



WindRose Farm CSA Handbook

Updated February 22, 2023

Welcome to our farm family! We are looking forward to being your local food provider this season! We are passionate about growing delicious, pasture-raised chicken for the people we care about. AND we also love teaching you how to eat them! Our hope is that you will not only love eating our chickens but you'll become more connected to our local "farm-ily" community.

This is our CSA Handbook. We created it as a kind of "user manual" to help you understand how our CSA runs and outline our shared commitments. We expect you to know the information inside this document. Please read this agreement to understand the Community Guidelines we both pledge to maintain!



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BECOMING A MEMBER OF WINDROSE FARM

Thank you all so much for becoming a part of our CSA for the 2023 season and sharing in our farm journey. Community Supported Agriculture (CSA) is a beautiful partnership in which members pledge to help cover the anticipated costs of the farm's production for a growing season, and in return receive a portion of the farm's crops over the period of time specified in the agreement. Rather than simply purchasing food at a store or market, as a member of WindRose Farm, you receive so many benefits!

- a portion (or a "share") of the farm's harvest,
- the chance to invest in your local agricultural economy,
- the knowledge of how and where your food is grown,
- a strong relationship with your farmers
- a chance to connect and learn from other CSA members and
- the opportunity to come visit our farm and connect with the land.

Thank you for the effort to commit to this relationship with us. We are tremendously grateful to be a part of your summer and your family. Our CSA runs for 4-8 months from mid-July through to mid-February, depending on your share length. Members are responsible for showing up at their pick-up site on the 4th Saturday of each month to pick up their share of pastured chicken and other add-ons.

OUR GROWING PRACTICES

At WindRose Farm, we see ourselves first and foremost as stewards of the soil. We practice regenerative agriculture that creates a thriving soil bed.

You'll find us utilizing cover crops, minimum tillage, and soil balancing techniques. We move our chickens daily to fertilize our soil naturally and increase our organic matter. Raising our chickens on pasture builds our soil's nitrogen levels. And we promote beneficial insects as alternative forms of pest control.

ARE WE ORGANIC?

Our farm is not certified organic. We believe the certification for organic doesn't exactly align with what is best for the animals under our care. To be certified organic, one must only feed their chickens an organic ration, among other requirements that don't have much to do with animal care. Organic chickens do not need to be provided access to the outdoors, or raised on pastures. We believe we go above and beyond organic practices by implementing regenerative farming practices.

DO WE EVER BUY IN PRODUCTS FROM OTHER FARMS?

All of the CSA add-on shares we plan to bring in, are brought in from other local farms. While they are not certified organic, we share a great relationship with all of the farms we collaborate with, and only agree to provide their products through our store if their basic beliefs align with ours. If it's in our store, you can trust that the animals were properly cared for during the course of their lifespan.



UNDERSTANDING THE RISK OF CSA

As a member, you share in the abundance of our harvest, as well as in the risks that come with farming. We cannot stress this part enough! Although we have learned how to avoid or manage around most problems, it is likely that EVERY year, Mother Nature will throw us a curve-ball, and we may lose a battle with drought, flooding, disease, or other acts of God. This may mean that you may not receive a full box from time to time. If this occurs, we will do our best to make up for the value of the share by substituting something else in its place or buying in chicken from one of our fellow artisanal chicken farming cohorts. Another option is to make up the value of your share on the back end of the season as we attempt to quickly grow an extra batch of chickens to recoup our losses. We will communicate regularly to keep you informed of our Plan B, and we ask that you be patient with us as we do our best to mitigate the consequences.

WHEN DO WE START

We currently plan to start the week of July 22, 2023. We'll let you know for sure as we get closer. You will receive a monthly box from us for 4-8 months consecutively thereafter, depending on how long your chosen share is. The second 4-month share is planned to begin the week of August 25, and the third 4-month share is planned to start on the week of September 23, and each will run for 4 consecutive months.

WHAT'S IN THE BOX?

