

The Urban Canopy – LUCSA Member Agreement

Summer 2019

Please note this document has been edited for the 2019 Summer season. Please read it carefully, even if you have been a member in the past!

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Introduction

Welcome to the Urban Canopy! We're a small farm on the Southside of Chicago headquartered in Pilsen. We grow seasonal produce in Englewood and wheatgrass in Back of the Yards, inside of an ex-meatpacking factory called The Plant. Our small farm collaborates with a network of good food partners to bring you a mighty CSA program we call LUCSA, (Luck-sah) -- it stands for Local Unified Community Supported Agriculture. Read on and feel free to contact us with any questions that may remain.

The Urban Canopy has modified a standard "Model CSA Member Agreement" provided by FarmCommons.org, which was prepared to serve the needs of CSA farmers and the CSA community for a comprehensive agreement that protects both the farmer and the member. We believe that this agreement can improve communication between farmer and member, which will also improve customer retention and the strength of the CSA model long into the future.

Member Agreement for Summer 2019

Farm Contact Information:

The Urban Canopy Main Address 2550 S. Leavitt St. Chicago, IL 60608	LUCSA Lead Emily Cross lucsa@theurbancanopy.org 224-572-9864	LUCSA Co-Lead Kate Gurke lucsa@theurbancanopy.org 224-572-9864
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We, the farm, wish to provide you with fresh, local, seasonal food and you, the member, wish to receive a portion of our harvest and that of our partner farms along with food products from our local food producers. This agreement outlines our shared commitments to that relationship.

Section 1. Introducing Our CSA Farm

A. Becoming a Part of Our Farm

Our Local Unified Community Supported Agriculture (LUCSA) is a relationship between our farm, network of local farms, and other producers within Chicago, and you, as our customer.

Rather than simply purchasing food, our customers become “members” of this CSA and receive a portion of the farm’s harvest. As members you are claiming stake in the local food system, as a guaranteed eater of local food, committing to local food producers who are in turn committed to you. Some of Urban Canopy’s produce is grown at our Englewood farm, found near the corner of 76th St and Racine Ave, as seasonally available.

Our Summer LUCSA runs **for 22 weeks, beginning June 3/4th and ending October 28/29th**. Members and The Urban Canopy are responsible for coordinating home-delivery each week to receive your share. You will receive *roughly* 10-15 pounds of the following: vegetables, fruits, mushrooms, eggs, bread, a local beverage, and other locally made products. This is roughly equivalent to a full milk crate or two bags of groceries. Detailed information regarding the home delivery or pick-up is discussed below in Section 3. Variety and quantity may vary as described below in Section 2.

We offer two subscription options for joining LUCSA: “Full Shares” and “Half Shares”. Full Share Members will receive a share every week and Half Share Members will receive shares on an every other week basis during the time period mentioned above. Details on Full and Half Share Subscriptions are below. ***Please note: the day you receive your delivery (Monday OR Tuesday) depends on your address location, and cannot be modified. This is to reduce the mileage our vehicles travel to do deliveries, so that we can be as efficient as possible in getting you your good food!***

B. Our Growing Practices

The Urban Canopy’s farm is NOT Certified Organic but we DO use organic practices. We use soil that we create by composting food scraps on-site at our farm - helping us maintain rich & healthy living soils that grow healthy produce. We also purchase soil from good soil producers in our region. We do NOT use any synthetic pesticides or herbicides in any of our operations. We use organic certified pesticide applications as needed, and we try to minimize their use. For example, in 2017 we used spinosad for flea beetle control on radishes and collards. For more information about organic production please ask; we’d be happy to tell you more. We are invested in better establishing a stable ecosystem for the overall health of the farm and city.

C. Our Partner Farms

Most products found in these shares (like the bread, beverages, and a wide variety of produce) come from our Chicago and Midwest partners who also use organic practices. Whether or not they are certified organic will vary, and we will do our best to make this clear to you, the member. Some of our mid to large size farm partners are NOT certified organic, but are rather “Certified Sustainable,” “Certified Naturally Grown,” or have some other kind of certification. Again, we will do our best to make this clear to our members.

