



2022

VENDOR HANDBOOK

EVERGREEN
BRICK WORKS
SUNDAY MARKET



EVERGREEN

550 Bayview Ave. Toronto Ont, M4W 3X8

WELCOME TO THE EVERGREEN BRICK WORKS SUNDAY MARKET

Evergreen acknowledges that land we are situated on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

Evergreen is a national not-for-profit dedicated to making cities flourish. We convene, collaborate and catalyze action to connect people, natural and built worlds. Our goal is to make Canadian cities great places in which to live, move, work, play, learn and thrive. Since 2010, the Don Valley Brick Works has been the headquarters of Evergreen's operations, and home to many engaging programs including Evergreen's Public Markets.

Evergreen would like to dedicate this Handbook to and acknowledge the vital work of Elizabeth Harris (1943 - 2011). As the first Farmers Market Manager for the Evergreen Brick Works Farmers Market, we would not be here today without her passion for supporting local farmers and her legendary ability to bring people together. Thank you Elizabeth.

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Pillars of the Evergreen Brick Works Sunday Market

Support

creators, entrepreneurs,
and artists whos work
reflects the values of
sustainability, slow
production, ethical
sourcing & quality

Strengthen

regional economic
longevity and the
livelihoods of local artists,
and entrepreneurs by
making space for a new
generation of creators

Celebrate

the diversity of our past,
present and future citizens,
while acknowledging
the role of indigenous
peoples as the orignal
stewards of the land

Unite

communities through
conversations about
art, sustainability,
choosing local, slow
economics and our
environment

Market Logistics

Market Hours

The Evergreen Brick Works Sunday Artisan & Vintage Market operates on a seasonal schedule. May to November we run the market outside under a covered space called the pavilions. In December we run a Holiday Market series. There is the possibility of operating smaller scale during the winter 2023 in Feb, March and April. There are no plans to do so as of yet, but vendors will be notified should dates for these months be books.

Please note, this schedule is subject to change based on unforeseen circumstances. Vendors will be informed should any changes effect scheduling.

Summer/Fall Markets.....	May, June, July, Aug, Sept, Oct, Nov
Holiday Season Markets.....	December
Winter Season Markets.....	Feburary, March, April
Market Operating Hours.....	10am to 3pm
Market Set Up.....	8am to 10am
Market Tear Down.....	4pm to 5pm

Set/Up & Tear Down

General Driving Rules

- 10km/hr speed limit while in the market area.
- Keep vehicle windows down and hazard lights on
- All vehicles out of market area by 10:40am (subject to change for indoor season)
- No vehicles allowed in market area before 4:20pm
- Repeated offenses of dangeous driving will result in consequences

Vehicle and Parking

- NO parking is permitted in the fire lane west of building 1
- Vendors must park in the West Lot overflow and must pay for parking
- A vendor parking discount code will be made available to you at the beginning of the season

Map: Entering & Exiting Pavilions by Vehicle



- You may only **enter** through the west side the Pavilions.
- You may only **exit** through the east side of the Pavilion
- Map shows one-way routes in and out of the pavilions via vehicle and where vendors are permitted to park.
- Vendors in North Pavilions, enter through the *fire exit lane*
- Vendors in South Pavilions, enter through first entrance across from the *Thrive Garden*

Set-up Procedure:

- Vendors may enter the Market area up to two hours prior to opening
- Vendors are expected to arrive on site at a time that allows them to be set up and ready to go for the start of the Market.
- Vendors are expected to bring their own table(s). In event that you forget a table, an extra may be available to borrow.
- There is a limited number of carts available on site. If you want to ensure a fast set-up and take down, we recommend bringing your own cart.
- If you believe you will be late due to unforeseen circumstances, please get in touch with the coordinator for the day via phone as soon as possible.
- For further Covid19 Safety Protocols & Safe Booth Set Up Requirements see pg. 13

Take-down Procedure:

- It is not permitted to keep Evergreen carts at your booth for personal use, nor use carts as storage during market hours.
- Vendors are not permitted to leave before the market officially ends at 1pm. An exception may be made if the manager has given permission ahead of time.
- Tables may be stored on site so long as they are sanitized. This is a vendor's responsibility. Vendors who do not wish to do this must take their tables home with them at the end of the day - for further Covid19 Safety Procedures see g. 13

Fees, Refunds & Cancellation Policy

Payment Options & Expectations

We cannot accept e-transfer or cash payments. We do not offer a "pay as you go" plan.

