



VOLUNTEER MANUAL 2022



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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 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 markets 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 Market Scouts 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 and they will schedule you and confirm. 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: Kyrsten Williams – Volunteer@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

SHOPPER SUPPORT ASSISTANT

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. You will be the info booth know-it-all that answers these questions and assists in selling our merchandise! 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.

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.'

EVENT SUPPORT ASSISTANT

LOCATION: PSU

Want to get to know the market vendors? Do you thrive in an ever-changing environment? Do you like chatting with people and moving your body? Event support volunteers arrive at the market and help with whatever needs to be done! Duties are varied but can include giving solo vendors bathroom/lunch breaks, customer counting, helping with current programming, setting up and tearing down market, 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, but can be tailored to the individual volunteer. Morning (6-9), mid-day (10-1), and afternoon (1-4) shifts are available.

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. Ability to lift safely if working a setup or tear down shift.

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 require 10 minutes on the hour at each corner for 30-40 minutes, for up to 3 hours. Market Surveys require 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? 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 safely and to walk and stand for up to 3 hours (with breaks), and excellent communication and customer service skills.

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MARKET SCOUTS ASSISTANT AT NEIGHBORHOOD MARKETS

LOCATION: LENTS INTERNATIONAL FARMERS MARKET

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? Assisting with Slow Foods Market Scouts 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 include guiding kids through food-related games, worksheets, art projects, and other educational activities!

Time commitment: Sundays 8:45-11:30 or 11:30-2:15

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.

MARKET PHOTOGRAPHER

Location: All markets and other locations

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.

Time commitment: You decide!

Skills required: A keen and creative eye, access to a professional camera.

WRITER EXTRAORDINAIRE

Location: All markets and other locations

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: Excellent written communication skills, preferably with professional writing experience.

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!

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 Thursday or Friday on a regular basis from May through October.

Time commitment: 1-2 hours on Thursday or Friday morning

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.

ALL MARKET LOGISTICS/FAQ

INTRODUCTION TO THE INFORMATION 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!

FIRST AID

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.

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 and a process for ensuring that the child's safety is priority. 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.

CAN I BRING MY PET TO THE MARKET?

At PFM's two busiest downtown markets (Saturdays at PSU and Wednesdays at Shemanski Park) we ask that pet owners keep their pets away from market vendors and shopper walkways.

Pet owners must abide by these six rules to make a pet's visit to the market a good experience for everyone:

- Pets must be kept on a short leash.
- Pets must be under control and by the owner's side at all times.
- Keep pets away from produce, plants, and other food products.
- Pets must be friendly with other animals and children to earn the right to be at the market.
- Be considerate—not everyone loves dogs and some customers are allergic to animals.
- Don't forget to clean up after your dog!

PFM management reserves the right to request that owners remove pets from the market.

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, visit our website (portlandfarmersmarket.org). For information about

other markets, we recommend the Oregon Farmers Markets' Association's guide to Oregon markets which is also on our website.

HOW CAN I VOLUNTEER FOR THE FARMERS MARKET?

If someone asks you about volunteering, please 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.

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.

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 process 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, pet food, CBD products and non-food items unless grown and processed by the producer (example: flowers, tinctures, beeswax candles, wool products)
- Products not grown and/or processed by the vendor (including cans of soda/juice, bottled water, t-shirts, stickers)
- Overly processed, deep fried or non-local, carnival-like foods (cotton candy, donuts, taffy, brittle, kettle corn, toffee)
- Products produced outside of Oregon or Washington
- Nationally/Internationally distributed products (defined as distribution to 10+ states OR determined by percentage of total business sales)
- Genetically modified crops and products treated with growth hormones
- Products containing THC
- Businesses that operate under a franchise agreement
- Businesses based outside of Oregon or Washington
- Food trucks/carts or generators of any kind
- Promotion or selling of services

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.

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

We do not currently book musicians at the PSU or Shemanski Park Farmers Market. We book music for our King and Kenton Farmers Markets only. If they are interested, find the ‘How to Become a Musician’ business card in the small clear tote or direct them to our music section on the website. They can then fill out a musician interest form on our Market Music page. Music@portlandfarmersmarket.org is the best way to communicate with the music coordinator.

Buskers are permitted at PSU and Shemanski on a case-by-case basis. Please consult the Busker agreement in the large envelope in the linen’s 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.

WHAT IS DURABLE DINING?

Durable Dining is Portland Farmers Market’s initiative to encourage more reuse and less waste at the markets by having hot food vendors at select markets serve their goods exclusively on reusable dishware.

Portland Farmers Market is committed to reducing the market’s ecological footprint wherever possible and inspiring change in our market community of customers and vendors.

The Portland Farmers Market team embraced the opportunity to make the switch from disposable to durable when the City of Portland changed its commercial composting rules to disallow non-food waste. Vendors at the [Portland State University](#) and [King](#) markets have replaced compostable dishware, which often landed in waste bins marked for the landfill, with durable, reusable bowls, plates, cold cups and silverware.

