



# LIVE EARTH FARM CSA

## PICK-UP PROTOCOL & POLICIES

THIS PROTOCOL IS MEANT TO PROVIDE THE BEST EXPERIENCE FOR ALL COMMUNITY MEMBERS, AND FOLLOWING IT IS IMPORTANT TO THE SUCCESS OF OUR CSA PROGRAM. AS A MEMBER, YOU ARE RESPONSIBLE FOR READING AND UNDERSTANDING THIS PROTOCOL, AND IT IS PART OF WHAT YOU AGREED TO BY ACCEPTING OUR TERMS AND CONDITIONS.

**1) PLEASE, IF YOU EVER have SOMEONE ELSE (A "GUEST") PICK UP your share for you, GIVE THEM THESE INSTRUCTIONS. Our Pick-up Protocol is summarized inside a BINDER at each pick-up site. *Tell them this*. If they don't know our Pick-up Protocol and take the wrong thing, they will be shorting another member who picks up after them. **AND, remember to give them the pick-up location address and hours!** Only a Pick-up Location's *general location* is published on the website, *not* the actual address! Log in to your online account from our web site to get the actual address and directions (click on the Pick-up Directions tab).**

### **2) REMEMBER TO PICK-UP YOUR BOX!**

**It is your responsibility to remember to pick up your share on the correct day during the listed pick-up hours. If you forget, we do not refund, replace or give you credit for your missed share.** If you miss picking up your share during the listed delivery hours, your site host is authorized to donate your items to either an organization or family-in-need they know about (so the food does not go to waste).

### **3) When you arrive, FIND YOUR NAME ON THE CHECKLIST IN THE SITE BINDER**

There is a BINDER at each site with a CHECKLIST of everyone who picks up there, as well as what they are supposed to take. PLEASE USE AND FOLLOW THE CHECKLIST EVERY WEEK.

### **4) ONLY TAKE WHAT IS LISTED NEXT TO YOUR NAME (*There is one exception to this rule [see item 6]*)**

This includes PROPER SHARE BOX SIZE (box pictures are in the BINDER) as well as quantity and types of fruit, cartons of eggs, loaves of bread, web store orders, etc. which are packed outside the box (see OUTSIDE THE BOX, below).

PLEASE NOTE: items like eggs, bread, and most fruit are OPTIONS SUBSCRIBED TO SEPARATELY from the share boxes. DO NOT TAKE ITEMS THAT ARE NOT LISTED BY YOUR NAME.

**5) If your name is NOT on the list, *do not take anything!* Contact us by email or phone**

We only drop off enough shares boxes etc. for the people listed. If you take something and you're not on the list, *you're taking someone else's share*. Contact us ([farmers@cruzio.com](mailto:farmers@cruzio.com) or 831.763.2448) and we will find out the reason and work things out.

**6) If your name IS on the list but there are no more of your size share box left, it is okay to take a different size**

If your name IS on the list, DO NOT LEAVE EMPTY-HANDED. Occasionally someone will take the wrong thing, so if there are no more of your size share box left, take a different size (then email to let us know so we can remedy any inequities, if necessary). *People can also forget to check off their name, so don't assume remaining shares necessarily map to the number of unchecked boxes on the Checklist. If your name is on the list, though, DO take a different size box.*

**7) Take only the *contents* of the box, *not* the box itself**

After removing the contents (you are welcome to use the bag inside), CAREFULLY UNFOLD YOUR BOX (see pictures below) and stack it neatly with the other boxes. We pick them up the following week and re-use them.

