



and Artisan Fair
theaurorafarmersmarket.com

AURORA FARMERS' MARKET

POLICIES AND PROCEDURES: A & B

A: VENDOR MEMBERSHIP:

The Aurora Farmers' Market shall comply with the FMO regulation as being a **producer-only** farmers' market. Vendors shall sell only products that they themselves grow, harvest, create or produce, or sourced locally in Ontario. All vendors are committed to offer 70% (seventy percent) of the products are produced or grown by the vendor.

- a) No one vendor has exclusive rights for selling a product
- b) All Vendors shall comply with Public Health Regulations ensuring safe preparations, handling, and storage of foods
- c) All foods prepared off site SHALL BE prepared in an inspected kitchen
- d) All food vendors shall have a proper hand washing station with soap, running water, and towels. Sanitizer is not a substitute
- e) All other vendors shall have hand sanitizer available at their booth
- f) No flea market or garage sale items shall be permitted to be sold
- g) Community groups shall not sell or interfere with vendor sales

1) Vendor and Community Groups Responsibility:

- a) All vendors agree to abide by:
 - 1) the AFM Constitution
 - 2) the Bylaws
 - 3) the Policies and Procedures
- b) comply with York Region Public Health Regulations
- c) Vendors shall not sublet booth space
- d) Vendors shall not block or obstruct walkways, fire routes, or other vendors' booth space
- e) All vendors shall have clear and visible signage and prices
- f) Smoking, vaping, recreational drugs are not permitted near a children's playground, ball diamond, park, as per York Regional By-Law. No vendor shall smoke or vape within the market footprint
- g) The Corporation of the Town of Aurora (Town of Aurora) prohibits all political "campaigning" on Town of Aurora property. This ban extends to the Aurora Farmers' Market, Vendors and Community Groups attending

2) Insurance:

- a) No vendor shall sell any alcoholic beverages regulated by the Ontario Government
- b) Our FMO policy does not provide coverage for storefront commercial owners or other business whose primary operations occur away from the AFM. The exclusion does not include “on farm stores” operated by the farmer or on the producer’s own property
- c) Neither the Town of Aurora, The Aurora Farmers’ Market Board, Staff or Volunteers shall be held responsible for items lost or destroyed by weather, fire, vandalism, theft or by any other cause

3) Emergency Preparedness Plan:

The Board shall distribute the plan to all vendors on their first day of market attendance.

- 1) Should a weather advisory, terrorist interruption, negative event threatens during the active market hours, the Market Coordinator or delegate shall sound the alarm and initiate the plan.
- 2) **ALL VENDORS SHALL HALT ALL TRANSACTIONS AND FOCUS ON SAFETY**
- 3) The plan shall be in effect until the Market Coordinator sounds the **ALL CLEAR**

4) Vendor Membership:

- a) Membership, voting rights, booth space is non-transferable
- b) Current applications for all vendors, entertainers, volunteers, community groups, or sponsors, shall be made available on the AFM website starting in January. All applications shall be completed in full
- c) A vendor shall live or conduct business within two hundred (200) kilometers of the Town of Aurora
- d) All vendors selling at the outdoor or indoor market shall be paid up and in good standing
- e) All necessary licenses, provincial permits, proof of insurance, York Region Public Health forms, Food Handlers Certificate, Inspected Kitchen Report, Organic Farm Designation shall be included in the application, as stipulated by the vendor application
- f) Compliance with both Provincial and Federal Sales Tax Regulation is the vendor’s responsibility
- g) All produce being sold shall be labeled as per OMAFRA regulation or FMO standards. The signage must indicate “Ontario Grown” or “From our Fields”
- h) Resale items shall be clearly documented and verifiable, may vary week-to-week but over the season, shall not exceed 30% (thirty percent) of the total product available
- i) No vendor shall promote products as organic unless the products have been grown on a licensed, organic farm. A copy of the Organic Certification shall

- accompany the application
- j) The vendor shall sell from their booth, only those items listed on their application, that have been approved by the board. Any additional items must be itemized and sent to the board for approval. Unapproved items shall be removed immediately from the booth
 - k) Artisan's merchandise shall be 70% (seventy percent) handmade and not manufactured resale goods
 - l) The market has implemented a fair percentage range that is reasonable for all vendors. Distress Pricing by a vendor will not be tolerated. Prices for similar or equal products with a possible 25% (twenty-five) variation is an acceptable range. Each vendor shall act professionally and fairly, selling the same products
 - m) Undercutting prices or "dumping" of products shall result in a stern warning on the first offence. Second or third offences shall be carried out as per AFM Bylaws

