COVID-19 Preparedness and Response Plan

Arcadia’s Mobile Market

For public release April 2020
Arcadia’s Mobile Market surged into operation two months early, in March 2020, to respond to the pandemic. Many of our customers are hit particularly hard, because even under the best of circumstances, they have limited access to both healthy food and health care.

Mobile Market Director Erin Close thoroughly researched best practices for safe food distribution -- for both customers and employees -- and created this plan, which was the first outdoor market approved in the city by D.C. Mayor Muriel Bowser during the business shut down.

Arcadia is sharing this plan to help other markets that may still be drawing up their pandemic procedures and layouts. We continue to learn from our ongoing market operations and continuously refine our processes to better serve customers and protect our staff.

Please reach out to us if you have questions.

info@arcadiafood.org

April 18, 2020
Arcadia’s Mobile Market
COVID-19 Emergency Response Program

- **The Bainum Family Foundation** awarded Arcadia funding to operate an emergency response program from Friday, April 10-Saturday, May 2, 2020. Arcadia will operate 2 pop-up markets each week, on Fridays and Saturdays.
- 300 local produce boxes will be distributed for FREE each week (150 at each market site). Produce boxes will be available while supplies last (first come, first serve).
- **Earth N Eats Farm** is a central PA farm providing AND packing the produce boxes, filled with lettuce, cucumbers, carrots, beets, potatoes, sweet potatoes and more.
- We’re sourcing leafy greens from other local farms to add to the boxes (which the Mobile Market team will add to each box).
- Addition a la carte items will be available for purchase at each market, including pre-packed produce, meat, eggs, honey, tofu and more. As always, Arcadia’s Mobile Market accepts cash, credit, SNAP/EBT and WIC CVC.
Schedule

Friday, April 10: OXON RUN PARK 3-5pm market
Saturday, April 11: DEANWOOD REC 10am-12pm market

Friday, April 17: EDGEWOOD 3-5pm market
Saturday, April 18: ANACOSTIA 10am-12pm market

Friday, April 24: OXON RUN PARK 3-5pm market
Saturday, April 25: DEANWOOD REC 10am-12pm market

Friday, May 1: EDGEWOOD 3-5pm market
Saturday, May 2: ANACOSTIA 10am-12pm market
Outreach

As you know, there is an overwhelming demand for food right now. Many folks are experiencing even higher barriers to food access during this pandemic. We have determined that 300 shares and two market sites per week is our program’s capacity. With an overwhelming demand and only so many produce shares to go around, we are targeting outreach to our existing customer base. We will advertise the pop-up market sites via our email newsletter, by text to over 1,400 loyalty program customers and by calling customers.
Market Rules

- If you are sick or have been in contact with someone sick, **STAY HOME!**
- Only **one household member** should attend
- **Wear a mask** to cover your nose & mouth
- Maintain a **6 foot distance** from others
- **No pets** allowed
- **Wash your hands** before shopping
- Customers must **not touch products** before purchase
- Keep your market visit **brief**
MASK / FACE COVERING REQUIRED!
Provided Supplies

For Staff:

- **Cloth Face Masks**
  - Each staff member will have a clean mask for each shift
  - Masks will be thoroughly washed after each use
- **Latex-free disposable gloves**
  - For use when in direct contact with food
- **Hand sanitizer**
- **Disinfectant spray**
- **Hand Washing Station** at market
- **Plexiglass barrier** at checkout table (between customer and cashier)

For Customers:

- **Hand Washing Station** at market entrance
- **Plexiglass barrier** at checkout table (between customer and cashier)
- **Hand sanitizer** at checkout table
Staff Requirements

- Staff must commute by **driving, biking or walking**. We do not want staff taking public transportation or rideshares.
- There will be 7 Staff for each market shift. 1 driving market vehicle, one passenger in market vehicle. 5 remaining staff drive separately or carpool between Mobile Market Headquarters and market sites (max 2 people per car)
  - **Before first shift, all staff must let Mobile Market Director know:**
    - How will you commute to work?
    - Are you able to drive between Mobile Market Headquarters and markets in your personal vehicle?
    - Are you comfortable sharing your car with another staff member to carpool between Mobile Market Headquarters and markets?
Staff - Personal Responsibility

We must all do our part to minimize risk for each other and everyone that we serve.