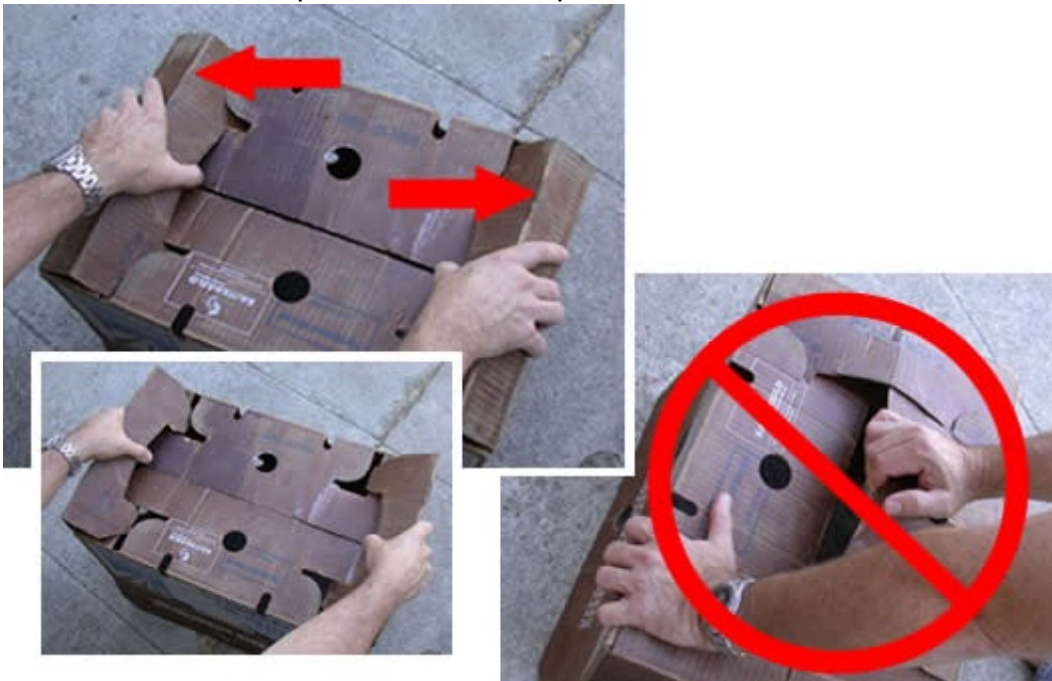
**8) DO NOT TEAR the boxes, or they become unusable!**

To open the top, look for crease in the flap then squeeze along that crease to 'unlock'.

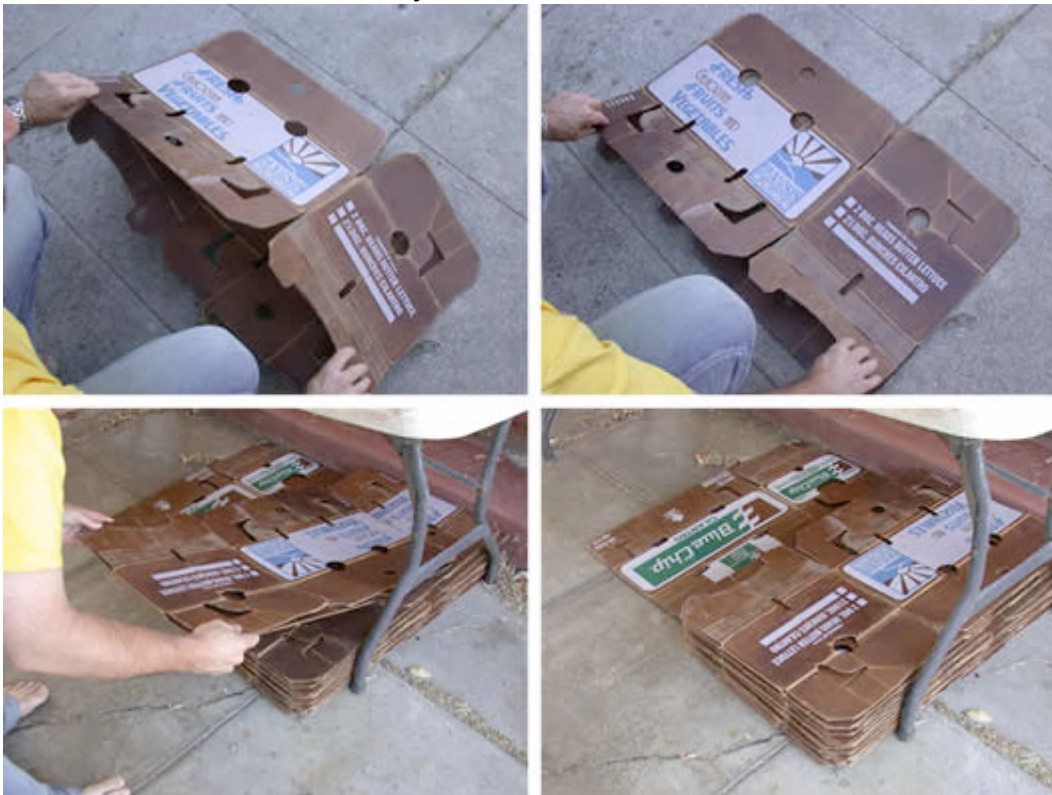


Do not pull or tear at flaps!

