



VOLUNTEER MANUAL

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MISSION, VISION, VALUES

MISSION

Portland Farmers Market operates world class farmer's markets that contribute to the success of local food growers and producers, and create vibrant community gatherings.

VISION

PFM is a catalyst for the nation's most prosperous, healthy and sustainable food system.

- Food producers thrive and expand
- All residents have access to farm fresh food
- Farmer's markets build, nourish and inspire community

VALUES

Nourishment: food is the heart and soul of our lives. Access to fresh nutritious food is a foundation for health and human dignity.

Sustainability: our markets and operations model social, economic and ecological sustainability.

Relationships: positive personal connections and cooperation underlie our contributions to the community.

Excellence: by combining innovation and industriousness we achieve our best while making farmer's markets fun, functional and beautiful.

Organizational Integrity: we maintain financial strength and professional fulfillment in a lively team environment.

Authenticity & Transparency: we are accountable to our shoppers by requiring our vendors to produce and source what they sell with integrity.

VOLUNTEER PROCEDURES: SIGN UPS, CONTACT INFO, ETC.

Congratulations on becoming a volunteer with Portland Farmers Market! We are very happy to welcome you to the PFM family. A few general logistics to keep in mind...

ORIENTATION

All volunteers must attend a mandatory orientation. Orientations are typically held once per month, spring through fall, 9am-10:30am at the Portland State University (PSU) market. If you are unable to make a regularly scheduled orientation, special arrangements can be made.

SIGN UPS

We use a Google Doc for scheduling that is shared with all volunteers. Please check the doc to see which shifts are available, and then send your volunteer coordinator an email with the shift(s) you are interested in. Volunteers will be signed up first come, first served. You may sign up for shifts a couple of months in advance if you are committed to filling them. Opportunities fill fast, so please respond promptly.

You will notice that a number of months have consistent volunteers signed up for repeat shifts. If you would like to sign up for a consistent shift, let us know. In this same vein, if you would like to sign up for a shift, but there is a volunteer already signed up who you notice has a number of other shifts, please do let your volunteer coordinator know. We won't always be able to move things around, but want to make sure everyone who wants to gets a chance to spend time at market.

VOLUNTEER ROLES & DUTIES

Please see the "Ways to Get Involved" section. You will notice that some roles are "office tasks" and some are "at market" opportunities. For at market opportunities, there is greater flexibility. Once you attend the PSU orientation, you are welcome to sign up freely.

Your volunteer coordinator will send an email if and when office help is needed, and ask for a simple reply from anyone who is interested.

If you would like to propose a way to get involved that is not listed in the volunteer roles, please let us know and we are happy to talk 😊

TALK TO AND FOLLOW US!

Your volunteer coordinator is: Haley Hessler - haley@portlandfarmersmarket.org

Office Phone Number: (503) 241-0032

Office Address: 240 N Broadway Suite #209, Portland, OR 97227

Website: portlandfarmersmarket.org

Instagram: @portlandfarmers

Facebook: portlandfarmersmarket

Twitter: @portlandfarmers

WAYS TO GET INVOLVED: VOLUNTEER ROLES

Volunteers are essential to every aspect of our mission. We really couldn't do it without you.

The following are a number of the roles that volunteers play at PFM. If there is something specific you would like to help out with, and you don't see it here, propose your idea to us!

As this line of work flows with the seasons, so do our volunteer opportunities. These roles and duties are subject to change.

INFORMATION BOOTH & VEGGIE VALET

Location: PSU Market

Where can I buy a baby artichoke? Are all these vendors organic? Where is the bathroom? How can I become a vendor at the market? Where is Powell's Bookstore? These are just a few of the questions the volunteers at the information booth answer each Saturday. If you want to learn the inner workings of the market, hang out in a beautiful place, and meet a lot of people, this is the job for you. Written material, maps and weekly updates are provided. Oversight of the Veggie Valet parcel check area is part of the job.

Time commitment: 3 hours at the market on Saturday (morning and afternoon shifts available).