- Vendors may pay for their fees in one or two instalments via the following option:
 - Cheque - Addressed to Evergreen
 - Credit - Visa, MasterCard, American Express
 - Visa/MC Debit
- As of Outdoor season 2022 vendors choosing to pay via credit card or Visa/MC debit card will be able to pay via:
 - Online payment form powered by Stripe
 - Provide Evergreen with credit card information to keep on file written authorization to process agreed amount on payment dates

Before the start of each season, every vendor will be invoiced for the dates that they have agreed to attend and will be provided next steps on payment options based on the payment type they have indicated on their application.

Vendors are expected to pay for their fees on time and in the full invoiced amount. If debt is accrued, you must clear debt before the start of the next season or your spot at the market will be compromised.

Cancellation & Refund Policy

Refund Policy & Eligibility

No refunds will be issued if a market date is cancelled within 4 weeks of the market date. Otherwise, market fees are refundable, less a \$35 refund admin fee. We have found this policy necessary due to financial losses incurred and require the 4 week's notice to fill vacancies at the market. *Administrative Fees are non-refundable.*

Vendor Cancellations and Covid19

We ask that all vendors and their employees stay home if they are feeling unwell. Our goal is to keep you and our community healthy. Refunds will be issued for cancellations made within two weeks of an upcoming market date when the cancellation relates to Covid19 health concerns including:

- Feeling unwell
- Getting tested or waiting for test results
- When you or an employee has come into close contact with a positive case
- When you or an employee has tested positive for Covid19

No Shows

Refunds will not be issued for no shows at the market. Repeated no shows may result in termination.

Evergreen Cancellations

In the event that Evergreen must cancel a market (ex. Due to floods or other emergency circumstances), vendors will be provided with as much advance notice as possible, given the circumstances.

Full refunds, with the acceptance of a \$35.00 admin fee, will be issued for market days officially cancelled by Evergreen. Any refunds as a result of weather-related events will be treated as a per-market refund, issued in the form of cheque or EFT when banking information is provided.

Vendors: Requirements & Responsibilities

All Vendors Must...

- Be independently owned and operated
- Be regional - Ontario businesses only, max 3 hours from Toronto
- Have small batch production
- Celebrate environmental sustainability, cultural diversity, innovation and creativity
- Use minimal packaging, and recyclable and/or compostable materials
- Maintain full transparency and disclosure of ingredients/materials
- Comply with provincial and federal sales tax laws

Additional Requirements for Food Artisans & Prepared Food Vendors

- Every effort should be made to source your ingredients as locally as possible
- When ingredients cannot be sourced locally, ensure your source maintains ethical and ecologically responsible growing and/or manufacturing processes
- Make every effort to include seasonal offerings that highlight ingredients within the market
- DO NOT use industrial ingredients, additives or unsustainable processing methods (i.e. no Nutella...as delicious as it is)
- Comply with Toronto Public Health production standards and regulations
 - All food preparation must be conducted in an industrial grade kitchen that has passed TPH inspection

Shared Resources & Spaces

Vendors must treat the shared spaces and resources provided by Evergreen with respect and care. They must ensure the cleanliness, orderliness and overall function is not lessened in any way as a result of their use. Failure to respect the shared resources provided by Evergreen (i.e. market carts, tables, Building 5) will result in lost privileges and/or financial penalty.

