

Western Montana Growers Cooperative

CSA Member Guide

Welcome! By participating in our Community Supported Agriculture (CSA) program, you join a community of people who value fresh, local food and are committed to supporting the small, local farms who feed our communities. We are happy to have you with us this season!

Contact Info

Autumn Lee, CSA Program Manager
csa@wmgcoop.com
406.544.6135
[CSA account login](#)

Season Dates

Summer: May 23 - October 3 | 20 weeks

Fall: October 10 - November 14 | 6 weeks

Extended: May 23 - November 14 | 26 weeks
(Summer + Fall)

Picking Up Your Share

In order to offer many convenient pickup sites, most of our CSA pickup sites are **self-serve**. Because of this unique set up, CSA members must follow certain guidelines when grabbing their share to ensure we have a successful season.

Delivery

We deliver shares to your pickup site on your delivery day at the specified time (give or take 15 minutes!).



Pickup Window

Pick up your share from your site during the [specified timeframe](#). Forgot to pickup your share? See the [next page](#) for our policy.



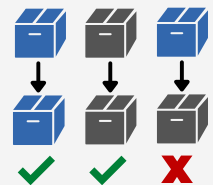
Your Bin

Your share will be labeled with **your name**. **Only take your share. Do not grab someone else's share!**

5/23/24 - S1 - WMGC
Doe, Jane
small summer share
egg, coffee

Stack Bins

The biodegradable veggie bag* is yours to take but please **stack your empty bin according to color** and leave it at your site.



That's it! Enjoy your fruits & veggies, and share your favorite recipes with us! Have some questions? See our [FAQs](#) on the next page.

**Please know that we do not take plastic use lightly and that we use plastic bags as liners to comply with the USDA's [Good Handling Practices](#), which helps minimize the risk of food safety hazards.*

Share Size

We guarantee the value of your share over the course of the entire season. While we try to keep the weekly value as consistent as possible, the number of items and overall volume depends on where we're at in the season and what the weather looks like that particular week. Thus, shares will vary a bit from week to week. **Know that if your share is lighter one week, it will be larger another week.**

The growing season in Montana is different from that in California, and it is completely normal for your share to be smaller and less varied in the first few weeks of the season and grow larger and more varied as the season progresses. Such is the nature of eating seasonally and we appreciate our members' go-with-the-season attitude!

Missed Pickup

You are responsible for picking up your share during your site's designated pickup window. Many of our delivery sites are private residences or businesses and, as such, do not have the capacity to store your share for you. **Site coordinators are authorized to donate unclaimed shares as they see fit.**

An incredible amount of energy goes into your share each week—every single item is grown, harvested, packed, and transported specifically for you—and while we hate to see you miss out on your share, **we do not have the resources or capacity to replace it for you.**

Missing Or Damaged Items

If you are missing an item or something has been damaged in transit, let us know! We take great care in packing your share but occasionally things get left out or get banged up on their way to you. Please let us know **within 24 hours** and we will happily replace the item the following week or credit your account.

Holding Your Share

If you are going to be out of town on your delivery day, we recommend having someone pick up your share for you. However, we are also happy to hold it at our warehouse ([1500 Burns Street](#), Suite C, Missoula) for you to pick up when you return. If you would like us to hold it at our warehouse for you, **please let us know no later than 5 p.m. on Monday of the week you are going to be gone.**

Cancellation Policy

Our growers plan their season in accordance with our CSA program. They plant specifically for each and every one of our members and make a commitment to not sell that produce elsewhere. For this reason, we do not offer refunds once your share has been purchased.

Keeping In Touch

You have been added to our member mailing list and will hear from us each week. Please be sure to add csa@wmgcoop.com to your contact list so that you don't miss any communication from us. And don't forget to keep up with us on Facebook [here!](#) We love to hear from members—from your favorite recipes to new veggies you've been exposed to—so please keep in touch!

Frequently Asked Questions

Can a friend pick up my share?

Yes! It's totally fine for someone else to pick up your share. However, they must follow the same pickup policies (see [grabbing your share](#))

I'm leaving town—can you hold onto my share?

Yes, we can hold onto your share at our warehouse here in [Missoula](#) and you can pick it up here when you return to town. Let us know by no later than **5pm on Monday** the week you'll miss your share.

My pickup location isn't working with my schedule. Can I change it?

Yes, as long as there is room at your preferred site, we can switch you to another location that works better for you. Check out our delivery site options [here](#).

I forgot to pick up my share—can I pick it up tomorrow?

You are responsible for grabbing your share within the pickup window. Many of our delivery sites are private residences or businesses and they do not have the capacity to store your share for you. **Our site hosts are authorized to donate any food that is not picked up within the pickup window.**

Can the Grower's Co-op reuse my plastic veggie bag?

Yes, we can use them for non-food purposes. Or, we recommend using them as a trash liner at home!



csa@wmgcoop.com
406.544.6135

local is delicious!