Skills required: Excellent customer service skills, positive can-do attitude, a great smile, being courteous to all shoppers, ability to remember a variety of facts, and the ability to stand for up to 3 hours (with breaks).

JACK/JILL OF ALL TRADES

Location: PSU Market

JOAT volunteers arrive at market and help with whatever needs done- hence the name! Duties are varied but can include giving vendors bathroom/lunch breaks, customer counting, helping with current programming, folding brochures, and much more. Duties change each week! Of course, any duty assigned is not required: if a volunteer is unable to perform or uncomfortable performing any duty they are highly encouraged to let staff know.

Time commitment: Shifts are typically 3 hours, 10am to 1pm, but can be tailored to the individual volunteer.

Skills required: Willingness to perform a wide variety of duties, ability to walk and stand for up to 3 hours (with breaks), excellent communication and customer service skills.

MARKET CUSTOMER COUNTERS

Location: PSU Market

Are you a people watcher? Do you long to hang out on street corners and watch the parade? PFM is growing and we like to keep track of this growth, so once a month we count the customers entering each corner of the market. We provide you with a red apron and click-counter. This job provides for lots of time between counting for shopping and exploring the market. Sometimes the information booth shift also counts customers.

Time commitment: 10 minutes on the hour for up to 3 hours.

Skills required: Ability to stand for 10 minutes at a time; ability to avoid distractions.

TOKEN COUNTERS

Location: PFM office

Do you enjoy detail-oriented tasks? Do you enjoy spending time with us in the office? Well then you are probably well suited to become a token counter! We need people who are able to come to our office for a few hours on Mondays or Fridays on a regular basis from June through September.

Time commitment: 2-3 hours Monday mornings, 1-2 hours Friday mornings.

Skills required: Excellent attention to detail, ability to keep focused on a repetitive task.

OFFICE ASSISTANTS

Location: PFM office

Sometimes we need help in our office rolling and tagging merchandise and with other office tasks. Our office is a casual, welcoming environment operating Monday through Friday 9am-5pm, so this kind of help happens during these hours. The volunteer coordinator will send an email when office help is needed.

Time commitment: Varies

Skills required: Accountability, attention to detail, ability to keep focused on a repetitive task.

SPECIAL EVENTS ASSISTANTS

Location: All markets and other locations

PFM occasionally hosts food celebrations and other one-time events, as well as participating in others' events. Events bring chefs, speakers, children's activities, contests, and special demonstrations to the regular shopping atmosphere.

This position may involve some early hours depending on the market location and event.

Time commitment: Approx. 3 hours depending on event.

Skill required: Experience interacting with children and the general public, ability to think on your feet and move in a fast-paced environment, creative and fun-loving attitude.

PHOTOGRAPHY, SOCIAL MEDIA AND BLOGGING

Location: All markets

Enjoy the market through the camera lens! Help build our media library by documenting shoppers, vendors and volunteers in action, festival activity, children playing and the 'market scene' in general.

Interested in being a market reporter? PFM is hot on Facebook, Instagram and Twitter and needs someone like you to find 'share worthy' facts about the market. Which produce is in season? What new products are at the market?

We are also interested in bloggers. If you like to wax poetic about the beauty of dancing carrots and giant heads of celery then this is a job for you!

Time commitment: You decide!

Skills required: a keen and creative eye, written communication skills

PFM BOARD OF DIRECTORS

PFM's Board of Directors reflects a cross-section of community interests drawn together to support regional agriculture. Our directors include market customers, food professionals, business professionals, vendors and food policy advocates. For more information about our board, please email contact@portlandfarmersmarket.org.

INTRODUCTION TO PSU MARKET & INFO BOOTH

The information booth, home to the volunteer “know-it-alls,” is essential to the success of PFM and is one of our most important public relations tools.

Many people imagine a well-run farmers market just materializes when farmers arrive with produce – they don’t see the hours of work that go into providing a great site, selecting a good balance and variety of vendors, marketing, ensuring the vendors meet all rules and health codes, and providing a vibrant community gathering space full of activity, music, education, and “buzz.” In other words, shoppers may not realize that there is management involved in PFM.