Equipment and Storage:

- Vendors are responsible for bringing their own equipment (e.g. tables, chairs, cooking equipment, promotional material, etc). Very limited on-site storage may be available on a case-by-case basis – talk to the Market Manager. We recommend that any valuable or fragile equipment should be taken off-site at the end of the day.
- *Evergreen is not responsible for any damage or loss to any of the vendors equipment left on site in the storage area*

Electricity:

- There are a limited number of electrical outlets rated at 20 Amps. This allows a maximum of 1760 watts (80% of the rated power) per circuit. Each receptacle has two locations to plug in an appliance. If two large loads are installed on the same outlet, the circuit will trip.
- DO NOT plug in more than two heating elements/large loads per station. This is a fire safety issue.
- Vendors may request the use of electricity but there are no guarantees
- You must bring your own power/extension cords.

Garbage Disposal:

- Vendors may dispose of their trash on site so long as they separate waste in accordance with Evergreen's three stream waste system.
- Garbage must not be left to be cleaned up by Evergreen staff. Failure to properly dispose of garbage will result in a \$50 cleaning fee, due immediately.

Booth Cleanliness:

- Vendors must remove any and all traces of their booth (scraps, trash, etc.) at the end of the market. Failure to comply with booth cleanliness expectations will result in a \$50 cleaning fee. Brooms and dust pans are available by request.

Cooking Oil Disposal:

- There is no oil disposal option for vendors at this time. Vendors must take their used oil off site and dispose of it independently. Failure to properly dispose of oil will result in a \$50 cleaning fee, due immediately.

HEALTH AND SAFETY

Covid19 Health & Safety Protocols

Our top priority is the health, comfort and safety of all vendors, guests and staff on site. In order maintain this goal and ensure our market can stay open so we can serve our community and keep our businesses alive, the following protocols- in alignment with Public Health recommendations- will stay in place for the foreseeable futures. Please be aware that you must inform the Market Coordinator if you have tested positive for COVID-19 All covid19 health and safety proticols are subject to change based on most up to date Toronto Public Health and provincial guidelines.

Promoting Healthy Behaviour

1. Wash hands regularly and thoroughly (minimum 20 seconds) with soap and water or use an alcohol-based hand sanitizer. Hand sanitizer should be kept at all stalls
2. Always maintain social distance (6 ft.), even with people you know
3. Avoid touching eyes, nose and mouth.
4. Cover mouth and nose with bent elbow or tissue if coughing or sneezing

Evergreen Specific Responsibilities

1. One Way System
 - Signage encouraging a steady flow of customers and reduce "bottle necking"
 - Coupled by a strategic map that allows customers to double back, so no vendor is "at the end" of the line
2. Customer Capacity Control
 - We will limit the amount of people allowed to enter the the market space at one time so social distancing may be maintained
 - Only one entrance and one exit will be available to customers
3. Fielding and addressing customer safety concerns
 - If a customer ever has any concerns related to our Covid19 safety protocols, please direct them to an Evergreen staff member

Vendor Specific Responsibilities

1. Booth Sanitization
 - Vendors must regularly sanitize frequently-touched market stand surfaces with a disinfecting detergent
 - Hand sanitizer must be visible and always made available to customers
 - Any tables or equipment that is stored on site must sanitized before being stored in shared space

This area will act as their point of contact for conversation/ payment with customers. Vendors can provide this themselves or purchase one through Evergreen

3. Stall and Product Arrangement

- Practice "Point & Pick". Do not let customers handle produce themselves, rather ask them to point to which product they would like and bag it for them
- Pre-package and box products at a fixed price to reduce contact

Shared Responsibilities

1. Mandatory Masks

- All vendors, customers and staff are required to wear a properly fitting face mask that covers the nose, mouth and chin at all times.
- Scarves or bandanas will not be accepted as a reasonable face covering.
- Vendors unable to wear a mask due to medical exemption will be accommodated on a case-by-case basis.
- Please contact the market manager to discuss alternatives and appropriate accommodations.
- If a vendor must remove their mask to take a drink or eat, they may do so for a moment so long as they do so discreetly and are able to maintain more than 6ft distance away from other people. If you cannot move away safely, you will be asked to take a break outside of the market area. A volunteer or staff person will cover your booth.