5) MEMBERSHIP FEES:

- a) Annual, membership fees are set by the AFM Board of Directors (BoD). Fees include the Town of Aurora permit fees. Fees are due in full, upon acceptance as a vendor
- b) A vendor wishing to terminate their agreement with the AFM may do so within the first three (3) weeks of the beginning of the market season. Written notice shall be given at least seven (7) days prior to the vendors' last day. The permit fee, the number of attended market days and \$50.00 (fifty dollar) administration fee will be deducted from the refund
- c) All new vendors shall undergo a three-week trial period after which the vendor may be retained for the season, or the vendor may be terminated with cause. In the event the vendor is terminated, a refund shall be given, as outlined in Policies and Procedures

6) Allocation of Booth Space:

- a) Individual booth sizes are 10'x10', 10'x20', 10'x30' (Ten feet by - ten feet, twenty feet, thirty feet). A 10'x40' (ten foot by forty foot) booth shall be permitted if space is available. Cost of booth is as set out by the board. Sub-letting a booth is not permitted
- b) Weekly alternating booth space may be considered if two vendors within the same classification, in good standing, choose to attend alternate weeks
- c) Each full-time vendor in good standing may renew booth space by March 1 (one), for the current season. The completed application must be received by March 1st (first) to guarantee space. After March 1st (first), space will be allocated as available
- d) Market layout shall be determined by the AFM Officers. The board, in its discretion, may limit the number of vendors permitted to sell similar products each year, based on several factors including variety, supply and demand
- e) Any conflicts with market layout shall be arbitrated by the AFM Executive board
- f) The vendor must inform the Market Coordinator of their intended absence early in the week. The MC may attempt to fill the vacant space as necessary

- g) Monthly Artisan, Not-for-profit Community groups or Sponsor booth space shall be allocated at the discretion of the AFM board

7) **Booth Set Up:**

- a) Town Park gates shall be open for vendor set up by 6:30am (six-thirty) and locked to vehicle traffic by 7:45am (seven-forty-five)
- b) Vendors shall be escorted into the park by a designated volunteer, and **ALL VEHICLES SHALL WAIT FOR A VOLUNTEER TO ESCORT SAFELY OUT OF THE PARK**
- c) Vehicles shall be permitted to drive into the park to quickly unload their wares and move their vehicles to a parking space **away from the park**
- d) Vendors on the south side of the park walkway may be allowed to park their vehicles behind their booth. ALL parked vehicles shall have their tires supported on boards to avoid damage to the grass
- e) Vendors must be set up and ready for business by 8:00am (eight) on market day
- f) A vendor finding themselves running late, shall call to advise the Market Coordinator (MC). In turn the MC will reserve your booth space
- g) A vendor arriving after gates are closed, must park away from the park and carry products to assigned booth space. If the vacant booth space was not planned, the space may be assigned to another group or vendor. The tardy vendor may be placed in an alternate available location
- h) If a vendor does not show up for 3 (three) consecutive market days and has not communicated their intent with the board, the permit holder shall forfeit assigned vendor booth and membership fee
- i) No vendor shall leave before 1:00 (one) pm, unless prearranged with MC. Should a vendor determine they need to be off site prior to market close, the MC shall instruct the vendor to park off site. A l t e r n a t e booth space will be relocated to a safe and convenient location at the edge of the market footprint to facilitate early departure
- j) For safety reasons, NO VEHICLE shall be allowed to enter or exit the market during the hours of operation
- k) All tents shall be properly set up, weighted down and safely secured prior to market opening. **All vendors must come prepared with tent weights.** Should the tent be improperly secured and weighed down, for safety reasons, the vendor shall be instructed to remove it
- l) All tents and vendor contents shall be packed up and off site by no later than 1:45 (one-forty-five). A fine of \$25.00 (twenty-five) dollars will be given for every 15 (fifteen) minutes a vendor is tardy. Proceeds will be donated to a recognized, registered, Aurora, charitable organization
- m) Vendors are responsible to keep their booth area tidy. Once packed up, a final sweep of the area shall be done to remove any debris and litter from the booth space
- n) **ALL garbage and recycling shall be taken away by the vendor**
- o) All signs and decorations must be approved by the AFM board
- p) For safety reasons, all vendor signs shall be contained in the confines of the vendor's booth
- q) Vendors shall not make any changes or alterations to Town of Aurora property

