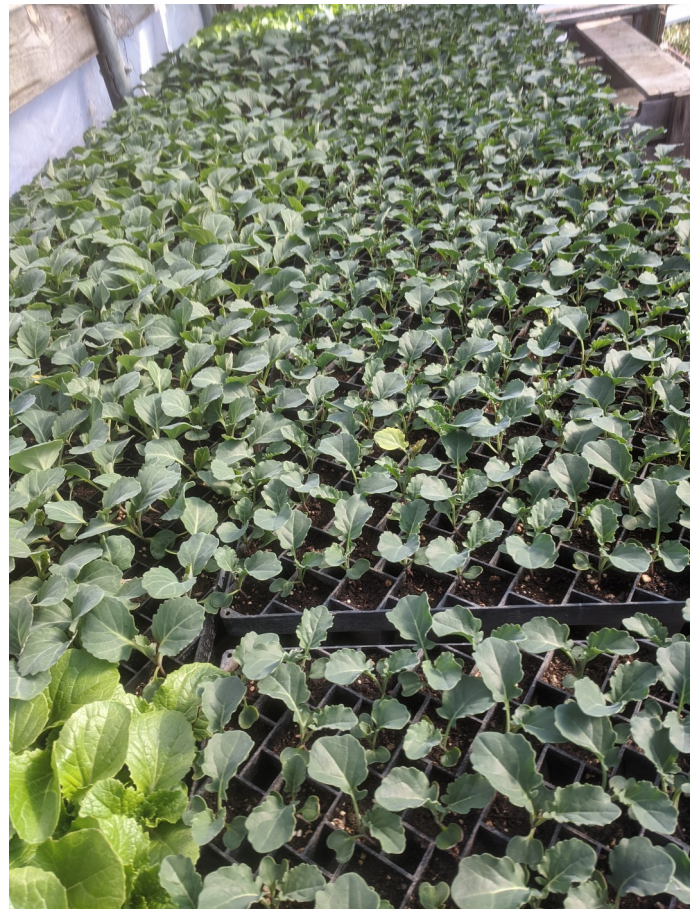


Member handbook 2023



For those of you who are new, many of your questions will be answered in this handbook. However, if at any point you have any questions or concerns, please do not hesitate to contact us.

This is a situation where there are no stupid questions! We are here for you and we are happy to help.



Welcome

Hello everyone and welcome to the 2023 season at Northern Harvest Farm!

Please read over this handbook carefully, even if you are an old hand at this.

Farm account

When you signed up for your CSA share, you created a Farmigo account. Please log into your account and take a look. It's important you have access to your farm account. Here is the link to sign in:

<https://csa.farmigo.com/account/northernharvestfarm>

When does the CSA begin?

In 2023, we will be starting on June 14th. Those of you who are EVERY OTHER WEEK members will either start on June 14th (green group) or June 21st (orange group).



How do I pick up my share?

Each Wednesday (or every other Wednesday for you EVERY OTHER WEEK folks) you will have a window of time to pick up your box. Please see the “pick up site information” page (page 8) for the address and specific time frame for each pick up site.

At the site you will find a stack of full boxes.

1) **Pick any of the “Leafy Greens” boxes, unless it has a bright orange sticker on it.** If it has a bright orange sticker, someone else has already taken veggies from that box .

2) **Find your name on the clipboard.** Please check off your name on the clipboard. **If your name is not on the clipboard, do not take a box.** If you think there should be a box for you, but your name is not on the list, please call Rick's cell at 218-384-9779.

3) To bring home your food, you have two options:

Empty the contents of box into your own bags and stack the empty box neatly with the other empty boxes. The boxes stack best if the tops are closed. Please do not break your box down.

Or Take your box with you. If you do, please be sure to transport and store it in a clean place and do not break it down. Bring your box with you when you come to pick up your next box. Stack it neatly with the other empty boxes. If you forget to bring your box, no problem, just be sure to remember next time!

4) **IF you are leaving a partial box for someone who splits with you,** please place a bright orange sticker on the box and write the primary shareholder's name on the sticker. Stickers and markers will be provided at each site.

How do I pick up other items I ordered?

There are a number of other items you may be picking up at your pick up site, in addition to your CSA box. They include:

- Orders from the online store
- Eggs
- Bread

For many of you, this will not apply, but if you plan on ordering any extras from the online store, or if you signed up for any add-ons, this is how you pick them up:

There will be one check off list with all the information (including CSA boxes, store orders, and add-ons). Please be sure to check the list to make sure you have picked up everything you need to pick up. Also, please be sure you are not taking more than what you are supposed to.