Similarly, products like bread or the beverages in your shares are also organically produced, whether they are certified organic will vary. The eggs we use are certified organic and the chickens free range. Free-range animals are allowed continuous access to the outdoors during their lifetime. Their diet consists of foraging for bugs on the farm as well as food provided for them by farmers.

D. The Products We Expect for Summer of 2019

Here are the goods! The chart below outlines just **some** of the fruits, vegetables, and other items we hope to deliver. This chart is based on our best estimate, but of course weather, pests, and other events will affect actual production. Our LUCSA members can expect a wide variety of each of these products from week to week, rather than the same exact items repeatedly. Each share is designed to meet the nutrition needs of the average person.

Product:	Producer and Location:
Leafy cooking and salad greens (spinach, lettuce, mustards, collards, kale, bok choy, etc.)	The Urban Canopy (Chicago, IL), Lanes End (Lowell, IN), Genesis Farm (St. Anne, IL), Windy City Harvest (Chicago)
Summer fruits, among them: tomatoes, peppers, eggplant, squash, melons, cucumbers, zucchini, etc!	The Urban Canopy (Chicago, IL), Earthlore Farms (Beaverville, IL), Genesis Farm (St. Anne, IL), Gary Comer Youth Center (Chicago, IL), Cedillo Fresh Produce (Chicago, IL)
Fall and Winter vegetables (squash, potatoes, onions, garlic, beets, carrots, radish, turnips, etc.)	The Urban Canopy (Chicago, IL), Genesis Farm (St. Anne, IL), Earthlore Farms (Beaverville, IL), Lanes End (Lowell, IN), Nichols Farm & Orchard (Marengo, IL), Midnight Sun Farm (Harvard, IL) Harrison Market + Gardens (Winnebago, IL)
Microgreens/Fresh Herbs	Closed Loop Farm (Chicago, IL), Wind Ridge Herb Farm (Caledonia, IL), The Urban Canopy (Chicago, IL)
Kombucha, Cider, Juice, etc.	Arize (Chicago, IL), Kombuchade (Chicago, IL), Karma Kombucha (Vernon Hills, IL), Ellis Family Farms (Benton Harbor, MI), Mick Klug Farms (St. Joseph, MI), HERE juice (Carol Stream, IL)
Beer	Whiner Beer Co.(Chicago, IL)
Eggs	Finn's Ranch (Buchanan, IL), Lyons Fruit Farms (South Haven, MI)
Coffee and Tea	Sputnik Coffee, Bridgeport Coffee, Kusanya Coffee, Back of the Yards Coffee Co, SenTEAmental Tea (Chicago, IL), Wind Ridge Herb Farm (Caledonia, IL), Jamaica Tease Company (Chicago, IL)
Mushrooms, honey, and jarred and preserved goods	River Valley Ranch (Burlington, WI), Ellis Family Farms (Benton Harbor, MI), Westside Bee Boyz (Chicago, IL), Urban Canopy (Chicago, IL)
Bread	Floriola (Chicago, IL), Baker/Miller (Chicago, IL), pHlour (Chicago, IL), Spoke + Bird (Chicago, IL)
Fresh fruits (Strawberries, Grapes, Peaches, Apricots, Apples, Blueberries, Cantaloupe, etc.)	Ellis Family Farms (Benton Harbor, MI), Mick Klug Farms (St. Joseph, MI), Earthlore Farms (Beaverville, IL)

E. I have an allergy. What accommodations are made for that?

Members with food allergies or irritation can notify us and we will do our best to disclude those items from your shares. We will substitute with another comparable item (vegetable for vegetable, beverage for beverage.) Please keep in mind that human error can occur, and we cannot provide a 100% allergy free environment.

F. Share Customization

Members may choose to opt out of receiving bread, eggs, or the beverage this season. If you choose to opt out of either, you will be supplemented with additional produce! Please keep in mind that your decision will remain in

place throughout the season. However, you do have the opportunity to opt in or out once per season if you'd like by emailing this preference to lucsa@theurban canopy.org. After that, you may request no further changes. This ensures that everyone receives what they have requested throughout the season, minimizing errors.