In the future, we plan to introduce more pasture-raised meat options. In the meantime, we directly provide you with pasture-raised chicken. We are currently working with another farmer to provide you with some more products, and will inform you if and when we get all the details sorted out. Stay tuned to our Facebook page as this is currently our main form of communication with our customers.

We've curated 2 different box options based on the different styles/preferences that people like to cook their chickens. Some prefer the simplicity of "setting and forgetting" a whole chicken in a roast pan or smoker, while others prefer to utilize a variety of different cuts of chicken to assemble their meals. The two boxes are:

The Whole Chicken Box includes:

(3) Whole Chickens per month

The Variety Box includes:

(2) Whole Chicken

(4) Boneless skinless chicken breasts

(4) Bone-in, skin-on thighs

(4) Drumsticks

1lb wings



WHAT'S INCLUDED IN A CSA MEMBERSHIP?

Your membership in our CSA affords you these benefits:

- a monthly box or 'share' of chicken
- any add-on share types/ products you may have purchased
- access to our CSA's Facebook group
- bi-weekly recipes and e-newsletter to help you use the food we give you
- an invitation to participate in our year-end farm event and contests

ADD-ON SHARE TYPES

Although we are not currently offering CSA add-on shares, we are in the process of securing some additional items to add to our store, so stay tuned!

HOW TO PICK UP YOUR SHARE

We will be at your chosen pickup site at the designated day and time with a table set out, close by our refrigerated trailer. You will come up to the table, tell us your name and we will hand you your box, to empty out into your cooler or cool-bag. Every NEW CSA member will receive a cool-bag from us as part of their first pick up. Every month after that, it will be your responsibility to remember to bring a cooler/cool bag to the pickup sites.

OUR PICK-UP SITES

Where and when do I pick up my share each week? You will be able to choose from 4 pick-up locations. Once you choose your site, we ask you not to switch it from month to month. You are allowed ONE pick-up switch per season. If you think you will be late, send us a quick text, and we can either meet you at our next stop, or we will bring your box back to the farm where you can pick it up at 4:00pm on the pickup day.

Here are our pick-up locations. If you need to change it prior to season start, you may do so by emailing windrosefarm22@gmail.com.

Hickson: 4th Saturday of every month, starting July 22. 9:00-10:00 AM Our farm is located at 516134 11th Line, Tavistock Ontario. Drive down the driveway that runs right next to the house and pull up straight to the log, and come up to the shed. We leave for the next stop at 10:00 AM sharp, so don't be late!

Stratford: 4th Saturday of every month, starting July 22. 10:30-11:30 PM – Bethel Pentecostal Church is located at 2988 Line 34, Stratford Ontario (some gps systems may say "Gads Hill" instead of Stratford)

Woodstock: 4th Saturday of every month, starting July 22. 1:00-2:00 PM – Location TBD. We will keep you updated as we secure a pick up location. Keep an eye on our website as that will be the first place, we will update you.



Ingersoll: 4th Saturday of every month, starting July 22. 3:00-4:00 PM -- Oxford Feed & Supply is located at 360 Harris Street, Ingersoll. Look for our white enclosed trailer in the parking lot!

TAKING CARE OF YOUR CSA CONTAINER:

Each new member is given a cooler bag to bring your CSA order home with every week. If you forget or lose your bag, make sure you bring a cooler or alternative cooler bag to pick your order up with. Replacements can be purchased upon request.

CAN I ORDER OTHER STUFF EACH MONTH IN THE ONLINE STORE?

Each month, we may have additional items to sell – things like whole chicken orders, additional high-ticket retail items (like chicken breasts). All items must be pre-purchased via the online store. We will not be offering cash-sales at the pickup sites. To place your order, you must visit our Online store. Select items to put in your cart, choose your CSA pickup site, and then pay for your order (we prefer E-Transfers). A confirmation email will be sent to your email address. You must order by the deadline – 48 hours before that site’s pickup.

CAN I SPLIT MY SHARE WITH SOMEONE?

If you are a single person who can't eat all the chicken in a CSA Share, by all means, split the share with another person. If you do split a share, we need to know with whom you are sharing, so they also get a bi-weekly email. You are responsible for how the share will be divided and we prefer one payment for both parties. We ask that no more than 2 people split a share.

