



HILLSBORO FARMERS' MARKETS, INC.

VOLUNTEER HANDBOOK

REVISED 3.12.2024

233 SE Washington St

Hillsboro, OR 97123

503.844.6685

INDEX

1. [Welcome](#)
2. [Mission](#)
3. [Vision](#)
4. [Values](#)
5. [Market News and Contacts](#)
6. [Policies](#)
 - a. Non-Discrimination
 - b. Anti-Harassment
 - c. Code of Conduct
 - d. Examples of Impermissible Conduct
 - e. Computers and Electronics
 - f. Safety
 - g. HFM Expenses
 - h. Dress Code
7. [Volunteer Opportunities](#)
 - a. Event Volunteer
 - b. Information Booth Assistant
 - c. Market Photographer
 - d. Market Sprouts
 - e. *What's Cooking?*
 - f. Market Volunteer
 - g. Office Help
8. [Internship Opportunities](#)
 - a. Farmers Market Intern
 - b. Marketing Intern
 - c. Market Sprouts Intern
9. [Volgistics](#)
10. [Volunteer Status](#)
11. [Volunteer Check In/Out](#)
12. [Emergencies](#)
13. [Volunteering at Downtown Hillsboro Saturday Market](#)
 - a. Market History
 - b. Market Information
 - c. Market Amenities
 - d. Parking
 - e. Check In
 - f. Shifts
 - g. Frequently Asked Questions
14. [Volunteering at Orenco Station Sunday Market](#)
 - a. Market History
 - b. Market Information
 - c. Market Amenities
 - d. Parking
 - e. Check In
 - f. Shifts
 - g. Frequently Asked Questions
15. [Volunteering at South Hillsboro Market](#)
16. [Appendix A: Answers to FAQ's](#)

WELCOME:

Welcome and thank you for your interest in volunteering with Hillsboro Farmers' Markets! We depend on great volunteers and interns like you to help make our markets a success! We have a variety of opportunities available at our markets and office. We look forward to working with you to balance your skills, talents, and time commitments to the markets to make your experience as meaningful and enjoyable as possible!

MISSION:

Hillsboro Farmers' Markets creates community gathering-places to buy local produce and products. We partner with farms, small businesses, and groups to provide education and resources. These efforts strive to enhance our community health and economic growth.

VISION:

We are a vibrant part of our community's health, actively contributing by providing food and nutrition education, fresh food and a vital outlet for local farmers to sell their produce and plants

VALUES:

We believe in...

Healthy Food: all people deserve access to fresh affordable nutritious food.

Education: our markets help people know about and prepare their food, as well as, the value of buying local.

Partnerships: staff, board, volunteers, vendors, and community partners work hand-in-hand.

Quality: high standards of excellence in conduct, product and ethics.

Sustainability: protecting and improving quality of life for future generations.

Community: building, enhancing and strengthening connections in a diverse and engaging meeting place

MARKET NEWS AND CONTACTS

Volunteer Coordinator: Alicia Adkins – support@hillsboromarkets.org

Market Manager: Destin Brown – manager@hillsboromarkets.org

Office/Market Phone Number (Do Not Text): 503-844-6685

Mailing Address: 233 SE Washington St, Hillsboro, OR 97123

Website: hillsboromarkets.org

Instagram: [@hillsboromarkets](https://www.instagram.com/hillsboromarkets) | Facebook: [hillsboromarkets](https://www.facebook.com/hillsboromarkets) | Twitter: [@HFMkt](https://twitter.com/HFMkt)

[HFM Newsletter](#)

POLICIES

Non-Discrimination

- HFM is an equal opportunity employer and, as such, considers individuals for employment and volunteerism according to their abilities, performance, and contribution to the success of the organization. Employment and volunteerism decisions are made without regard to race, age, religion, color, sex, national origin, physical or mental disability, marital or veteran status, sexual orientation, gender identity, genetic information, or any other classification protected by law.

Anti-Harassment

- It is HFM's policy that all employees, Board members/directors and volunteers have a right to work in an environment where the dignity of each individual is respected. HFM will not tolerate harassment by anyone, including supervisors, co-workers, board directors, vendors, customers, or other volunteers. The rules and guidelines concerning harassment are not confined just to the office, but also off-duty if it creates an offensive work environment or unreasonably interferes with another's work.