After enjoying a meal at [Portland State University](#) and [King](#) markets, customers return used dishware to the vendor or to one of the conveniently located dish return stations through the market where they can also find compost, recycling and waste receptacles, as well as drinking and hand-washing water. Dishes are sorted throughout the day by market staff and returned to vendors each week for washing, sanitizing and service at the next market.

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.

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

Signature collection is allowed within the market as long as petitioners remain mobile. 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 Community Engagement Manager.

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 only** 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

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, \$10-20 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 most markets throughout Oregon, including all of PFM's markets.

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, Mallory Watson.



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

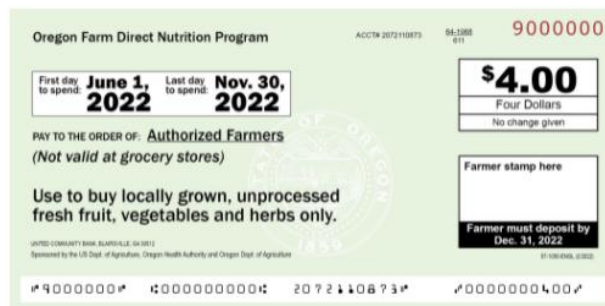
FDNP is a USDA funded, state-administered program that provides low-income, eligible seniors and families with young children with checks that can be used to purchase fresh, locally-grown fruit, vegetables and cut herbs. They are not redeemable for milk, honey, jam, dried fruit, dried herbs, baked goods,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

nuts, seeds, fish, meats, or cut flowers. The purchaser cannot receive change for purchases and must use them directly at farm booths as payment. Shoppers cannot exchange these checks for tokens.

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.

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.

MARKET LOGISTICS

DATES? HOURS? LOCATION?

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

April – October 8:30am* – 2:00pm

November – March 9:00am* – 2:00pm

WHERE IS THE BATHROOM?

Fariborz-Maseeh Hall (big grey and black building on east side of the market) features several public multi-stall and single-occupancy restrooms throughout the building. There are multi-stall restrooms on the main floor and multi-stall + single occupancy on the basement floor. There is only one entrance on the side that faces inward toward the market.

WHERE IS THE NEAREST ATM?

PFM does not provide ATM services at any of our markets. **The closest ATM to the PSU market is at the Plaid Pantry on SW Mill & W Park.**

OTHER BANK ATM'S

- 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 the Market Currency section for information about market tokens, an alternative to cash from an ATM

WHERE CAN I PARK?

For **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 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. There is also an app called Parking Kitty that can be used to pay for city parking. 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 information booth. 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 inside Fariborz Maseeh Hall.

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 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.

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?

Hot food vendors are located at the North and South ends of the market April-December. January-March hot food is located at the South side of 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.

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.

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.

EMERGENCIES

WHO TO CALL

[Notify a staff member immediately!](#)

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.

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 Katherine Bullock’s business card.

PSU’s Lost and Found voicemail number: 503.725.4435.

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 40 vendor stalls filled with farm-fresh and locally-made food under a lush green canopy of trees.

SHEMANSKI PARK FAQs

DATES/HOURS/LOCATION

Wednesdays, May 4th -October 26th (& November 23rd special Harvest Market)

Location: SW Park Avenue at SW Main Street

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

WHERE IS THE BATHROOM?

Porta potties are located on SW Main St.

WHO IS THE SHEMANSKI PARK MARKET MANAGER AND WHAT DO THEY DO?

Market Manager: Kyrsten Williams

- 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

WHERE IS THE NEAREST ATM?

CLOSEST BANK ATMs

- Columbia Bank 1000 SW Broadway suit 100, 97205
- 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

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. Chefs get free loading/unloading

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.

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.

KING MARKET FAQs

Sundays, May – November

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?

There is no ATM at the King Farmers Market.

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 cups found in linens tote if needed.

Vendors: Ask staff for water

WHO IS THE MARKET MANAGER AND WHAT DO THEY DO?

Market Manager: Lexi Courtney

- 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

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?

This year we have the Kids Cook program run by OSU Extension Service and our Market Music program.

WHO ARE THE MUSICIANS TODAY?

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

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.

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! Bus tubs are located at hospitality stations and hot food stalls.

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.

LENTS INTERNATIONAL FARMERS MARKET (LIFM) FAQs

DATES? HOURS? LOCATION?

Sundays, June -November

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 cups found in linens tote if needed.

Vendors: Ask staff for water

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

Market Manager: Ada Harris

- 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

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?

- **Market Scouts**, \$3 market money given to kids ages 3-12
- **OSU Extension Service**, recipes and one produce item given out every other week

WHO ARE THE MUSICIANS TODAY?

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

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.

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.

KENTON MARKET FAQs

DATES? HOURS? LOCATION?

Wednesdays, June – September

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 a cup found in linens tote if needed.

Vendors: Ask staff for water

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

Market Manager: Lexi Courtney

- 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

WHAT IS YOUR PET POLICY?

Well behaved pets are welcome on leash at our Kenton market

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

- **OSU Kids Cook** – cooking kits for kids

WHO ARE THE MUSICIANS TODAY?

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

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.

WHERE DO I PUT MY GARBAGE AND DIRTY DISHES?

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