A volunteer at the information booth may be the only contact the public has with this “market management”. Therefore, the way you treat shoppers who bring you questions and comments, the accuracy and helpfulness of the information you give them, your reaction to their comments or complaints -- all this can create a positive or negative feeling for the market.

“Knowing it all” is not the only task at the information booth. We want the shopper to perceive you as professional, caring, and responsive. Put yourself in the place of the person standing in front of you – how would you like to be treated? We want our customers to be greeted with a smiling face, by someone who is ready to listen to what you have they have to say.

Attitude is a BIG part of the job... And then there is all the information!

MARKET LOGISTICS QUESTIONS

WHAT ARE THE HOURS OF THE MARKET?

March – October 8:30am – 2pm

November – February 9:00am – 2pm

*Our rules prohibit selling before the opening bell is rung, with the only exception being coffee. Only staff members can grant exceptions to this rule. The vendors may face a fine for selling before the bell, so ask shoppers not to tempt them. To be consistent, please do not sell our PFM merchandise before the opening bell. Of course there are always exceptions – use your judgment to decide if there is a compelling reason to sell before the official opening bell, and check with a staff member.

WHERE IS THE BATHROOM?

There are public bathrooms on the ground and second floors of Smith Memorial Center (the large building on the east side of the market next to the managers booth). There are entrances on the north and south ends as well as in the center of the side facing the market.

WHERE IS THE NEAREST ATM?

PFM provides ATMs at both the information and managers booths. The fee for these ATMs is \$3 per transaction.

CLOSEST BANK ATMs

- Chase Bank and OnPoint Credit Union - Ground floor of Smith Center (enter on Broadway)
- US Bank – one inside PSU library, one at SW 5th and Harrison
- Bank of America – SW 5th and Mill
- Key Bank – SW 6th and Madison at PacWest Center
- Wells Fargo – SW 5th and College
- See MONEY MATTERS for information about market tokens, an alternative to cash from an ATM

*There is also a map of all of the closest ATMs in the reference binders at both info and managers booths.

WHAT IS THE DIFFERENCE BETWEEN THE INFO BOOTH AND THE MARKET MANAGER'S BOOTH?

Both the information and managers booths sell tokens and PFM merchandise and are available to answer questions for the shopper. The managers booth is responsible for all vendor relations (fee payment, token redemption, etc). Formal Veggie Valet is available at the information booth and shoppers are informally welcome to leave purchases with volunteers and staff at the managers booth.

WHERE CAN I PARK?

Vendors

We sell daily PSU parking passes to vendors to park during market. If a vendor has a specific question about parking please alert a staff member.

Shoppers

Shoppers can use the PSU parking garages as well – there will be an attendant and/or kiosk to collect the \$6 fee. We do not sell passes to shoppers.

Street parking is metered and enforced 8AM to 7PM. There is no free parking nor is PFM able to validate parking.

WHERE CAN I GET A DRINK OF WATER? WHERE CAN I FIND WATER FOR MY STALL?

As part of PFM's effort to minimize unnecessary waste, vendors are prohibited from selling bottled water and shoppers are encouraged to bring reusable water bottles. PFM provides up to three water bottle refill stations (1 at the north block dish return station near the music stage, 1 at the south block dish return station, and 1 at the managers booth during the summer season). PFM does NOT supply single use cups for water (there is a small supply for special cases). There are also drinking fountains and water bottle refill stations located inside Smith Memorial Center.

Vendors will find potable water (suitable for drinking and cooking) at the top of the stairs to the PSU library. Market staff has a key to turn the water on. An additional source for handwashing and non-potable water is in the loading dock between Smith and Neuberger Halls.

HOW DOES PARCEL PICK UP WORK?

We want shoppers to buy more than they can carry! They may leave parcels on the Veggie Valet table at the information booth. Ask the shoppers to place their purchases in the totes provided, or on the table, themselves – this allows the shopper to take full responsibility for placing the flowers and other fragile items. When they are ready to leave, shoppers can pull up their vehicles and load in front of the information booth. Volunteers at the booth can help load purchases into cars as appropriate. Concerning the security of the parcels left – there is always a volunteer or staff member at the Information Booth and items are stored individually, but PFM cannot accept responsibility for the safety of purchases. The Veggie Valet operates successfully on the honor system.

