



# Emergency Procedures for Farmers Markets

## Call for Help

Record the **address or street intersection** of your farmers market here:

Write in the following **phone numbers** below for the location of your farmers market.  
More numbers are available under the Emergency Contacts tab.

**Emergency:** 911

Farmers Market:

Market Manager Cell:

Market Security:

Market Insurance Provider:



# Acknowledgments

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This document is intended to aid decision-making only. Use of this document is not a substitute for an effective emergency management program that includes preventive measures, emergency response planning, market personnel training and periodic exercises to determine farmers market emergency preparedness. Take time before an emergency incident occurs to identify which preventive and response actions are most appropriate given their specific situations.

The Michigan Farmers Market Association developed this resource for farmers market managers. Much of the information is based on resource materials developed for Michigan retail food establishments or farmers markets in other states. We would especially like to acknowledge the following resources from which we drew substantially and then customized for the Michigan farmers market manager audience:

## **Flip Chart of Emergency Procedures for Retail Food Establishments**

Developed by the Retail Food Security Working Group under the leadership of the Michigan Grocers Association

[http://www.michigan.gov/documents/MDA\\_FSPR\\_EmergencyFlipChart\\_Jan06\\_148793\\_7.pdf](http://www.michigan.gov/documents/MDA_FSPR_EmergencyFlipChart_Jan06_148793_7.pdf)

## **A Guide to Managing Risks and Liability at California Certified Farmers Markets**

Written by Dr. Desmond Jolly and Chris Lewis of the Small Farm Center at the University of California

<http://sfp.ucdavis.edu/pubs/brochures/rmafmall0504.pdf>

## **Farmers Market Manager Training Manual**

Written by Diane Eggert and James Farr of the Farmers Market Federation of New York

[http://www.nyfarmersmarket.com/NYFM\\_Training\\_Manual.pdf](http://www.nyfarmersmarket.com/NYFM_Training_Manual.pdf)

We would also like to acknowledge the individuals involved in compiling, editing and sharing comments regarding the information presented here:

Maggie Smith, MIFMA

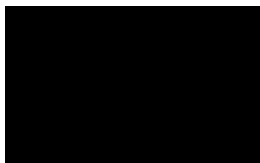
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# Introduction

Major emergencies and disasters can occur without warning and can create a serious risk for managers, farmers, vendors and customers of farmers markets. This flipchart was created to provide information and instruction regarding how farmers markets can plan for and respond to certain emergencies. As you read through this document, you can fill in the blanks with current information for your market. We have also provided space (in the margins), when available, so you can add additional information that pertains to your specific market situation. This flipchart then functions, not only as an informational resource, but also as a tool for you to use in case an emergency arises at your market.

This flipchart of *Emergency Procedures at Farmers Markets* does not cover every possible event that could happen. Instead, it provides information on a number of specific emergency procedures as indicated by the tabs.

In general, you should try to follow these rules when confronted by an emergency:

- Remain as calm as possible.
- Cooperate with emergency personnel.
- If requested, assist emergency personnel.
- Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and personnel.
- Do not enter a building that has been evacuated unless told that it is safe to do so by those in charge of the evacuation.

In order to be prepared for the unexpected, below is a checklist of materials you may wish to purchase and have onsite:

- |  |  |
|--|--|
| <input type="checkbox"/> Goggles           | <input type="checkbox"/> Trash bags            |
| <input type="checkbox"/> Gloves            | <input type="checkbox"/> Batteries             |
| <input type="checkbox"/> Face Mask         | <input type="checkbox"/> Safety Cones          |
| <input type="checkbox"/> Apron             | <input type="checkbox"/> Disinfectant Solution |
| <input type="checkbox"/> First Aid Kit     | <input type="checkbox"/> Soap                  |
| <input type="checkbox"/> Biohazard Bag     | <input type="checkbox"/> Broom                 |
| <input type="checkbox"/> Fire Extinguisher | <input type="checkbox"/> Dustpan               |
| <input type="checkbox"/> Flashlights       | <input type="checkbox"/> Squeegee              |
| <input type="checkbox"/> Overshoes         | <input type="checkbox"/> Paper Towel           |
| <input type="checkbox"/> Baking Soda       | <input type="checkbox"/> Bullhorn              |

## Call for Help

Write in the following **phone numbers** below for the location of your farmers market.

**Emergency:** 911

Farmers Market:	Market Manager Cell:
Market Security:	Market Insurance Provider:
Police Department:	Fire Department:
Poison Control: 1-800-222-1222	Toxic Chemical Spill Contact:
.....	
Snow Removal:	Sewer:
Water:	Gas Utility Company:
Electric/ Power Company:	Telephone:
Nearest Hospital:	Heating & Cooling:
General Contractor:	Plumbing:
Storm Sewer:	Roofer:
Pest Control:	United States Department of Agriculture: 202-720-2791
MDNRE: 1-800-292-4706	Federal Bureau of Investigation (FBI): 313-965-2323
Drug Enforcement Administration (DEA): 202-307-1000	U.S. Food and Drug Administration (FDA): 301-796-8240 or 1-866-300-4374
Michigan Department of Agriculture (MDA): 517-373-0440 or 517-373-1104	Food and Nutrition Service (FNS): 616-954-0319 or 888-258-8068
Local Health Department:	Michigan Department of Community Health: 517-373-9030 or 517-335-8024



## Emergency Reporting

It is important when dealing with an emergency to get the facts and write them down. An incident reporting template is provided for you on the back of this page. Below is a list of questions you should be able to answer in an emergency report.

