

# Ananda Gardens

## CSA Member

### Handbook

#### **CSA Farm-Member Agreement: Terms of service**

In becoming a member of Ananda Gardens you agree to the terms of service. Community Supported Agriculture (CSA) is a relationship between farmers and eaters.

It is a step beyond just buying vegetables and together we are building a more resilient community.

When you sign up for the Ananda Gardens CSA, you're paying in advance for your share of the farm's harvest.

The farm share payment is non-refundable. Farming is unpredictable, so we can't guarantee there won't be variations in the quality and quantity of the produce we're able to harvest, depending on many circumstances that are beyond our control.

This is our members commitment to our farm:

As your farmers we are committed to you, and promise to provide you with the best fresh quality produce we can grow. If you are not satisfied with your CSA please call us to talk about any changes that we can make to improve our service. It is our promise to help you have the best experience as our CSA Member. As a member you are responsible to communicate and contact us about your needs, and if there are any questions or concerns.

#### **OUR CSA'S OFFERINGS TO YOU**

**Outstanding and consistent quality vegetables that are healthy, fresh, diverse, delicious, and ready to eat raw or cook.**

You will get a diversity of colorful and beautiful produce according to the season.

**Convenience and accessibility.**

You can choose from our Convenient Home Delivery option and receive your share in an insulated bag to keep freshness and quality, or you come to the Market Style Farmstand and choose from our weekly harvest.

**Great value.**

We offer 3 Share sizes so you get exactly what you want, Jumbo shares feed 4 -5 people, Full share feeds 2 to 4 ppl and Small share feeds 1 to 2 ppl. These are estimates, it does depend on how many vegetables your family eats. Payment plan option available for customers to manage their budgets.ts

**Inspiration to cook, eat, and live healthy.**

Weekly e-newsletter with vegetable list of what comes in the CSA share to help you plan weekly menus and shopping needs. Plus receive tips and recipes to inspire you to cook and eat with the seasons.

**An opportunity to build a strong local and sustainable economy.**

We are a family owned and operated small scale farm, one of the closest farms to Montpelier. We are your neighbors!

**The power to contribute directly to the wellness of our environment.**

We are a green business and part of the climate solution: We are committed to sustainable practices that meet and go beyond organic standards. We farm using techniques that help fight climate change and build a healthy farm ecosystem. This also means healthier food for you as all our farming practices build healthy soil.

**A community where individuals and families can learn and enjoy organic healthy living.**

Our farm offers members of our community the opportunity to connect with the source of their food.

**Transparency and authenticity in our relationships**

We pay our farm crew a very fair wage to ensure they are well compensated for the hard work they contribute to our farm and community.

**Constant Improvement of our Services, with flexibility and commitment to understand our members' needs.**

You will get great customer service directly from your super friendly and reliable farmers.

**CSA LOGISTICS**

## **Logistics for Home Delivery**

Every week you will receive an insulated bag with our produce. The bag will contain a variety of vegetables according to the season, and the availability in the gardens. The selection is made by Farmer Patrick and will consider textures, colors, and flavors.

The delivery route is done between 1 PM and 6 PM. Although, the first week you can expect to extend to 7PM or 8Pm since we are getting to know the new addresses. Thanks for your patience and cooperation.

On your second delivery and on, we kindly ask you to leave your tote bag outside your house in a visible place so we can swap it with the new bag. Please keep your bag clean and dry in consideration of the farm team. At the end of the season you will keep the last bag of your last delivery.

### **Missed Home Delivery Policy**

If for any reason you are not able to receive the weekly delivery, please communicate with Melisa Oliva at [wellness@Anandagardens.com](mailto:wellness@Anandagardens.com) and let us know so we can make the arrangements and changes.

If you can't take the delivery, but do not want to skip a week, you are welcome to come to our Market Style Farmstand and choose your own CSA on Thursdays from 3 PM to 8 PM and Friday from 10 AM to 6 PM. (Please read our Market Style Farmstand Logistics)

After the first missed week, we will donate any further missed weeks to our community through our partners of Community Harvest of Central Vermont, or you have the option to make up any additional missed weeks by coming to the Farm Stand during that season.

## **Logistics for Market Style Farmstand CSA Members**

Our Market Style Farmstand open hours are

Thursdays from 3 PM to 8 PM and

Friday from 10 AM to 6 PM.

