



VOLUNTEER MANUAL 2019



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PORTLAND FARMERS MARKET: MISSION, VISION, STRATEGY

MISSION

Portland Farmers Market operates world-class farmers markets that contribute to the success of local food growers and producers, and create vibrant community gatherings. Success for our vendors is our primary objective. Listening and learning from vendors and shoppers produces outstanding farmers markets where vendors prosper and communities thrive.

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
- Farmers markets build, nourish and inspire community

STRATEGY

PFM believes that to be an effective leader at growing an equitable, healthy, and sustainable local food system, we need to reflect those principles internally. It all starts with a strong foundation as a sustainable organization that invests in its vendors, employees and volunteers.

Embracing equity as a guiding principle, we encourage employment applications from candidates with diverse backgrounds and from underrepresented groups. We believe that when our staff represents a diversity of perspectives and life experiences, we can be most responsive to the needs of our vendors and shoppers, and better reflect the communities where our markets call home.

For our vendors, we are a marketing organization that attracts shoppers to marketplaces where small businesses can prosper. We are committed to providing business acceleration opportunities such as expanded marketplaces, educational workshops and a diversified shopper base.

VOLUNTEER PHILOSOPHY

Portland Farmers Market is a conduit for farmers and food artisans to feed the communities they serve. Our volunteer program helps us build and create these connections in our markets. PFM volunteers are critical threads in the fabric we weave--building relationships, supporting our vendors, and nourishing our Portland Community.

Volunteers are a valued resource, allowing staff freedom and flexibility to be out in the market community. They can be the right (and left) hand for our staff and market vendors, sharing the work of bringing our markets to life. Our volunteers bring their enthusiasm, expertise, outside perspectives and ideas, helping us to create better markets. As a representative of our markets, volunteers are ambassadors for PFM and our wider community.

PFM volunteers engage with Portland Farmers Market staff and fellow volunteers, developing life-long relationships. They contribute their real-life skills—communications, community engagement, creative thinking and writing, making connections and positively impacting the local market customers and vendors. With a shared vision of inclusivity, good food, and sustainable farms, we want volunteers to ignite their passions by becoming a part of the tapestry that is Portland Farmers Market.

VOLUNTEER PROCEDURES: SIGN UPS, CONTACT INFO, ETC.

ORIENTATION

PSU-All PSU volunteers must attend a mandatory orientation. Orientations are typically held once per month, spring through fall, 10am-11:30am at the Portland State University (PSU) market. If you are unable to make a regularly scheduled orientation, special arrangements can be made.

Neighborhood Markets- Following your application, all potential volunteers for our neighborhood will have a phone interview with our Volunteer Coordinator to determine the best fit for our neighborhood market volunteer positions, Volunteer of All Trades (aka VOAT) and Kids Cook Mentor jobs. This is also a great opportunity to share your special talents and skills with us. Who knows, we might create a job just for you! Following that conversation, you will be scheduled for an at-market orientation with our operations team.

SIGN UPS

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...

We use a Google Doc for scheduling all markets that is shared with all volunteers: [PFM Volunteers Spreadsheet](#). Please check the spreadsheet to see which shifts are available. Send your volunteer coordinator an email with the available shift(s) you are interested in. Volunteers will be signed up on a first come, first served basis. 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 volunteer gets a chance to spend time at market.

TALK TO AND FOLLOW US!

Your Volunteer Coordinator is: Martine Hammond - martine@portlandfarmersmarket.org

Office Phone Number: (503) 241-0032

Office Address: 240 N Broadway Suite #129, 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 you don't see it here and 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 😊

As the volunteer line of work flows with the seasons, so do our volunteer opportunities. These roles and duties are subject to change. Each market has unique needs and volunteer roles

AT MARKETS

MARKET AMBASSADOR

LOCATION: PSU

Where can I buy a baby artichoke? Are all these vendors organic? Where is the restroom? How can I become a vendor at the market? Where is Powell's Bookstore? Where are the crafts? These are just a few of the questions the volunteers at the Information booths answer each and every 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 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 welcoming smile, being courteous to all shoppers, problem solver and ability to remember a variety of fun facts.

VOLUNTEER OF ALL TRADES (AKA VOAT)

LOCATION: PSU

Want to get to know the market vendors? Do you thrive in an ever-changing environment? Do you like chatting with people? VOAT volunteers arrive at the market and help with whatever needs to be done- hence the name! Duties are varied but can include giving solo vendors bathroom/lunch breaks, customer counting, helping with current programming, folding brochures and much more. Duties can change from week to 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) and excellent communication and customer service skills.