Code of Conduct

- Be on time, the market is relying on you!
- Call before your shift, if you are unable to make it.
- Cell phones should be for emergency use only during your shift.
- HFM maintains a safe, healthy, alcohol and drug free work environment.
- Maintain confidential information including credit card numbers, payment information, vendor records, W-9s, human resource documents, and market account documents.
- Only distribute information provided by the market.
- Treat people with respect.
- Do a good job and constantly strive to do your best job.
- Attend all required training, orientations, and meetings.
- A willingness to learn about and enforce the rules of the markets.
- You are expected to perform tasks that are within your physical capability.
- You are a representative of HFM from the time your shift begins to when you go home for the day and anytime you wear a volunteer ID badge and/or clothing with the HFM logo.
- Choose your words carefully when speaking to the public and staff. Foul language is not appropriate.
- Body language shows you care. Smile, use good posture and make eye contact.

Examples of Impermissible Conduct

- Leaving a work site or work assignment without approval prior to the end of a scheduled work shift.
- Unauthorized posting and/or removal, distribution, or circulation of printed matter.
- Engaging in rude or discourteous conduct toward others.
- Use of abusive, vulgar, or profane language.
- Actual or threatened physical violence toward a customer, employee, or volunteer.

- Possessing or bringing firearms, weapons, or chemicals on or to an HFM work site even if you have a valid permit (excluding vendors' operational use of pocket knives).
- Making malicious, false, or derogatory statements that are intended or could reasonably be expected to damage the integrity or reputation of HFM or our employees, vendors, or sponsors.

Computers and Electronic Communications

All virtual, written or recorded communications made by you on or with market property is the property of HFM. This includes, but is not limited to passwords, voice mail messages, and electronic mail (email).

Personal use of social media (Facebook, YouTube, Twitter, Instagram, etc.) is only available during breaks and meal periods.

Safety

The responsibility for maintaining safe conditions at HFM is shared by everyone, including you. Here are some ways you can assist in the prevention of injuries and accidents:

- Keep work areas organized and tidy.
- Follow HFM processes and procedures.
- Report potential safety hazards to the Market Manager or supervisor.
- If safe and practical to do so, immediately correct safety hazards in the work site.
- Make suggestions to create a safer work environment.
- Use proper lifting, crouching, and stretching techniques while performing job duties.
- Care properly for corporate equipment and report broken or malfunctioning equipment to the Market Manager.
- Be generally alert and careful on the job.
- Learn fire prevention and emergency procedures and be prepared to implement in case of fire.
- Know where Emergency manuals are located and be familiar with their contents.
- Report injuries and accidents promptly to the Market Manager or supervisor.
- Fill out an Incident Report Form on unusual customers, employees, volunteers, vendors, and situations requiring documentation, especially anything resulting in injury.

HFM Expenses

Under no circumstances should you pay out-of-pocket for expenses that are a direct result of your duties as a volunteer; however you are responsible for personal purchases made while at the market.

Appearance & Dress Code

Your personal appearance and demeanor should be professional while representing HFM, as you are held to the same conduct and appearance standards as staff. Inappropriate conduct or appearance may result in disciplinary action. You will be provided a volunteer ID badge at your first shift. Please wear this badge in a clearly visible location while volunteering with HFM.

- **Suggested Attire** – While volunteering, you should dress in casual attire suitable to your particular activity and current weather conditions. Options include:
 - Face Mask – Market can provide if needed
 - Safety vest – Required, market will provide
 - Shoes – Close-toed shoes are required, preferably sturdy tennis shoes or boots.