- Were the appropriate emergency response personnel (fire dept., police, 911, etc.) and the Market Manager called?
- Was the crisis scene secured?
- When did the emergency happen? (Include the date and time of day.)
- Is the event ongoing, or has it ended?
- Where did the emergency happen? (Record the specific location.)
- How did the incident occur? (Don't speculate! Only provide the details that you know for certain.)
- Were there any injuries or fatalities?
- Was on-site care received?
- Have the injured been taken to the hospital/emergency room?
- Who was there when the incident occurred?
- Are all employees accounted for?
- Was there any facility damage? If so, what was it?
- Who else has the facts at this time?
- Was there any media interest? If so, what did the media want to know?

### Notes:

## Incident Report Form

Date of Incident:	
Location of Incident:	Time of Incident:
Emergency Responders Contacted:	<input type="checkbox"/> 911 <input type="checkbox"/> Fire Dept. <input type="checkbox"/> Police <input type="checkbox"/> Emergency Contacts <input type="checkbox"/> Personnel <input type="checkbox"/> Other: _____
Description of Incident/Injuries	
Market Personnel Involved	
1. 2. 3.	4. 5. 6.
Action (Briefly describe actions market personnel took)	
Incident Disposition	
1. Was victim transported by ambulance?	
2. If victim was not transported by ambulance, briefly describe what occurred:	
Media	
What information was reported:	
Staff person contacted:	
Facility Damage (Briefly describe any damage to the facility)	
Name of person completing form:	Date:    /    /



# Emergency Evacuation Procedure

Market managers should use the following procedure when a large-scale emergency is identified at the market.

1. **ASSESS** the nature and scope of the emergency. It is a large-scale emergency if any of the following situations have been identified. In all cases, use your best judgment.
  - There is a large explosion.
  - A serious accident has occurred with multiple victims, and there is potential danger to the public.
  - Firearm(s) are being/have been discharged.
  - A package/container is suspected to contain a bomb.
  - There is a fire that is not under control.
  - There is a chemical spill with fire or fumes.
  - A market structure has collapsed or is about to collapse.
  - Any incident has occurred, or is about to occur, that places lives, property or the environment at risk.
2. **CALL 911** to request assistance with the emergency.
3. **BROADCAST** the evacuation script example on the back of this page over the market public address (PA) system. If the market does not have a PA system, make the announcement as loudly and publicly as possible. Then, ask vendors to help spread the message. Vendors should have a copy of the evacuation script in case of an emergency. The broadcast should be made simultaneously with the call to 911 to expedite evacuation of the market.
4. **DIRECT** public to exits. Distribute bullhorns to market staff to facilitate communications with the public.
5. **TRANSFER** management of evacuation to police or emergency officials upon their arrival at the market.
6. **SUPPORT** the police and emergency personnel. Provide information about the incident, market facilities and materials at the market. Provide full access to market facilities.

This information is based on the [http://www.nyfarmersmarket.com/NYFM\\_Training\\_Manual.pdf](http://www.nyfarmersmarket.com/NYFM_Training_Manual.pdf)

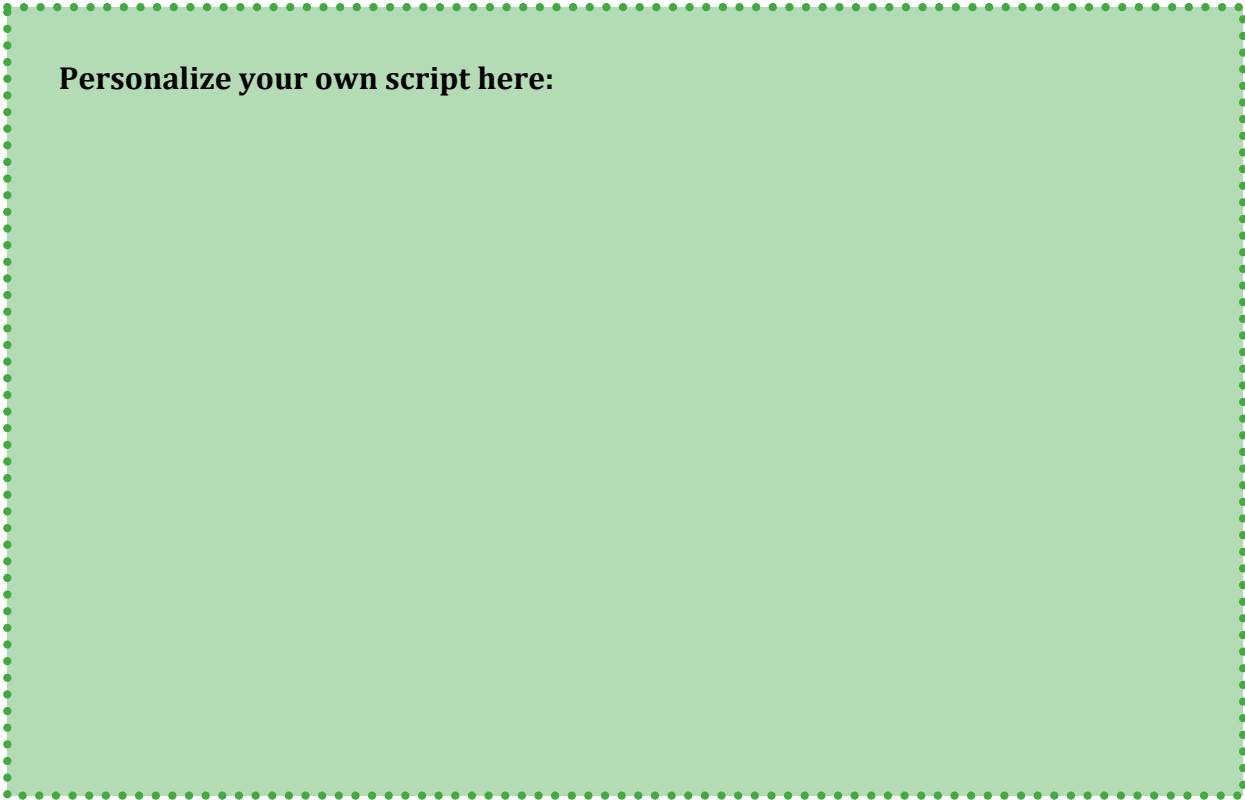
MAY I PLEASE HAVE YOUR ATTENTION? ALL SHOPPERS MUST IMMEDIATELY LEAVE THE FARMERS MARKET THROUGH THE NEAREST EXIT. PLEASE REMAIN CALM. YOU SHOULD NOT TRY TO RETURN TO YOUR VEHICLE UNTIL DIRECTED BY OFFICIALS ON SITE. VENDORS AND FARMERS MARKET PERSONNEL WILL HELP DIRECT YOU TO THE NEAREST EXIT. THANK YOU FOR YOUR COOPERATION.