CAN I SWITCH MY PICK UP SITE?

With all the members in our CSA, it would be very difficult for us to manage pick-up site change requests on a regular basis. However, we know that life can throw you a curve ball so we try to be a little flexible. If you need to make a one-time adjustment due to vacation or a work difficulty, please let us know 3 days before your desired change so we can make adjustments to our packing numbers. To do so, you must email us at windrosefarm22@gmail.com or text Manita at 519-533-7556.

Our administrative system is not able to handle repetitive requests for pick-up site changes.

CAN I SEND SOMEONE IN MY PLACE TO PICK UP?

Yes! If you cannot pick up your share yourself, simply send a substitute! All they have to do is give us your name during pickup. Your substitute will have to bring their own cooler to pack the order into.

WHAT HAPPENS ON PICK-UP DAY IN CASE OF INCLEMENT WEATHER?

We define “inclement weather” as hail, tornado warning, scary lightning storms – anything that would prevent us from safely standing outside. If it’s dangerous to leave your house, do not leave to pick up your chicken! Check your email to find out what to do next. If we had to leave the site for safety reasons,



then we will schedule a second drop off time the following week to redeliver the boxes. We may just delay the pickup until the storm passes.

WHAT TO DO IF YOU'RE LATE AND MISS YOUR BOX PICKUP (WHOOPS!)

If you do not arrive to pick up your share and you do not notify us in time, there is still a chance you can redeem a share. Here's what to do: call or text on our cell phone. If there is a pick-up site later that day, we can throw it back in the trailer and you can grab it from another pick-up site. If that is not an option for you, we will bring your box back to the farm and you can pick it up from there at around 5:00 PM on the day of box pickup (4th Saturday of every month).

CONTACT INFORMATION

If you need to reach us, we prefer you email us at windrosefarm22@gmail.com. If it is an emergency, or you will be late to your pickup site, please call our cell phones.

PUT THESE IN YOUR CELL PHONE:

Manita's cell phone: 519-533-7556

Brandon's cell phone: 519-533-2723

WHAT IF I GO ON VACATION? WHAT HAPPENS TO MY BOX?

We do not hold your box for you or credit your account or double-up on boxes later.

But you have a few options:

1. Send a substitute in your place. Find a friend to take your share for you and either store it until you return OR eat it themselves! It's a great way to expose others to our CSA.
2. Ask us to hold your box at the farm. We'll label your box with your name. You can schedule a time to come to the farm to pick up your box.

If you need to make a one-time adjustment due to vacation, please let us know 3 days before your desired change so we can make adjustments to our packing numbers. To do so, you must email us at windrosefarm22@gmail.com or text Manita at 519-533-7556.

CAN I TRANSFER MY MEMBERSHIP TO SOMEONE ELSE?

Yes. Simply contact Manita via email and let us know who will be taking over your membership. We can work out the payment details. The new member can either reimburse you for the remaining shares, or we can work it through the farm.

HOW WE COMMUNICATE WITH YOU:

Our primary form of communication with members is via EMAIL: We expect you



to check your email inbox every other week. Please be sure to “whitelist” our emails so we don’t end up in your SPAM folder. (For Gmail, drag one of our emails into your primary tab. For other email providers, just add our address to your address book). We also send some information via our Facebook Group: Group interaction occurs here between members as they share advice and tips for making the most of your box.

SOCIAL MEDIA:

Facebook: Follow us at <https://www.facebook.com/WindroseFarm22>

Private Facebook page: For CSA members only. Once we get 10 CSA members, we will open up this private Facebook Page

Instagram: @windrosefarm22

PAYMENT POLICIES

How do I pay for my CSA share?

There are 3 options to pay online. We understand the simplicity of paying via credit card online, so we do offer the option in our online store, however we ask you to consider using E-Transfer, or cheque instead, to help us curb those hefty credit card fees! Full payment is due by July 8th. Mail your check (made out to Brandon La Rose, OR Manita La Rose) To:

516134 11th Line, Tavistock Ontario N0B 2R0

Do you take credit card payments, Google Pay or Apple Pay?

