

## FAQs

### **What is a CSA and why is it important?**

A Community Supported Agriculture (CSA) program allows customers to buy a “share” of the farm at the beginning of the season. Customers pay up front at the beginning of the season in exchange for a weekly box of vegetables.

A CSA is a huge benefit to Global Greens farmers because it gives them a guaranteed market to plan and grow vegetables for. Owning and operating a small farming business is risky. Farmers’ markets sales are variable and dependent on outside forces that farmers cannot control (bad weather, competition, unknown customer preference, etc.). A CSA gives the farmers a guaranteed market and takes some of the guesswork out of preseason planning. Farmers know going into the season how many seeds to order and when to plant them to provide the vegetables each week of the year.

### **What kinds of vegetables can I expect each week?**

You will receive a wide variety of common vegetables that grow well here in Iowa. Most weeks you will receive a vegetable or two that are popular in the farmers’ native countries. You will receive recipes with each box.

### **How many vegetables can I expect each week?**

With a full share, you will receive between 6-10 different vegetables per week. This is nice amount of vegetables for a family of 4 or for 2 people who really love veggies. With a half share, you will also receive 6-10 vegetables—just every other week. This is a good amount for 2 people or for 1 person who really loves their veggies.

### **What does delivery day look like?**

*Please bring your own reusable bags to pick up your vegetables.*

Just show up to the location that you signed up for. Your vegetables will be there for you.

Valley Community Center, 4444 Fuller Road, West Des Moines: Pick up is 3:30-6:00 pm. Enter the building through the front doors. Your produce will be in the lobby area. Please mark your name off on the sign in sheet. This helps us track participation!

LSI Refugee Connection Center, 3200 University Ave. Des Moines: Pick up is between 3:30-6:00 pm. Park in the parking lot behind the building. Enter through the glass door in the back of the building. Your vegetables will be in the first classroom on your right. Please mark your name off on the sign in sheet. This helps us track participation!

### **Can I get home delivery of my box?**

We are piloting a home delivery program in 2017 for people who live in the zip codes 50311 or 50312. The cost is \$90 for the abundant share, \$45 for the generous share, or \$20 for the fall share. (That is \$5

per week). This is not an option on a week to week basis—you have to sign up and pay the full amount at the beginning of the season.

We will deliver your produce between 5:00-7:00 pm. If you are not going to be home, please leave a cooler just outside your door for us to put your produce in. If nobody is home and we don't have anywhere to leave the vegetables, we will donate the food.

### **When is payment due?**

We require a \$50 non-refundable deposit to reserve your spot for the CSA by April 1. The rest of your payment is due no later than May 15. If this will be a problem, we are happy to work out a more convenient payment plan for you.

### **Can I get a refund?**

We will refund what you have paid above the deposit if you cancel prior to April 1. Global Greens farmers purchase seeds, plants and fertilizer based on how many CSA members there are. When a member cancels it affects the farmers' bottom lines.

### **What if I can't make it to pick up my vegetables?**

You are welcome to have a friend or family member pick up your share for you—no need to contact us. Just have that individual check your name off on the sign in sheet. If you will be unable to pick up your vegetables, please contact Dan by Monday before delivery at [Daniel.bowser@lsiowa.org](mailto:Daniel.bowser@lsiowa.org) or 515-571-7271 (cell). That gives us time to donate the produce to LSI's elderly refugee program or to a local food bank.

If you want to change your delivery location, please let Dan know by Monday so we can make arrangements.

### **What does Certified Naturally Grown mean?**

Certified Naturally Grown (CNG) prohibits farmers from using any synthetic fertilizers, pesticides, herbicides or genetically modified organisms. CNG follows the same standards as Certified Organic, but CNG requires less paperwork and is much cheaper. You can read more about CNG [here](#). If you have questions about our growing practices, just ask!

### **How can I learn more about volunteering or donating to the refugee program?**

Contact Rachel at [Rachel.luppens@lsiowa.org](mailto:Rachel.luppens@lsiowa.org) or 515-271-7464 to set up a tour of the refugee center, learn about our amazing Empower Lunch , Farm to Fork gathering and about open volunteer and giving opportunities!!