**VISITOR AND TOUR POLICIES**

**VISITOR POLICY**

You should have a policy that addresses how you handle visitors at your farm. You can define who qualifies as a “visitor.” However, anyone who might have contact with produce, such as an agricultural service provider, organic inspector, or the GAPs Auditor, or u-pick customers, should definitely be considered a visitor. Below is an example of one type of visitor policy. Your policy should reflect what actually happens at your farm.

*“All visitors to the farm who might come in contact with the apples for the wholesale market will be asked to follow the same guidelines as employees when entering the facility. Only visitors accompanied by a staff member may enter areas in which wholesale fruit is being handled, and they must sign the Visitor Log in the lobby. Exceptions for signing the log include regular visitors such as mail carriers, delivery persons, etc. who are only on the property for short periods of time and would not be handling produce.”*

**POLICY FOR SCHOOL TOURS AND OTHER TOUR GROUPS**

You’ll also need to have a policy for people who participate in tours of your operation and its facilities. You don’t need to observe tour members washing their hands on-site. But you should:

Explain or mail your policy to the teachers or group leaders when they call to set up the visit. Explain to them that if a child is ill with a fever or any other symptoms (diarrhea, jaundice, vomiting) they cannot come on the tour.

Post a sign with your policy and explain it to the group when they begin the tour. The policy should include:

* A request that they wash hands after using the bathroom, eating or smoking
* Directions to the location of the bathroom
* A request that they not participate in the tour if they are ill
* Anything else you think makes sense to include from your perspective

The individual students/tour members do not need to sign in, but the teacher/group leader should sign a statement confirming that they received the health and hygiene training. The statement should include the date, the name and phone number of the school, the name of the group leader and the number of people in the group.

An example of a sign for Visitors and Tour Groups can be found below.

**WELCOME TO OUR FARM!**

**Maintaining the safety of our customers and our food is very important to us. Please read and follow these practices for the well-being of all of our customers.**

* **We love dogs, but they are not allowed in the orchard/fields. Please [fill in your directions here]**
* **Visitors and tour groups going beyond this point should please sign the “Visitor Sign-In Sheet”.**
* **Please wash your hands after eating, smoking or using the restroom. Restrooms and handwashing stations are located [fill in your directions here].**
* **If you have a fever or are ill, please come visit us another day.**

**THANK YOU!**

**POLICY FOR GLEANERS**

Allowing gleaners to harvest produce that you know you will not be selling through your operation is a wonderful practice. However, because it means that you will have non-employee visitors on your farm, they should be expected to follow your basic hygiene and sanitation practices, and you should describe how you will handle gleaning in your farm plan.

You can only allow gleaning in fields after you are completely done with harvesting that crop for any of your own markets and there is no chance you will be sending it to a market. The gleaners must harvest into their own containers. You should also keep a record of which fields you allowed gleaning in for each year. You must describe all of this in your farm food safety plan - stating something like:

*"In order to contribute to the community and make sure that no food goes to waste, [Farm Name] allows [name of gleaning organization] to harvest [crops] at the end of each season after we have removed all product that might go to one of our commercial markets. Gleaners do not use [Farm Name] containers to pick or pack the crops that they glean. The group leader receives training in our hygiene and sanitation practices and is asked to sign a sheet stating that they have received the training [ see attached sheet], and a record is kept of all of the fields gleaned for each harvest season, the organization that did the gleaning, and contact information for the organization."*

An example of sanitation practices that might be expected of gleaners is included below, but you should develop a list of practices that fits the needs of your operation.

**HYGIENE AND SANITATION AGREEMENT FOR GLEANERS**

My signature below indicates that I understand the proper hygiene and sanitation practices for gleaning on this farm, and will share this information with gleaners. These include:

* I understand that smoking and eating are confined to designated areas, separate from produce areas.
* I have been told where bathrooms and handwashing stations are located and that all gleaners should wash their hands after using the bathroom, eating, or smoking
* I understand that any gleaners that have fevers, vomiting, diarrhea, and jaundice should not be handling produce.
* I understand that we cannot use [Farm’s Name] harvest or packing containers and that we are expected to supply our own harvest and packing containers.
* I understand I should seek prompt treatment with clean first aid supplies for cuts, abrasions, and other injuries.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_