Member preferences, not associated with allergies or the above customizations, are not accommodated for.

Please understand that contents will constantly be changing, so you will receive a wide variety of items throughout the season, perhaps some you love and some you love a little less.

Section 2. Our Shared Commitments

A. Sharing in the Risk of Crop Failure

We promise to do our best to provide you with a bountiful share each week. The quantity of produce, however, may vary from week-to-week due to weather, insects, or other production factors despite our best efforts. By joining our CSA, you are agreeing to share the risk of crop failure with us and other members. In the unlikely event of a crop failure, our procedure is as follows:

We compensate for the failed crops by filling your share with other crops grown on the farm that are ready for harvest at that time. This may include loading the shares with just a few items, rather than having a wide variety which is ideal.

We may cover for a crop loss by buying in from other local farmers or gardens, most or all of whom were listed in the table on the previous page. This may not be a feasible option for all crops because of cost or widespread failure. For example, in 2012, our cucumbers were attacked by stinkbugs. We replaced them with cucumbers from a partner farm, and then replaced them with eggplant for a few more weeks.

B. Sharing in the Reward of Crop Surplus

In addition to our CSA, our farm also sells to farmers markets, restaurants, grocery stores, and wholesale distributors. Production on the farm is not segregated for each of our buyers. This means that the a pumpkin in your share probably came from the same patch as one you would see at one of our farmers market booths. When production of our crops is especially abundant, we are able to pack as much as possible into your share! However, we don't want to overwhelm our members or deliver so much produce that it goes to waste.

Section 3. Receiving Shares and Share Delivery Schedule

A. Share Delivery and Coordination

You are responsible for helping us coordinate your delivery by being home on Monday OR Tuesday evenings or designating a drop off spot. It is our responsibility to let you know of changes to the delivery well in advance and coordinate with you on specifics.

Here is our typical delivery procedure: each delivery driver delivers to about 15-25 LUCSA members each Monday & Tuesday night, from about 5:00 PM to 9:00 PM. The LUCSA member will get an automated text from our office earlier in the day, with the estimated delivery time frame, as well as the name and phone number of their delivery driver. Your share will be delivered at about the same time each week for the whole season. We do ask that you provide a default delivery spot for your share in the event that you are unexpectedly not home.

PLANNED VACATION OR DELIVERY DAY CHANGES:

If the LUCSA member knows, in advance, that they won't be available to receive a share for any reason, they must inform one of the LUCSA Leads as soon as possible. **If we are given at least two week's notice, we can begin coordinating an alternate delivery location for your share within your neighborhood's delivery zone (to a**

friend/neighbor's home on your behalf) or reschedule your delivery for another date entirely (rescheduling is only possible for half share members). If you make a last minute change, no make up delivery can be guaranteed.

DAY OF LAST MINUTE CHANGES:

If the member discovers that they're running late & will not be home in time for the delivery, it is their responsibility to inform their driver ASAP. You are responsible for supplying a location at your residence where you'd like us to place your share in the event nobody is able to accept the delivery - this could be as simple as "at the front door." If you do not provide us with this information, and you are not responsive during delivery, it is up to the driver's discretion to determine a safe delivery location for your box, whether that be at your doorstep, with your doorperson, or returning it to our warehouse to be picked up. Requests for leaving a delivery that is not on your property is up to the discretion of the driver and may not be possible to accommodate.

WHAT IF I CONSISTENTLY WON'T BE HOME:

If you know you will not be home during your delivery time slot consistently, you can let us know via email and let your driver know the exact location you would like the share delivered to. Sending a picture along with detailed instructions is the best in these situations. If you'd like to leave a cooler out, we can place your share inside that as well.