MARKET SURVEYORS

LOCATION: PSU, SHEMANSKI

Are you a people watcher? Do you long to hang out on street corners and watch the parade? With the constant growth and evolution of our market, monthly customer counts are essential in keeping market data up to date. PFM is constantly growing and evolving, and we like to keep track of this growth, so once a month we count the customers entering each corner of the market. A volunteer red apron and a click-counter is the trademark uniform for a Market Surveyor. We provide you with a red apron and click-counter. This job provides lots of time between counting for shopping and exploring the market. From time to time, we like to know what our customers are looking for, if their needs are being met, what they like and what they'd like to see more of. Market Surveyors can help with simple customer surveys (held appx. 3 times a year) to help our team determine the future direction of our markets.

Time commitment: Customer counts, 10 minutes on the hour at each corner for 30-40 minutes, for up to 3 hours. Market Survey, up to three hours, but flexible.

Skills required: Customer counts, ability to stand (there are places to sit if needed) for 10 minutes at a time; ability to avoid distractions. Customer surveys, ability to stand up to three hours with breaks; ability to engage with the public.

VOLUNTEER OF ALL TRADES (AKA VOAT)-NEIGHBORHOOD MARKETS

LOCATION: KING, KENTON, LENTS (LIFM)

Do you enjoy making connections with your neighbors? Do you value knowing where your food comes from? Have you ever wanted to try Parkour? If this sounds like you, then being a neighborhood market Volunteer of all Trades (VOAT) can make your volunteer dreams come true! PFM is seeking people who know their neighborhoods and can serve as connectors between the Portland Farmers Market and their community. As neighborhood VOAT you will truly be called upon to be an integral part of bringing our farmers market to your community. You will work in the market booth answering customer questions, selling market merchandise, assisting PFM vendors and musicians as needed. PFM staff has many responsibilities in bringing the market to your neighborhood. Setting up and taking down the weekly market can be a physically rigorous job with many tasks to check off their list. As neighborhood VOAT you will also help the staff set up/take down tables, chairs, umbrellas, our market booth, market signs and the music stage. Whew! This is why we need nimble volunteers with a make-it-happen attitude for this job.

Time commitment: Shifts are typically 3 hours and can vary depending on your neighborhood market. VOAT shifts are some flexible and can be tailored to the individual volunteer.

Skills required: Willingness to perform a wide variety of duties, ability to lift and carry up to 50 Lbs. and to walk and stand for up to 3 hours (with breaks), excellent communication and customer service skills.

KIDS COOK MENTOR AT NEIGHBORHOOD MARKETS

LOCATION: KING, LENTS (LIFM)

Do you delight in the wonder of children learning something new? Do you consider it a win when a kid falls in love with kale for the first time? Guiding kids in our Kids Cook classes may be the job for you! We believe the first step to getting kids to eat their veggies is to empower them by giving them ownership in the selection and preparation of their own food. Teaching children a life-long understanding of where their food comes from and giving them the skills and tools to cook food for themselves and their family is the beginning of a wonderful relationship with healthy fresh foods. This job will assist our professional cooking instructor in helping kids select produce from market vendors and prepare fruits and veggies in a delicious and simple recipe they can recreate at home. You will also help with set up, clean up, check-in and working directly with kids on skills needed for preparing various recipes.

Time commitment: Approx. 2 hours, Sunday mornings at our King market, June 9-July 14, 2019, 9:30 a.m.-11:30 a.m. and Lent's market, July 7-August 25, 9:30 a.m.-11:30 a.m.

Skills required: Interest in interacting with children, patience, some general cooking skills, an ability to think on your feet and move in a fast-paced environment, fun-loving attitude.

VOLUNTEER CREATE-A-JOB

LOCATION: ALL MARKETS

If being Volunteer-of-All-Trades or VOAT doesn't feel like your style and you have another idea about how you can help, let's talk! Make a suggestion about a job that you feel will create a richer experience for our shoppers, our vendors and our community. We want to hear from you!

SPECIAL EVENTS VOLUNTEERS

AT-MARKET SPECIAL EVENTS

Great Pumpkin! Berry Fest Day! Do you consider yourself to be crafty or super creative? Do you get into the nuts and bolts of putting on a party? We are searching for people who would like to be involved with the Market and are project oriented. PFM occasionally hosts food celebrations, classes and other one-time events, as well as participating in the events of other community organizations. Our events bring chefs, speakers, children's activities, contests and special demonstrations to the regular shopping atmosphere. You may be called on to decorate the Information booth, set-up a stage, hang signage or many other myriad of tasks.

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.

MARKET REPORTER

Location: All markets and other locations

Are you constantly documenting your life on Facebook? Do you love sharing with your friends and family on Instagram and Twitter? PFM is hot on Facebook, Instagram and Twitter and needs someone like you to find 'share-worthy' fun facts about the market. Which produce is in season? What new products are at the market? Who is that band? Be a PFM social media influencer!

