



<b>MANUAL:</b>	Organization		
<b>CATEGORY:</b>	Communications	<b>CODE:</b>	COMM-010
<b>TITLE:</b>	Vendor Program		
<b>APPROVED BY:</b>	Senior Leadership Team	<b>ORIGINAL DATE:</b>	February 2013
<b>SIGNATURE:</b>		<b>REVIEWED/REVISED:</b>	

**1. PURPOSE:**

To establish standards and guidelines for all vendors using any Hospital location to promote and/or sell their products and services to staff and the public.

**2. POLICY STATEMENT:**

All vendors using Hospital grounds to promote and/or sell their products and services must abide by the guidelines set by the Hospital:

- 2.1 All vendors seeking exhibit space on hospital grounds MUST do so through the Brockville General Volunteer Association, via the Volunteer Coordinator.
- 2.2 Tables will be available for approved vendors to display and sell their approved merchandise for a one-day period. Approval is at the discretion of the Volunteer Coordinator or designate. The Brockville General Volunteer Association receives 20% of total vendor sales for each day.
- 2.3 The Brockville General Hospital and/or the Brockville General Volunteer Association reserves the right to decline vendor applications or evict vendors based on appropriateness, acceptability of product lines, or failure to abide by the policies and procedures.
- 2.4 Vendors must leave the area in the same condition as it was found. Please do NOT leave behind your papers, boxes, garbage, etc. in the vendor area.
- 2.5 The use of megaphones, audio equipment, stereos or potentially disturbing equipment is strictly forbidden.
- 2.6 Vendors may only sell items listed on their approved applications. Vendors may NOT change their product lines without prior approval from the Volunteer Coordinator.
- 2.7 Any and all food items must have their ingredients clearly listed on the product or at the table.
- 2.8 Approval for vendors to sell items does not signify hospital endorsement of these products.
- 2.9 Due to fire code regulations, the blocking of exit doors, hallways, and impending pedestrian traffic is strictly forbidden.
- 2.10 Displays must be presentable and maintain a professional appearance at all times.
- 2.11 Vendors may not approach staff, volunteers, patients or visitors for the purpose of sales and are restricted to selling their wares at the table space provided. Breaks and restroom arrangements are the sole responsibility of the vendor. **DO NOT** approach staff or volunteers to take responsibility for the care of your tables in your absence.
- 2.12 Vendors may not use promotional literature that implies they are "fundraising" for the hospital.

## CORPORATE POLICY & PROCEDURE

Section: Code: Sub-Code: Page 2 of 2

- 2.13 Sales are between the vendor and the purchaser. The Brockville General Volunteer Association or the Hospital will not be responsible for deliveries, returns, adjustments or mediation. Conflict resolution is the responsibility of the vendor.
- 2.14 Promotional materials, signs or other materials may **not** be affixed to any hospital surface without prior approval of the Brockville General Hospital's Communications Officer. All promotional materials must state who the fundraising monies are benefiting.
- 2.15 The Brockville General Hospital is not responsible for theft and/or damage to products on the vendor tables. Vendors leave their tables unattended at their own risk.
- 2.16 The Brockville General Hospital is a scent-free environment and a non-smoking facility, inside the buildings.

### 3. DEFINITIONS:

- 3.1 A "vendor" is an individual, group or business (profit or non-profit) that offers services or products to the public.
- 3.2 A "supplier" is an individual, group or business that offers services or products directly to the hospital.

### 4. PROCEDURE:

- 4.1 Tables are NOT to be removed from the cafeteria for vendor use. Vendors must use the space provided.
- 4.2 Please be reminded that monies received are for the rental of the tables and are **NOT** considered donations to the hospital; therefore, they cannot be advertised as such. Charitable receipts will not be provided.
- 4.3 **Cancellations must be made two business days prior to the booked date.** Failure to contact the Coordinator within this time frame will result in a \$20.00 cancellation fee.
- 4.4 **Substitutions are to be arranged through the Volunteer Coordinator ONLY.** This allows us to ensure that there is a variety of merchandise made available to consumers, and to discourage direct competition between two vendors on the same day, whenever possible.
- 4.5 Time of arrival and departure is optional. Due to shift changes, staff members tend to visit the vendor area from 8:30a.m. with the highest traffic occurring between 11:00 a.m. and 2:30 p.m. Vendors are welcome to remain until 6:00 p.m.
- 4.6 Parking validation is **NOT** provided.
- 4.7 Vendors are encouraged to operate independently. Due to time and space limitations, personal visits to the Volunteer department are discouraged. Vendors are welcome to make any inquiries or changes via telephone.
- 4.8 If you have a problem or concern while you are here, please feel free to use the internal telephone system to call **extension 1254** to speak with the Coordinator.

### 5. RELATED POLICIES /LEGISLATION/LINKS:

N/A

### 6. REFERENCES:

The Credit Valley Hospital Skylight Market Kiosk Program  
[http://www.cvh.on.ca/skylighmarket/Shops\\_Policies.pdf](http://www.cvh.on.ca/skylighmarket/Shops_Policies.pdf)

### 7. APPENDIX:

N/A