All of these items will be at the pick up site at the same time as your CSA box, but they will be off to the side somewhere. All the store orders will have a label with a name on them. Depending on the size of the order, they may be in a brown bag, multiple brown bags, or possibly in produce boxes. Bread will be in a bag labeled with a name. The eggs will not have a member name on them. They will, however, have the farm name on them. The eggs are not from Northern Harvest Farm, but are rather from a farm we partner with.

Online Store

In addition to produce from the farm, we also offer items grown or produced by other local businesses that we know and trust. There will be a regular update in the weekly email newsletter regarding what's available in the store. Store orders must be placed by 11:59pm each Monday night for Wednesday pick up. After that time, your order will automatically be placed for to the next Wednesday.

Please know that our first priority is to the CSA boxes and we will only offer items through the store that we have an abundance of. When we plan our crops, we plan for the store (as well as our other marketing outlets), but if there is ever a crop failure, we don't hesitate to take those crops planned for the other markets and put them into the CSA boxes.



An example of a pick up site with CSA boxes, a store order bag on the ground, and an egg share on the top shelf.

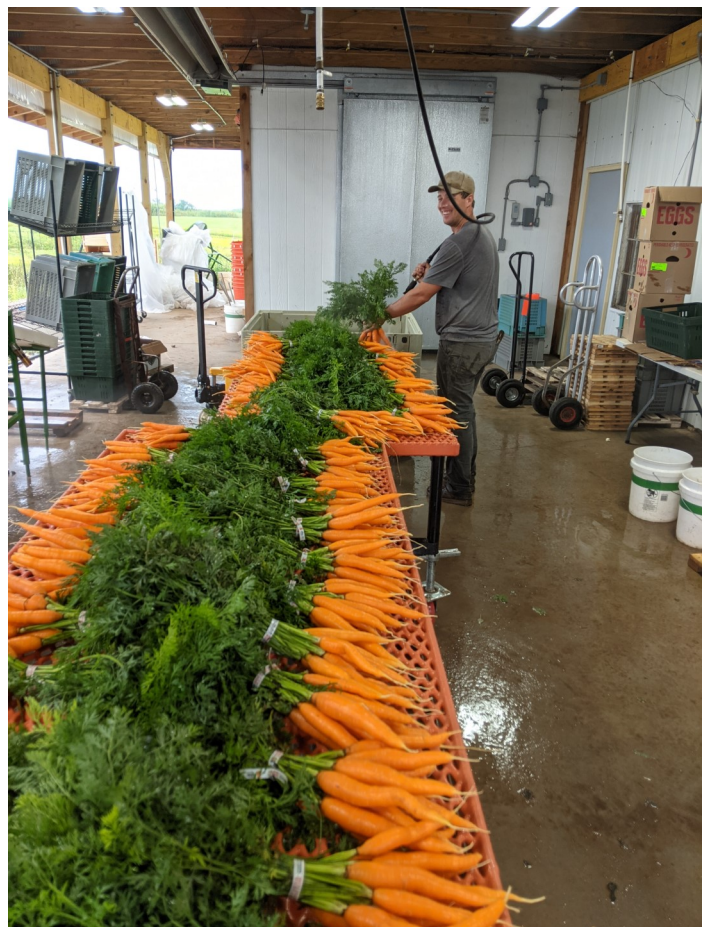
I signed up for an every other week share. How does that work?

When you signed up for your every other week share, you chose either the **Green schedule** or the **Orange schedule**. The green group will begin on June 14th, the orange group on June 21st. You then pick up every other week. The last delivery for the green group will be Oct 4th, for the orange group it will be October 11th.

I would like to suggest you add a reminder to your calendar to help you keep track of which weeks you will be picking up. As an additional reminder, the banner at the top of the weekly email newsletter will either be orange or green, corresponding to which group's week it is. Everyone will get the newsletter each week, regardless of whether or not it is your week to pick up.

If you are unsure of whether you signed up for the orange or green schedule, please take a look at your account. You created an account when you signed up for your share, so you should already have sign in credentials. Once you sign in, under the "Summary" you will see whatever shares you signed up for. After Summer Share—Every Other Week, in parenthesis it will say Orange or Green. It will also tell you when your next distribution is as well as pick up site info. Here is the link to sign into your account:

<https://csa.farmigo.com/account/northernharvestfarm>



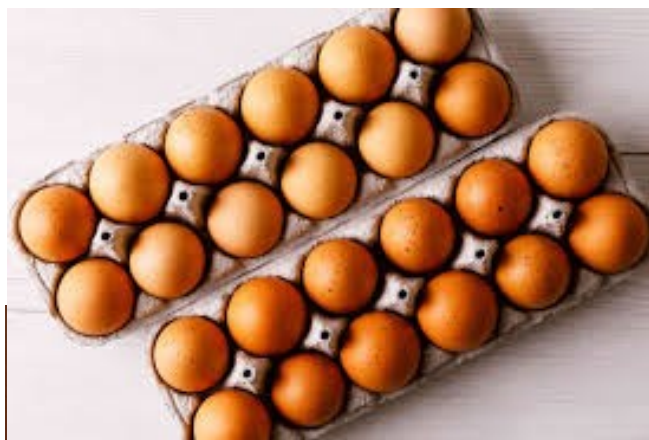


I signed up for a Bread share. **How does that work?**

Your bread (and/or treats) will be in a bag labeled with your name on it. Like the preserving shares, they have all been pre-paid. Like all the other items, they will be listed on the check off list at your pick up site. The bread bags will be off to the side at your pick up site. Please note: bread shares only available at Duluth pick up locations.

I signed up for an egg share. **How does that work?**

We have two different farms we are working with for egg shares: Promised Land Farm and Davis Acres Ranch. When you signed up for your egg share, you chose one or the other. The check off list at the pick up site will tell you how many dozen, as well as which farm's eggs you should take. The eggs will be left in a stack with no member names attached to them, so it is your responsibility to make sure you know which, and how many, eggs to take.



What happens if I can't pick up my box?

If you are going on vacation, or will otherwise be unable to pick up your box, you have two options:

1) You can put a hold on your account for the time you will be gone. You can then reschedule your missed box(es). To do this you first sign into your account here:

<https://csa.farmigo.com/account/northernharvestfarm>

Then click on the "Delivery hold" Tab. You then choose that dates you want to put your share on hold. Once you've done that you can reschedule for any date that comes after the dates you will miss. It is also possible to schedule your make up box to be delivered before your missed box, but you will have to send Farmer Rick an email (at northernharvestfarm@gmail.com) requesting this, as the Farmigo software will not give you the option.

You can make these changes right up until the Sunday night (at 11:59pm), before the Wednesday you want to place a hold on.

We understand that you have a schedule to work around. It's important to us that you have the opportunity to get the full value of your share.

2) Alternatively, you can choose to have a friend, neighbor, or family member pick up your box. This is a great way to brighten someone's week. Please be sure to let them know how to pick up the box. In particular, refer them to the information on pages 2 and 3 of this member handbook.

Can I change my pick up site during the season?

Yes, you can. You can do this from your account. First sign in to your account. Under the "Summary" you will see a heading that says "Pick-Up Site". Next to that you will see a button that says "Change". Click on the button and change your site. It's as simple as that. If you want to change back, it's the same process.



How do you communicate with me during the season?

Via email: Please be sure that you and anyone you might be splitting with are getting the weekly email newsletters.

If you do not read the newsletter, you will be “out of the loop” and may not have the great CSA experience we want for you.

Also, be sure to “whitelist” our emails, so we don’t end up in your SPAM or PROMOTIONS folder. For Gmail, drag one of our emails into your primary tab. For other email providers, add our address to your address book. The email address we will be using for the weekly newsletter is rick@northernharvestfarm.com. The other email address we sometimes use is our personal email, which is northernharvestfarm@gmail.com

The newsletters go out each Tuesday evening once the season begins. They are our main source of communication with you and include a list of what will be in the box for the week, farm news, vegetable information, cooking tips, recipes and more.

Via Facebook Private Member Group: This is a forum where we share videos and pics of farm happenings. It also provides an opportunity for members to share recipes, ideas, tips, pictures and more. Request free access at

<https://www.facebook.com/groups/131007499965708/>



Is everything in the box organic?

Yes, everything in your CSA box is grown by us, and everything grown by us is **certified organic**. We choose to be certified organic because it’s important to us that you have the assurance that we use regenerative, sustainable, organic growing practices and that your food is not grown using harmful, toxic chemicals.

Non-CSA items, such as the eggs or items from other local producers may or may not be organic. Please read the product descriptions of these items for details.

Can I come out to see the farm?

As a member, you have an ongoing, open invitation to come out and visit the farm. Please give a call or email ahead of time to let us know you are coming. We also have an annual member pot luck in September where we share a meal and take a walk around the farm together. We hope to see you on the farm sometime!



Pick up site information:

West Duluth

3827 West 4th Street
Duluth, MN 55807
Pick up time: 3:15-8:00pm

This is a member's home. The house is beige with brown trim. The boxes will be located in a small porch on the left side of the house. You may pull in the driveway, but please do not block the end of the driveway. Look for the Northern Harvest Farm sign on the porch door.