2. Staff and Vendor Screening

- All Evergreen staff and vendors are required to sign in and self-screen for covid19 symptoms before arriving to site
- Vendors and/or their staff are asked to stay home if:
 - You are feeling at all unwell (see refund policy on pg. 9 for covid19 related cancellations)
 - Have been out of Canada in the past 14 days
 - Have been in close contact with a confirmed or probable Covid19 case
 - Are waiting for Covid19 test results

3. Close Contact Reduction

- One of the reasons we love our market community is the opportunity to connect with our customers and each other. Unfortunately, during this time we all need to try to reduce contact with others by:
- Reminding and encourage customers to purchase items in advance via pre-ordering platforms

- Always maintain physical distance, even with people you know
- Keep conversations short and try your best to ensure customers are not at your booth for more than 5 minutes

Feeling Unwell & Positive Cases at the Market

Immediate Steps Required in the Event of Illness On Site

All vendors and their staff are required to report directly to the Market Coordinator if they are feeling unwell, showing cold/flu symptoms, or suspect others to be ill. Upon being notified that an individual is exhibiting symptoms the Market Coordinator will:

- Separate individual from the market in a supervised area, until they can go home;
- Wear proper PPE, including face mask, gloves and an eye shield if physical distancing is not possible and care for the individual is necessary,
- Inform Manager on Duty and Public Markets Manager, as soon as the individual experiencing symptoms is safely isolated;
- Inform Facilities Manager or General Manager, as soon as the individual experiencing symptoms is safely isolated, so that appropriate cleaning and sanitization measures are enacted;
- Referr the individual to appropriate COVID-19 testing resources and encourage staff to seek testing as soon as possible. <https://www.toronto.ca/home/covid-19/covid-19-what-you-should-do/covid19-have-symptoms-or-been-exposed/covid-19-assessment-centres/>
- If covid-19 symptoms do not emerge while on site but you or a staff member have attended the market within a week of experiencing symptoms, we highly encourage you to inform the Market Coordinator if you/they are being tested for COVID-19

Organizational Reporting Responsibilities

Market managment is responsible for ensuring the appropriate reporting requirements are met for any confirmed case of COVID-19 at the market. Upon being advised of any such cases will:

- Ensure the local public health unit is contacted to notify them of a confirmed or potential case of COVID-19 and that advice is sought regarding public notifications or other communication requirements;
- Advise Evergreen's Joint Health and Safety Committee and Recovery Committee
- Inform any vendors, Evergreen staff or volunteers who have been in close contact with a confirmed case of COVID-19, and advise those staff and volunteers on necesarry next steps, based on recommendation from local public health to

General Health and Safety Protocols

Food Safety

- Prepared food & Artisanal vendors must comply with the following parameters:
 - Food handling certification is up to date and a copy is always kept at the booth
 - Proof of address of your Health Department-inspected prep kitchen is always on-hand.
 - Vendors must meet all requirements set out under the Toronto Public Health Regulations for a recurrent special event.
 - Compliance with all other relevant Food Handling regulations.
- Your compliance with food safety parameters helps us maintain public trust and confidence in the Farmer's Market.
- Please visit <https://www.toronto.ca/community-people/health-wellness-care/health-programs-advice/food-safety/food-safety-at-special-events/> for further information

Permits

Vendors must obtain all necessary licenses, permits, inspections, insurance and certificates for the sale of their products.

Dogs at the Market

- Based on consultation with Toronto Public Health and several other Farmers Markets bodies, we have made the decision to prohibit all live animals in the market for this season, excluding service animals. This includes vendors as well as customers

Safety Reminders

- First aid kits, emergency contact numbers and an Automated External Defibrillator are available in Building 5. Please see an Evergreen Staff person should you need access to these.
- If you are using any form of combustible, please make sure you have a functioning fire extinguisher close at hand.
- Slips, trips and falls are some of the most likely incidents at the site, especially with uneven surfaces, rain, varying lighting and a constantly changing environment. Please be aware of potential hazards and do what you can to prevent yourself and others from getting hurt (e.g. clean up spills, clean up debris, secure cables, and take extra care with hot liquids).
- When lifting and carrying, remember to use safe lifting practices: bend at the knees, carry close to the body, work with a partner, and don't lift anything too heavy or awkward. Dollies and carts are available at the site for assistance – when in doubt, talk to Evergreen staff or volunteers.

