



**Mission**

*Strengthening the Oaklands community by providing programs, services and resources for its residents, businesses and visitors.*



**VENDOR HANDBOOK  
2019**

# Oaklands Community Association

The Oaklands Market is a program of the Oaklands Community Association (OCA) that offers a venue for neighbours and local businesses to come together and build community connections.

## **VISION**

A welcoming and engaging community  
where all members can live, learn and thrive

## **MISSION**

Strengthening the Oaklands community by providing programs,  
services and resources for its residents, businesses and visitors

## **MANDATE**

1. To establish and operate facilities to provide amenities to benefit the Oaklands neighbourhood;
2. To promote public education and awareness in the areas of family support, counselling, child care, safety and health;
3. To assist residents of the Oaklands neighbourhood in improving their quality of life both as individuals and as a community;
4. To solicit, and acquire funds and other assistance and to accept donations, and real or personal property and to use such funds and donations in furtherance of the purposes of the Society.

The Oaklands Sunset Market acknowledges that our Market occurs on the traditional territory of the Lekwungen speaking people (Songhees and Esquimalt Nation).

## About the 2018 Market Season Vendor Handbook

This Handbook provides important information about vendor participation in the Oaklands Markets for the 2019 Season, including market dates, guiding principles, market policies and contact information.

Information about becoming a vendor, including the application process, forms and fees can be found on the Oaklands Community Association (OCA) website:

[www.oaklandscommunitycentre.com/markets](http://www.oaklandscommunitycentre.com/markets)

## Key Dates

June 26, 2019	First Sunset Market (10 week duration)
August 28, 2018	Last Sunset Market
December 7, 2019	Oaklands West Coast Winter Market (date is subject to change)

## Market Contacts

Please contact the Market Coordinator to share your questions, ideas and feedback. Your input brings us together and helps to create a successful, community-oriented market.

Market Coordinator     [markets@oaklandsca.com](mailto:markets@oaklandsca.com)

## **Oaklands Sunset Market Purpose & Goals**

As a vendor in the Market, you are part of a community of people —staff, producers, volunteers and patrons — who strive to strengthen the Oaklands community and to create a sustainable, local food system.

### **Purpose**

The Oaklands Sunset Market is a community gathering place with a focus on locally made, baked, and grown products.

### **Goals**

Our goal is to provide a space for a vibrant celebration of local love through food, arts and culture, and inclusivity.

- Build community by creating opportunities for vendors, musicians and the public to come together
- Create economic opportunities for small scale makers and producers
- Engage our community and create an accessible gathering space for people to come together and meet local food growers, producers, and businesses.

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## Section 1 – Vendor Application Process

The Oaklands Sunset Market utilizes an online application process. New and returning vendors can find information about the process and the application form at [www.oaklandscommunitycentre.com/markets](http://www.oaklandscommunitycentre.com/markets).

- 1.1 New vendors must complete a full vendor application in order to be considered for the Market season. Submission of an application does not guarantee a space in the Market.
- 1.2 A returning vendor is defined as any vendor who has participated in the 2018 Oaklands Sunset Market or 2017 Oaklands West Coast Winter Market. Submission of an application does not guarantee a space in the Market.
- 1.3 Current vendors will be have the first opportunity to apply for the following summer season and the Winter Market
- 1.4 Applications are evaluated as they are received and space will be allocated only after payment is received. The following selection criteria are applied to each vendor application:
  - overall Market product mix and balance;
  - seasonal availability;
  - consumer demand as determined by the Market Coordinator;
  - producer’s history of selling at the market including **consistent attendance**.
- 1.5 If the vendor wishes to sell items that were not included on the initial application, they must submit a request to the Market Coordinator one week in advance of selling the product at the Market. The vendor is not permitted sell any new item(s) until they are approved. Please allow 3-4 days for a response from the Market Coordinator.

## Section 2 – Oaklands Winter Market

Sunset Market Vendors have first choice for participation in the Winter Market and may secure a space when renewing for the following summer season.

New vendors will be able to apply beginning in mid September. Notice of acceptance of new applications will be announced on the Oaklands Community Association website and Facebook Page.

- 2.1 Stalls at the Winter Market fit one 6” table and are located in the Oaklands Community Centre and Oaklands Gym. Stall location is determined by the Market Coordinator once payment for the Market is received.