- r) A vendor's booth shall be attended by a responsible attendant, of the age of majority
- s) Carnival barking or objectionable means of solicitation shall not be tolerated
- t) Vendors shall not block, barricade, or obstruct another vendor's space, emergency exits, walkway, or access routes
- u) Stereo equipment, televisions, or other electronic equipment must be approved by the AFM board
- v) All vendors shall have on display:
 - 1) Town permits
 - 2) Safe Food Handler Certificate
 - 3) York Region Public Health permits
 - 4) Organic license as applicable
 - 5) Emergency Preparedness Directions
- w) All approved vendors needing power to their booth shall supply a high voltage CSA approved power cord

8) Origin of Products:

- a) All farm produce must be Ontario grown or sourced
- b) All prepared foods must be prepared in a licensed kitchen
- c) Acceptable products offered at the AFM may include:
 - Garden produce - fruit and vegetables
 - Bedding plants, house plants - grown by vendor - not resale
 - Honey and honey products
 - Flowers - cuttings or dried
 - Handmade crafts
 - Maple syrup - from Ontario farms or forests
 - Baked goods and preserves
 - Prepared foods, meals to go
 - Herbs/spices
 - Alcohol, wines, beer as regulated by FMO, & Alcohol and Gaming Commission
 - Meats, poultry, and eggs as per PH regulations



B: OFFICERS and DIRECTORS:

9) BOARD OF DIRECTORS:

- a) Members voted to the board, on behalf of the membership, shall agree:
 - 1) to uphold the responsibilities of the office
 - 2) positive input and support for the long-term strategies
 - 3) contribute impartially to the decisions with no personal gain
- b) A conflict of interest will be dealt with as per AFM Bylaws
- c) A board member may be removed by a 70% (seventy percent) vote of the membership, or by the BOD as outlined in the AFM Bylaws
- d) Roberts Rules states “attack the problem, not the individual”. Personal attacks have no place on a board and shall not be tolerated
- e) All procedural directives take precedence in resolving conflict. When a procedural issue arises that is NOT covered in the AFM Policies and Procedures, Bylaws, or Constitution, it will be diverted to “Robert’s Rules of Order” for arbitration

10) Monthly Board Meetings:

- a) **Attendance is required**
- b) Board meetings are held every third (3rd) Tuesday at 7PM (seven) throughout the year. Said meetings may take place in person or electronic means
- c) Meetings shall be held to ensure:
 - 1) all special events and activities are well planned
 - 2) to consult and coordinate with the Town of Aurora on their special events
 - 3) to approve and confirm all advertising, including, social media, flyers, banners, and other media platforms
 - 4) may review vendor applications forwarded from Vendor Application Committee (VAC)
- d) Each Director shall present a monthly report
- e) Committee members shall not have voting privileges but shall report to Committee Lead
- f) Committee Lead shall distribute the report prior to the monthly meeting for discussion and follow through
- g) A 24 (twenty-four) hour notice of non - attendance, along with update shall be sent to the secretary
- h) Discuss any new business or concerns brought forward by membership, staff or community

11) Vendor Application Committee:

- a) The Vendor Application Committee (VAC) shall consist of Vice-Chair, Treasurer, Secretary
- b) The VAC shall ensure the FMO Ratio is maintained as per the Constitution under Vendor Membership
- c) VAC shall have the authority to review and approve returning vendors who have not added products to their application
- d) Unique new vendors shall be approved after consultation with the Board Chair
- e) New vendor applications or returning vendors with added product, shall be sent to the BoD electronically or at the monthly meetings for approval

12) Nomination of Directors:

- a) Nomination and election of all director positions shall be made in accordance with the bylaws, following the policies and procedures as established by the board
- b) Nominations must be submitted in advance of the AGM, with deadlines as established by the BoD
- c) Nominations shall not be accepted from the floor
- d) ALL nominations are subject to the following rules:
 - 1) Only the registered member or their designate shall serve on the board
 - 2) All nominations of members shall be made in writing on the approved Nomination Form
 - 3) Members in good standing may nominate another vendor, self-nominate or nominate an affiliate, or staff
 - 4) Nominations shall only be accepted for a vacant director position or an expiring term limit
 - 5) An acclaimed member may agree to stand for another term if a reasonable attempt has been made to encourage a nomination for the vacant position
 - 6) Results of nominations shall be announced at the AGM

13) Filling a Vacancy:

- a) If a Director ceases to hold office before the expiry of his or her term, the Board, may appoint a person qualified to fill the resulting vacancy
- b) The appointed replacement Director position will become available for election when the term limit expires. The appointed replacement Director may run for the vacant position, in accordance with the nomination process
- c) When a director position term is completed and a position is available for election, the BOD will make available the nomination form to all members

14) Duties and Responsibilities of the Board:

1) Chair:

- a) The Chair shall ultimately be responsible to ensure the Aurora Farmers' Market is operating efficiently and effectively within the parameters of the Constitution, Bylaws, and these Policies and Procedures
- b) The Chair or designate shall:
 - 1) preside over all meetings and approves the agenda
 - 2) provide a report at the monthly BoD meetings
 - 3) be the spokesperson and liaison, as necessary, with The Town of Aurora and their Community Involvements, York Region Public Health, Media Interviews, Communications, FMO and others as requested or required
 - 4) work with the Vice-Chair to submit to the appropriate regulatory agencies all requests and applications for permits, grants, bandshell bookings, road closure, Public Health, FMO, the Town of Aurora as required
 - 5) plan with the Vice-Chair to set up the preliminary Farmers' Market vendor layout in the Town Park footprint
 - 6) bring forth to the Executive Board, vendor or community complaints or concerns for discussion or resolution
 - 7) work with the Vice Chair, recruiting and interviewing staff
 - 8) ensure the BoD reviews and updates as required, all AFM documents including, policies and procedures, bylaws, constitution, and applications
 - 9) redeem Market Bucks from vendors in cooperation with Treasurer
- c) Prepares, initiates, and oversees the execution of the Annual General Meeting (AGM)
- d) If the term for the Vice Chair position is next for election, the Chair shall supervise the election process

2) Vice-Chair:

- a) The Vice-Chair duties shall include:
 - 1) assisting the Chair in fulfilling the responsibilities and duties as needed for the successful market operation
 - 2) provide a report at the monthly meetings
 - 3) coordinate the VAC and oversee all application processes
 - 4) work with the Chair to submit to the appropriate regulatory agencies all requests and applications for permits, grants, bandshell bookings, road closure, Public Health, FMO or the Town of Aurora as required
 - 5) maintain a master vendor list for FMO reporting, permit applications
 - 6) distributes updated vendor list to the BoD and staff
 - 7) ensure all incoming applications are submitted as a completed package
 - 8) submit to the Town of Aurora Parks Department a preliminary market layout
 - 9) present layout to the BoD for approval
 - 10) supervise the election process, including reviewing nominations and compiling a list of candidates

- b) If the term for the Vice-Chair position be next for election, the Chair shall supervise the election process
- c) Shall keep pertinent records for 7 (seven) years as required

3) Treasurer:

- a) The Treasurer position shall:
 - 1) require an individual with accounting experience
 - 2) assist the AFM BoD as necessary
 - 3) be a member of the VAC
 - 4) keep track of all revenue and expenses and market bucks
 - 5) be responsible to pay all market invoices and expenses
 - 6) reconcile the monthly bank statements
 - 7) report at the monthly BoD meetings
 - 8) work with the Director of Sponsorship to ensure all sponsor funds are accounted for
 - 9) work in consultation with the Chair or Vice Chair to apply for the Town of Aurora Grant when eligible
 - 10) work in consultation with the board to prepare the budget for the following year
 - 11) ensure the monthly and year-end financial report is approved by an Officer of the Board
 - 12) present the financials showing all pertinent information to the membership at the AGM:
 - i. The year-end report shall show assets, liabilities, equity, include a profit and loss statement from previous year
 - ii. All records shall be kept for a period of 7 (seven) years

b) Secretary:

- a) The Secretary shall:
 - 1) assist the AFM BoD as necessary
 - 2) record all meetings and distributes minutes previously approved by a minimum of 2 (two) officers
 - 3) be a member of the VAC
 - 4) monitor email addresses and distribute to appropriate members
 - 5) respond to vendor, potential vendor and community queries
 - 6) liaise with BoD for monthly agenda items and set monthly electronic meetings
 - 7) prepare and distribute the resident letter to the park neighbours
 - 8) maintain a current vendor email list for notification to the membership
 - 9) receive and keep current records of receipts, applications, certification of insurance, permits and licenses and any market documents
 - 10) maintains a file of market updates, complaints, and communications
 - 11) keep all records for a period of 7 (seven) years

5) Director of Sponsorship:

- a) The Director of Sponsorship shall:
 - 1) source potential sponsors by distributing introduction letters and sponsor level documents
 - 2) be the Board contact and follow up for Sponsors
 - 3) collect sponsor money and submits to Treasurer
 - 4) coordinate Market exposure with the Vice-chair and Market Coordinator for a Day at the Market, dependent on level of sponsorship
 - 5) deliver to Market Coordinator, Sponsor promotional material for booth display
 - 6) return promotional material to sponsor at the end of the season
 - 7) ensure the booth is prepared and visible at every market
 - 8) submit to Secretary, Sponsor logos for banner and website
 - 9) appoint or take photos of Sponsor Booth for website, social media platforms and promotions
 - 10) prepare and distributes thank you letters or banners to all Sponsors for their support
 - 11) give report at the monthly board meetings
 - 12) assist with other duties as assigned by the Board