HOW BIG IS THIS SATURDAY MARKET?

In previous years there were up to 140 vendor stalls on a typical Saturday and between 8,000-15,000 shoppers. Beginning in 2010, the market doubled its foot print to a full two blocks. While the number of vendors has only increasing slightly (~20 vendors), we hope to allow a more comfortable experience for shoppers and vendors by spreading out and allowing for more ‘browsing’ room.

DO YOU HAVE OTHER MARKETS?

Yes! We have seven markets in total, three downtown and four in surrounding neighborhoods. For a list of these including dates, times and locations, see the rack card in the literature rack at info and managers. For information about other markets, we distribute the Oregon Farmers Markets’ Association’s guide to Oregon markets, also in the literature rack.

HOW CAN I VOLUNTEER FOR THE FARMERS MARKET?

If someone inquires about volunteering, please give them the volunteer coordinator’s business card, and/or direct them to our website to fill out an application in the “About Us” tab.

QUESTIONS ABOUT VENDORS

I NEED COFFEE NOW!

We have local coffee products in the market, healthy competition for the Starbucks nearby! **Our coffee vendors are the exception to the “no selling before the bell” rule.** They can start dispensing caffeine the minute they are ready. Encourage early shoppers to get a cup and hang around to enjoy the market scene until opening bell. Consult the market map for coffee vendor locations.

WHERE CAN I GET SOMETHING TO EAT?

Most hot food is located at the south end of market, but there are also hot ready-to-eat foods located throughout the market. See the market map for more information.

WHERE IS (A SPECIFIC VENDOR)? OR WHERE CAN I FIND (A SPECIFIC PRODUCT)?

Right after “Where is the bathroom?”, the most frequent questions concern vendor products and locations. From our point of view, these questions are some of the most important. We exist to support the sales of our vendors, so educating customers appropriately is crucial.

There are a variety of lists to help you locate a specific vendor, but there’s nothing like first-hand knowledge. We encourage volunteers to come a little early for their shift, walk around the market and notice who is where and who has what products. It takes a while, but familiarity with the vendors makes you a valuable asset. This first-hand knowledge really comes in handy when a shopper does not know the vendor’s name – only that “I want some cheese from the man with the French accent.” Many regular vendors are in the same place every week, but this is not guaranteed.

Finder aids:

1.) The weekly market map

- This map shows all the booth spaces with vendor names indicated. This map is produced from information available at the end of the work week prior to market day. Our market manager creates the map each week. There is a chance changes take place by market day, so it is always a good idea to check with PFM staff for any changes.

2.) A list of vendors who are missing on a particular day and when they will return

- Many shoppers are extremely upset when their favorite vendor is absent. You will often hear “I drove all the way into Portland and now (my favorite vendor) is not here.” Agree with the shopper that they have a right to be disappointed. Share the reason if you know it – a death or illness in the family, lack of product to sell, labor shortage, bad weather, etc. Once they are informed of the reason(s) behind the absence, most shoppers are sympathetic to the plights of small-scale growers and producers.
- To avoid future disappointment, encourage the shopper to call the office (503.241.0032) the day before to check if a particular vendor will be at the market, or check the map on the PSU page of the website.

3.) Vendor product lists

- Lists of a large variety of products available at market can be found in the reference binders at info and managers booths. Unfortunately not all products are listed, so please ask a staff member if you need further help finding something.

IS EVERYTHING HERE ORGANIC?

No. PFM does not claim to be an all-organic market. We are, however, very picky about who grows their products and where. All things sold at the market must be grown in Oregon or southwest Washington by the farm that is selling them. (There are a few exceptions detailed in our Vendor Handbook). We do require that our vendors do not use genetically modified seeds, sell any GMO products, or use growth hormones.