Do you enjoy the market through the camera lens? Are you always taking portraits of purple cauliflower? Taking videos of people jamming to market tunes? Help build our media library by documenting shoppers, vendors and volunteers in action, special event activities, children playing and the 'market scene' in general.

Are you naturally curious? Do you love to take a deep dive into how things work? We are also interested in bloggers who can write about the interworking of the farmers market and our suitable food system. If you like to wax poetic about the beauty of dancing carrots and giant heads of celery or the incredible edible egg, then this is a job for you!

Time commitment: You decide!

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

PORTLAND FARMERS MARKET OFFICE

TOKEN COUNTERS

Do you enjoy detail-oriented tasks? Are you interested in 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 May through October.

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 and basic math.

OFFICE ASSISTANTS

Do you like organizing other people's closets? Do you enjoy listening to podcasts or audio books while you do busy work? 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-4pm, 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.

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.

MONEY MATTERS

MARKET MERCHANDISE

In order to increase our visibility and in response to shopper demand, PFM sells its own merchandise at the Information booths. These items include souvenir tote bags, t-shirts, PFM cookbooks, kitchen towels and produce bags. Volunteers assist in selling this merchandise. Points to remember:

- Volunteers are encouraged to promote merchandise sales.
- Volunteers may take cash or \$5 green PFM tokens for payment. Once an item is selected by a shopper for purchase, remove the white tag (cookbooks have a sticky note inside cover), write either cash or tokens on the back, collect payment from the shopper and put the money and tag in the pouch marked “Merchandise”. If a discount is given (ex. Bogo on cookbook), write the amount collected on tag.
- Credit card sales can be handed off to a PFM staff member.
- We accept cash, in-state checks, \$5 market tokens and Visa/MasterCard/Discover.
- Gift certificates can be purchased by calling our office, \$5 tokens are similar to gift certificates and can be purchased at market.
- Volunteers and vendors receive a \$5 discount on most PFM merchandise.
- Some vendors have \$3-\$5 totes available for purchase. There is a list on the clipboard.

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 \$1s 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 but \$5 market tokens are available to buy with a debit/credit card. These are wooden and printed in GREEN lettering. Tokens are available for purchase at the Information booths. There is a \$20 minimum purchase and a \$4 bank charge for each credit card 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 local checks or using cash in exchange for tokens.

* There is a \$3 fee for the provided ATMs so encourage shoppers to use the ATMs (and save a dollar). \$5 tokens can be purchased at the Info booth at Kenton and Lents with only a \$3 fee.

\$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 EBT card to the information booth and purchase \$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 Portland Farmers Market 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 and Lents International). This does not include our downtown markets (PSU and Shemanski).

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, Molly Notariani.

The currency for DUFB is \$2 “food bucks”: **New images for 2019 are coming!!!**



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 FDNP approved farm stands and farmers market vendor stalls. Participants begin receiving checks in mid-April. The checks are valid from June 1 through November 30. 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 green binder 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. Vendors do not need to do anything with their copy. It is only for their records. Vouchers are used for things such as chef demonstrations, volunteer appreciation, flowers for the Information booths and gift baskets. The expense numbers can be found on the flap of the book. Vendors are reimbursed by check twice per month, similar to the token reimbursement process.

THE DURABLE DISH PROGRAM

Hot food concession vendors at PSU, King, Kenton and Lents (starting in 2019) markets are required to use durable plates/bowls/utensils 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, 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.

PSU MARKET SPECIFICS

The campus of Portland State University on the South Park Blocks provides a picturesque backdrop for Portland Farmers Market’s year-round flagship market. Farmers and artisan food producers fill 125 stall spaces with the bounty of our region. Throughout the year, more than 200 different vendors come and go, selling their wares at this market. During the height of the season, up to 20,000 customers shop at this market each Saturday. Chef demonstrations, market music and a lineup of food education events make this bustling market a special destination. This market has been operating since 1996.

INTRODUCTION TO PSU MANAGER’S & INFORMATION BOOTHS

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!

PSU FREQUENTLY ASKED QUESTIONS & ANSWERS

MARKET LOGISTICS QUESTIONS

DATES? HOURS? LOCATION?

Saturdays, year around, except the Saturday between December 25 and January 1

March – October 8:30am* – 2:00pm

November – February 9:00am* – 2:00pm

*Our rules prohibit the exchange of money between vendors and customers before the opening bell is rung, with coffee and tokens as exceptions. Only staff members can grant exceptions to this rule. The vendors may face a fine for selling before the bell, 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?

Smith Memorial Student Union (the large building on the east side of the market between SW Montgomery and SW Harrison) features several public multi-stall and single-occupancy restrooms throughout the building. The two multi-stall facilities are located on the basement and 2nd Floor. The five single-occupancy restrooms are located in the basement, mezzanine 1 and mezzanine 3. 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 at PSU, Shemanski and King Markets.

