

# Site Host FAQs – Fall CSA 2023

## **Q: Does the Co-op have deliveries on holidays?**

A: We will NOT be having deliveries on Thurs 11/23 & Sat 11/25 and any regular deliveries on those days will be rescheduled to either Tues 11/21 or Wed 11/22. Confirmed sites will be given their reschedule date before the season starts. All other holidays will not be rescheduled. If your public location is closed for any other holiday, please reach out before the start of the season to request a delivery reschedule by contacting [csa.sitehost@lancasterfarmfresh.com](mailto:csa.sitehost@lancasterfarmfresh.com).

## **Q: Does the Co-op take back empty boxes left onsite?**

A: Yes! Our driver will pick up the cooler and any produce boxes that are folded down and tied together when they drop off each week. **It is important that stacks of loose boxes are tied together to be easily transported back to be re-used in our warehouse.** Please be aware that we do not take back any other packaging to re-use besides the brown & white produce boxes.

## **Q: What are “special order” boxes that have name labels on them at my site?**

A: Boxes with a yellow label marked “special order” will be one-time deliveries for members who either requested a replacement or items ordered on our CSA Store page. NOTE, non-members (in addition to current site members) can also order items on the CSA Store page and select your pickup location. Please reach out to [csa.sitehost@lancasterfarmfresh.com](mailto:csa.sitehost@lancasterfarmfresh.com) if you have any issues with this.

## **Q: What if I will be away during one of my CSA deliveries?**

A: While you do not have to be onsite during the delivery, if you will not be available during the pickup window, please let our team know in advance in case there are any site issues that day.

## **Q: Speaking about deliveries, is the driver responsible to set up the shares or just drop off the pallet?**

A: The drivers will be given a checklist with basic setup instructions (please see below). If there are special instructions on how the boxes are to be set up (i.e. large boxes on the center table and cooler on a side table), contact [csa.sitehost@lancasterfarmfresh.com](mailto:csa.sitehost@lancasterfarmfresh.com) so we can add it to the delivery instructions.

## **Q: What are “Unite for Her” Boxes (UFH) at my site?**

A: Our CSA partners with Unite for HER (UFH), an extraordinary organization that offers wellness services to women battling breast and ovarian cancers. We offer special produce shares at no cost to their members during shortened, 6-week sessions. Site Hosts will be contacted prior to the start of the UFH sessions if they have any members at their sites.

## CSA Set Up Example



- **Group Veg Share Boxes by Size**
- **Separate and group Unite for Her share boxes together**
- **Separate and group “special order” boxes together (replacements/one-time store orders)**
- **Turn all labels facing outwards (very important for bulk fruit boxes)**
- **Leave member sign-in sheet and packing list**
- **Collect tied-up and flattened veg boxes & cooler**