Vendors who are certified organic must display identifying signage from the certifying agency- Oregon Tilth, USDA, National Organic Program (NOP), etc. PFM is not responsible for certification. Other farmers may say things like “pesticide free” or “pasture-raised”. Other farmers may be growing organically, but have not yet become certified or view the certification process as an undue burden on their resource-strapped operations. We encourage shoppers to ask the producers directly about their growing methods to further educate themselves and foster a direct relationship with the farmer.

WHY DON'T YOU PUT ALL THE ORGANIC FARMS (OR BAKERIES, OR CHEESE DEALERS) TOGETHER?

What is really being asked here is “who decides who goes where?” The market manager decides on space assignments and performs a constant balancing act. Every attempt is made to consider variety when the vendor map is arranged so that two farmers selling similar products are not right next to each other. Bakeries and other prepared foods are interspersed with farmers as are the meat, specialty product, and cheese vendors. Some vendors pay extra for a corner space or an extra deep space or multiple spaces and therefore

they are limited to certain areas. When a vendor is absent, the space is filled so there will be no gaps. This means other vendors may be moved from a seemingly “regular” location. Most full-season vendors remain in the same space week after week, while others who sell infrequently may move around.

HOW DO I GET TO BE A VENDOR?

The PFM application process is a two-part one. PFM processes vendor interest forms throughout the year, but only offers a formal application opportunity to qualified vendors in January of each year. Details about the vendor interest form and application process can be found under the “Vendors” tab on PFM’s website.

Please note that PFM does not accept vendors selling:

- Crafts
- Candied nuts
- Carnival-like foods, such as: cotton candy, candy apples, candied nuts, kettle corn, toffee, brittle, taffy, etc.
- Overly processed and/or fried foods
- Nationally distributed products (distributed in 10 or more states)
- Energy drinks
- Pet foods
- Meat and dairy products treated with growth hormones such as rBGHT
- Farmed salmon or salmon products
- Genetically modified crops
- Businesses that operate under a franchise agreement
- Food items not grown and/or processed by the vendor
- Non-food items not grown and processed by the producer (e.g. flowers, herb tinctures, beeswax candles)

Please direct potential vendors to our website for more information, including our [Vendor Handbook](#) under the “Vendors” tab.

HOW MUCH DOES IT COST TO BE A VENDOR?

This is a complicated question. The answer depends on vendor category, stall size, and specific market. Vendors provide all equipment, including canopies and tables. Complete information can be found in the fees section of the vendor handbook.

CONTROVERSY & CONFUSION QUESTIONS

I WANT TO TALK TO SOMEONE IN CHARGE

If there is not a staff member at the information booth to handle a complaint, you may either radio for someone to come, or you may send the person to the market managers booth. You may also offer the market manager's business card, or the general contact business card. Shoppers are also welcome to fill out a comment card, located in the file box.

WHY IS THERE A BAN ON PETS?

It has been a long tradition at PFM to welcome well-behaved animal companions. Beginning in the 2009 season, PFM disallows all pets at the PSU and Shemanski markets. Pets are still welcome at the neighborhood markets (NW, Lents International, Kenton and King markets), and at Pioneer Courthouse Square market. Service animals are welcome at all PFM locations.

PFM elected to disallow pets for reasons of safety and sanitation. Examples of this include dogs crowding the market, relieving themselves in walkways and on produce displays, taking food from vendor stalls and/or customers, and causing injury to customers and/or other pets.

But the South Park Blocks are public property! Yes, but PFM is a permitted event authorized to operate in the South Park Blocks in accordance with an exclusive license agreement between PFM and Portland Parks and Recreation. According to that agreement, PFM may limit animals at an event.

I REPRESENT A NON-PROFIT CAUSE. MAY I ASK SHOPPERS TO SIGN MY PETITION?

PFM does not encourage signature collection or solicitation of a cause at the markets, though it is legally allowed. However, we do provide community booth space for non-profit organizations working in line with our mission. This includes organizations directly connected with food policy advocacy, farmers, preservation of farm land, sustainability and food education. Booth dates must be scheduled in advance and community partners are prohibited from fundraising or sales of any kind. The booth is limited to informational and educational outreach only. Community booth dates are available at PSU, King, NW and Kenton markets. For scheduling, provide the business card for the project, office and volunteer coordinator.