Flood Safety Procedures

Evergreen Brick Works is located in the Floodplain of the Don River and is subject to periodic flooding. Evergreen monitors the weather and water levels in the river on a daily basis. If Evergreen Brick Works Management determines that there is an imminent risk of Flooding at the site, Evergreen will close the site. Closures may be required while the market is open.

When in doubt of the site flooding you may visit <http://weather.evergreen.ca/>

In the event that the Flood Status changes during Market hours, the on-site flood duty coordinator may call for evacuation. Wait for further instruction from Evergreen staff. The following are the general procedures for Vendors. Evacuation is mandatory.

Evacuation Procedures for Vendors

1. The general public will evacuate the site first.
2. If, in the judgment of the on-site flood duty coordinator, it is not safe for vendors to pack up, they will be instructed to leave their stalls and contents and evacuate along with the general public.
3. Under no circumstances will vendors return to their stalls with their vehicles until given direction by Evergreen staff that it is safe to do so.
4. Once vendors have packed up, they will be guided out of the Pavilions and to the main vehicle entrance/exit to Bayview Avenue
5. In the event that evacuation is not feasible via Bayview Avenue due to flooding on the road, vendors will evacuate via the pedestrian evacuation routes.



Flooding 2013 Picture 1: Beside Cafe Belong Facing West Towards Pavilions Picture 2: Childrens Garden & Green House

Conduct and Violations

Evergreen Brick Works aim to provide a welcoming and safe environment for all of our customers, staff, volunteers and vendors. In order to provide a market environment where everyone feels that they are safe and treated with respect and dignity, we have outlined the following best practices and expectations.

Tips for Addressing Conflict

- Listen objectively, hearing the other party's concerns.
- Aim for a resolution that is satisfactory for both parties through a joint problem-solving discussion.
- If you'd like to address a customer's concerns at a later date, ask for the name and contact information to follow up.
- If you require mediation, assistance or an Evergreen representative, don't hesitate to direct the public to an Evergreen staff person.
- Any vendor concerns or complaints regarding market management should be addressed outside market hours with the market manager directly.

Zero Tolerance Policies

- Any physical or verbal aggression, including rude language and behaviour, will not be tolerated, condoned or ignored under any circumstances.
- Harassment, discrimination and violence will not be tolerated, condoned or ignored under any circumstances. Language or actions that are racist, sexist, homophobic or transphobic will result in immediate dismissal from the market.

Violation Protocol

Customers, vendors, volunteers and staff are all expected to act in accordance with our best practices and zero tolerance policies.

If you feel as though a vendor, staff, customer or volunteer has violated our policies, please ensure a written incident report is recorded by speaking with the Market Manager or any Evergreen staff.

In the event of major conflicts or policy violations, Evergreen will take the following progressive actions:

Verbal Warning:

Evergreen staff will discuss the incident with the appropriate parties in private. Verbal warnings will include the nature, date and consequences of the incident; reasonable standards of conduct; the timeframe to correct the situation; and instructions to assist in meeting expectations. Details of the incident will be documented by Evergreen staff.

Written Warning:

If the conduct has not been corrected in the established timeframe, a written warning will be issued, describing the previous warning; reasonable standard of conduct; nature, date and consequences of recurring problems; timeframe to correct the problem; and instructions to assist in meeting expectations. A written acknowledgement of receipt is required. A meeting with Evergreen staff may be required to discuss the contents of the written warning.

Escalation:

If the conduct has not been corrected in the established timeframe, market suspension or permanent expulsion may be required.

Handbook Agreement Sign-Off

By signing this document I agree to respect all responsibilities, expectations, and conditions laid out in the Evergreen Brick Works Farmers Market Vendor Handbook.

I understand that it is my responsibility to relay the information in this Handbook to anyone I employ to work at my booth.

I understand that if I or someone I employ do/does not comply with these expectation that my/their actions may result in termination of my vendorship at the Evergreen Brick Works Farmers Market.

Date: _____

Name (Printed): _____

Signature: _____

Sign digitally and send back to market manager or print and bring with you to the first market of the season