6) Director of Communications:

- a) The Director of Communications shall:
 - 1) work with the Director of Marketing to promote the AFM on all media platforms
 - 2) be the Committee Lead for all social media platforms, providing guidance and support to the Social Media Committee
 - 3) review annually with BOD, to update or create on-line survey, applications, and forms
 - 4) collaborate with Secretary and web designer to update website as needed
 - 5) give monthly reports and updates at board meetings
 - 6) perform other duties as assigned by the Board

7) Director of Marketing:

- a) The Director of Marketing shall:
 - 1) work with the Director of Communications and the BoD to promote the AFM and special events, on all media platforms
 - 2) work with the Director of Sponsorship to create Sponsor Banners
 - 3) create, schedule, and provide paid advertising to local newspapers and other media as approved by the BoD
 - 4) creates posters, flyers, special event cards and distributes to vendors, partners, businesses, town facilities
 - 5) give report at the monthly board meetings
 - 6) undertake other duties as assigned by the Board

15) STAFF:

1) Market Coordinator:

- a) The BoD shall set the pay rate
- b) The MC shall adhere to all AFM Policies and Procedures
- c) The Market Coordinator position shall:
 - 1) attend monthly board meetings as required but is not a member of the board and does not carry voting privileges
 - 2) be filled or renewed by the BoD annually
 - 3) report to the Chair
 - 4) oversee the actual market event every Saturday
 - 5) ensures the vendors are in assigned location weekly and are safely set up
 - 6) keep First Aid Kit, Emergency Preparedness Kit updated
 - 7) oversee and supervise the safe set up, tear down and storage of AFM booths, road closure, and electrical equipment
 - 8) submit the weekly report to the board which includes customer counts, cite concerns or issues pertinent to the execution of the market
 - 9) log attendance and oversee the safety and training of volunteers to ensure awareness of responsibilities
 - 10) keep a record and sign off Educational Volunteer Hour requirements
 - 11) oversees the Children's Craft Zone and assigns volunteers to staff the area
 - 12) keep an inventory of children's crafts, special event paraphernalia and purchase replacements as needed
 - 13) ensures PH and Town directives are followed
 - 14) assign volunteers as safety patrols to escort vehicle traffic to safely enter and exit the market footprint
 - 15) distributes market bucks to volunteers in consultation with Treasurer
 - 16) send copy of documented Incident report to Secretary
 - 17) perform other duties as requested by the AFM Officers
- d) Should a vendor be found to be in a violation that is immediately correctable, e.g. exceeding booth space, parking boundaries, tires on grass, etc., the offender will be given verbal notice requesting the offender to comply with market rules
- e) A more severe violation shall be reported to the executive board for resolution
- f) The Market Coordinator position may be terminated for just cause by a majority vote of the Board of Directors
- g) Just cause for termination includes:
 - 1) neglect of duties
 - 2) inappropriate behaviour
 - 3) breach of trust
 - 4) fraud
 - 5) criminal activity

2) Market Operator:

- a) The BoD shall set the pay rate
 - 1) The Market Operator (MO) position shall:
 - 2) be reviewed and renewed annually
 - 3) report to the Chair and MC
 - 4) assist with the weekly market operation as directed by the MC
 - 5) assist with set up and take down of the road closure signs, pylons, garbage and recycling bins, electrical setup, vendor set up as required ensuring all are safely in place
 - 6) report emergencies or concerns to MC or Chair
 - 7) ensure Market grounds are clean and safe at all times
 - 8) assist with supervision of student volunteers as required by the MC
- b) The MO shall oversee the market activities in the absence of the MC
- c) The MO position may be terminated for just cause by a majority vote of the Board of Directors:
- d) Just cause for termination includes:
 - 1) neglect of duties
 - 2) inappropriate behaviour
 - 3) breach of trust
 - 4) fraud
 - 5) criminal activity

16) Policies and Procedures Amendments:

The Board may amend these policies and procedures relating to the affairs of the Aurora Farmers' Market as it deems necessary, provided that no policy or procedure is valid to the extent that it is inconsistent with the Constitution or Bylaws. Each change to the Policies and Procedures is subject to a final majority vote of the Board of Directors. The amended version shall be available on the AFM Website.

V1 - Implementation Date: November 15, 2022