IS THIS THE SATURDAY MARKET?

Well, we *are* a market on Saturday, but the official Saturday Market is a weekend craft market located under the Burnside Bridge. The key is, if they are looking for arts and crafts, they are looking for Portland Saturday Market.

To get to the Saturday Market by public transportation, consult the downtown Portland map in the literature rack. Shoppers can take the MAX Green or Yellow line from SW 6th and College, the Portland Streetcar headed west, or buses on 6th Ave.

Shoppers can walk the distance to Portland Saturday Market along the waterfront as well. For drivers, there is a SmartPark garage located at 33 NW Davis Street, about three blocks from the Saturday Market.

PROGRAMS AND SPECIAL EVENTS QUESTIONS

CAN I SIGN MY KIDS UP FOR KIDS COOK? WHERE'S THE SCHEDULE?

Kids Cook at the Market takes place at the PSU market most Saturdays June through August. Classes are geared toward kids ages 7-11, but exceptions can be made if the parent believes their child would enjoy the experience. The class schedule is available by May 1st and can be found in the literature racks or on the PFM website. Parents may register by turning in the form and payment at the market, calling the office and making a payment over the phone, or by mailing in the registration form with a check. There is also a copy of the schedule in the references binders at info and managers.

WHO IS THE CHEF TODAY?

The PSU market Chef in the Market demonstrations take place at 10am, June through October. The demo schedule is available in the reference binders, literature racks and on the website.

WHO ARE THE MUSICIANS TODAY?

This information is available on the map for that day and on the PFM website.

I'M A MUSICIAN. HOW DO I GET TO PLAY AT THE MARKET?

Our music coordinator selects musicians to perform at markets. Give the inquirer the appropriate business card and let them know they can email to apply. Note that the music coordinator does not have regular office hours. Email is the best way to communicate.

Buskers: Other musicians just want to play for tips. They may play in the market under certain conditions. Ask them to check in at the market managers booth. Buskers may be asked to move to a new spot to minimize disruption to our vendors. Electronic amplification and/or performing in a loud, disruptive manner so as to impede communication between customer and vendor is prohibited. Please consult the busker handout in the file box.

ARE THERE ANY SPECIAL EVENTS COMING UP AT THE MARKET?

Chef in the Market

Chef demonstrations take place at the PSU Market every Saturday at 10 a.m., June through September. Curious cooks watch chefs and cookbook authors from Portland and beyond as they turn the market's seasonal produce into simple, delectable dishes.

COUNTRY Reusable Bag Contest

COUNTRY Financial annual reusable bag design contest for Portland Public Schools high school students. Submissions are usually due by beginning of April with the contest award in late May. More information is on the PFM website.

Great Pumpkin

Family-friendly harvest celebration at PSU and King markets featuring a pumpkin carving contest & costume parade for children. The event takes place on the nearest weekend to Halloween.

Kids Cook at the Market

Cooking classes for children ages 7-11 at the PSU market most Saturdays, June - August.

Senior Day (Every Third Thursday @ NW Market)

Fruit & veggie bingo once per month at Northwest Market. Prizes come in the form of produce from market vendors.

EMERGENCIES

WHO TO CALL

[Notify a staff member immediately!](#) See emergency info card on the back of the Info lit rack

Campus Public Safety Emergency: 503-725-4404

Portland Police and Ambulance: 911

Campus Public Safety Non-Emergency: 503-725-4407

Portland Police Non-Emergency: 503-823-3333

Campus Security is our first call when there are non-emergency problems in the market (aggressive petitioners, aggressive panhandlers, threatening behavior). Campus security will contact Portland Police as appropriate.

If there is no cell phone at the information booth, there is a campus security call box (blue dome on top) between Smith Memorial Center and Neuberger Hall on SW Harrison.

FIRST AID KIT

First aid kits are available at the information and managers booths. Aside from basic first aid supply, many other 'clean and safe' supplies are available. Consult a staff member as needed.