CLOSEST BANK ATMs

- OnPoint Credit Union - Ground floor of Smith Center (enter on Broadway)
- US Bank – one inside PSU library, one at SW 5th and Harrison
- Chase-PSU Urban Center on SW 6th and SW Montgomery near Rice Junkies and Starbucks
- Bank of America – 1715 SW 5th Ave at SW Mill
- Key Bank – 1222 SW 6th at SW Jefferson in the PacWest Center
- Wells Fargo – 1900 SW 5th at 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 green reference binders at both Info and Managers booths.

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

Not a lot. Both the Information and Managers booths sell tokens and PFM merchandise, are available to answer shopper questions as well as 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 or wants to purchase a parking pass, please ask a staff member.

Shoppers

Shoppers can use several of the PSU parking garages. There will be an attendant and/or kiosk to collect the daily 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. During the busy season, April-December, PFM provides up to three water bottle refill stations (one at the north block dish return station, one at the south block (deep south) dish return station, and one at the center of the market, adjacent to the music stage. PFM does NOT supply single use cups for water unless requested (there is a small supply in the linens totes). There are also drinking fountains and water bottle refill stations located inside Smith Memorial Center and a Benson Bubbler behind the ATM near the Information booth.

Vendors will find potable water (suitable for drinking and cooking) at the top of the stairs to the PSU library. There should be a water key next to the hose, alert staff to any missing keys. An additional source for handwashing and non-potable water is in the loading dock between Smith and Neuberger Halls.

HOW DOES THE VEGGIE VALET WORK?

We want shoppers to buy more than they can carry! They may leave purchases on the Veggie Valet table at the Information booth. Ask the shoppers to place their purchases 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 but PFM cannot accept responsibility for the safety of purchases. The Veggie Valet operates successfully on the honor system.

HOW BIG IS OUR SATURDAY MARKET?

There are up to 125 vendors on a typical Saturday and between 5,000-15,000 shoppers. Beginning in 2010, the market doubled its foot print to a full three blocks. While the number of vendors has only increased slightly, 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 five markets in total, two downtown and three in surrounding neighborhoods. For a list of these including dates, times and locations, see the rack card in the literature rack at Info and Manager's booths. 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 asks you about volunteering, please give them the Program Coordinator's business card, and/or direct them to our website to fill out an application in the "Support Us" tab.

QUESTIONS ABOUT VENDORS

I NEED COFFEE NOW!

We have locally roasted coffee products in the market, a 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?

Many hot food vendors are located at the south end (deep South) and center isle of the 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?" questions concerning vendor products and locations are asked most frequently. 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 tools provided 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 may take a while but familiarity with 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 "Where is the lady that sells the blueberry wine?". 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. It also includes market happenings such as Chef in the Market, and music performances. Our market manager creates the map each week based on the requested dates by vendors. There is a chance changes take place by market day so always check with PFM staff for any changes.

2.) An alphabetical list of vendors present and scheduled absences and their return date

- Many shoppers are 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 family emergency, 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.
- Offer an alternative vendor if known.

3.) Vendor product lists

- Lists of different varieties of products available at market can be found in the green reference binders at the Information booths. Not all products are listed and specific vendors are not present every week, please ask a staff member for specific help finding something.

IS EVERYTHING HERE ORGANIC?

No. PFM does not claim to be an all-organic market. 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. Claims of “pesticide free” or “pasture-raised” products are not regulated by PFM. Some farmers may be growing organically but are not certified. The certification process can be a burden on small farms and 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 what goes where?” The Operations Director 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 meat, specialty product and cheese vendors. Some vendors pay extra for a corner space, an extra deep space or multiple spaces and therefore are limited to certain areas. When a vendor is absent, the spaces are rearranged to fill 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 vendor application is opens in late fall for a couple of months each year. We processes vendor interest forms throughout the year and send a notification when the application opens. 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 and non-food items unless grown and processed by the producer (e.g., flowers, herb tinctures, beeswax candles, wool products)
- Overly processed, deep fried or non-local, carnival-like foods (cotton candy, doughnuts, taffy, brittle, toffee)
- Food items not grown and/or processed by the vendor, including beverages (i.e. cans of soda or juice and bottled water)
- Nationally/Internationally distributed products (defined as 10+ states OR determined by percentage of total business sales)
- Pet foods (except when raised by a rancher/farmer AND are minimally processed)
- Meat and dairy products treated with growth hormones such as rBGH
- Genetically modified crops
- Businesses that operate under a franchise agreement
- Cannabis products containing THC

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 on the website.

CONTROVERSY & CONFUSION QUESTIONS

I WANT TO TALK TO SOMEONE IN CHARGE

There should always be a staff person present in the Information booths to handle the complaint. 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 green binder.