<<<<<REPEAT>>>>>

MAY I PLEASE HAVE YOUR ATTENTION? ALL SHOPPERS MUST IMMEDIATELY LEAVE THE FARMERS MARKET THROUGH THE NEAREST EXIT. I REPEAT, PLEASE REMAIN CALM. YOU SHOULD NOT TRY TO RETURN TO YOUR VEHICLE UNTIL DIRECTED BY OFFICIALS ON SITE. VENDORS AND FARMERS MARKET PERSONNEL WILL HELP DIRECT YOU TO THE NEAREST EXIT. THANK YOU FOR YOUR COOPERATION.

This information is based on the [http://www.nyfarmersmarket.com/NYFM\\_Training\\_Manual.pdf](http://www.nyfarmersmarket.com/NYFM_Training_Manual.pdf)

**Personalize your own script here:**



# Medical Emergency

## **In the event of a serious medical emergency:**

1. Determine the extent of the injury or seriousness of the illness.
2. Contact emergency medical services (call 911), if needed or if requested.
3. Have someone meet the ambulance or rescue personnel and direct them to the injured party.
4. Do NOT move the patient unless he/she is in imminent danger at the present location.
5. Keep patient calm and comfortable until help arrives (i.e. lying down, covered and warm).
6. Do not apply first aid or medical treatment unless you are certified in First Aid and/or Cardio Pulmonary Resuscitation (CPR).
7. Call your emergency contacts. See Emergency Contacts Tab.

# Blood Borne Pathogens

## **Blood borne incidents:**

Any situation or accident where there is potential exposure to a person's blood or bodily fluids.

## **Precautions:**

Take universal precautions whenever responding to blood borne incidents.

- Assume all blood and bodily fluids are infectious. Wear personal protective equipment (gloves, goggles, etc.), and use a protective face mask when performing rescue breathing.
- Only individuals trained in the appropriate use of personal protective equipment should respond to the incident.

## **Clean-up procedures for blood or other potentially infectious materials:**

1. Wear gloves. Use additional protective equipment based on the risks present, i.e. protective apron, facemask and/or goggles.
2. Thoroughly spray contaminated surface areas with a disinfectant solution made of at least one part bleach to ten parts water (1:10).
3. Pick up any contaminated solid material making sure not to use your hands to pick up any sharp objects, such as glass. Throw away any contaminated food items that came in contact with the blood or body fluids. Use a broom, dustpan or similar cleaning tool to pick up sharp objects.
4. Wipe down contaminated area with a paper towel moistened with disinfectant.
5. Place all contaminated solids or clean-up materials in a biohazard bag. Sharp objects should be placed in a puncture-proof container before being placed in the bag.
6. Clean and disinfect any tools or other non-disposable items used in the clean-up.
7. Remove personal protective equipment, and place them in a biohazard bag.
8. Wrap and tie the biohazard bag, and give it to the person-in-charge.
9. Wash your hands and face immediately using soap.

## **If you are exposed to blood borne pathogens:**

1. Immediately wash all exposed portions of your body.
2. Notify management of the incident.
3. Seek medical assistance and follow-up.