LOST AND FOUND

We do have a "lost and found" tote at the information booth. Look there, as well as on the market clipboard's lost and found sheet, for lost items.

PSU's Lost and Found voicemail number: 503.725.4435.

LOST CHILD

[Notify a staff member immediately.](#) This does happen from time to time. Don't panic. We have a 100% reunite rate – no child has ever lost their parent for more than a few minutes. For your information, the PFM protocol for lost or missing children is posted on the back of the literature racks at the information and managers booths.

MONEY MATTERS

MARKET MERCHANDISE

In order to increase our visibility and in response to shopper demand, PFM sells its own merchandise at the information and managers booths. These items include souvenir tote bags, men's and women's t-shirts, notecards, produce bags, and black reusable tote bags (only at neighborhood markets). Volunteers assist in selling this merchandise. Points to remember:

- Volunteers are encouraged to promote merchandise sales, however, any exchange of money must involve a PFM staff member. Once an item is selected by a shopper for purchase, remove the tag, write the method of payment on the back, collect payment from the shopper, and hand it all over to a PFM staff member.
- We accept cash, in-state checks, \$5 market tokens, and Visa/MasterCard/Discover.
- \$5 tokens make great gifts just as they are but we are able to arrange gift certificates with advance notice.
- Volunteers and vendors receive a \$5 discount on PFM merchandise.

MARKET CURRENCIES

Besides cash, checks and credit cards there are other kinds of buying power in the market. Please note that we typically do not make change for the public or vendors. We have a limited number of \$5s and \$10s and need to preserve them. Use your discretion if a particularly urgent situation arises.

\$5 GREEN TOKENS



PFM encourages shoppers to use cash for purchases and some vendors accept debit/credit cards, but we also sell \$5 market tokens. These are wooden and printed in GREEN lettering. Tokens are available for purchase at the information and market manager booths. There is a \$20 minimum purchase and a \$4 bank charge for each transaction. \$5 tokens are non-refundable. They never expire, are valid at all PFM locations, and work like cash in the market (shoppers receive cash change). There is no minimum or fee for in-state checks with valid, government-issued identification.

*Remember, there is a \$3 fee for our ATMs, so encourage shoppers to use the ATMs.

\$1 RED SNAP TOKENS (SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM)

SNAP, previously known as Food Stamps, is also accepted at the market. SNAP recipients in Oregon have what are called Oregon Trail cards, which are similar to debit/credit cards. Funds are distributed through electronic benefit transfer (EBT) technology. PFM accepts SNAP funds from any state in the U.S.

To use SNAP at the market, shoppers bring their card to the information or managers booth to get \$1 tokens printed with RED lettering. \$1 tokens cannot be purchased with any form of payment other than SNAP cards. There is no minimum purchase or bank fee for SNAP customers.



\$1 tokens can be used to purchase SNAP-eligible items from vendor stalls. These include produce, herbs, animal proteins, honey, mushrooms, dairy products, jams, pickles, and baked goods intended for at-home consumption. Tokens may also be used to purchase edible plant starts and seeds. Tokens cannot be used to purchase non-food items, alcohol, or ready-to-eat food and drinks.

SNAP tokens never expire and can be used at any PFM location. Vendors may not give change for SNAP tokens nor may they give SNAP tokens as change to customers. Vendors will generally work with customers to come to a whole dollar purchase amount. Customers are also encouraged to use change to round out the purchase amount. If this is not an option, the customer can request a note/receipt with the vendor name and change due amount and bring that to the information or managers booth to receive a credit to their SNAP account. This is a rare occurrence, but we want shoppers to know that they will receive the full value of their purchasing dollar at the market. SNAP tokens can also be refunded to shopper accounts on request.