Peace United Church of Christ

1111 N 11th Ave E.
Duluth, MN 55805
(218)724-3637
Pick up time: 3:45-7:00pm

The boxes will be located in the garage on the lower level of the church. When entering the church parking lot from 11th Ave, stay to your right and follow the driveway to the back. You will see a door on the end of the building right at the bottom of the drive. Look for the Northern Harvest Farm sign. Your box will be on a shelf inside.

Coppertop Church

First United Methodist Church
230 E. Skyline Parkway
Duluth, MN 55811
(218)727-5021
Pick up time: 3:30-7:00pm

Go to the East side entrance. There is a bench and picnic table by this door. Go in the door and turn left. The boxes will be on tables in the hallway.

Lakeside

4306 Luverne St
Duluth, MN 55804
Pick up time: 4:30-8:00pm

This is a member's home. On the front side (north side) of the house is a porch. Inside the porch there will be a shelf with the CSA boxes on it.

Cloquet Natural Foods

502 Carlton Avenue
Cloquet, Minnesota 55720
(218) 879-3243

Pick up time: 2:30-5:30 pm

Boxes will be in the garage behind the store. If you are unsure, please feel free to ask someone inside, they will be able to direct you to the boxes.

Northern Harvest Farm

2572 County Road 102
Wrenshall, MN 55797
(218)384-9779

Pick up time: 2:00-8:00pm

The boxes will be located inside the large walk in cooler, which is inside our pack shed. The pack shed is a lean-to on the east side of the barn. Please be sure to close the cooler door when you leave. And please leave the light on.

Our pick up site hosts make this direct relationship between farm and community possible.

This is a wonderfully generous service they are providing. **Please thank them if you have the opportunity, and of course, be very respectful of the space they have made available to all of us.**

Not sure which pick up site you signed up for? Want to switch to a different site?

You can check which site you are signed up for, and you can also change your pick up site from your account:

<https://csa.farmigo.com/account/northernharvestfarm>

What if I forget to pick up my box?

We (your farmers) drop off the boxes at the pick up sites and then do not return to the pick-up site until the following Wednesday. Any boxes left at the end of the pick up day will be dealt with as follows:

West Duluth

The site hosts (dj and Frank) will leave the box there until Thursday evening. If the box has not been picked up by then, dj and Frank will use, give it away, or compost it.

Peace Church

Your box will simply remain in the pick-up area. If you have not picked up by Thursday evening, the Peace church staff may utilize the produce. Or in many cases it sits and rots until the following Wed.

If you have to pick up on a Thursday, the door that is normally open at pick up time will not be open. Here is what to do: go around to the back like normal and park near the door closest to the normal pick up place. Then walk to the other end of the building and go in the main lower level entrance. Once in the building take a left down the hall and into the fellowship hall. Walk to the other end of the fellowship hall then go through the middle door, which will bring you into a room with tools and such. Walk through that room and go through the next set of doors which will bring you into the normal pick up site. Lights are on the left just as you walk in. When you leave, go back to the fellowship hall and you should be able to exit through the door close to where you parked.

Coppertop

At the Coppertop you have until 7pm to pick up your box. However, if you are running late, it is worth the try, as the doors are usually open until 8pm or so. Any boxes not picked up by the end of the night will be donated. The space that we use there is needed by the church, so they cannot leave produce boxes laying around. If you are a forgetful person and think you might miss a pick up window from time to time, you may consider a different pick up site.

Lakeside

If you forget to pick up your box, the site host (Byron) will leave the box there until Thursday evening. If the box has not been picked up by then, Byron will use, give it away, or compost it.

Cloquet Natural Foods

Because they close at 5:30, it is relatively common for people to have to pick up on Thursday from time to time. Your box will stay in the garage overnight and when you show up to pick it up, you will need to go into the store to ask them to open the garage so you can get your box. If possible, please call ahead of time to make arrangements.

You can call the store at 218-879-3243, ask for Don or Jodi.

Northern Harvest Farm

If you pick up at the farm, you can pick up anytime really. We finish packing the boxes around 1 on Wednesdays (2 at the latest). Then they go into the walk in cooler. You can pick your box up Wednesday evening, anytime Thursday, or anytime Friday. If you show up and the gate is closed, please feel free to open it and drive up to the barn. The gate is there to keep deer out, not you!



Still have questions, concerns?

Please contact us at any time. It is our pleasure to help you in any way we can.

Rick and Karola Dalen

2572 County Road 102

Wrenshall, MN 55797

218-384-9779 - Farmer Rick's cell phone. You may call or text.

northernharvestfarm@gmail.com



WE LOVE BEING YOUR FARMERS!