This information is based on the Flipchart of Emergency Procedures for Retail Food Establishments  
[http://www.michigan.gov/documents/MDA\\_FSPR\\_EmergencyFlipChart\\_Jan06\\_148793\\_7.pdf](http://www.michigan.gov/documents/MDA_FSPR_EmergencyFlipChart_Jan06_148793_7.pdf)



# Fire

## React quickly and calmly:

1. Use fire extinguishers if it is safe to do so.
2. Announce evacuation procedures (note sample announcement script on the Emergency Evacuation tab).
3. Call **911** or your fire department.
4. If applicable, turn off gas valves/pumps with emergency shut-off switch.
5. Call your emergency contacts. See Emergency Contacts tab.

## Evacuate the building if:

- There is a fire on the premises.
- The safety of vendors and consumers is threatened.

## Evacuation procedures:

1. Announce an evacuation three times. See sample evacuation announcement script on the Emergency Evacuation tab.
2. Meet at the predetermined assembly area.
3. Check all areas of the premises to make sure everyone has evacuated, if safe to do so.
4. Verify that all employees and vendors have moved away from the market premises.
5. Assign someone to meet the firefighters and direct them to the fire location.

## Once the fire is out:

1. **The fire department will remove the smoke.**
2. Assess the impact on foods and operations.
3. **Clean up water (be careful of electrical hazards):**
  - Elevate merchandise off the floor to prevent water damage.
  - Push water out of area with squeegees, brooms and scrubbers.
  - Contact insurance provider and utilities, if needed.
  - Sort salvageable from non-salvageable foods, relying on Michigan Department of Agriculture for guidance.
  - Properly dispose of the non-salvageable food items in cooperation with State and Federal guidelines.
  - Provide general clean-up. Clean and sanitize food equipment and utensils.

If applicable, include information here about onsite gas valves and onsite gas pumps. Also, record information about the area where you would like vendors, shoppers and market visitors to assemble in case of an emergency.



# Severe Weather/Tornado

## If there is a threat of severe weather or tornado:

1. Monitor the weather closely using radio, television or other reports.

### Weather severity definitions:

- **Tornado Watch:** Tornadoes are possible or likely. Be ready to take shelter. Stay tuned to radio and television stations for updates.
  - **Tornado Warning:** A tornado with sustained winds has been sighted in the area. Take shelter immediately.
  - **Winter Storm Watch:** Significant winter weather (i.e., heavy snow, heavy sleet, significant freezing rain or a combination of events) is expected but not imminent.
  - **Winter Storm Warning:** Severe winter weather is expected and imminent.
  - **Blizzard Warning:** Winds are at least 35 mph or greater and blowing snow will frequently reduce visibility to 1/4 mile or less for at least three hours, and dangerous wind chills are expected in the warning area.
  - **Traveler's Advisory:** Severe winter conditions may make driving difficult or dangerous.
2. Contact management.
  3. Review the safe areas of the building or premises with vendors and volunteers. Safe areas should be close to walls/support columns at the center or back of the building and away from glass walls, glass entryways and windows.

## If severe weather is detected in the near vicinity of the farmers market:

1. Make an announcement in the building three times. Sample announcement:  
**"May I have your attention, please. The National Weather Service has sounded a Severe Weather Warning for this area. Please stay calm and move away from windows and toward the center or back of the market. Please stay there until the "all clear" has been given."**
2. Check all areas of the market to make sure everyone has moved to a designated assembly area. *Note: Management does not have the authority to detain vendors and customers who desire to leave the building during severe weather or tornado conditions. Do not lock exit doors.*

## Protect money/merchandise if it does not threaten anyone's safety.

1. Close and lock all cash boxes.
2. If applicable, lock your safe and doors to the office.

## When the "all clear" is given over the weather radio, make the "all clear" announcement and a decision regarding reopening the facility.

Severe

any property damage as a result of severe weather:

1. Establish control and security of the premises immediately.
2. Call your emergency contacts to report the damage. See Emergency Contacts tab.
3. Enter the market with caution.
4. Check the electrical service before turning on the power.
5. Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
6. Provide general clean-up while ensuring health and safety. Clean and sanitize equipment and utensils.
7. Sort the salvageable from the non-salvageable foods, equipment, utensils and single-service items as quickly as possible.
8. Properly dispose of the non-salvageable items.
9. Notify MDA or the local health department.



# Flood

## **If there is a threat of a flood:**

1. Monitor the weather closely using radio, television or other reports.
  - a. **Flood Watch:** Flooding is possible. Be prepared to evacuate.
  - b. **Flood Warning:** Flooding is already occurring or will occur soon. Take precautions at once. Be prepared to go to higher ground. If advised, evacuate immediately.
2. Call your emergency contacts. See Emergency Contacts tab.
3. Prepare to elevate all merchandise at least 12 inches off the floor (pallets will work).

## **If the flood is detected in the vicinity of the market:**

1. Begin creating water barriers with bags of sand.
2. Review Water Contamination tab.
3. Make sure that all merchandise is elevated.
4. Turn off electric power at the main switch. If applicable, when the market is ready for evacuation, shut off the emergency generator.
5. Review Emergency Evacuation tab.

**Evacuate market if the safety of vendors and consumers is threatened and/or you are ordered to evacuate by civil authorities. See Emergency Evacuation tab.**

## **Recovery if there is any property damage as a result of the flood:**

1. Establish control and security of the premises immediately.
2. Call your emergency contacts to report the damage.
3. Enter the market with caution.
4. Check the electrical service before turning on the power.
5. Contact the local building department and other appropriate agencies to determine if the building structure is safe and approved for occupancy.
6. Provide general clean-up while ensuring health and safety. Clean and sanitize equipment and utensils.
7. Sort the salvageable from the non-salvageable foods, equipment, utensils and single-service items as quickly as possible.
8. Properly dispose of the non-salvageable items.
9. Notify MDA or the local health department.