WHY IS THERE A BAN ON PETS?

Beginning in the 2009 season, PFM disallows all pets at the PSU and Shemanski markets. Pets are still welcome at the neighborhood markets (Lents International, Kenton and King Markets). Service animals are welcome at all PFM locations.

PFM elected to disallow pets for reasons of safety and sanitation. Examples of this include dogs taking food from customers, relieving themselves on vendor stalls and in walkways, causing congestion in an already crowded market, creating a tripping hazard for shoppers. USDA laws prohibit animals from being under food tents of any kind.

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.

Volunteers are not expected to ask shoppers to take Fido out of the market area.

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 at our neighborhood markets 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 King, Lent's International and Kenton markets. For scheduling, direct them to the website or give them a card for the Program Coordinator.

IS THIS THE SATURDAY MARKET?

Well, we *are* a market on Saturday but the official 'Portland Saturday Market' is a weekend craft market. If they are looking for arts and crafts, they are looking for 'Portland Saturday Market' in Tom McCall Waterfront Park at Burnside Street.

To get to the 'Portland 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 Montgomery, the Portland Streetcar headed west or buses on 6th Ave. Shoppers who want a bit of exercise can walk the 1.3 mile distance (approx. 25 minutes) to Portland Saturday Market along the waterfront as well. For drivers, there is a Naito and Davis Parking 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 Sunday King market June 9 -July 14 and the Sunday Lent's International Market July 7-August 25. 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 sign their child up for Kids Cook by registering online via the link on our website or pay cash or check directly at the Information booth. Please ask a staff member to handle the transaction.

WHO IS THE CHEF TODAY?

The PSU market Chef in the Market demonstrations take place at 10 a.m., June through October. The demo schedule is available in the 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?

Find the 'How to Become a Musician' business card in the small clear tote or direct them to our music section on the website. PFMmarketmusic@gmail.com is the best way to communicate.

Buskers: Where applicable, PFM adheres to Portland Parks and Recreation and/or City of Portland rules and regulations as the markets we organize are permitted events. Please consult the Busker agreement in the large envelope in the linens totes.

- Music buskers are permitted at select PFM locations as space allows. They are asked to check in at the PFM Information booth and not compete with our scheduled musicians. Buskers are asked to move to a new location after one hour and perform for no more than two hours total.
- Playing or singing in a loud, disruptive manner such as to impede communication between vendors and customers is not allowed. Vendors are encouraged to communicate with PFM staff if these guidelines are not being followed by an individual busker.
- Buskers other than musicians are specifically prohibited from PFM markets. This includes balloon artists, jugglers, massage therapists and face painters.
- Buskers must sign the Buskers Partnership Agreement in the linens tote before playing at our PSU and Shemanski markets.

ARE THERE ANY SPECIAL EVENTS COMING UP AT THE MARKET?

We have an events calendar online!

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 markets seasonal produce into simple, delectable dishes.

Country Financial Annual Reusable Bag Design Contest

Portland Public Schools high school students happens at the PSU market annually. Submissions are usually due by beginning of April with the contest award in late May. More information is on the PFM website.

Great Pumpkin

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

Kids Cook at the Market

Cooking classes for children ages 7-11 at the King market Sundays, June 9 – July 14 and Lent's July 7-August 25.

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.

Also, 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 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 center of most northern block of the market. You can also ask a staff member to check on the market clipboard's lost and found sheet for lost items. Cell phones, wallets, keys and credit cards are kept at the Information booths. If an item has not been turned in, you can give them a general business card or Alodie Spires' business card.

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.

DURABLES & WASTE REDUCTION-PSU

THE DURABLE DISH PROGRAM

Hot food concession vendors at PSU, King and Lents (starting in 2019) markets are required to use durable plates/bowls/utensils 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, 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 (aka Winter) block, in deep south and in the center of the market by the music stage. The dish return stations also include food only 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 Operation Director'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, center and South blocks. Multiple drinking fountains and water bottle refill stations are also available in Smith Memorial Student Union, Cramer Hall & Neuberger Hall.

SHEMANSKI PARK MARKET SPECIFICS

This has been a gem of a market for downtown workers and residents since it opened in 1998. Many shoppers walk from their offices to this centrally located market on the South Park Blocks behind the Arlene Schnitzer Concert Hall, just three blocks from Pioneer Courthouse Square. The market buzzes with tourists from nearby hotels, neighboring school teachers with little locavores, and culinary students and chefs shopping for produce for the night's dinner specials. A popular lunch destination, this market features 50 vendor stalls filled with farm-fresh and locally-made food under a lush green canopy of trees.

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SHEMANSKI PARK FAQs

DATES? HOURS? LOCATION?