- Tops & Bottoms – Wear comfortable clothes that will allow you to be active throughout the day, but do not wear gear with inappropriate language/ logos, suggestive or revealing attire during your shift.
- Rain gear, hats, gloves & sunscreen – These items are recommended, when the weather conditions are suitable.
- If you have a tattoo or piercing that may be offensive or inappropriate, it must be completely covered.
- Bag or Backpack – While participating in market activities, you may want to bring your own personal pack. Feel free to fill it with:
 - Water bottle
 - Grocery bags for market shopping
 - Hand sanitizer
 - Snacks

VOLUNTEER OPPORTUNITIES:

- **Event Volunteer**
 - Help our market events be successful!
 - Tasks include:
 - Assisting with event set-up and tear-down
 - Greeting customers and giving samples
 - Taking pictures
 - Running activities
 - Counting Ballots
 - And more!
 - HFM Events include:
 - Mother's Day Giveaway
 - Father's Day Giveaway
 - Harvest Fest
 - Available from the last weekend of April- end of October at Downtown Hillsboro Saturday, Orenco Station Sunday, and the South Hillsboro Markets
- **Information Booth Assistant**
 - Assist market staff in operating market programs, coordinating vendors, and general market operations!
 - Tasks Include:
 - Set-up/break-down information booth and break area including tents, tables, walls, banners, and display items
 - Complete vendor envelope prep
 - Distribute and pick up vendor envelopes
 - Answer customer and vendor questions
 - Assist with food access program questions and transactions
 - Assist with market programs including Market Sprouts, and What's Cooking?"
 - Qualifications Include:
 - 16 years or older
 - Ability to commit 2-3 shifts per month for 2-6 consecutive months
 - Have excellent organizational skills, communication skills, and be detail-oriented
 - Available from the last weekend of April -end of October at Downtown Hillsboro Saturday, Orenco Sunda, and the South Hillsboro Markets.
- **Market Photographer (if no Marketing Intern available)**
 - Assist the markets by taking high-quality photos of volunteers, vendors, staff, customers, produce, products, and more to use on our website and social media pages.
 - Permission is needed from the subject of the photos before posting.
 - Available from the last weekend of April - end of October at Downtown Hillsboro Saturday, Orenco Station Sunday, and the South Hillsboro Markets
- **Market Sprouts**
 - Help kids engage with local farmers and learn where their food comes from!
 - Tasks Include, *but not limited to:*
 - Running fun, educational activities
 - Interacting with kids and families
 - Tracking Participation

- Available from the last weekend of April - end of October at Downtown Hillsboro Saturday, Orenco Station Sunday, and the South Hillsboro Market.
- **What's Cooking?**
 - At our Saturday Downtown market, the program has a dedicated chef who uses produce from our farmer vendors to educate our customers on how to prepare a healthy meal.
 - You may be asked to be the Chef's assistant, helping with food prep.
- **Market Volunteer**
 - Help provide valuable support throughout the markets!
 - Tasks include:
 - Setting-up/breaking-down market booths
 - Posting market signage
 - Assisting with pre order pick up as needed
 - Assisting with customer entrances and queues
 - Sanitizing high touchpoints
 - Providing volunteer breaks
 - Greeting and assisting customers
 - Collecting market data (*i.e. crowd counts*)
 - Supporting vendors
 - Keeping the market clean
 - Assisting with traffic control as needed
 - Available from the last weekend of April - end of October at Downtown Hillsboro Saturday, Orenco Station Sunday, and the South Hillsboro Markets
- **Office Help**
 - Help support the markets behind the scenes!
 - Tasks as needed by Staff
 - Available, as needed, year round.

INTERNSHIP OPPORTUNITIES:

- **Farmers' Market Intern**

- Learn the full impacts of farmers markets while assisting with the planning and implementation of our corner of the Hillsboro food system.
- Tasks include:
 - Assist with weekly onsite market coordination
 - Network with small business and provide resources for success
 - Monitor key market metrics
 - Crosstrain with marketing and program teams
- Qualifications Include:
 - Must attend one market and one office day per week
- Must commit to a 3-4 month time frame of April-November, April-July, or August-October

- **Marketing Intern**

- Help us meet our marketing goals and strengthen our connections with the community.
- Tasks Include:
 - Assisting with social media campaigns
 - Researching best practices and alternative methods
 - Implementing our annual marketing plan.
- Qualifications Include:
 - Must attend one market and one office day per week
 - Must commit to a 3-4 month time frame of April-November, April-July, or August-October
- Assist the markets by taking high-quality photos of volunteers, vendors, staff, customers, produce, products, and more to use on our website and social media pages.
- Permission is needed from the subject of the photos before posting.
- Available from the last weekend of April - end of October at Downtown Hillsboro Saturday, Orenco Station Sunday, and the South Hillsboro Markets