## Section 3 - Stall Locations

- 3.1 There are two Vendor categories:
- **Full-season Vendor** – a vendor who attends full Market season (10 Markets). To be accepted to full-time status, season fees must be pre-paid .
  - **Casual Vendor** – a vendor who attends the Market on a less than full time basis. Dates are booked In advance but exact location may vary from week to week.
- 3.2 Only full-season vendors are able to request a specific stall location.
- 3.3 When assigning any vendor’s location, stall size and any other factors associated with assigning a stall space, the Market Coordinator will consider:
- Type of product;
  - Maintenance of diverse product mix and consumer traffic flow;
  - Benefits and disadvantages of placing certain products next to each other; and
  - Quality of the product, its display and presentation
  - Special vendor needs such as mobility challenges

## Section 4 – Fees and Cancellations

- 4.1 Vendors must pay for booked stall spaces in advance of their first date of attendance.
- 4.2 Vendors space will be allocated once payment is received. Payment is accepted through Paypal, by mail or in person at the Oaklands Community Association.
- 4.3 The Market does not refund Summer Market vendor fees except in the case of cancellation by the OCA or with a doctor’s note from a vendor.
- 4.4 Winter Market Vendors may request a refund on space fees (no refunds on application Fees) up to September 1, 2019. No refunds will be issued after September 1 except in the case of cancellation by the OCA or with a doctor’s note from a vendor.

### Fee Schedule – Market Season 2019

Application Fee	Charged once per season	\$25.00
Summer Market Food Vendor	Per Market	\$45.00
Summer Market Standard Vendor	Per Market	\$25.00
Summer Market Not-for-Profit	Per Market (max 2 vendors)	\$15.00
Winter Market Vendor		\$35.00

## **Section 5 – Market Day Arrival Times and Lateness**

### **5.1 Food Truck arrivals between 2:30 and 3:30**

Vendor set-up time for the Sunset Market is between 3:00 and 4:30 pm for the Sunset Market

5.2 Vendors who arrive after 4:30 PM more than three (3) times will lose their spot in the Market.

5.3 Vendors experiencing an unexpected delay are expected to notify the office or Market Coordinator as soon as possible. Market staff members are reachable by phone at the Oaklands Community Centre (250-370-9101).

5.4 To ensure a positive experience for all patrons at the Oaklands Market, vendors must not dismantle their stall or leave the Market area before the Market's closing time of 8:30pm. Vendors who violate this rule will receive a warning from the Market Coordinator. Vendors who are in violation of this rule more than once will lose their spot in the Market.

Vendor set-up time for the Winter Market is 8:30am.

## **Section 6 –Vendors' Conduct**

6.1 To ensure a pleasant and safe experience for all patrons at the Oaklands Markets, vendors are expected to conduct themselves in a respectful, friendly and courteous manner.

6.2 Public airing of concerns during the Market with regard to other vendors, their products, pricing issues or Market operation is not permitted and will result in a written warning. If the behaviour continues the vendor will be removed from the Market and the vendor will forfeit all fees paid.

6.3 Vendors experiencing any difficulty with consumers, health officials, market volunteers or another vendor should refer the matter promptly to the Market Coordinator.

6.4 Verbal, physical or emotional harassment of any kind is strictly prohibited. If any form of discrimination or harassment is witnessed or displayed at the Market, the Market Coordinator must be notified immediately. The Market Coordinator may ask the offender to leave the Oaklands Market and Oaklands Community Centre property.

6.5 Smoking is strictly prohibited in and around all facilities of the Oaklands Community Centre and Oaklands School.

6.6 Any equipment or item vendors bring to the Market is subject to removal if the equipment or item is deemed by the Market Coordinator to be hazardous to the public, patrons, market staff or vendors.



- 6.7 The OCA reserves the right to suspend, at any time, a vendor's participation in the Oaklands Market after two (2) recorded violations of the Vendor's Conduct or to immediately suspend a vendor where the safety of the public or reputation of the OCA is put at risk. Refer to the Complaint and Review section for information on appealing a violation.

## Section 7 – Complaints and Review

The Market Coordinator will implement and enforce the Vendors' Conduct (Section 6 of this handbook) in a fair and equitable manner.

- 7.1 Complaints against a vendor must:
- Be made in writing to the Market Coordinator; no longer than one (1) page in length;
  - Include the name and contact information of the complainant – for contact purposes only;
  - Clearly identify the issue at hand and the date of the incident; and
  - Name the person(s) involved.
- 7.2 Complaints must be submitted via email to the Market Coordinator or mail addressed to: 1-2827 Belmont Ave., Victoria, B.C. V8R 4B2.
- 7.3 Complaints may be reviewed with the Executive Director of OCA and/or Market Committee for discussion.