Here at our Market Style Farmstand you can choose from all the items we have harvested, except the add-ons. The add-ons (ex. bread, mushrooms, fruit) are products pre-paid by other CSA members and when you take any of these products this affects the farm and other members of our community.

Thank you for taking this into consideration.

Every CSA member has pre-paid a specific size of share.

If you have paid for a Small Share you can choose 6 items.

If you have paid for a Medium Share you have paid for 9 items.

If you have paid for a Jumbo Share you have paid for 12 items.

An Item is (unless otherwise noted):

A bunch, a pound, a bag, a pint.

Among choosing what you like from our products, at our farmstand you have the perk of also choosing the quantities of what you like. For example: you might choose instead of buying a whole pound of tomatoes, which is an item, a ½ pound of tomatoes and ½ of peppers, that will count as an item.

Bags and bunches are not to be divided, though.

At our farmstand you can also decide that you want more than 1 item of the same thing, for example: 3 pounds of tomatoes, for a canning project, will be 3 items.

Every new CSA member receives an insulated bag at their first pick up. You will then bring this bag to pick up your share each week. Please feel free to also use your bag for a picnic, grocery shopping, etc.

### **Market Style Farmstand Missed Week Policy**

If you want to skip a week, our policy is that you can come to the farmstand and make up a missed week or double your share the next week. Let's say you have a small share and you skip a week, you can decide if you want to use your 6 item credit on your next visit, over time, or when something you like is in abundance like Basil for pesto projects. Your item credits will expire once the season you signed up for is over.

As a perk for our 3 Season CSA Sustaining Members, they can carry over their credit from Spring, to Summer or Fall.

### **CSA Start Dates\***

Spring CSA- First week of April

Summer CSA- First week of June

Fall CSA- Last week of September

These are the approximate dates that we have started our CSA's in the past (actually: every year since we started!) Just please keep in mind that due to unexpected changes of the climate we are facing, this can vary and if there are any changes we will make sure to communicate with you in a timely and sensitive manner. Ex. We may choose to start the summer CSA a week later if we have a really cold Spring.

### **Best Communication Practices**

We love to hear from you and we strive to give you the best CSA experience possible. This manual has been created to respond to the most common questions (Please check the FAQ below).

If you still have questions, comments, or concerns please let us know by writing an email to Melisa Oliva: [wellness@anandagardens.com](mailto:wellness@anandagardens.com)

If your question is urgent, let's say you are at the farmstand and you need to ask something or you are missing any information, please feel free to contact Melisa Oliva at her phone number (802) 279-0337 or (802) 223-1951 Patrick Sullivan at (802) 224-6646. Normally during Farmstand hours we are available and happy to answer your questions and help you.

You can also send a TMS to Melisa Oliva on her cell phone (802) 279-0337.

Please do not hesitate to contact us if you have any questions about your vegetables, or if you want some cooking inspiration. We are delighted to talk to you!

## **Weekly Newsletter**

Every week you will receive an email from us with information about the vegetables in your share for Home Delivery, or with information about the items available at our Market Style Farmstand.

We also will share news about the farm activities, cooking tips, and other wellness information.

To make sure you are getting these emails, please make sure to add the address

[wellness@anandagardens.com](mailto:wellness@anandagardens.com) to your mail contacts.

Once you have added us to your contacts our emails will be displayed in your inbox and hopefully will not get lost in the queue! Although we all receive so many emails these days we know it happens:)

If for any reason you are not receiving our emails, please contact [wellness@anandagardens.com](mailto:wellness@anandagardens.com) or send Melisa Oliva a TMS at (802) 279-0337.

We will also keep our blog updated with relevant information and will offer a CSA Members HUB on our website, where you can access all the information contained in this handbook, important updates of starting dates, and more.

## **Emergency changes**

At Ananda Gardens we understand that life happens and changes constantly in unthinkable ways.

Although our terms of service established that our CSA's are not refundable, please communicate with us if you have an important life circumstance that would not allow you to continue with our service.

(Ex. If you move out of state, you lose your job, you have a family or personal medical emergency, etc.)

On case bases we will evaluate if we can make an exception when a refund is appropriate and needed.