- **Market Sprouts Intern**

- Inspire children to take part in their local food system, enjoy eating nutritious foods, and empower them to make healthy choices by planning and implementing our children's program activities.
- Tasks include
 - Plan a program calendar with 28 weeks of activities aimed at 3–12-year-old children in topic areas of farming, produce, gardening, healthy eating, nutrition, cooking, and other related topics.
 - Manage Market Sprouts budget and purchase supplies as needed
 - Develop lesson plans for program implementation by volunteers
 - Assist with program implementation including booth and activity set-up, tear-down and volunteer training.
 - Conduct outreach to increase Market Sprouts attendance
- Qualifications Include:
 - Must attend one market and one office day per week
 - A preferred time frame of March-October, or a minimum to commit to a 3-4 month timeframe of March-June or July-October

VOLGISTICS

Volgistics is the volunteer management software that we use to coordinate our volunteers. There are two sides of Volgistics for volunteers: VicNet, an online volunteer portal, and VicTouch, an on-site touchscreen kiosk.

Through **VicNet**, you can check your schedules, sign-up for schedule openings, update your profile information, and post your service. You can gain access to the portal via the link in your welcome email or via the [HFM website](#).

Log in

Volunteers will log in to VicNet using the following address or by visiting the volunteer page on the HFM website:

<https://www.volgistics.com/ex2/vicnet.dll/?from=459393>

<https://www.hillsboromarkets.org/volunteers-interns>

Your volunteer log in/username is created in the application process.

Schedule

You may view your schedule and sign up to volunteer by selecting the “My Schedule” tab. Dates that have volunteer shifts available have a “Help Wanted” Button displayed. If you wish to sign up for a shift on one of those days, click the date, view the opportunities and times available, and click “schedule me” on the desired opportunity and time. You will be alerted if you attempt to sign-up for an opportunity that conflicts with a shift you have already signed up for.

Adding Hours

Any hours completed remotely and anytime you complete a shift without signing in on VicTouch must be added manually on VicNet. To manually enter your hours on VicNet, click “Post Your Hours” on the left column of the home page.

Volunteer Newsletter

We send a Volunteer Newsletter out to all of our volunteers once a month to communicate special events, market reminders, etc. This newsletter will be sent through Volgistics. Add VolunteerMail@volgistics.com to your email address book to ensure they go straight to your inbox.

VicTouch allows you to check-in and -out at the markets as well as check your schedule, sign-up for schedule openings, view your past service information, and view any messages received from HFM.

Log in

You will check-in and -out using a three-digit code received in your welcome email or at your first volunteer shift.

VOLUNTEER STATUS

- Active:
 - Current volunteer
 - Receives all communications
- Inactive:
 - Volunteers who have less availability to volunteer but can still sign up for shifts when they are able
 - Will receive an email prior to market season start to confirm status but will not receive any communications throughout the season
- Archived:
 - No longer wishes to volunteer with the organization
 - Will not be able to view account
 - Will not receive any communications

VOLUNTEER CHECK IN/OUT

Check In at the Volunteer Table of Information Booth

1. Place personal items at the designated table in the break area booth
2. Sanitize hands
3. Sign In on Tablet using VicTouch
 - a. If Tablet is down, use the paper sign in
4. Put on a safety vest
5. Put on your volunteer name tag
6. Check out a walkie talkie
 - a. Confirm walkie is on channel 10 (unless another channel is specified) and conduct a test
7. Grab a small notebook & pen if needed
8. Begin tasks

Check Out

1. Turn off and check in walkie talkie and turn in along with the notebook & pen (if applicable)
2. Put away name tag
3. Confirm pockets are empty and place vest in dirty laundry bag
4. Sanitize hands
5. Sign out on tablet
 - a. If the tablet is/was down, use paper sign out

EMERGENCIES -

- Notify staff immediately of any suspicious activity, smells, messes, smoke, fire, etc.
- A First Aid kit (red backpack) is available at the information booth that includes Band-Aids, disinfectant, sani-wipes, ibuprofen, slings, bandages, eye wash, tweezers, etc.
- Lost and Found items turned in at the market can be found in the labeled white tub. If the item isn't there, write the customer's name, phone number or email, description of the item down in the lost and found notebook so they can be notified if it is turned in. Lost items will

be stored onsite until end of day and may be picked up at HFM office thereafter. Items not picked up within 14 days will be donated.