## **Clean-up guidelines:**

- All damaged food equipment, utensils and single-service items must be destroyed and properly disposed.
- Remove wet materials. Dispose of any materials that cannot be effectively cleaned and sanitized.
- Remove any standing water.
- Clean and sanitize any utensils and equipment in the affected area.
- Use a detergent solution to clean floors, equipment and other affected areas followed by a clean water rinse.
- Sanitize the floor and any other affected areas by using a clear water sanitizer solution (8 oz. bleach per 5 gallons of water = 500 part per million chlorine solution).
- Air-dry the affected area.
- Launder or discard mop heads and other cleaning aids that contacted flood water.
- Discard any food items (packaged or unpackaged) in contact with flood water.
- Discard any single-service items in contact with flood water.

**General flood salvage assessment:**

Floodwaters may carry silt, raw sewage, oil or chemical waste that can make storm-damaged foods unsafe to eat if packaging is contaminated. Discard any food or food packaging materials that have come into contact with floodwater. Very few food or beverage items can be saved after being exposed to floodwater. Food items in soft packaging or with screw-top lids must be destroyed. In some cases, canned goods in metal cans or rigid plastic containers can be saved. Even so, the condition of the can is another limiting factor. The presence of rust, soil or destroyed labeling precludes salvage. Floodwater can make foods unsafe to eat, especially if packaging is contaminated.

**Discard** the following foods if water has covered, splashed, dripped on or seeped into the package:

- Alcoholic beverages: The Michigan Liquor Control Commission (MLCC) will usually request a destruction order for all such products, resulting in their total destruction. In some cases, “returnable” empty cans or bottles may be salvaged for their deposit value. Occasionally, MLCC will honor seizure of the total inventory and not require a separate order. MLCC should be consulted in all instances.
- Exposed foods, bulk foods, fresh produce, meat, poultry, fish and eggs.
- Any foods packaged in paper, plastic, cloth or fiber.
- Cardboard boxes, even if the contents seem dry, including cereals, pasta products, etc.
- Food in glass jars, including unopened jars with waxed paper, foil or cloth covers.
- Foods, liquids or beverages with twist-off bottles or containers with pull-tab tops, corks or screw caps.
- All opened containers and packages; foods in bags or canisters.
- Cans that are dented, leaking, bulging or rusted.
- Cans with damaged labels. Cans may not be sold without all required labeling information.

**Food item disposal:**

1. Remove food to a designated condemned food storage area away from food preparation and equipment storage. Discarded food should be secured in covered refuse containers or other isolated areas to prevent either service to the public or accidental contamination of the facility and other food.
  - Small volumes of food to be discarded can be denatured with a cleaning product (such as bleach) and placed in a covered refuse bin outside the facility.
  - Large volumes of food should be stored in covered refuse containers in a secure location and disposed of by a refuse disposal company as soon as possible.
2. Document the type and amount of food, costs and the reason for disposal for insurance and regulatory purposes.

All food waste is to be disposed of in accordance with state and local waste disposal regulations in a licensed landfill. Local landfills should be contacted prior to delivery of food from a private individual or carrier to ensure acceptance of the waste. For a listing of licensed landfills, visit the Michigan Department of Natural Resources and Environment website at [http://www.michigan.gov/deq/0,1607,7-135-3312\\_4123-9894--,00.html](http://www.michigan.gov/deq/0,1607,7-135-3312_4123-9894--,00.html).

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## Water Contamination

If you have been informed that the local water supply is contaminated, or if the local water department or municipality has declared a boil water advisory, use the following precautions:

**Hand washing:**

- Use boiled water<sup>1</sup>, or safe water hauled from an approved public water supply.
- Or, use tap water followed by a hand sanitizer.
- Be sure gloves are used when handling ready-to-eat food.

**Cleaning and sanitizing:**

- Use existing system. Make certain that sanitizer concentrations are correct.

**Food preparation and cooking:**

- Require vendors to discard or remove any ready-to-eat food prepared with water from on-site prior to the discovery of the contamination.
- Use pre-washed product, or wash with bottled water or boiled water.
- Prepare ready-to-eat food using commercially bottled or boiled water.
- Use bottled water or water hauled from an approved public water supply for cooking.

**Ice and beverages:**

- Shut down machines dispensing soda, ice, drinking water, misters, etc.
- Destroy all ice in holding bins. Use commercially manufactured ice only.
- Shut down the coffee, iced tea maker and/or drinking fountains. Dump any water provided at market manager's tent or other locations.

**Steps to recovery as soon as water source is declared acceptable:**

Water lines and dispensing equipment:

- Flush faucets, coffee urns, drinking fountains and beverage machines for at least 5 minutes.
- Clean and sanitize beverage equipment per manufacturer's instructions.
- If equipment has internal filters, they should be replaced.