## **Use of installations, public and restricted access areas for Home Delivery Members, Market Style Farmstand CSA Members, and General Public.**

At Ananda Gardens we love to host our CSA members, so we:

Highly encouraged you to walk around the gardens and enjoy the miracle of your food growing in this beautiful and peaceful landscape. You can come to the farm anytime during our open hours:

Thursdays 3 PM to 8PM

Fridays 10AM to 6PM

To enjoy a better experience we invite you to walk around the perimeter of our deer fence and the gardens.

The area of the Playground is open to the public. We kindly ask you to clean up after playing, especially with plastic toys, because if they are left in the field they are chopped up when we mow the lawn and distributed in our precious soil affecting earthworms and soil biology, so thanks for keeping the toys, and balls in the playhouse!

The area 20 feet around the perimeter of the farmhouse is closed/ off limits to protect the Ananda Gardens Family privacy.

All the greenhouses, barn and garage areas are also restricted for your own safety and the safety of the plants.

No person is allowed access to the working areas without permission from Farmer Patrick Sullivan .

Nobody is allowed to grab, touch, or use any of the farm tools and equipment.

### **Dog Friendly Policy**

Dogs on leashes are welcome and they should be supervised at all times to protect the integrity of the gardens and the people in the farm. We love dogs and pets, but we really need you to pick up after them. Please bring your own poop bags and bring them home with you.

### **Public Engagement and Farm visits**

We believe this land is sacred and it should be shared and cherished. If you want to share it with friends and family, from VT or out of state, please feel free to come during open hours.

If you are planning an event or would like a private farm tour to learn more about our gardening practice and whole food plant based nutrition from the farm, please contact Melisa Oliva at [wellness@anadagardens.com](mailto:wellness@anadagardens.com) to check availability and schedule a farm experience.

We offer guided tours for groups of 2 or more.

This is a fee free service for CSA members, for non CSA members the fee will vary depending on the type of service.

The service we offer are:

- 1 hour farm tour guided with a whole food plant based farm snack and drink, \$15 each,
- Full farm Experience (guided farm tour, hand-on experience, cooking class and farm meal, 3 hours) \$45 per person.
- Space rental for community gathering and educational purposes. (Please reach out for requests)

## Frequently Asked Questions

### **Can we customize our delivery share?**

If you want to choose exactly which vegetables you get each week, we offer the Market Style Farmstand CSA.

For logistical reasons we do not offer customization of Home Delivery CSA. We are proud of the variety and freshness in your bag each week and are confident it provides a nice seasonal selection of vegetables, with the convenience of home delivery.

### **How do Home Deliveries Work?**

Every week the farmer will pick for you the best organic vegetables from the garden harvest and create a selection of produce based on the availability and diversity available. Then shares will be packed in an insulated Ananda Gardens tote, so that your produce will stay fresh for many hours if you are not home when we drop your bag off. We drop your produce off at the door of your home or workplace. Each week you will leave the empty bag out for us and we will bring you a full bag of delicious and fresh produce. And so on, for 16 weeks during summer and 10 weeks during Fall. This service has an added fee of \$2.00 per delivery.

### **Does the delivery have any additional cost?**

The delivery fee is \$2.00 per delivery. Your CSA payment also includes 1 insulated tote that you get to keep at the end of the season. These special insulated totes ensure your produce will stay fresh during delivery.

### **How do you measure the value in each bag?**

We give you a certain number of items each week, depending on the size of your share. An item is a bunch, a bag, or 1-2 lbs of a vegetable. We do not just fill up the bags, we make sure you are receiving a fair value for what you paid and seasonal diversity for each week.

### **What happens if I am not going on vacation for a week?**

For our members that are going on vacation we offer the choice to put your share on hold for one week, and you get credit you can use at the Farmstand in the remaining weeks of the CSA or double your share the next week. Or if you are a Delivery customer, we can deliver a double share another week of your choosing during the remainder of the CSA. You must let us know by Saturday the week before, so that we can plan accordingly.

If you go on vacation for multiple weeks we donate your share after the first week to Community Harvest of Central Vermont.

### **What if I don't recognize something in my bag?**

You can check our website under [Recipes](#) as we are updating it frequently in accordance with what we have ready in our garden. You can also always text us at (802) 279 337 or email us at [info@anandagardens.com](mailto:info@anandagardens.com).