

2020 Veggie Box Handbook

Hello! And welcome to Veggie Box 2020.

We have many new and many returning members this season. We reached our 200 member capacity Mid April and are so thankful to have each and every one of you join us for a season of bountiful, delicious, nutrient dense food.

Please read the handbook!

This year our distribution is very different than in years past...and is very different than we thought it would be...in February. Due to the uncertainty of Covid-19 we are choosing to have minimal contact at all pickup sites this season.

For seven years at all sites we have been telling you:

1. Mark your name off the list
2. Take your food out of the box
3. Leave the box

So...now it's time to UNLEARN THAT routine because...

...**Veggie Box isn't a Box this year...it's a bag!** And NO CUSTOMERS will be marking names off lists....

This year:

Drive Thru for Curbside Pickup, Tuesday/Thursday, LVFarm staff marks name off our list
Curbside Pickup at MVF*, customer names on bags
Pickup Bag at Withey's Friday, customer names on bags
Pickup Bag at Kalispell Market Saturdays, LVFarm staff marks name off our list

We have made major changes to each host site to keep both the host site and our customers safe and healthy. We are taking a stand on the side of extra precautions with the idea that if we have a conservative plan in place we won't have to adapt mid-season...**and it doesn't hurt anything if we have over prepared.**

We absolutely understand if you need/want to permanently switch your host site after reading through the changes for each site this season. If you would like to permanently switch your host site for the season let us know. (Mountain Valley Foods currently has a wait list).

Host Sites Pickup Up Guide

TUESDAYS

Previously at the home of the Mason Family

We will return to the lovely porch of the Mason family in 2021.

5-7 pm

Kalispell Montessori School

349 Willow Glen Dr

Kalispell, MT 59901

Curbside pickup. Drive thru the parking lot and follow the enter/exit signs. Place a 8 ½ x 11 piece of paper with you last name written large and clear on the dash of your driver's side window.

LVFarm staff will hand you your Veggie Box (BAG!) through the driver's side window of your car.

Optional: When approaching the pickup table you can get out of your car, pop the trunk, and we will place your bag in the trunk for zero contact pickup.

WEDNESDAYS

10-6*

Mountain Valley Foods

25 Commons Way

Kalispell, MT 59901

*or current MVF store hours

Curbside pickup. Park in the parking lot at Mountain Valley Foods and follow the directions posted in the parking lot. A member of the MVF staff will bring your Veggie Box (BAG!) to your car. The bag will have your name on it. *****Mountain Valley Foods is asking our Veggie Box Members to place a minimum of \$30 order at their store to help cover the costs of their staff doing curbside pickup of Veggie Box during Covid-19***** We support this choice by MVF to help them cover their costs as a host site during this time. If the weekly ordering from MVF doesn't work for you please let us know ASAP. Send us an email orders@lowervalleyfarm.com with your first and last name and the site you would like permanently switch to.

THURSDAYS

5-7PM

Lower Valley Farm

1375 N. Somers Rd

Kalispell, MT 59901

Curbside pickup. Drive thru the parking lot and follow the enter/exit signs. Place a 8 ½ x 11 piece of paper with you last name written large and clear on the dash of your drivers side window.

LVFarm staff will hand you your Veggie Box (BAG!) through the driver's side window of your car.

Optional: When approaching the pickup table you can get out of your car, pop the trunk, and we will place your bag in the trunk for zero contact pickup.

FRIDAY

WITHEY'S HEALTH FOODS

1231 S Main St
Kalispell, MT 59901
9am-6pm

Veggie Boxes (Bags!) will be lined up inside Withey's towards the back of the store. You will take the bag with your name on it.

If Withey's adjusts their hours or switches to curbside only we will keep you informed of any changes.

SATURDAY

KALISPELL FARMER'S MARKET

777 Grandview Dr
Kalispell, MT 59901
Find Lower Valley Farm under our bright red market canopy

Veggie Boxes (Bags!) will be available from the pre-order line at market. Stand in line and we will get you your bag!

Vacation Holds and One Time Site Switch, and Permanent Site Switch

Vacation Holds

For 2020 we are allowing each Veggie Box member to place **two weeks of Vacation Holds per season**.

Full Box Members, store credit \$25/hold
Partial Box Members store credit \$18/hold

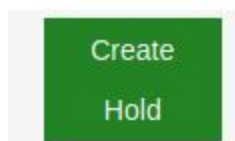
How it works.

No later than the Sunday at 8 pm before you would like to place a vacation hold:

Visit your Account Subscriptions page here:

<https://lowervalleyfarm.localfoodmarketplace.com/AccountSubscriptions>

Next to your current subscription, you will see a Create Hold button:



Clicking this button will open a window that allows you to set a date range for the hold. Make sure the date range is inclusive of the delivery day you aren't able to pick up!



The screenshot shows a dialog box with a title bar that says "Enter the dates you would like to place the hold for:". Below the title bar, there are two input fields labeled "From:" and "To:". Below these fields, there is a message: "This subscription requires a hold be placed by 8PM the Sunday prior to the expected hold date. Please [Contact Us](#) if you have any questions or need assistance!". At the bottom of the dialog box, there are two buttons: "Cancel" and "OK".