## Section 8 - Sale of Approved Products

All products for sale must meet applicable laws, including Island Health (VIHA) requirements (<http://www.viha.ca/mho/food/>). Oaklands Market guidelines outlined in this document, and requirements specified by any organic certifying bodies to which the vendor belongs. Vendors must be aware of and comply with Provincial Sales Tax and Federal Goods and Services Tax requirements.

OCA is a member of the British Columbia Association of Farmers' Markets (BCAFM). As a member, we uphold the following policies outlined on the BCAFm website <http://www.bcfarmersmarket.org/about-us/subpage/policies-and-positions>. Only approved products that are made, baked, grown, raised, caught or wild harvested by vendors can be sold at the Market and must be sold by their primary producer.

- 8.1 With the exception of approved hot beverage/food service vendors, the resale of purchased goods is prohibited.
- 8.2 All items at the Market are subject to random sampling by the Market Coordinator. Items may be removed from sale at the Market if they are not of reasonable quality and/or freshness as determined by the Market Coordinator.

- 8.3 The Market Coordinator may inspect sales receipts/records for the purpose of regulating locally sourced ingredients and supplies. If receipt or record is not in possession of the vendor at the Market, the Market Coordinator may request a scanned copy of the receipt/record by email.
- 8.4 If the origin or quality of product changes throughout the season, the vendor must inform the Market Coordinator of such changes in writing: for low risk foods, one week's notice and for high risk foods, 30 days' notice. A subsequent review of the product may be required.

## Section 9 – Vendor Types

### Farm Vendors

The following section applies to vendors selling fresh produce at the Market, including: organically grown fruits, vegetables, plants, flowers, seeds, and other unprocessed food items.

- 9.1 Each farm vendor is required to display the farm's name, and signage indicating the farm's participation in the Fam Market Nutrition Program (FMNP)
- 9.2 In accordance with BC Ministry of Agriculture requirements, all domestically produced and processed food and beverage products marketed in BC as "organic" must be certified through an accredited federal or provincial program. Document copies must be submitted to the Market Coordinator prior to the first Oaklands Market.
- 9.3 The term "no spray" is misleading and should not be used on signage or when speaking to shoppers about growing methods.
- 9.4 Eggs, dairy, meats, fowl, fish or seafood are subject to the Island Health [Guidelines for the Sale of Foods at Temporary Food Markets](#) for display and sale. Please refer to the guidelines for further information at <http://www.viha.ca/mho/food/>.
- 9.5 Farm Vendors are required to use compostable or recyclable packaging

Island Health encourages all food handlers to vaccinate against Hepatitis A and B.

### Prepared Food Vendors

The following section applies to vendors selling processed food products including: value-added foods, canned foods, preserves, baked goods, and other processed edibles.

As per Island Health regulations (<http://www.viha.ca/mho/food/>):

- 9.6 Vendors using a home-based uninspected kitchen are required by Island Health to display a sign that is clearly visible to the consumer at the point of sale, identifying it as a low risk food that has been prepared in a kitchen that has not been Health Authority inspected.

- 9.7 All vendors are required to have an ingredient list for each product at the Market upon request. Prepared food labels should also include contact information for the producer (e.g., name, email address, website, and phone number).
- 9.8 Dairy products (e.g. milk, cream, cottage cheese); meat, fish, poultry products, cakes, pies, tarts or bread products that have a syrup, frosting or topping on the surface or a cream filling must meet specific Island Health regulations.
- 9.9 Higher-risk prepared foods, eggs, and frozen meat, poultry or fish must be prepared and held for sale at temperatures in accordance with Island Health regulations.
- 9.10 All prepared food must be kept covered at all times. Open prepared food must be served using appropriate, clean tools (i.e. tongs, cloth napkins). Vendors handling cash must wash their hands before touching open prepared food. See Section 10- Food Sampling and Labelling for further details.
- 9.11 All Prepared Food Vendors are required to use compostable or recyclable packaging.

Island Health encourages all prepared food handlers to vaccinate against Hepatitis A and B.

### **Food Truck/Service Vendors**

- 9.12 All Food Service Vendors must have a current Mobile Food Service Vendor Permit from Island Health, and must submit a copy of this permit to the Market Coordinator prior to their first market date.
- 9.13 At least one operator in attendance at the Market must have completed the Food Safe Program (<http://www.foodsafe.ca>). A copy of the Food Safe Certificate must be provided to the Market Coordinator upon application.
- 9.14 Food Service Vendors must carry a minimum of \$1 million liability insurance including product liability. Vendors must submit proof of insurance prior to the first Market date.
- 9.15 Food Service Vendors must provide their own power. Approved power sources include: batteries, silent generators (invertors), propane, and power packs. Conventional generators require approval before use and must be less than 85dB as measured at the source. Generators must be placed at least 10 feet away from buildings or structures. A fire extinguisher must be present when a generator is being used.
- 9.16 The Market encourages the advertisement of local food ingredients.
- 9.17 The Market requires menus and ingredients for all items offered for sale to be clearly displayed or available upon request at each food service trailer or food stall.
- 9.18 All Food Service Vendors are required to use compostable or reusable cups, plates, and cutlery.