Yes, yes and yes! We understand the ease and simplicity that paying by these methods can offer, so we provide this option for you. However, we do prefer that payment be made via cheque, or e-transfer.

What happens if I don’t pay my membership fee?

Membership fees must be paid by July 8th for 8-month members, or 2 weeks before the start of your box. No shares will be distributed until payment is received in FULL. If payment has not been made by the time our CSA starts, we will consider this agreement null and void, and your membership will be canceled.

CANCELLATION AND REFUND POLICY

Not clicking with our CSA? No worries! We offer a money-back guarantee (for our 8-month members only). If, after 3 months, you are dissatisfied with your membership and wish to cancel, or if you have to move out of the area and cannot continue your share, we will arrange a refund on a prorated basis.

STORING/COOKING YOUR CHICKEN

It is imperative that you get your chicken into a cool location asap. Leaving your cooler in your hot car while you do the rest of your errands is a very bad idea, and your chicken will begin to thaw. Your chicken should be placed in a freezer as soon as you are home, or if you plan to cook with it later, placed



in the fridge to thaw. Please ensure your chicken is thoroughly cooked to 165 degrees Fahrenheit before consuming it.

DO YOU OFFER FARM EVENTS?

While we don't have anything set in stone, we do have some ideas for an end-of-the-year event for our CSA members depending on how many members/interest there is for this first year. We will promote these events on our Facebook page a few weeks in advance.

SAFETY ON THE FARM

Driveway - We have a single lane driveway. Please drive slowly. If there is a car coming in the opposite direction, pull over to make room, or use the second driveway.

Parking on the farm – Please park facing the log, facing the great view! Please make sure that you are not blocking anyone's exit. Exercise caution when backing out.

Farm hazards - We do our best to minimize risks to you and your family when you are visiting; however, we are a working farm and it is impossible to eliminate all hazards.

- **Uneven ground:** Please exercise caution when walking around the farm - where there may be potholes, slippery surfaces or other tripping hazards.
- **Electric fence:** We use an electric fence to contain our chickens and protect them from predators. To avoid an unpleasant jolt you should assume that the fence is "hot" and don't touch it without asking first.
- **Farm animals:** We raise chickens on the farm all summer long. They are fascinating to watch and we encourage you to do so. However, we ask that you do not feed them, pet them or enter their enclosures unless one of the farm staff is present. Teddy the guard dog may also be on patrol when you visit. She will bark at you. Don't take it personally, she is just doing her job! She typically keeps her distance from strangers and we have found she calms down quicker if you ignore her and pretend she isn't there.
- **Farm equipment:** Please do not climb on, operate or move any farm equipment or tools.
- **Dogs:** We love dogs and you are welcome to bring them to your pickup site. However, because some CSA members and their children may not be comfortable around dogs, and since they might not get along with farm dog Teddy, we ask you not to let your pet leave the vehicle.

CHILDREN VISITING THE FARM:

Visiting WindRose Farm is a wonderful experience for the entire family and we feel that every child should be able to see how their food is grown and how farm animals are raised. We try to make our farm as family friendly as possible; however, as outlined above, there are potential hazards for children. Please supervise your children at all times. If you have older children, please discuss these guidelines with them. When time permits, we enjoy taking the kids on tours of the farm—remind your kids that you or a farm staff member must be with them at all times whenever they leave the distribution area.



HOLD HARMLESS CLAUSE:

By accepting this member agreement, the member hereby releases, indemnifies, and agrees to hold harmless WindRose Farm, its agents and employees from any and all claims and/or liability from being on the farm property, being at any of the CSA pickup locations, from the purchase of a CSA membership or the use or consumption of food provided by the farm.

WindRose Farm reserves the right to change parts of this Agreement/Handbook related to production and distribution from time to time. We will contact our members via email to notify them in advance of any changes to the agreement.

We encourage you to sign below as a testament of your alignment with all the items mentioned in this handbook

Signature: _____

Date: _____