Wednesdays, May 1st-October 30th

Location: SW Park Avenue at SW Main Street

Hours: 10:00 a.m. to 2:00 pm

*Our rules prohibit the exchange of money between vendors and customers before the opening bell is rung, with coffee and tokens as exceptions. Only staff members can grant exceptions to this rule. The vendors may face a fine for selling before the bell, 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?

Portland 5 building, just East of the Information booth.

WHERE IS THE NEAREST ATM?

PFM provides ATMs at our Shemanski Park market. The fee for these ATMs is \$3 per transaction at PSU, Shemanski and King Markets.

CLOSEST BANK ATMs*

- Chase Bank ATM-811 SW 6th Ave, 97204
- Wells Fargo ATM-900 SW 5th Ave, 97204
- Bank of the West ATM-810 SW Broadway, 97205
- Key Bank ATM-1222 SW 6th at SW Jefferson in the PacWest Center
- Bank of America ATM-701 SW 6th Ave (Pioneer Courthouse Square Starbucks) 97204
- First Republic Bank ATM-1001 SW 5th Ave (5th & Main), 97204

*There is also a map of all of the closest ATMs in the green reference binders at Info booth.

WHERE CAN I PARK?

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. Water bottles can be filled at the water refill station. Vendors can find water on the side of the Portland 5 building. They can request a water key from the Information booth.

DO YOU HAVE OTHER MARKETS?

Yes! We have five markets in total, two downtown and three in surrounding neighborhoods. For a list of these including dates, times and locations, see the rack card in the literature rack at Info and Manager's booths. 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 asks you about volunteering, please give them the Program Coordinator's business card, and/or direct them to our website to fill out an application in the "Support Us" tab.

IS EVERYTHING HERE ORGANIC?

No. PFM does not claim to be an all-organic market. 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.

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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 on the website.

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

Kids Cook at the Market takes place at the Sunday King market June 9 -July 14 and the Sunday Lent's International Market July 7-August 25. 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 sign their child up for Kids Cook by registering online via the link on our website or pay cash or check directly at the Information booth. Please ask a staff member to handle the transaction.

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

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- Buskers must sign the Buskers Partnership Agreement in the linens tote before playing at our PSU and Shemanski markets.

KING MARKET SPECIFICS

This market opened in 2009 to resounding success in the King Neighborhood of Northeast Portland. Established with tremendous support from the Northeast Coalition of Neighborhoods (NECN), the market is located one block south of Alberta Street in the vibrant Alberta Arts District. Adjacent to both King Elementary and King School Park, this market has become a family-centric destination for the neighborhood. Shoppers find breakfast and lunch, listen to local musicians, enjoy a wide variety of kids activities, and explore 35 vendor stalls filled with local bounty from our region’s farmers, ranchers, fishermen, foragers and food artisans.

INTRODUCTION TO THE INFORMATION BOOTH

The Information booth is ground control for our neighborhood markets. This is where customers can swipe their credit or debit cards for \$5 market tokens or their Oregon Trail cards for \$1 tokens and get their Double Up Food Bucks. They can ask questions and give feedback regarding the market as well as purchase Portland Farmers Market branded merchandise. The Information booth is also where the vendors come to pay their market fees. Market staff will usually be on hand but experienced volunteers, if comfortable, can watch the booth for a short time while staff is out in the market. This is where your savvy customer service skills will be put to use. Good listening skills and a positive attitude are key.

KING MARKET FAQs

DATES? HOURS? LOCATION?

Sundays, May 5th – November 24th

Location: NE 7th at Wygant between Alberta and Prescott

Hours: 10 a.m. to 2 p.m.

WHERE ARE THE RESTROOMS?

An ADA porta potty is located west of the market across the col-de-sac by the park field

WHERE IS THE ATM?

An ATM is provided by the market on the west side next to music

WHERE CAN I PARK?

Shoppers can park on the surrounding neighborhood streets. We ask that they do not block peoples driveways or in the parking lots of businesses that are adjacent to the neighborhood market

WHERE CAN I GET WATER?

Shoppers: Refill stations. You can give cup found in linens tote if needed

Vendors: Ask staff for water

HOW CAN I VOLUNTEER AT MY NEIGHBORHOOD FARMERS MARKET?

Please direct them to our website and to look under the 'SUPPORT US' tab then got to 'Volunteer' in the drop down menu. You can also give them the Program Coordinator's, Martine Hammond, business card and tell them to send an email

HOW CAN I BECOME A VENDOR AT MY NEIGHBORHOOD MARKET?

You can direct them to the website and go to the 'VENDOR' drop down menu then go to the 'Become A Vendor' tab or you can give them a become a vendor business card found in the card box of the literature restock bin (this is also where the market bell lives)

WHO IS THE MARKET MANAGER AND WHAT DO THEY DO?