VOLUNTEERING AT DOWNTOWN HILLSBORO SATURDAY MARKET

Market History

A tradition since 1982, the Downtown Hillsboro Saturday Market is a seasonal open-air market located in the heart of Hillsboro. This market celebrates the city's rich agricultural history by connecting the community with local farmers and artisans that provide fresh, seasonal produce and products. Spend the day with your family shopping, grabbing a bite to eat, enjoying featured musicians, and engaging in interactive programs.

Market Information

Day: Saturdays

Time: 9am – 1pm

Season: April 27 – October 27, 2024

Location: 150 E Main St, Hillsboro, OR 97124

Market Amenities:

- Dogs Allowed
- Debit/Credit Accepted
- SNAP/Oregon Trail Cards Accepted
- SNAP & Veteran's Match Programs
- Market Sprouts
- Entertainment

Parking

Parking is available at the following locations:

- County lot on 1st Ave and Lincoln St
- County lot on 1st Ave and Washington St
- City lot behind Baptist Church off 2nd Avenue

Please contact HFM staff if you are in need of any parking accommodations.

Check In

Please check in at the Information Booth in the Civic Center Plaza

Shifts

Refer to Volgistics for shifts available.

Frequently Asked Questions

- Where is the bathroom?
 - Civic Center Plaza towards the parking garage
- Where can I park?
 - Vendor parking is available at the following locations
 - County lot on 1st Ave and Lincoln St
 - County lot on 1st Ave and Washington St
 - City lot behind Baptist Church off 2nd Avenue
 - Shoppers
 - Parking is available in the Civic Center Parking garage, pay-for-parking at the old US Bank parking lot on 2nd (enter off Washington), or in any available street parking.
 - Disabled parking is available:
 - Shoulder Season: Street Parking NE 2nd Ave in front of the Court House
 - Peak Season: Street parking on SE 2nd Ave
- Where is the drinking fountain?
 - Civic Center Plaza towards the parking garage
- How big is our market?
 - We have an avg of 60 Vendors and 3000 shoppers per day
- Do you have other markets?
 - Yes! Our Orenco Station Sunday Market is open Sundays from 10 am – 2 pm through October and our South Hillsboro market on the 2nd Wednesday from 4-7pm, May - October.

VOLUNTEERING AT ORENCO STATION SUNDAY MARKET

Market History

Our Orenco Station Sunday Market is nestled in the vibrant Orenco Station neighborhood. Starting in 2003, this market has become a destination market for locals and travelers alike. Customers appreciate the variety of fresh produce and products as they enjoy a relaxing day at the market while being serenaded by local musicians.

Market Information

Day: Sundays

Time: 10am - 2pm

Season: April 28 - October 28, 2024

Location: 6125 NE Cornell Rd, Hillsboro, OR 97124

Market Amenities:

- No Dogs Allowed
- Debit/Credit Accepted
- SNAP/Oregon Trail Cards Accepted
- SNAP & Veteran's Match Programs
- Market Sprouts

Parking:

Parking is available in the OHSU Clinics Parking Lot on Brighton St and 63rd Ave.

Please contact HFM staff if you are in need of any parking accommodations.

Check In:

Please check in at the Information Booth on the South Side of the Market (by NE Cornell Rd)

Shifts:

Refer to Volgisitcs for shift availability.

Frequently Asked Questions

- Where is the bathroom?
 - There is a port-a-john available on the NW side of the market on 61st Ave
 - Diagonal from the information booth
- Where can I park?
 - Vendor parking is available at the OHSU Medical plaza two blocks East of the market (look for the big trucks!)
 - Shoppers
 - Parking is available in the New Seasons parking lot, the lot of Orenco Station Pkwy, and on the street.