- **Be mindful of your body:**
  - Avoid touching your face
  - Avoid touching surfaces unless necessary
  - Maintain 6 foot distance from others
  - Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands

- **If you are sick** or you have come into contact with anyone who is sick, *stay home*. Let Erin know as soon as possible.

- **When not working, stay home as much as possible.** Only go out in public for medical care, groceries or essential needs.

- **Treat your phone as your third hand.** Don't use it during work unless absolutely necessary. Thoroughly disinfect your phone after each use and thoroughly wash your hands.

- **Disinfect your personal vehicle's high contact points** (handles inside and outside, steering wheel, gear shift, seatbelt, dashboard) each time entering and exiting vehicle. If carpooling to/from market sites, disinfect additional doors/areas before and after being used by other staff.
Staff Benefits

- **Hazard Pay:** All hourly staff are paid $20/hour (regular rate is $15/hour)
- **Mileage Reimbursement:** Staff operating personal vehicles between Mobile Market Headquarters and market sites will be reimbursed $0.50/mile every two weeks.
- **Wholesale purchasing:** Staff are welcome and encouraged to place special orders from our sourcing partners (bulk local flour, grains, plant seedlings, etc). Staff pay wholesale price.
- **Access to surplus food:** If there is unsold food remaining after markets each week, staff are welcome to take items home. Unclaimed items are donated to community partners.
STOP THE SPREAD OF GERMS!

Stay home when sick

Cover your cough or sneeze with a tissue

Dispose of tissue after use

If you don’t have a tissue, cough or sneeze into your upper sleeve

Wash hands, multiple times a day, with soap and water for at least 20 seconds

Avoid touching eyes, nose, and mouth with unwashed hands

CORONAVIRUS.DC.GOV
Standard Operating Procedures During COVID-19

- Upon Arriving at Mobile Market Headquarters:
  - Wash your hands
  - Use disinfectant spray to disinfect all prep tables, sinks, walk-in door handles, outside entrance door handles (inside and out), hand washing sink and your phone.
- Before you begin work at the market, sanitize your hands thoroughly until dry.
- Follow Hand Washing Procedure at all times (next slide)
- Wear gloves:
  - When in direct contact with food
  - When using bleach spray
- Wear cloth face mask:
  - When working with 6 feet of someone
  - At market
  - When in direct contact with food
  - When traveling in vehicles together
Hand Washing Procedure

Wash hands and arms with soap and warm water for at least 20 seconds **before**:
- Eating or drinking
- Putting on gloves

Wash hands **after** these activities:
- Using the restroom
- Touching your hair, face, body, or clothes
- Sneezing, coughing, or using a tissue
- Smoking, eating, drinking, or chewing gum
- Emptying or taking out the garbage
- Handling money and making change
- Removing gloves
- After engaging in other activities that might contaminate the hands

If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
Market Staff Roles

7 staff per market

Role 1: Greeter/Traffic Controller
Role 2: Manage Free Produce Box Distribution
Role 3 & 4: Manage Meat & Eggs for sale
Role 5: Manage Produce & Grocery Items for Sale
Role 6 & 7: Cashier
Role 1: Greeter/Traffic Controller

- **One Line!** Direct all arriving customers to join the line by standing on an “X” (6ft apart)
- **150 local produce boxes** will be distributed for **free** at each market site. Produce boxes are available **while supplies last** at each site.
- A la carte produce, meat, eggs and other **items are for sale**. Customers that want to shop a la carte will also have to wait in the same line. Cash, credit, SNAP and WIC accepted. Produce, meat and eggs are half price with SNAP! Produce is half price with WIC!
- Draw customers’ attention to a large sign with **Market Rules**.
- The **Hand Washing Station** will be set up at the front of the customer line. Encourage customers to wash their hands before picking up the box/interacting with the market.
- You will direct customers when to approach the table to pick up a produce box.
Role 2: Free Produce Box Distribution

- The Greeter will direct customers to approach the table one by one to pick up a produce box.
- Place the produce box at the end of the table furthest from the truck.
- Invite customers up to the table one at a time to pick up a box.
- Let customers know “If you want to purchase anything, join the line, if not you are all set.” Point them towards exit.
Role 3 & 4: Manage Meat & Eggs for sale