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**Boiling Water**

1. Place water in a clean and sanitized pot/container.
2. Using the stove burner, bring water to a boil.
3. Continue rolling boil for at least five (5) minutes.
4. After five minutes, if necessary, cool water by placing it in another sanitized container and store in the refrigerator/cooler.

Water Contamination/ Broken Water Pipe
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# Broken Water Pipe – Inside the Market

## **In the event of a broken water pipe:**

1. Determine if the water pipe is part of the domestic or fire sprinkler system.
2. Locate and turn off the valve controlling the source of the water to the main.
3. Contact your water utility for assistance if on a municipal water supply.
4. Contact your emergency contacts. See Emergency Contacts tab.
  - Give details of what type of water pipe is broken.
  - Be sure to inform them if you turned off a fire sprinkler main. Then contact applicable management as soon as you have restored the sprinkler system to full service.

## **Once the water main has been closed:**

- Clean up water.
- Be cautious of electrical hazards.
- Elevate merchandise off the floor to prevent water damage.
- Push water out of the building or down drains with squeegees, brooms, sweepers and scrubbers.

# Power Failure

## **In the event of a power failure:**

1. DO NOT TOUCH downed electrical wires or power lines. Contact the market manager, market security and your electrical company. Identify the perimeter of the hazardous area with yellow tape or other readily identifiable material.
2. Provide flashlights to all supervisors and managers.
3. Check for trapped vendors and customers in all possible areas.
4. Determine if you need to evacuate the market.
5. Call your emergency contacts. See Emergency Contacts tab.

## **If the power failure affects the farmers market and the surrounding area in your community:**

- Ask the power company when they anticipate that the electrical services will be restored. See Emergency Contacts tab.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items, and keep all cooler/freezer doors closed.

## **If the power failure affects the farmers market location only:**

- Conduct a site inspection to determine any obvious reasons for a power outage.
- Shut down any equipment and compressors that could be damaged when power is restored.
- Cover all refrigerated perishable items, and keep walk-in cooler/freezer doors closed.
- Call your local power company to restore power.
- Keep emergency contacts informed of the progress.

**Evacuate the building if the safety of vendors and customers is threatened. Use the evacuation procedure guidelines under the Emergency Evacuation tab.**



# Gasoline or Chemical Spill

## In the event of a gasoline spill:

1. Determine the severity of the spill.
2. If the gas spill is determined to be severe, call **911**.
3. Contain the spill, and minimize the spread of gas by using spill blankets.
4. Secure the gasoline spill area to prevent contamination and maintain safety.
5. Contact your Spill Clean-up Contractor for assistance with removal/clean-up of hazardous waste.
6. If the spill entered the environment, contact:
  - a. **Michigan Department of Natural Resources and Environment (MDNRE): 1-800-292-4706**
  - b. **Pollution Emergency Alerting System: 1-800-292-4706**
  - c. **US Environmental Protection Agency: 1-800-621-8431**
  - d. **Local County Health Department \_\_\_\_\_**
7. Always wear appropriate Personal Protective Equipment (PPE) when cleaning up any chemical spill.

## In the event of a chemical spill such as oil, antifreeze, paint, bleach and household chemicals:

1. Immediately contain the product.
2. Evaluate the spill, ventilate the area, secure the area and keep fire sources away.
3. Clean-up spill.
  - a. If spill is too extensive to handle, contact a hazardous waste clean-up contractor.
  - b. Wear PPE, such as gloves, goggles and overshoes.
  - c. Absorb liquid and solidify with available absorbent. Work from edges toward middle.  
**Water-Based** (latex paint, anti-freeze, bleach, household chemicals)  
**Acids:** Neutralize with baking soda  
**Oil-Based** (camp fuels, enamel paint, thinners/solvents, gas/diesel additives)  
*\*never use water to clean an oil-based spill, use dry absorbent only*
4. Carefully place absorbed material in disposable containers. Double bag, or use covered bucket.
5. Discard soaked materials and merchandise.
6. Scrub soiled areas and corners/crevices.
  - a. Dispose of sweepings, cleaning materials, broom, gloves, PPE. Change clothing and wash with detergent.

## In case of accidental contact:

**Eyes:** Flush with water for 15 minutes. Get medical attention immediately.

**Skin:** Wash completely with soap and water. Refer to product label for further instruction.

**Clothing:** Remove contaminated clothing, and wash skin completely with soap and water. Refer to product label for further instruction.

- If you are in doubt about the nature of the material – get medical attention immediately.
- NOTE: If medical attention is sought, take the labeled container to the physician.

**Ingestion: Call poison control: 1-800-222-1222**

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# Natural Gas or Propane Leak

## In the event of a natural gas or propane leak:

1. Determine severity of the natural gas leak.
2. If the leak is determined to be severe or the gas cannot be shut off, call **911**.
3. Locate and turn off the gas valve immediately.
4. Contact your gas utility for assistance. See Emergency Contacts tab.
5. Open doors to promote cross-ventilation.
6. Call your emergency contacts. See Emergency Contacts tab.
7. Contact site owner.
8. Secure site, limit access to area/scene.

Evacuate the site if the safety of vendors and customers is threatened.

1. Assign a designated person to each exit.
2. Announce an evacuation three times. See the Emergency Evacuation tab.
3. Meet at the predetermined assembly area.
4. Check all areas of the market to make sure everyone has evacuated, if safe to do so.
5. Verify that all vendors are away from the market site.
6. Secure the building.