- Disabled parking is available on NE 61st Ave
- Is there water available?
 - When hot weather is predicted, HFM will provide water.
- How big is our market?
 - We have an avg of 65 Vendors and 3000 shoppers per day
- Do you have other markets?
 - Yes! Our Downtown Hillsboro Saturday Market is open Saturdays from 9 am – 1 pm through October, and our South Hillsboro Market is open from May-Oct, 2nd Wednesday of the month, 4pm-7pm

VOLUNTEERING AT THE SOUTH HILLSBORO MARKET

Market History

Our new South Hillsboro Market is located in Reeds Crossing Park (SE 83rd/Agate St) in the new development south of TV Hwy between SW 229th Ave & SW 209th Ave. Centrally located in the community it is the perfect sitting for our market where customers are able to access it on foot from their residences. This market started with a weeknight pop-up market in 2023.

Market Information

Day: 2nd Wednesday, May thru October

Time: May, Sep, Oct 4-7pm ; June, July, Aug 4-8pm

Location: 4065 SE 83rd Ave, Hillsboro, OR

Market Amenities:

- Dogs Allowed
- Debit/Credit Accepted
- SNAP/Oregon Trail Cards Accepted
- SNAP & Veteran's Match Programs
- Market Sprouts
- What's Cooking?
- Entertainment
- Bathrooms

Parking:

Parking is available streetside with exception of marked "no parking" areas; SE Agate will be closed to traffic to allow vendor off-loading and loading.

Please contact HFM staff if you are in need of any parking accommodations.

Check In:

Please check in at the Information Booth located on the covered pavilion.

Shifts:

Refer to Volgisitcs for shift availability.

Questions:

Do we have other Farmers' Markets?

Yes - our Downtown Hillsboro market on Saturday is open 9am-1pm and our Orenco Station market on Sundays, 10am-2pm, both run from the last weekend in April thru the end of October.

APPENDIX A: ANSWERS TO FAQs

The markets are ever changing, if you don't know the answer to a question, or feel confident in your answer, ask HFM staff, direct them to the information booth, and/or provide them with an HFM business card.

GENERAL MARKET INFORMATION

When are your markets?

We currently have 3 markets that operate during the season: Our Downtown Hillsboro Saturday, Orenco Station Sunday, and the South Hillsboro markets.

Provide a rack card with dates and times

How do I apply to be a musician/entertainer?

We have an interest form that opens in January for market entertainment and can be found on our website on hillsboromarkets.org. The booking process occurs in February and is completed by March.

Do you allow dogs?

HFM currently allows dogs at our Downtown Hillsboro Saturday Market. We are not able to allow dogs at our Orenco Station Sunday Market.

If a customer complains: We invite you to fill out a feedback form that will go directly to the board for review.

Farmers Market Feedback form (located at the Info Booth)

When a customer or vendor has a complaint:

We invite you to fill out a feedback form that will go directly to the board for review

I lost something.

What did you lose?

Check lost and found to see if it has been turned in

If the item has not been turned in, take down their information (name, email, and description of item) and let them know that we will contact them if something is turned in or give them a business card and invite them to email us with their information so we can contact them if it has been found.

How can I volunteer at the market?

We have a variety of different opportunities available!

Check our website for more information

Here is a quick blurb of opportunities that are available, more information is available on our website hillsboromarkts.org. If you are interested, you can fill out your information here and our volunteer coordinator will reach out to you with more information!

I didn't know this event was happening this weekend, how can I stay up to date with the markets?

We have a newsletter that goes out every Friday that includes what is happening at each of our markets and other helpful information, you can sign up here! You can also follow along on our website: www.hillsboromarkets.org, or our social media sites: @hillsboromarkets

I want to talk to someone in charge. (Or other complaints)

Staff should be available to handle the complaint. By no means should you receive any abuse or be responsible for a disgruntled customer.

If staff is not in your immediate vicinity, ask the customer what they need assistance with and radio the Market Coordinator for assistance.

While waiting for staff to arrive, you may also invite them to fill out a feedback form located at the Info Booth.

TOKEN INFORMATION

Does the market take credit/debit cards?

Many of our vendors do accept credit/debit cards, but some of them do not. You may use your credit/debit cards at our information booth to exchange for market tokens, however there will be a \$2.00 .

How do your tokens work?

We have a variety of different types of tokens that correspond with different programs.

Note: Our token currencies adapt frequently due to funding sources, please contact staff and reference the Market Token guide for clarifications.