PICK UP OPTION DUE TO UNSUCCESSFUL DELIVERY:

In the highly unlikely event that we are not able to deliver a share to you, we will have to bring that share back to our headquarters and you will have the option of picking it up from there during the business hours listed below. This is not ideal as it disrupts our operations and causes you the inconvenience of having to drive to pick up from us. Because of this, we encourage you to do everything you can to ensure you receive a delivery successfully. We would hate for you to not get your share so please arrange something with us as soon as you know you will not be home to receive a delivery. Pick ups occur at: 2550 S Leavitt St. on Tuesdays from 9am to 5pm and Wednesday through Friday 10am to 5pm. **We would like to keep pickups to a minimum as they do interrupt our regular work day and require more coordination than we would like.**

DONATIONS:

If you know you will not be able to pick up the delivery or coordinate an alternative delivery, then you can let us know you'd like to donate your share to a pantry or family in need. We are typically donating to our City of Chicago Farmers Market customers or Mercy Home for Boys & Girls.

Again, we do not like last minute surprises! Please take the time now to look over your summer schedule, and let us know of any dates that conflict with your delivery schedule, so we can coordinate solutions together. Remember, 14 days advance notice, at minimum, is required to make a change to your schedule.

Anything less than that, and we cannot guarantee your change will be made.

B. Share Delivery Dates

The first deliveries will be Monday, June 3rd or June 4th (depending on your address) and will run every Monday* or Tuesday through the week of October 28th for a total of 22 weeks of deliveries.

We will be delivering on both Mondays & Tuesdays to accommodate more members. Check your inbox for an email from us with your delivery day and other details by the end of May.

***Note that the week of Labor Day (9/2) Monday's delivery will take place on Wednesday 9/4!**

FULL SHARE DELIVERY DATES:

Full shares will be delivered on a weekly basis. Your delivery will be on either Monday or Tuesday depending on your address location. Deliveries will occur **June 3rd/4th through October 28th/29th.**

HALF SHARE DELIVERY DATES:

Half shares will be delivered on a bi-weekly basis. Half share members will be divided into four groups: A, B, C, D. Groups A & C will receive their shares on Mondays, and groups B & D will receive their shares on Tuesdays. You will receive an email letting you know which group you are in by the last week of May.

Monday	Tuesday	Monday	Tuesday
Half Share A	Half Share B	Half Share C	Half Share D
6/3	6/4	6/10	6/11
6/17	6/18	6/24	6/25
7/1	7/2	7/8	7/9
7/15	7/16	7/22	7/23
7/29	7/30	8/5	8/6
8/12	8/13	8/19	8/20
8/26	8/27	9/4*	9/3
9/9	9/10	9/16	9/17
9/23	9/24	9/30	10/1
10/7	10/8	10/14	10/15
10/21	10/22	10/28	10/29

C. Environmental Friendliness:

To make your experience and our farm more environmentally friendly we ask for the following:

1. Return last week’s wax box to your driver every week.
2. Receive your share within the timeframes stated. We try to be flexible around your schedule, but only to a limited extent that our small business and busy routes allow.
3. If at the last minute you are unavailable to receive your share, we can also donate it to one of our food pantry partners or to a family in need.
4. Consider receiving a compost bucket through The Urban Canopy’s Compost Club. This is a separate service you may sign up for on our website, www.theurbancanopy.org/compostclub

D. Food Safety

We take the safety of your food seriously. For your added protection, wash all produce before eating and put perishable products in the refrigerator as soon as possible.

Section 4. Membership Fees and Payment Methods*

This is just for your reference - we’ve already received your payment preference from the online form
By selling memberships in advance of the summer season, LUCSA reduces the burden of up-front costs for the farmer. Your membership fees provide us with the funds needed to purchase seed, equipment, and labor before the

season starts, allowing us to maintain staff throughout the leaner winter months. Our local food operations are able to continue because of your support - and we deeply appreciate your commitment to us at The Urban Canopy!

