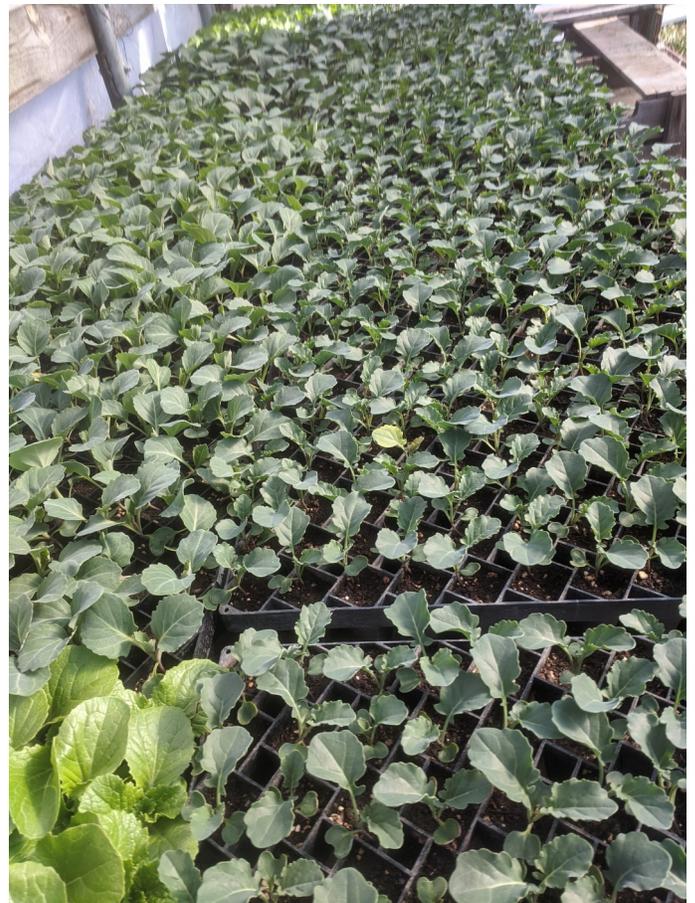


Member handbook 2025



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 2025 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>

What's my schedule?

When you signed up for you CSA share, you signed up as a weekly member or as an every other week member. If you signed up for an every other week share, you chose either the **Green schedule** or the **Orange schedule**.

Here are the schedules for each group*:

Weekly

June 19, 26

July 3, 17, 24, 31 (please note there is a scheduled "off" week on July 10th)

August 7, 14, 21 (please note there is a scheduled "off" week on August 28th**)

September 4, 11, 18, 25

October 2, 9, 16

Green Every Other Week

June 19

July 3, 17, 31

August 14 (please note there is a scheduled "off" week on August 28th**)

September 11, 25

October 9

Orange Every Other Week

June 26

July 24 (please note there is a scheduled "off" week on July 10th**)

August 7, 21

September 4, 18

October 2, 16

*If any of these dates don't work for you, due to travel or other reasons, you can put a hold on your share and choose an alternative date. For further details, see the "What happens if I can't pick up my box?" section on page 4.

**This year we are experimenting with scheduling a couple of "off" weeks during the season. These dates WILL be available as options for alternative dates if/when you place a hold on your share at any point. You will also have the option to purchase "a la carte" boxes during these weeks if you'd rather not miss any weeks. For further details, please see the "Off weeks" section on page 4.



What's my schedule? (cont.)

Please consider adding these dates your calendar to help you keep track of which weeks you will be picking up. As an additional reminder for you every other week folks, 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.

Unsure which schedule you signed up for? Take a look at your account. Once you sign in, under the "Summary" you will see whatever shares you signed up for. After Summer Share (or Summer Share—Every other week), in parenthesis it will say Weekly, Orange, or Green.

Here is the link to sign into your account:

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



What time do I pick up?

See "Pick up site information" on page 9.

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:

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

Then click on the "Delivery hold" Tab. You then choose the 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 Thursday you want to place a hold.

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 5 –7 of this member handbook.

“Off” weeks

As I’m sure you noticed, there are a couple of scheduled “off” weeks. However, there are options for getting CSA boxes on these “off” weeks:

1) You will be able to reschedule any boxes you miss, due to a hold, for either of these dates. For example, if you are going to be going on vacation and don’t want a box during one of your regular weeks, these weeks will be available as options for rescheduling.

2) We are going to offer “a la carte” boxes in our online store for these weeks. So if you really don’t want to miss one or both of these weeks, you can order a box via our online store. The boxes in the store will be more expensive than what a CSA box normally costs, but we will provide you with a coupon code, so they will be the same price that you paid for your pre-ordered boxes.

The main reason we are trying this is to help manage a couple times when the farm crew will be short-handed. However, it may also have some benefits to you as a CSA member. It might help you catch up on veggies that have accumulated in your fridge, or it might provide some additional flexibility for scheduling boxes to fit your schedule. And for those who really don’t want to miss a week (or two), we got you covered.

Also, you should know that you were not charged for these “off” weeks. The price of the share reflects the actual number of boxes you will be receiving.