Island Health encourages all food service handlers to vaccinate against Hepatitis A and B.

## **Bottle Sales at the Market**

The Greater Victoria School District prohibits the sale or consumption of alcohol on school board property. As a result, at this time, we do not have alcohol sales at the Oaklands Sunset Market.

Bottle sales are approved for the Oaklands Winter Market for vendors selling alcoholic beverages such as locally crafted beer, cider, spirits and BC wine. The Oaklands Winter Market qualifies as a farm market under the BC liquor policy.

## **Craft Vendors**

The following section applies to vendors selling crafts at the Market including crafts, arts, and other hand-made products excluding food.

- 9.19 Crafts must be of original, handcrafted, unique work or design; and the starting material must be significantly altered and enhanced by the artisan.

## **Personal Service Vendors**

The following section applies to vendors selling personal services, such as massage therapy, face painting, or henna tattoos.

- 9.20 Persons who provide services that physically manipulate the body must provide a copy of a license to practice to the Market Coordinator with their application. For reasons of liability, they may not physically manipulate the bodies of members of the public and market patrons unless an insurance rider is provided to the Market Coordinator by the practitioner that names an additional insured and gives indemnity to the OCA.

## **Education & Community Service Groups**

The following section applies to education and community non-profit groups providing information and/or services at the Market.

- 9.21 A maximum of two education/community tables will be reserved at each Oaklands Sunset Market for non-profit organizations that have a direct connection to the Oaklands community.
- 9.22 Groups strictly promoting one political party or religious perspective will not be considered for Oaklands Markets.
- 9.23 As applicable, items for sale on tables must abide by Sections 1, 8 and 10.

## Section 10 – Food Sampling and Labelling

- 10.1 The Market requires adherence to Island Health guidelines for food sampling and labelling outlined in the [Guidelines for the Sale of Foods at Temporary Food Markets](#).
- 10.2 Food samples are to be portioned off-site and transported to Oaklands Market in clean, sealed containers.
- 10.3 Any portioning performed on-site requires the vendor to have a hand washing station set up and ready to use for the duration of the Market. A person who has a Food Safe or Market Safe Certificate on file with Oaklands Market must be present when portioning samples at the Market. Consumers cannot cut, divide or otherwise portion product at the market.
- 10.4 Food samples are to be displayed in a single layer on a covered plate so they are protected from contamination.
- 10.5 There should be adequate space between displayed samples to prevent consumers from touching more than one sample. Use of compostable or recyclable single-use utensils is a requirement.
- 10.6 Vendors should avoid direct contact with food by using tongs or gloves to handle samples or unpackaged products such as bread. Tongs and gloves cannot touch consumers' hands or fingers.
- 10.7 For higher-risk foods, visual displays of products which require temperature control but are displayed outside of refrigeration for longer than 10 minutes are to be marked as “display only” and must not be offered for tasting or sale.
- 10.8 Samples of food requiring refrigeration should be made available in small amounts and replenished frequently to ensure food and safety standards.
- 10.9 Food Safe Certificates must be on hand at the vendor's booth. Acceptance/Confirmation letters from the Island Health must be posted at the front of the vendor's stall. Lab test results should be available from the vendor if needed for verification by a visiting Health Officer.

## Section 11 – Market Bucks

- 11.1 Market Bucks are Oaklands Market currency issued by the OCA. Market Bucks are purchased by customers wishing to use debit or credit to make market purchases. Vendors may give change for any purchase using Market Bucks as currency. All Oaklands Market vendors must accept Market Bucks. Market Bucks may be redeemed at the Oaklands Community Association office at the end of each market. Refunds are credited to a vendor's debit card. In the case a vendor doesn't have a debit card the Association will issue a cheque the following week. Market Bucks are valid for the duration of the season.

## **Market Contacts**

Please contact the Market Coordinator to share your questions, ideas and feedback. Your input brings us together and helps to create a successful, community-oriented market.

Market Coordinator     [markets@oaklandsca.com](mailto:markets@oaklandsca.com)