

## Answers for common CSA questions

Q: What happens if I forget my box?

A: Call us as soon as possible. We can get in touch with your site host for a later pick up or a pick up on Friday morning. Please don't expect a box to be packed for you again.

Q: What do I do if I am going out of town?

A: There are lots of options detailed in the preseason welcome including sending a friend to pick up the box, having us hold the box for an on-farm pick up or farmers market pick up, having us donate your box and more. Just call or email to let us know.

Q: What do I do if I have an emergency?

A: We treat emergencies differently from forgetfulness 😊 Call us so we can accommodate your situation.

Q: Can I switch dropsites?

A: We don't want you to make a weekly habit of it but we are happy to change your dropsite for a single week (let's say that a friend is picking it up and already gets there box at another site), or permanently for convenience or because of a move etc.

Q: When can we visit the farm?

A: Most of the time! We have official volunteer times Monday and Wednesday from 8-12 and 1-5pm. You can come for as much time as you like to try out farming, get your hands dirty etc.

If you just want to see things and wander about or take a walk through the pastures that is fine too. Just call us so we can plan to show you around some.

Do you want to share a meal with your farmers? We are happy to set up a time to share dinner on the farm. Again schedule a time with us.

We have u-pick times for berries and tomatoes and these are a great way to come out to the farm as well as scheduled farm events. These are open to all CSA members.

Pizza nights each week are a great time to come see your farm, but your farmers are usually pretty busy so we can't really accommodate tours or time to show you things then.

Q: Can we bring kids to do farm work

A: Our worker shares and farm volunteer shifts are set around our most intense work days and adult work. We do have a few times a year that are kid appropriate including all our upick events, and harvests of produce for the neighbors place in Wausau each year. We also work with school groups and other organizations to set up specific events for kids to get their hands dirty. We are happy to include kids in most parts of the farm but we are not able to provide necessary supervision.

Q: Can we bring our super nice dog or other pet

A: No. We love our dog and animals but cannot predict how animals will react with each other. Unless your animal is a working animal or working dog in training (Seeing eye dogs etc.) or you can comfortably leave the animal in your vehicle please leave pets at home.

Q: I don't know what this vegetable is

A: First look at the newsletter. There is a list there that should help. If you missed a box you might need to look at last week's newsletters for a full description of something new. Second, google it! Seriously internet pictures can be very helpful. Third just call us or email etc. We are happy to coach you through your box at any time!

Q: I am drowning in greens, zucchini, some other crop I can't figure out how to use.

A: We have some resources on the bottom of the member resources page but there are some great searchable recipe sites including epicurious.com and the NY Times new recipe app. We also highly recommend both the cookbooks from the FairShare CSA Coalition. We have them at farm events and the farmers market and you can also order them from fairshare. We also can help with ideas for preservation and weekly use. Last but not least Kim Casey's cooking classes are centered around using your box and the challenges newer CSA members find.

Q: I think I am missing something from my box,

A: Call us! We don't usually miss things but it has happened a few times. We will get you what you need.

Q: My box is not at the dropsite, my name is checked off but I didn't do it or my name is not on the list!

A: call us before you take a box if possible. We can get to the bottom of it as fast as possible and get veggies into your hands.

Q: Can I bring my mom, friend, sister.... To a farm event or out for upick?

A: Yes of course. Our events and upick are for CSA members only but that includes people closest to our members! Please don't invite a family reunion to the pancake breakfast but we welcome you are your guests.

Q: I cannot do upick because of physical disability, injury, age... can I still have my veggies?

A: Yes you can. We can help arrange this with you. If you have an able bodied friend or family member they can come out for you and if you cannot find someone we can usually recruit a CSA member or can pick it for you ourselves.

Q: I can't make it out for upick can I just pick up my bushel of tomatoes or berries at the market?

A: No, sorry. Upick is upick. You can recruit a friend or family member to do it for you and bring back the veggies/fruit but we cannot pick for people. You can purchase canning tomatoes or bulk berries at the farmers market weekly if picking is not your thing.

Q: I saw tomatoes and sweet corn at the market in Wausau on June 15<sup>th</sup> why don't I have those things in my box?

A: There are quite a few local green houses and markets which have people who resell produce they buy. Sweet corn cannot be harvested in WI until very late July at the earliest. Melons are a late August/September crop, bulk tomatoes usually don't ripen until late July in a hoop house or suggest in the field. There are also a few growers who have heated greenhouses and may offer specialty crops like tomatoes and peppers very early in the season.