Market Manager: Lisa Hall

- Market Managers schedule vendors, create maps and handle all market logistics
 - They should be notified of any safety issues or any dangerous situations
 - They can answer all market questions regarding vendors and products

I WANT TO KNOW HOW TO HAVE A COMMUNITY TABLE AT THE MARKETS

We provide community booth space for non-profit organizations at our neighborhood markets 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 King, Lent's International and Kenton markets. For scheduling, please direct them to the website. Go to the 'COMMUNITY' drop down menu then go to the 'Community Groups' tab to learn more about who we accept and to apply.

CAN I ASK PEOPLE TO SIGN MY PETITION?

PFM does not encourage signature collection or solicitation of a cause at the markets, though it is legally allowed. All petition signing must not disrupt vendors sales and may be asked to move by staff.

We *do* provide community booth space for non-profit organizations at our neighborhood markets 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 King, Lent's International and Kenton markets. For scheduling, direct them to the website or give them a card for the Program Coordinator.

WHAT IS YOUR PET POLICY?

Well behaved pets are welcome on leash at our King market

ARE THERE ANY SPECIAL PROGRAMS OR EVENTS AT THE KING MARKET?

- **2019: 10 years celebration**-produce bag workshop, button making, cake sampling and outdoor prizes giveaway
- **Kids cook**, June 9th-July 14th
- **Once a month food demos**, 3rd Sunday of every month
- **Great Pumpkin celebration**, October 27th

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?

You can direct them to the website and go to the 'PROGRAMS AND EVENTS' drop down menu then go to the 'Market Music' tab or you can give them a "become a musician" business card found in the card box of the literature restock bin (this is also where the market bell lives).

WHERE IS THE LOST AND FOUND?

We do have a "lost and found" tote for items turned in at the Information booth. Also check on the market clipboard's lost and found sheet for lost items. Cell phones, wallets, keys and credit cards are kept out of the lost and found tote and held in a secure place at Information booth, please ask a staff member for assistance. If an item has not been turned in, you can give them a general business card or Alodie Spires' business card.

DO YOU HAVE A 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.

I CAN'T FIND MY 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. You may be asked to monitor an exit or stay in the Information booth until the child is located. For your information, the PFM protocol for lost or missing children is posted on the back of the literature racks at the Information booth.

WHERE DO I PUT MY GARBAGE AND DIRTY DISHES?

- Hospitality stations at each market include a garbage receptacle and a water bottle refill
- Our Durable Dining Program is up and running!

LENTS INTERNATIONAL FARMERS MARKET SPECIFICS

Portland's only internationally focused market, LIFM provides fresh, affordable, and culturally unique produce to the diverse Lents community and offers farm-direct sales opportunities for immigrant, emerging farmers, and new business owners. In addition to standard market produce, the market features a variety of unique fresh produce from Hmong, Latino, & Russian farmers.

The market opened in 1999 as the Lents Community Market, an idea born out of a small group of Lents residents and community organizations that wanted a positive place in their neighborhood that would also serve low-income shoppers. In the Spring of 2005, Friends of Zenger Farm started hosting monthly meetings with residents interested in working to re-start the market. This group later developed into what is now the Lents Food Group – a community group working to improve healthy food choices in Lents. A successful 3 market pilot season began in 2006 and in 2007, Friends of Zenger farm ran its first full 20-market season. The market focuses on highlighting the diversity of the East Portland neighborhoods and is proud to provide healthy food access and education to the community.

INTRODUCTION TO THE INFORMATION BOOTH

The Information booth is ground control for our neighborhood markets. This is where customers can swipe their credit or debit cards for \$5 market tokens or their Oregon Trail cards for \$1 tokens and get their Double Up Food Bucks. They can ask questions and give feedback regarding the market as well as purchase Portland Farmers Market branded merchandise. The Information booth is also where the vendors come to pay their market fees. Market staff will usually be on hand but experienced volunteers, if comfortable, can man the booth for a short time while staff is out in the market. This is where your savvy customer service skills will be put to use. Good listening skills and a positive attitude are key.

LENTS INTERNATIONAL FARMERS MARKET (LIFM) FAQs

DATES? HOURS? LOCATION?

Sundays, June 2-November 24th

Location: 92nd and Reedway

Hours: 9 a.m. to 2 p.m.

WHERE ARE THE RESTROOMS?

An ADA porta potty is located east of the market behind the dumpster

WHERE CAN I PARK?

Shoppers can park on the surrounding neighborhood streets. We ask that they do not block peoples driveways or in the parking lots of businesses that are adjacent to the neighborhood market

WHERE CAN I GET WATER?

Shoppers: Refill stations. You can give cup found in linens tote if needed

Vendors: Ask staff for water

HOW CAN I VOLUNTEER AT MY NEIGHBORHOOD FARMERS MARKET?