What can I use these tokens on?

Red: Anything! Everyone takes them, they are the same as cash (change is given), and they are good at both of our markets!

Blue: Veterans Match tokens. Can be used to purchase anything at the HFM's markets

Green: SNAP/Oregon Trail/EBT tokens. These have the same requirements as using your card in a grocery store , so any fruits, vegetables, dried beans, cut herbs, plants intended for growing food, packaged baked goods, honey, dairy products, meat, etc, just not any hot food or crafts

- Only vendors with eligible products can accept these
- They are good at all of HFM's markets
- Change cannot be given for these

Double Up Food Bucks (DUFb): Double Up Food Bucks are good for any fresh fruit, produce, cut herbs, food-producing plant, mushrooms, dry beans, and nuts. They cannot be used for any processed foods, animal by-products such as meat, eggs, honey, cheese, etc. If you forget if something qualifies or not, it is written on the buck.

- Change cannot be given for these

Purple: For Market Sprouts participants. Anything! We prefer to have the kids spend them on fresh fruits and veggies, but they can be spent on anything. Everyone takes them, they are the same as cash, and they are good at both of our markets!

- Change cannot be given for these

VENDOR INFORMATION

How do I become a vendor?

You can learn more about what products are eligible, the market rules and regulations, and a link to the application on hillsboromarkets.org

- Provide a “How to Become a Vendor” rack card

Do I have to come every week?

No! In the application, you are able to select the dates you would like to attend.

I’m a non-profit organization, can I get a booth here?

Yes, we do offer market space for community-based nonprofits! You will go to our website, go to the Become a Vendor page and sign up as a vendor. There will be a \$35 application fee and we are able to provide up to three complimentary booth spaces to approved nonprofits.

For more information on what HFM provides and what selected/approved nonprofits are required to bring, please visit hillsboromarkets.org. Applications can be found on ManageMyMarket.com

Where is that vendor I saw that one time?

- Never say “I don’t know”
- If you have no idea or no way to find out, radio the Market Coordinator.
“Destin, there is a customer asking about a previous vendor, do you have a minute to come and speak with them?”
- If you think you can figure it out, then ask them the following:
Did you see them at this market this year?
If yes: Some vendors do not come every week, sometimes every other week, once a month, or a couple of times a season. To verify if they will be there on the date you are attending, you can view the map of the market on our website hillsboromarkets.org
What products did they sell?
- If the Market Coordinator is busy and you can’t figure out who they are talking about, direct them to the Information Booth.

Where is “X” vendor? Do you have “X” product?

- Finder aids
 - HFM Website
 - Market Map
 - Stall assignment list
- If a vendor is absent
 - Provide reason if known
 - To avoid future disappointment (for scheduled absences), encourage the shopper to check the map on our website

Can I have the contact information for a vendor?

All of our vendors' contact information is available on the “Meet our Vendors” page of our website: hillsboromarkets.org.

- If there is any kind of pushback, or need to contact them immediately, market staff for assistance.

How do you choose your vendors?

We have an application process and once a vendor has applied, they participate in a farm visit or a product jury to determine if their products are a good fit for the market. If it is determined to be a good fit, then their dates are reviewed and approved depending on availability.

How many of each product do you allow?

Depends on the product, market, and market date. We do our best to support all small businesses while avoiding saturation of products to keep sales up for all vendors.

Do returning vendors have priority?

Yes

Is everything organic?

No, we do not require our vendors to be organically certified. We do ensure that all goods sold at HFM markets are 100% grown and produced in Oregon or Washington. Please talk to the vendor about their growing practices.

I had a problem with a vendor product, what do I do?

If the Market Manager is unavailable for contact, direct them to the Information Booth to fill out a Customer Feedback form.

TUESDAY MARKET INFORMATION**Questions regarding Tuesday Night Market**

Tuesday Night Marketplace is a different organization, please view their website or give them a call to confirm any information

- TuesdayMarketplace.org
- 503-601-0478
- Every Tuesday evening from early June to late August

When is your dog parade?

Tuesday Night Marketplace puts on the dog parade, please view their website to confirm the date!

- TuesdayMarketplace.org
- 503-601-0478

