10 YEARS of The 607 CSA!
THE 607 CSA
A Food Sovereignty Project
CSA MEMBER GUIDE

YOU'RE A MEMBER OF THE 607 CSA... WELCOME!

We are grateful that you have put your trust in us to get you the freshest, most delicious and nutritious food from our network of Catskills farms!

As you read on the homepage of our storefront, becoming a member of a CSA is not quite like regular shopping online, although it often can look that way. To reiterate: ***WE ARE NOT AN ONLINE GROCERY STORE!*** Community Supported Agriculture is a model of supporting farmers and also an ethos; we are all signing up for both the rewards and the risks of the growing season and pledging to support our farms as they work within the vagaries of the weather and all manner of challenges. They depend on us!

Even if you are paying weekly, rather than up front, you are buying in for the season. ***Please do not ask us to cancel your share because you had a change of heart, you don't like beets, you got a mushy tomato one week, etc.*** If another week of bok choy has got you down, give it to your neighbor (and accept our apologies...we are doing our best to provide as much variety as possible). We realize that extenuating circumstances may arise. Reach out if you have one and we'll do our best to sort it out together.

VERY IMPORTANT INFO:

- **THIS WEEK'S HARVEST.** Our weekly newsletter, delivered to your inbox on Monday afternoons (possibly in the promotions folder). READ IT! You'll find veggie lists, recipes, new product info, and more.
- **ORDER/CHANGE DEADLINE:** WEDNESDAY AT 9pm FOR THE FOLLOWING TUESDAY PICKUP
- **YOU *CAN* CANCEL** RECURRING ADD-ON ORDERS yourself (but not veggie shares)

IMPORTANT POLICIES & PROCEDURES:

ORDERING

1. **Order/Change deadline is Wednesday evening at 9pm** for the following Tuesday pickup
2. Your add-on order will automatically be included with your next share
3. Bi-weekly veggie share people, if you want something on your "off" week, you'll need to sign up for a "build your own" share and order within the window for the next pickup.

PICKING UP – TUESDAYS

1. Please arrive during your location's published pickup window. Locations are not responsible for holding shares past that window, but each location handles this in their own way. There are no guarantees that your share will be there if it's after hours, but we all do our best to be accommodating!
2. Double check that your name is on the sign-in list when you pick up. Your items will be listed next to your name. If something is missing, it's likely because you ordered after the order deadline. Check your CSAware calendar to confirm that it's coming with your next pickup. **Do not take a share if your name is not on the list**. Thanks for abiding by that!
3. Add-ons will usually be labeled with your name. Please **double check the list** and the label so you don't inadvertently take something that belongs to another member.
4. **Bring a reusable tote to pickup**. We are trying hard to eliminate single use plastic from our operations and the paper bags we pack shares in are meant to keep things together in the bins. They are likely to be soggy and may not hold up for transport home.
5. If you know in advance that you will be late on a given date, try to make an arrangement with your location.
6. If it's the last minute and you can't reach the location, you can email info@the607csa.com and we will try and reach them for you.
7. *Be courteous!* Familiarize yourself with the unique procedures of your pickup location and follow them. Location collaborators don't always know why things go wrong, so if there's a mixup, please reach out to us at info@the607csa.com and we will help sort it out.

OPTIONS IF YOU CANNOT PICK UP YOUR SHARE

1. **Reschedule** or **donate** your share by the previous Wednesday at 9pm. Funds from donated shares go toward our mutual aid distributions.
2. Get a friend to pick up at your regular pickup location. Locations have different procedures, so alert your friend to the way things go down, and let the location know in advance. You can also email info@the607csa.com to let us know and we can help facilitate.
3. Get a friend to pick up at a *different* pickup location (in their neighborhood). You simply switch the location in your CSAware account dashboard by the order/change deadline. Instructions are below in the "Your CSA Account Dashboard" section. Don't forget to switch back!
4. Do nothing, and the location will donate your share to a community member.

SOMETIMES THINGS GO MISSING

1. This can happen for a variety of reasons, including pack errors, the farmer didn't deliver, someone else took by mistake, etc.
2. Email info@the607csa.com to report any missing items.
3. We will send the item with your next share, issue a credit to your CSAware account, or refund you.

YOUR CSAWARE ACCOUNT DASHBOARD

You should familiarize yourself with the way things work in CSAware. It's not always super-intuitive, and we are happy to help walk you through things if you are confused. Email info@the607csa if you can't figure it out.

CSAware How-To:

1. **Calendar**
   - A. Click on a date
     - I. what you have coming that day will be displayed
     - II. to reschedule or donate, follow prompts to the left
       - a. delivery only on Tuesdays
       - b. bi-weekly shares–can reschedule to off week or double up
       - c. weekly shares–only option is to double up

2. **My Account** (person icon in upper right corner of the dashboard)
   - A. Subscriptions
     - I. view/modify subscription – change your pickup location here
     - II. see what's in my box/view calendar (same as calendar above)
   - B. Orders
     - I. update or add a credit card here
     - II. cash account: reflects credit added to your account for missed item, used on next order
   - C. Settings
     - I. change contact info
     - II. add extra email to get notifications and/or weekly newsletter