**Notes:**



# Civil Unrest

If civil unrest appears imminent, based on observations or assessment by authorities, contact your emergency contacts. See Emergency Contacts tab.

## **Close the market if directed to do so by authorities:**

1. Evacuate all vendors and consumers not essential to supervise closing. See the Emergency Evacuation tab.
2. Secure the market.

## **Leave violent individuals to trained personnel:**

Emphasis must be placed on safety and protection of life. Untrained market staff should not intercede physically or attempt to handle a violent or armed person. Immediately contact police, market security and the market manager.

Except in cases of self defense, refrain from touching an angry, suspicious or aggressive individual because they may interpret the gesture as a personal attack. Maintain a normal and calm voice. Stand erect at an angle keeping a distance of 5 – 7 feet, and allow the person to vent angry feelings verbally if so inclined. When it is necessary to approach an angry or hostile person, a team approach should be used if possible.

## **To protect market money and merchandise:**

1. Close and lock all cash boxes.
2. If applicable, lock your safe and doors to the office.

## **Secure the market for civil unrest:**

1. Turn on all parking lot lights, and turn off all interior lights.
2. Implement boarding up procedures.
3. Secure all perimeter openings:
  - Fire doors
  - Roof hatches
  - Dock doors
4. Gather all fire extinguishers, and place near each entrance.
5. Check flashlight locations, and install new batteries.
6. Ensure all sprinkler valves are locked in the “open” position.
7. Remove pallets of paper and other combustibles from around the outside of the building.

# Robbery

## **Once the robber has left:**

1. Do not attempt to follow the robber.
2. Write down a description of the robber, escape vehicle and license plate number.
3. Call **911**.
4. Call your emergency contacts. See Emergency Contacts tab.
5. Document the incident, and complete a Robbery Description Report.

**Do not disturb the crime scene.** Make sure that the area is secured to prevent anyone from entering the crime scene or surrounding area

# Shooting

## **If a violent attack or shooting occurs:**

- Call **911**.
- Do not attempt to apprehend or detain the attacker.
- If it can be safely accomplished, evacuate the area.
- Do not do anything to jeopardize your safety or the safety of others.
- Carefully note the physical description of the attacker, including any distinguishing characteristics. See Suspect Description Report.

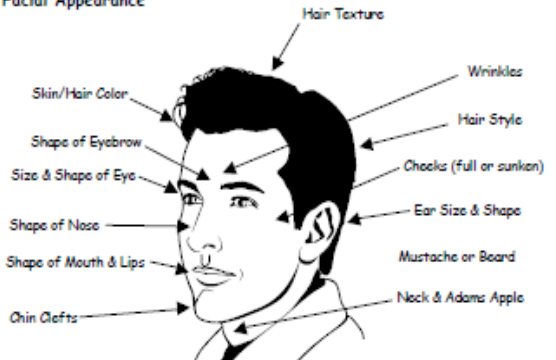
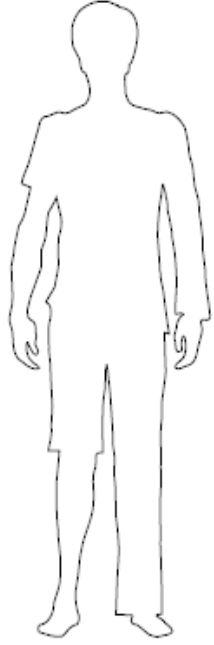
## **After the attacker has left the premises:**

1. Care for injured market staff, vendors and/or customers. See Medical Emergency tab.
  - Call **911**.
  - Call your emergency contacts. See Emergency Contacts tab.
2. Take actions to secure the scene.
3. Protect potential evidence.
4. Keep emergency contacts informed of progress.
5. Document the event. See sample of incident reporting form under the Emergency Reporting tab.

# Suspect Description Report

## Suspect Description Form

*(Call 911 if robbery or theft)*

SEX: Male <input type="checkbox"/> Female <input type="checkbox"/>	RACE: White <input type="checkbox"/> Black <input type="checkbox"/> Other <input type="checkbox"/>	AGE	<div style="border: 1px solid black; padding: 5px;"> <p><b>Facial Appearance</b></p>  <p>Only those specific facial details you definitely remember.</p> <p><input type="checkbox"/> Suspicious Person   <input type="checkbox"/> Robbery Suspect</p> <p>What did suspect do or say?</p> <p>Details of incident</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"><b>VEHICLE</b></td> <td style="width: 25%;">Color</td> <td style="width: 25%;">Make</td> <td style="width: 25%;">Model</td> </tr> <tr> <td>Body Style</td> <td></td> <td>Damage/Rust</td> <td>License Number</td> </tr> <tr> <td>Direction of Travel</td> <td></td> <td>Date of Report</td> <td>Phone</td> </tr> <tr> <td colspan="4">Witnesses</td> </tr> </table> </div>	<b>VEHICLE</b>	Color	Make	Model	Body Style		Damage/Rust	License Number	Direction of Travel		Date of Report	Phone	Witnesses			
<b>VEHICLE</b>	Color	Make		Model															
Body Style		Damage/Rust		License Number															
Direction of Travel		Date of Report		Phone															
Witnesses																			
HEIGHT		LEFT/RIGHT HANDED																	
WEIGHT		HAT (COLOR/TYPE)																	
HAIR		TIE																	
EYES		COAT																	
GLASSES TYPE		SHIRT																	
TATTOOS		TROUSERS																	
SCARS/MARKS		SHOES																	
COMPLEXION		WEAPON																	

