

CATTAIL ORGANICS'

2024 PICK-UP SITES & TIMES

Pick up times vary by site so keep this document on-hand throughout the season. If you forgot what pick-up site you signed up for, you should have an email from us that confirms this basic information.

ALL CSA PICK-UPS ARE ON WEDNESDAYS*

WAUSAU WEST: 319 South 9th Ave, Wausau
11 a.m. - 6 p.m.

DOWNTOWN GROCERY: 607 3rd Street, Wausau
11 a.m. - 5 p.m.

WESTON: 1431 Park Dr Schofield, WI 54476
11 a.m. - 6 p.m.

STEVENS' POINT CENTRAL RIVERS FARMSTEAD:
1220 Briggs Court, Steven Point
12 - 6 p.m.

ON-FARM: 247011 Baldwin Creek Rd, Athens
9 a.m. - 7 p.m.

ATHENS/MEDFORD/MARSHFIELD/STRATFORD

Home Delivery Only (see page 4 if interested)

**IF YOU ARE LATE OR NEED IMMEDIATE HELP FOR
PICK UP, CALL OR TEXT KAT AT 715-432-4683!**

PICKING UP & UNPACKING YOUR BOX CORRECTLY

One of the things CSA members don't plan for is how to best transport veggies home. Here are the steps to follow:

- **THE FIRST BIG RULE OF CSA IS: DO NOT TAKE THE CSA BOX HOME!** Leaving boxes at sites limits damage and reduces CSA cost. It also is the most sanitary option (even though we also sanitize boxes at the farm)!
- Find the CSA box with your name on it! **DO NOT TAKE A DIFFERENT BOX!** If you find that your box is not there for any reason, call or text us immediately from the pick up site. We can often figure out the issue on the phone, and have extra boxes at some sites for this situation!
- If you unpack your box into your own container, follow our farm logic - We put the heaviest, hardest to damage stuff on the bottom, followed by light-weight bagged goodies and delicate things on top (herbs, greens, tomatoes, etc). You should pack your bags the same way.
- In compliance with food safety recommendations, we will continue to line boxes with 1-2 liner grocery bags. You can lift these bags out of the boxes and take them with you. If you want to unload veggies and leave bags at your site you can and we will use them for market customers.
- When you are done unpacking, unfold your box and place it with other used boxes. There are unfolding directions on the box!
- You should plan to either go straight home OR bring a cooler with a couple of ice packs and use that to keep veggies cool. Leaving your veggies in a hot car will make them spoil faster.

THESE STEPS ARE IMPORTANT TO SHARE WITH ANYONE WHO IS GOING TO PICK UP YOUR BOX.

CSA PICK-UP FAQ

WHAT DO I DO IF I KNOW I WILL BE OUT OF TOWN?

You can put your box on hold via our new online marketplace software. Once you login go to the Subscriptions option in the side menu from the Overview page. On that page there will be a "put subscription on hold" button. Put in a date range when you will be away. It will ask if they want to cancel any current orders made during that range (only applies if they are trying to put a hold on the current week) and it will ask which subscriptions to apply it to.

WHAT HAPPENS IF I FORGET MY CSA BOX OR HAVE AN EMERGENCY THAT PREVENTS ME FROM PICKING UP?

The easiest option if you realize you cannot make it to the site at the last minute, is to send a friend or family member. If you forget your box **CALL or send a TEXT MESSAGE to farmer Kat AS SOON AS you realize you forgot or cannot make it (even if it is the next day)!!!** Sometimes we can have boxes held at your pick up location or can help arrange a special pick up for you. Note that if we don't hear from you, your box will be donated. **It is not customary for us to replace or refund boxes unless it is medical or family emergency.**

CAN I ORDER EXTRAS?

When you do your weekly CSA swaps (or just look at the box and leave it as we design it) you can add on items via the online store. You will get an email Friday telling you the box is built for the coming CSA week and will be able to shop for add ons or swap items until Monday at 8am!

WHAT DO I DO IF I CAN'T IDENTIFY THE VEGGIES I RECEIVE?