FARMERS MARKET FUND (FMF) AND DOUBLE UP FOOD BUCKS PROGRAM

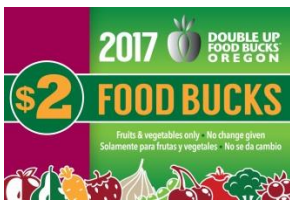
*****The PSU Market does not participate in the DUFB program*****

[Farmers Market Fund](#) (FMF) was founded by volunteers and became a 501(c)3 charitable organization in 2012. Its purpose is to improve access to food grown by local farmers for low-income, elderly, and other under-served communities and to educate these communities about the benefits of consuming fresh, healthy food from the region. FMF is an independent, companion organization to PFM with their own board of directors, although PFM's board of directors has some oversight.

The primary program FMF oversees is [Double Up Food Bucks](#), which provides matching dollars to SNAP recipients for purchases, up to \$10 per market, per week. By making their benefit dollars go further, DUFB encourages SNAP beneficiaries to frequent farmers markets, so they can enjoy the best local foods and support local farmers.

This matching program is active in many markets throughout Oregon, including PFM's neighborhood markets (King, Kenton, NW and Lents International). This does not include our downtown markets (PSU, PCS and Shemanski Park).

The currency for DUFB is \$2 "food bucks":



Food bucks can only be used to purchase fruit, vegetables, mushrooms, beans, edible plant starts, nuts and cut herbs without added sugars, fats, oils or salt.

If a customer would like more information on FMF or DUFB, give them the business card for the DUFB program manager.

OREGON'S FARM DIRECT NUTRITION PROGRAM (FDNP) AND WIC FRUIT & VEGGIE VOUCHERS (FVV)

FDNP is a USDA funded, state-administered program that provides low-income, eligible seniors and families with young children with checks that can be used to purchase fresh, locally-grown fruit, vegetables and cut herbs. They are not redeemable for milk, honey, jam, dried fruit, dried herbs, baked goods, cheese, eggs, nuts, seeds, fish, meats, or cut flowers. The purchaser cannot receive change for purchases.

FDNP checks can only be used at approved farm stands and farmers market vendor stalls. Participants begin receiving checks in mid-April. The checks are valid from June 1 through October 31. The amount of each check varies from year to year.

There are two FDNP programs – one for seniors and one for WIC (Women, Infants and Children) enrollees. See the file box for detailed information on what information participants receive, what products are eligible for purchase, and the requirements for authorized vendors.

WIC FVV are checks similar to FDNP but they are issued year-round and are valid at all retail outlets that carry authorized products (fresh, canned or frozen produce). The dollar amount varies from year to year.

MARKET PURCHASE VOUCHERS

Purchase vouchers are PFM's version of petty cash. Staff or designated volunteers give completed vouchers to vendors in return for product. Vouchers are used for things such as chef demonstrations, volunteer appreciation, and gift baskets. Vendors are reimbursed by check twice per month, similar to the token reimbursement process.

DURABLES & WASTE REDUCTION

THE DURABLE DISH PROGRAM

Hot food concession vendors at PSU, King, NW and Kenton markets are required to use durable plates/bowls/boats as of March 1, 2015. They are also required to use durable cups as of January 1, 2017.

The Reason for the Change

Portland's commercial composting program shifted to food scraps only on March 1, eliminating all paper, bioplastics, wood, bamboo and other non-food items. What this means for PFM is that any disposable service ware in circulation is garbage. Rather than throwing everything away, PFM introduced this new policy in order to move in a more sustainable direction.

What to Tell Customers at PSU

Dishes can be returned to dirty dish stations on the north block near the music stage and on the south block by the seating area. Stations are marked by bright yellow and white banners. The dish return stations also include compost, recycling and garbage receptacles as well as handwashing and drinking water stations.

As space and safety allow, vendors may also place collection bins at their individual booths to capture dirty dishes. Give the program manager's business card to anyone interested in more information.

GARBAGE

Aside from the dish return stations, there are a dozen garbage and recycling bins dispersed throughout the market. Garbage cans are a combination of existing PSU cans and PFM's wire frames.

WATER

We do not allow the sale of bottled water at market. Public water refill stations are available at the dirty dish return stations on the north and south blocks (as well as the managers booth in the summer months). Multiple drinking fountains and water bottle refill stations are also available in Smith Memorial Student Union, Cramer Hall & Neuberger Hall.