To flatten box, turn upside down and squeeze at creases to 'unlock', as shown...



...then flatten and stack neatly with other boxes.



**9) Contact us promptly if you have been shorted something**

Email or call us as soon as possible. We will make it up to you within the next couple of deliveries. You may leave a note on the checklist, but in order to be sure to receive a replacement you need to email or call ([farmers@cruzio.com](mailto:farmers@cruzio.com) or 831.763.2448)

## **10) Please BE RESPECTFUL and BE NEAT**

**Respect the Pick-up Location.** Treat the site how *you* would want it to be treated if it were at YOUR home. Unfold and stack your box with the others (see item 7, above).

### **Respect your site hosts**

**Please do not disturb hosts by coming by late at night or early the next morning.** Many of our Pick-up Locations are at members' private homes, and, unless you have express permission from them, we ask you to respect the times (Pick-up Hours) they have allowed for members to access their property.

### **Courtesy counts**

Please, courtesy for fellow members and for a site host's property (and their neighbors!) is paramount. Treat your pick-up site the way you would wish someone else to treat yours – with respect. Don't eat fruit and throw stems or pits on the ground. If you return baskets or cartons (see reuse, below), stack like items together in neat stacks; do not bring bags of jumbled cartons and baskets and leave them for 'someone else' to organize. If you care about them being re-used, take a moment and stack them neatly.

### **Be safe**

There are other members, their children, and other traffic around our pick-up sites - watch for them please.

## **OUTSIDE THE BOX**

### **Your Fruit**

In order to maximize quality and freshness of our berries and other delicate items like cherry tomatoes, they are not packed inside the share boxes. They are in bulk flats next to the share boxes. The Checklist (see items 3 and 4 in Pick-up Protocol, above) will specify the COMBINED TOTAL of how much fruit you are to take (for example, if one week you get 1 basket of strawberries with your share box and 3 with your Extra Fruit option, it will say 4 baskets of strawberries by your name). So please, only take the amount indicated or you will be shorting another member! Remember, QUANTITIES CAN CHANGE, so USE THE CHECKLIST EVERY WEEK.

### **The Eggs**

EGGS ARE AN OPTION that members subscribe to and pay for in addition to their share box. DO NOT take eggs unless they are indicated beside your name on the Checklist. The eggs will be inside a cooler at your pickup site.

### **The Bread**

BREAD IS AN OPTION that members subscribe to and pay for in addition to their share box. DO NOT take bread unless it says to beside your name on the checklist. Bread will be in a separate box somewhere at your pickup site. Sometimes it is put in the cooler with the eggs.

Each site is a little different so you may need to look around some. The round loaves are in brown paper bags.

## MISC LEFTOVERS

### Exchange Box

Most locations have an *informal* "Exchange Box". If you have something in your share box which you don't want, put it in the exchange box and help yourself to anything in there which looks good to you! If there is no obvious Exchange Box set up at your location, feel free to use an empty share box and start one! Any items left in the Exchange Box at the end of the day will be donated or composted by the site host.

## RE-USE OF BOXES, FLATS AND CONTAINERS

1) Please do not take the share boxes home with you. We re-use them (see item 7 in Pick-up Protocol, above). There are times, like when we run out of liner bags and pack your box without one, that it is okay to take the box home. Please just return it the next time you pick-up.

2) We really prefer that you do not take the large berry boxes (called "flats" - i.e. the box that holds 12 baskets). Please bring containers of your own for transporting your baskets of berries. If you do 'borrow' a flat box, please return it promptly the following week. These are expensive to replace, and we re-use them as much as possible.

3) If you bring back the plastic strawberry baskets or the pulp paper berry baskets and plastic lids, *they must be absolutely clean*. If the plastic is stained, wash and dry it before returning (do not run through the dishwasher; the high heat breaks the plastic down). If the pulp paper baskets are stained, they cannot be reused. Please recycle or compost them.

4) Egg cartons can be returned to us for re-use. But please, *only return the ones you get from us*. Do not bring stray cartons from other egg producers.

5) We do not take back any of the plastic bags at this time. If that policy changes (i.e. we come up with a system for reusing them), we will let all members know, and then update this note.

*Thank you!*

Live Earth Farm