The weekly newsletter should give you a clear idea of what each vegetable is, but if you still have trouble, please reach out! We are always happy to help!

WHAT DO I DO IF MY VEGGIES AREN'T STORING WELL?

First, make sure you consult our Food Storage Guide to ensure you are storing produce properly. It was sent to you in an email prior to your first CSA delivery, and also lives on our website. If you are still having trouble, please email, call or reach out your farmer! We are more than happy to help!

HOME DELIVERY

We offer home delivery to several areas. Locations, costs, and opportunities for free home delivery are listed below.

All residences in the city limits of Wausau, Weston, Schofield, and Rib Mountain

Home Deliveries in this area will take place Wednesday afternoons and evenings. Residents must be home OR have a cooler in an accessible location for drop off. **Delivery is \$5/week for the whole season or \$9 for a single scheduled week.**

Marshfield and Stratford

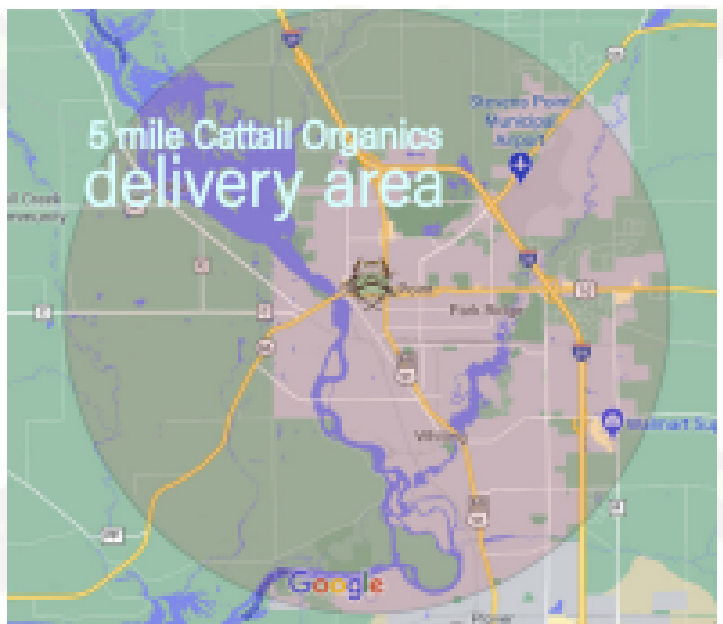
This season both locations are served by home delivery on our normal route Wednesdays. Marshfield residents must be within the city limits (contact us if you are close, Stratford deliveries must be within 5 miles of the town. Residents must be home OR have a cooler in an accessible location for drop off.

Athens and Medford

These locations will be provided FREE home delivery in 2022 as we work on expanding options for rural areas. Medford residents must be in the city limits or within 2 miles of HWY 64 between the 64 bridge (east of Hwy 97) and Hwy 13 in Medford. Athens residents must be within 5 miles of the town. **Home delivery is free for 2022.**

Stevens Point Area (see map to the right)

Stevens Point is served by Curbwise LLC on Wednesdays. Trevor Roark of Curbwise will be in charge of scheduling. Residents must be home OR have a cooler in an accessible location for drop off. Plover Locations may be possible depending on routing so contact us for this area first! **Delivery is \$5/week for the whole season or \$9 for a single scheduled week.**



PLEASE CONTACT US FOR HOME DELIVERY IF:

- You are in one of the geographical areas listed above and want to sign up.
- You are outside the geographical limits but would like home delivery. We have routes that may pass your house/location and can accommodate deliveries (especially to the west, north and south of Wausau, and outside boundaries in some rural areas)
- You have a disability or chronic illness and cannot afford additional delivery, but need it to access CSA.
- You are applying for or need financial assistance through the Fairshare CSA Coalition's Partner Shares Program OR are using Foodshare/EBT to cover any of your share costs. You may be eligible for a free or reduced cost home delivery.
- You are in an area not served by delivery but within 20 miles of the farm and you want to help organize a new route!