Please direct them to our website and to look under the 'SUPPORT US' tab then got to 'Volunteer' in the drop down menu. You can also give them the Program Coordinator's, Martine Hammond, business card and tell them to send an email.

HOW CAN I BECOME A VENDOR AT MY NEIGHBORHOOD MARKET?

You can direct them to the website and go to the 'VENDOR' drop down menu then go to the 'Become A Vendor' tab or you can give them a become a vendor business card found in the card box of the literature restock bin (this is also where the market bell lives).

WHO IS THE LENT'S MARKET MANAGER AND WHAT DO THEY DO?

Market Manager: David Oberstein

- Market Managers schedule vendors, create maps and handle all market logistics
 - They should be notified of any safety issues or any dangerous situations
 - They can answer all market questions regarding vendors and products

I WANT TO KNOW HOW TO HAVE A COMMUNITY TABLE AT THE MARKETS

We provide community booth space for non-profit organizations at our neighborhood markets 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 King, Lent's International and Kenton markets. For scheduling, please direct them to the website. Go to the 'COMMUNITY' drop down menu then go to the 'Community Groups' tab to learn more about who we accept and to apply.

CAN I ASK PEOPLE TO SIGN MY PETITION?

PFM does not encourage signature collection or solicitation of a cause at the markets, though it is legally allowed. All petition signing must not disrupt vendors sales and may be asked to move by staff.

We *do* provide community booth space for non-profit organizations at our neighborhood markets 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 King, Lent's International and Kenton markets. For scheduling, direct them to the website or give them a card for the Program Coordinator.

WHAT IS YOUR PET POLICY?

Well behaved pets are welcome on leash at our Lents market

ARE THERE ANY SPECIAL PROGRAMS OR EVENTS AT THE LENTS MARKET?

- **Kids cook**, July 7th-August 28th
- **OSU snap education** food demonstration booth monthly
- **Chef in the Market**, check website events calendar
- **Food Scouts**, \$2 market money given to kids ages 3-13

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?

You can direct them to the website and go to the 'PROGRAMS AND EVENTS' drop down menu then go to the 'Market Music' tab or you can give them a "become a musician" business card found in the card box of the literature restock bin (this is also where the market bell lives).

WHERE IS THE LOST AND FOUND?

We do have a “lost and found” tote for items turned in at the Information booth. Also check on the market clipboard’s lost and found sheet for lost items. Cell phones, wallets, keys and credit cards are kept out of the lost and found tote and held in a secure place at Information booth, please ask a staff member for assistance. If an item has not been turned in, you can give them a general business card or Alodie Spires’ business card.

DO YOU HAVE A FIRST AID KIT?

First aid kits are available at the Information booth. Aside from basic first aid supply, many other ‘clean and safe’ supplies are available. Consult a staff member as needed.

I CAN’T FIND MY 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. You may be asked to monitor an exit or stay in the Information booth until the child is located. For your information, the PFM protocol for lost or missing children is posted on the back of the literature racks at the Information and booth.

WHERE DO I PUT MY GARBAGE AND DIRTY DISHES?

- Hospitality stations at each market include a garbage receptacle and a water bottle refill station

KENTON FARMERS MARKET SPECIFICS

This Wednesday evening market located in the heart of the historic Kenton neighborhood in North Portland opened with enthusiastic support from the community in the summer of 2012. The participation of neighboring businesses, the unique location, the street closure, and live musical entertainment all help to create a festive, street-fair atmosphere in the midst of this growing business district. The 20 vendor stalls, proximity to a MAX station and plenty of nearby parking make this market a lively and convenient destination for fresh, local food.

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KENTON MARKET FAQs

DATES? HOURS? LOCATION?

Wednesdays, June 5th – September 25th

Location: N Denver at McClellan

Hours: 3 p.m. to 7 p.m.

WHERE ARE THE RESTROOMS?

Vendors, PFM staff and volunteers may use the restrooms in the Kenton Station. Public restrooms can be found in the Kenton Library

WHERE CAN I PARK?

Shoppers can park on the surrounding neighborhood streets. We ask that they do not block peoples driveways or in the parking lots of businesses that are adjacent to the neighborhood market

WHERE CAN I GET WATER?

Shoppers: Refill stations. You can give cup found in linens tote if needed

Vendors: Ask staff for water

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WHO IS THE KENTON MARKET MANAGER AND WHAT DO THEY DO?

Market Manager: Lisa Hall

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WHAT IS YOUR PET POLICY?

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ARE THERE ANY SPECIAL PROGRAMS OR EVENTS AT THE LENT'S MARKET?

- **OSU snap education** food demonstration booth twice a month
- **Berry celebration**, August 7th
- **Tomato celebration**, September 4th

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