If you have any issues setting up the hold on your own, please send us an email at orders@lowervalleyfarm.com

Subject line: Your Last Name, Week of Hold, Host Site

Example: Gerth, 5/15, MVF

We will send you a confirmation email of your vacation hold to the email you sent to us.

One Time Site Switch

For 2020 we are allowing each Veggie Box member to temporarily switch their pickup site **one time per season**.

How it works.

No later than 8 p.m. Sunday before the week you would like to switch your pickup site send us an email at

orders@lowervalleyfarm.com

Subject line: Your Last Name, Site Switch

Example: Gerth, Site Switch

Body of email

Let us know your normal pickup site. And the date/location you would like to switch.

Example:

Hi This is Mandy Gerth. I normally pickup at MVF. This week I would like to pickup at KFM 5/18.

On Monday morning, we will email you a confirmation email of your site switch for the week.

Permanent Site Switch

Would you like to permanently switch your site? No problem! We can do that!

How it works.

No later than the Sunday before the week you would like to permanently switch your site send us an email at

orders@lowervalleyfarm.com

Subject line: Your Last Name, Permanent Site Switch

Example: Gerth, Permanent Site Switch

Body of email

Let us know your current pickup site and the location you would like to permanently switch to.

Example:

Hi, this is Mandy Gerth. I currently pickup on Tuesdays and would like to switch to Thursdays.

We will send you a confirmation email of your site switch to the email you sent to us.

Using the online store

Friends, the store is SO GREAT! We are SO EXCITED about it!

How it works....

8 a.m. MONDAY every week May-September the store goes live.

You can place an order for pickup:

Tuesday curbside at Montessori 5-7pm

Thursday curbside at Lower Valley Farm 5-7 pm

Saturday at Kalispell Farmers Market 9-12:30

If you want to place an order to pick up from a site that isn't your permanent CSA site, you will need to update your default distribution location in your online store account:

From the drop-down, they need to select the site you want to order from for your Default Distribution Location.

Note: This will NOT change your CSA pick-up site. If you want to change your CSA pick-up site you will need to contact us at orders@lowervalleyfarm.com (see details on One Time or Permanent Site Switch in this Member Handbook)

Default Distribution Location

Kalispell Farmers Market ▼

Address:

Flathead Valley Community College, 777 Grandview Dr, Kalispell

Special Instructions:

Find Lower Valley Farm under our bright red market canopy between 9AM-12:30PM.

After changes are made on this page, make sure to click this button on the bottom of the page to save the changes!

Update Account Information

You will see the following messages when you save this info. You only need to contact us to update your subscription location if you want to switch CSA sites.

Your default distribution location has been updated. Please contact the market manager to update your subscription location.

Personal information updated.

One Account, Multiple Members

Do you share your Veggie Box with another family?

We know this is a thing lots of folks do and if that's what works for your great!

This year, with the online store, any members of additional households who want to place an order in the online store can set up their own account for making orders in the store. They will not have access to the primary Veggie Box account and will not be able to place a vacation hold, use the Veggie Box account online credit, or change the Veggie Box pickup site.

What Happens if you forget your box (it happens!)

Oh no! It's Saturday night and you're realizing you totally flaked out on picking up your veggie box this week. Wondering what to do?

All forgotten Veggie Boxes (Bags!) from all sites come back to the farm fridge at the farm.

This year! This is NEW!

We are using our farm fridge (previously for honor system veggies) as a Veggie Box member forgotten pickup this season. We will be wiping the handle of the door twice a day. You may want to bring gloves/or a wipe to clean the door handle.

Pickup your forgotten veggies ASAP to make space in the fridge. To be respectful of the farm we ask you only pickup between 7-7, 7 days a week.

Sunday at 7pm. All veggies not picked up the previous week will be donated.

Everything is Compostable (In your Veggie Bag...including the bags!)

We are so excited to have ALL THE PACKAGING in our Veggie Box (Bags!) be compostable this season. This is something we have wanted to do for many years and are very excited to pilot compostable packaging this season in our Veggie Box with the intention of taking all our packaging for market, retail and wholesale to biodegradable in 2021.

So...what does compostable mean and...is this stuff really going to break down and turn back into soil...or do these bags take 1000 years to biodegrade or what?

Great question!

When you hear the word 'biodegradable' associated with packaging it's good to be skeptical.

Sadly, lots of packaging is marketed as 'biodegradable' and takes a very long time to biodegrade. The packaging we are using in veggie box is all **100% compostable** and breaks down in a commercial composting facility in 90 days or less. It will also break down in your home compost...if you are using very good practices and have a 'hot' well managed compost pile.

If you want to make sure your bags will biodegrade you can leave it to the pros and subscribe to curbside service for pickup of weekly food scraps! Dirt Rich Compost is a high integrity local small business dedicated to recycling food waste into a high quality compost for our community. They helped me research and decide on which packaging to switch to this year and all our packaging will compost in their system! Very cool!

You can learn more at <https://www.dirtrichcompost.com/>