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 I pick up my share?

Each Thursday (or every other Thursday 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 .

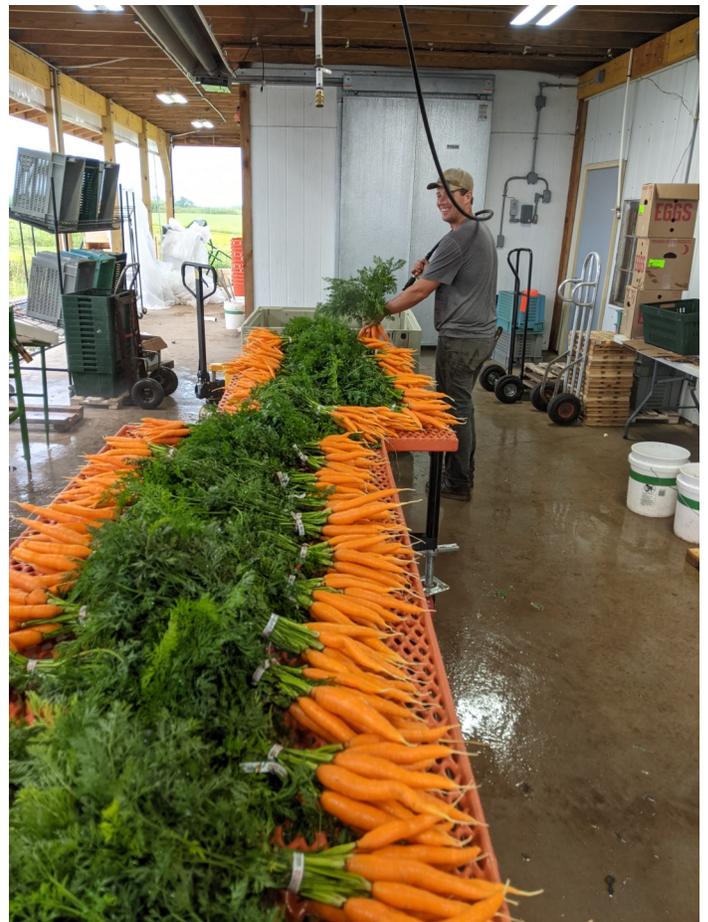
2) **Find your name on the clipboard.** Please check off your name on the clipboard. **If your name is not on the clipboard, do not take a box.** If you think there should be a box for you, but your name is not on the list, please call Rick’s cell at 218-384-9779.

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 another local farm we partner with (Davis Acres Ranch).

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 Thursday pick up. After that time, your order will automatically be placed for to the next Thursday.

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.

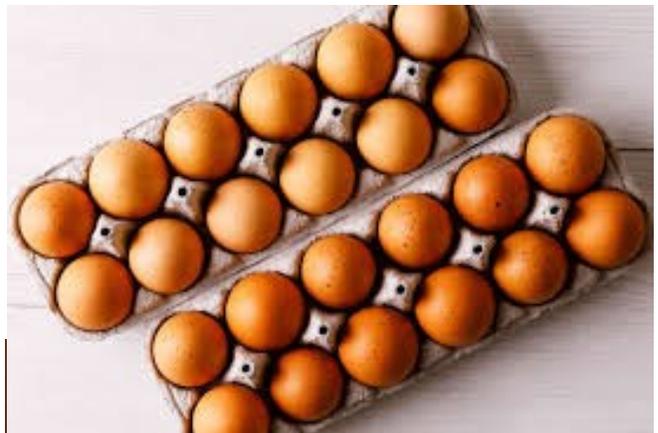


I signed up for a Bread share. **How does that work?**

Your bread (and/or treats) will be in a bag labeled with your name on it. 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 are only available at Duluth pick up locations.

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

The check off list at the pick up site will tell you how many dozen eggs you should take. The eggs will be left in a stack near the CSA boxes. They will not have names on them, so be sure to check the check off list to confirm you have eggs to pick up, and how many dozen.



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. Then in the bottom left corner it will ask if you want all emails from us to go into your regular inbox. 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 northernharvestfarm@gmail.com

The newsletter will go out each Wednesday afternoon/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.



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 certified 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: 3:30-7:00pm

Please use the garage entrance (the lower-level entrance near the garden shed and dumpsters on the West end of the building). The door handle has a keypad lock: enter code 7937 to open the door and remember to pull the door shut the door behind you when you leave. To keep critters out, please do not leave the door propped open.

This keypad lock is a new thing for us this year. The code will only work during the hours of the weekly CSA pick up. There will be a sign with my phone number on it. If you have any trouble, feel free to call me or ask for help at the church office.

Lakeside

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

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.

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) will leave the box there until Thursday evening. If the box has not been picked up by then, dj 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 code for the door that you normally use will not open the door. 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 front of the church and go into the office. Someone in the office will help direct you to your box. Once you have your box, you can go out the “garage” door, but be sure to close the door fully.



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. If you miss the window on Thursday, you may show up anytime Friday, Saturday, Sunday, or even the next week. It will just stay in the walk in cooler. 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



