

# **CATTAIL ORGANICS' 2026 PICK-UP SITES & TIMES**

**ALL CSA PICK-UPS ARE ON WEDNESDAYS AND  
ALL DELIVERIES TO PICK UP SITES ARE FREE!**

- Cattail Organics: 247011 Baldwin Creek Rd, Athens -  
9am-7pm
- District One Brewing: 200 Division St N, Stevens Point -  
1pm-8pm
- Downtown Grocery: 607 3rd Street, Wausau - 11am-6pm
- Marshfield - Marshfield CSA members will be contacted  
with exact address and pick-up time soon
- Medford: Shattuk Street - Medford CSA members will be  
contacted with exact address and pick-up time soon
- Mosinee Brewing: 401 Fourth St, Mosinee - 1pm-8pm
- Rib Mountain: (residential near Granite Peak) - 11am-6pm
- Sawmill Brewing Company: 1110 E Tenth St, Merrill -  
tentative time 3pm-9pm
- Westside: 9th Ave, Wausau residence - 11am-6pm

**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

- **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!
- 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 INSTRUCTIONS

1)) To receive your home delivery you NEED a cooler placed out in the morning of your delivery in an easily accessible and visible location for our driver. You are also welcome to email us or add notes to any specific order for coolers in another location.

In 2026 if there is no cooler or other container and no one answers the door we will leave bags. This is not something we every want to do so if you have issues with a cooler or need delivery in a disposable container for a specific reason please contact us ahead of time.

2) To leave us a note on drop location or special instructions for delivery do so in the “order notes” when you open your weekly box builder to make swaps and add ons or when you check out if you are placing an online order.

4) For finding areas on our home delivery route see the next page!

# HOME DELIVERY

We offer home delivery to several areas. Locations are covered on the next page

## **All residences in the city limits of Wausau, Weston, Schofield, and Rib Mountain and Stevens Point**

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, Stevens Point, Hwy 153 corridor 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**

Athens residents must be within 5 miles of the town. **Home delivery is free for Athenians.**

## 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!