There are a total of 22 deliveries. Each weekly share costs \$42 - \$52, depending on when you pay the member fees. **The details for payments are listed below:**

Summer LUCSA 2019 (22-share Full, 11-share Half):

	Full 22 weekly shares	Half 11 bi-weekly shares
Upfront Payment*** Paid By 4/1/19	\$990 (\$45/share)	\$550 (\$50/share)
Pay as you go* (Paid by 10/29/19)	\$1056 (\$48/share)	\$572 (\$52/share)

***** For each option, you can pay in multiple installments, as long as you pay in full by the specified date.*****

***Pay As You Go: Members' commitment to the season remains the same as someone who is paying upfront. The flexibility lies in the option to make weekly or biweekly payments, not in your commitment to the season's shares.**

LUCSA members have multiple options when it comes to paying, but we have structured the prices and price breaks to encourage upfront payments. Below are instructions on how to make these payments to us, since we likely won't see you in person until the first delivery:

Paying through PayPal: Payments can be made to lucsa@theurbancanopy.org. If you'd like to have a recurring payment scheduled for pay as you go payments (our preference!), we can send you a link to set it up via email.

Paying by check: Please make the check or checks payable to The Urban Canopy, with a note that says Summer LUCSA 2019. With the check, please include the signed final page of this member agreement.

Check + the signed final page of the member agreement can be mailed to:

**ATTN: LUCSA
The Urban Canopy
2550 S Leavitt St.
Chicago, IL, 60608**

If you wish to pay in multiple installments, please enclose multiple checks dated (i.e. 2/20/2019, 3/20/2019).

Important Details: Pay-As-You-Go: By far our most flexible option, but also slightly more expensive. Our preference is that these payments be made through setting up automatic payments to PayPal, as this requires the least amount of back end work for us. However, they can also be made to the delivery driver on Monday or Tuesday nights through the season, by check, and can be done in weekly installments for full share members or bi-weekly installments for half shares. If the member would like to make installments monthly, or in other increments, please contact us ahead of the season to work out a payment schedule.

We believe that good food should be available to anyone, regardless of their ability to pay a large upfront cost. Please honor this commitment by maintaining timely payments, so that we can pay our farmers for the produce you receive! We can sign you up for automatic payments via PayPal so that this process is streamlined.

Maintaining your Pay As You Go balance: We do require that your account remains current with this option. We will reach out to you and request immediate payment when your account has 2 unpaid shares. In the event that you have 5 or more unpaid shares, we may have to put a hold on your account, and not deliver new shares until the balance is paid.

Share Satisfaction: With our small farm and LUCSA we can't provide a full refund but your satisfaction is essential to our success. If you are not satisfied after the first half of Summer LUCSA is complete (11 deliveries, or August 12/13th) and would like to discontinue the program, we will prorate a refund for the remaining deliveries.

Membership Cancellation: We highly value your commitment to the entire summer season, however we do understand that life happens. If you need to cancel your membership due to life circumstances (moving out of state, financial hardship, etc.) we have two options. If there are members on the waitlist or you find someone to take over your remaining share deliveries you will be refunded the full amount of the shares you will miss minus a \$50 Admin fee. If you are unable to find a replacement, we reserve the right to review on a case by case basis to determine if it qualifies for a refund beyond our share satisfaction policy. We do take into account member numbers at the beginning of the year with planning on our farm and partners farms and we rely on payments from members to pay our farmers and partners a fair wage.

Section 5. Communicating with us

The best way to communicate with us is via email which is listed on the first page under farm contact information, and the best times to reach us are weekdays anytime between 9:00 AM - 5:00 PM. We will do our best to respond as soon as possible but please understand we spend much of our time outside the office working hard on your shares.

In the event of a day of emergency the best way to communicate with us is via phone which is listed on the first page. Please contact us with any changes to your phone number, postal or email address, dissatisfaction or compliments about your share, or any other concerns.

We will communicate with you primarily by phone and email. When you sign up, you will be added to our distribution list. Please read your emails and texts from us. Make sure LUCSA@theurbananopy.org is not going to your spam, by adding us to your contact list. We depend on being able to communicate on a weekly basis important information such as necessary changes to your distribution schedule or to our farm events. Check for updates or newsletters giving you information about the crops available that week, recipe ideas, or other farm related news. Follow us on facebook or instagram @theurbananopy!

By checking the box in the form, I agree to purchase the membership share indicated in Section 4. I understand that, although unlikely, the farm may change parts of this agreement related to production and distribution from time to time. I understand that they will contact me via phone/email in advance of any changes to this agreement.