49.25084581715029%2C-123.23800616826172&z=18