This information is based on the <http://numismaticcrimes.org/files/Suspect:Vehicle%20Description%20Form.pdf>

Suspect Description Report



# Bomb Threat

## **React to the bomb threat quickly and calmly:**

1. Utilize your incident report form under the Emergency Reporting tab. Record all information.
2. Call 911 or the police department.
3. Shut down electronic equipment (such as):
  - Beeper/pager systems
  - Emergency announcement system
  - 2-way radios
  - Cellular phones
  - Radio Frequency Systems (Telxon, LXE, Norand)
4. Contact your emergency contacts. See Emergency Contacts tab.
5. Document the received information regarding a suspicious substance.
6. Secure the area around the substance. Investigate possible legitimate sources of the substance (flour, baking soda, talcum powders, etc).

## **If a legitimate source of the substance is not identified, or a threatening circumstance exists:**

1. Contact law enforcement immediately. Provide a listing of all exposed items.
2. Evacuate the area.
3. Determine the scope of the hazard.
4. Secure the area and/or product.
5. Determine who may have come in contact with the substance. Potentially exposed person(s) should be staged in an area away from others.
6. Follow decontamination directions of responding public safety agencies.
7. Determine what information will be released to the public in coordination with public agencies.
8. Determine if any threatening circumstances exist. Threats received by phone, mail, etc. could indicate an intentional placement of a hazardous substance in the market and/or on product.

## **Evacuate the building if:**

- A suspected explosive device is found in the building.
- Local authorities order the evacuation.
- A second bomb threat is received, within the time specified by the caller, and the search is not complete.
- The safety of market staff, vendors or customers.

## **Suspicious Package Procedures**

### **If the substance is determined not to be hazardous:**

1. Take appropriate measures to remove and clean the area/product.
2. Communicate the findings to potentially impacted customers and employees.



## Contacts and Resources

### **Michigan Farmers Market Association (MIFMA)**

MIFMA homepage: [www.mifma.org](http://www.mifma.org)

Phone number: 517-432-3381

Mailing Address: 172 D Natural Resources Building, East Lansing, MI 48824

### **Michigan Department of Agriculture (MDA)**

Website: [www.michigan.gov/mda](http://www.michigan.gov/mda)

24/7 emergency contact: 517-373-0440

Toll free general information: 1-800-292-3939

Mailing address: P.O. Box 30017, Lansing, MI 48909

### **Michigan Dept. of Community Health (MDCH)**

<http://www.malph.org/page.cfm/18/>

Public hotline: 517-373-9030

General phone: 517-335-8024

Fax: 517-335-9476

### **Michigan Department of Natural Resources and Environment (MDNRE)**

Website: [www.michigan.gov/deq](http://www.michigan.gov/deq)

Phone: 1-800-292-4706

**Poison control nationwide:** 1-800-222-1222

### **U.S. Food and Drug Administration (FDA)**

FDA homepage: [www.fda.gov](http://www.fda.gov)

FDA recall information: [www.fda.gov/opacom/7alerts.html](http://www.fda.gov/opacom/7alerts.html)

Emergency after hours answering service: 313-343-5120 (Detroit, Michigan)

Main FDA for general questions: 888-INFO-FDA (888-463-6332)

Toll free information line: 888-SAFEFOOD (888-723-3366)

### **U.S. Centers for Disease Control and Prevention (CDC)**

CDC Emergency Preparedness & Response: [www.bt.cdc.gov](http://www.bt.cdc.gov)

CDC Hotlines: (888) 246-2675 English

### **U.S. Department of Agriculture (USDA)**

USDA homepage: [www.usda.gov](http://www.usda.gov)

Food Safety and Inspection Service page: [www.fsis.usda.gov](http://www.fsis.usda.gov)

USDA food recall info: [www.fsis.usda.gov/Fsis\\_Recalls/index.asp](http://www.fsis.usda.gov/Fsis_Recalls/index.asp)

USDA Food Security and Emergency Preparedness website:

[www.fsis.usda.gov/food\\_security\\_&\\_emergency\\_preparedness/index.asp](http://www.fsis.usda.gov/food_security_&_emergency_preparedness/index.asp)

24/7 emergency contact: 517-719-0308

**U.S. Environmental Protection Agency (EPA)**

Website: [www.epa.gov](http://www.epa.gov)

Phone: 1-800-424-8802

**U.S. Department of Homeland Security (DHS)**

Homepage: [www.dhs.gov/dhspublic](http://www.dhs.gov/dhspublic)

Business-Working with DHS website: [www.dhs.gov/dhspublic/display?theme=37](http://www.dhs.gov/dhspublic/display?theme=37)

**Federal Bureau of Investigation (FBI)**

Website: [www.fbi.gov](http://www.fbi.gov)

Detroit District Office: 313-965-2323

Washington, DC: 202-324-3000

**American Red Cross**

Website link to Michigan chapters: [www.redcross.org](http://www.redcross.org)

202-303- 5000