- You will be the only one handling à la carte meat & eggs.
- Meat will be in coolers propped up by black crates under a tent. You will have a scale.
- Minimize opening and closing the meat coolers as much as possible. We want to help keep the meat frozen and safely chilled.
- Meat, eggs and tofu are half price with SNAP/EBT!
- Let customers know you will get them whatever they would like and bag it up for them. Put bagged items in blue shopping basket. Do not hand to customer.
- For each customer, write a list with the weight of each meat. Give that list and the shopping basket to the produce manager.
  - This process allows the cashier to avoid contacting the meat or interacting more closely with the customer at checkout.
Role 5: Manage Produce & Grocery items for sale

- You will be the only one handling these items.
- Produce will be on display on tables under a tent.
- All items will be pre-packed.
- **Produce is half price with SNAP/EBT and WIC CVC** (purple checks for produce).
- Cider, canned goods and honey can be purchased with SNAP/EBT but are not half price.
- Let customers know you will get them whatever they would like and bag it up for them. Once they've made their selection, write the items on the customer’s product sheet and put bagged items in blue shopping cart.
- When the cashier is ready for the next customer, direct the customer to move to the register.
- Set down shopping basket on black crate next to register. Give product list to cashier.
  - This process allows the cashier to avoid contacting the products or interacting more closely with the customer at checkout.
Role 6 & 7: Cashiers

- Invite customers up to the checkout table one at a time.
- Use list provided by produce and meat managers to enter items into Farmers Register.
- Do not handle any of the customer’s bags or products.
- Payment Processing:
  - Encourage folks to pay by card if possible!
  - If folks need to pay with cash:
    - Round total to the nearest dollar
    - **Do not handle incoming cash.** Direct customer to put bills in cash box.
    - Provide change (bills) from money belt, if needed
  - When using Clover, disinfect with spray and cloth after each use.
    - Hand sanitizer and gloves will be available at register for customer use.
    - Ask card customers to place card on middle of table for you to pick up.
    - Place Clover device on middle of table for customer to enter pin.
      - *(Signature function is deactivated)*
Arcadia’s Mobile Market at Oxon Run Park
Wheeler Rd SE & Valley Ave SE, DC 20032
Friday 3-5pm

KEY
- = 6 foot table
= Mobile Market Staff
= Customer
= Handwashing station

One Line for all customers
Line markers 6 feet apart

Greeter/ Traffic Controller

Free Produce Box Pickup

Sprinter Van Filled with free produce boxes

ENTER

> Produce
> Meat/ Eggs
> Checkout

Wheeler Rd SE

Valley Ave SE

EXIT
Arcadia’s Mobile Market at Deanwood Rec Center
46th St NE & Minnesota Ave NE, DC 20019
Saturday 10am-12pm

Market Layout 2

KEY

- Safety Signage
- 6 foot table
- Mobile Market Staff
- Customer
- Handwashing station
- Minimum 10 foot distance

ENTRANCE

EXIT

48th St NE

Line markers 6 feet apart

Line starts here
One Line for all customers

Sprinter Van
Filled with free produce boxes

Free Produce Box Pickup

Minnesota Ave NE

Deanwood Aquatic Center

A R C A D I A
CENTER FOR SUSTAINABLE FOOD & AGRICULTURE

Greetor

Checkout

Meat/Eggs

Produce

Fence
Arcadia's Mobile Market in Edgewood
Edgewood St NE & Evarts St NE, DC 20017
Friday 3-5pm
Market Layout 4

Arcadia’s Mobile Market in Anacostia
13th St SE & W St SE, DC 20020
Saturday 10am-12pm

**KEY**
- Safety Signage
- 6 foot table
- Mobile Market Staff
- Customer
- Handwashing station
- Minimum 10 foot distance
- Fence
- Rope barrier
- Plexiglass barrier

**Entrance**
- Greeter

**Free Produce Box Pickup**
- Truck filled with free produce boxes

**Line Markers**
- 6 feet apart

**Line Starts Here**
- One Line for all customers

**Exit**
- If only picking up free box

**Extra Information**
- Trees/fence
Market in Action: Deanwood Rec Center
Market in Action: Anacostia
Questions?

Please email questions to info@arcadiafood.org