CHANGE THE WORLD ONE VEGETABLE AT A TIME

✓ ***Make sure to complete these essential tasks each week:***

Know the share contents and clearly label them. Family shares and single shares should be separated.

Have your front table report available to mark orders picked up.

Make sure newly purchased shares are entered properly in Kalechips and that receipts are accurately written.

Complete cash out online. If $0, enter $0!

Mark shares that are not picked up as donated in Kalechips.

Step 1: Sign Up!

We need some basic information about you (so we know who to give the veggies to) and payment for your first week's share of fruits and vegetables. You can choose the Family Share, which feeds 3-5 people, or a Single Share, which feeds 1-2 people. Our prices are tiered to income and we offer more than a dozen pick up locations (Fresh Stops). Order online, in person, or by mail.

Step 2: City Fresh Goes to the Farms!

With all orders coordinated, our Farmer Liaison heads to the farms. Together with the farmers, they look at what's fresh in the fields and determine how much of what fruits and vegetables they have to make up a nice variety of the freshest produce for everyone.

Step 3: Fresh Stop Day!

At Fresh Stops throughout the city, dozens of volunteers gather to set up and distribute the shares. City Fresh brings the fresh fruits and vegetables, helps arrange them, and shareholders check in, pick up their shares, and order for the next week.

Rinse and Repeat for 20 weeks, June through October

Why the "share" model?

The share model helps ensure that farmers have a place to sell their goods. They only have to harvest what we order, so no fresh produce will go to waste and they can focus on farming.

Since we order a variety of produce items, our farmers do not struggle to market certain fruits and veggies, and are not forced to grow only one crop, which can have disastrous environmental and economic outcomes. This encourages local farmers to diversify and improve their farming practices which benefits everyone.

City Fresh is just like [that other program], right?

Well, no. We offer...

- **Week-to-week ordering!** So there's no big up-front cost and no long-term commitment.

- **Discounts for limited-income** families and target areas with low-access to fresh foods.

- The **best return** to small, sustainable, local farmers.

- **We're not-for-profit!** Our mission is to build a just and sustainable food system. When you support City Fresh, you help create fundamental change.

Share Pricing

Family Share
$35

Single Share
$22

Limited Income Family Share
$22

Limited Income Single Share
$13

SNAP Family Share*
$18

SNAP Single Share*
$11

*When using City Fresh's FNS number and offering Produce Perks. Otherwise, use the Limited Income Price.

Proper Care of your Fruits and Vegetables

Refrigerator

Apples (>7 days)	Honeydew
Cantaloupe	

(Unwashed in Single Layer)

Blackberries	Raspberries
Blueberries	Strawberries

(Unwashed in Plastic Bag)

Bok Choy	Green Onions
Broccoli	Kohlrabi
Carrots	Lettuce
Cauliflower	Peas
Corn	Radishes

(Store in Paper Bag)

Mushrooms	Okra

Asparagus	Kale
Beets	Leafy Vegetables
Brussels Sprouts	Leeks
Cabbage	Plums
Celery	Spinach
Cherries	Sprouts
Grapes	Summer Squash
Green Beans	Yellow Squash
Herbs (not Basil)	Zucchini

Countertop

Apples (>7 days)	Tomatoes
Cantaloupe	Eggplant
Honeydew	Garlic
Basil (in water)	Watermelon
Cucumbers	

Cool, Dry Place

Acorn Squash	Pumpkins
Butternut Squash	Spaghetti Squash
Onions*	Sweet Potatoes
Potatoes*	Winter Squash

*Keep away from each other

Counter/Fridge

(Ripen on Counter, Then Refrigerate)

Nectarines	Pears
Peaches	Plums

High Ethylene producers:
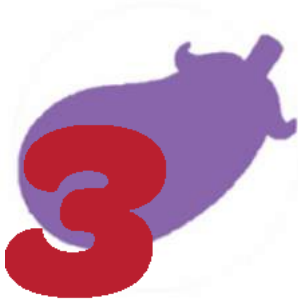Keep away from other fresh produce to slow down ripening/spoilage

Why We City Fresh

1. Nutrition: We keep you in healthy foods all season long.

2. Community Building: Our stops are managed by folks in your neighborhood.

3. Environmental Resiliency: Investing in local foods is a long-term solution to Climate Crisis.

4. Social Equity: Tiered pricing means everyone can access nourishing foods.

5. Economic Justice: City Fresh shares pay farmers fairly and keep dollars in our region.

Environmental Stewardship

Did you know that the average meal travels 1500 miles before getting to your plate? Reducing the distance that food travels and investing in sustainable farming practices helps minimize the impact we have on the environment and our contribution to global warming. Eating more whole foods that we prepare ourselves lessens packaging and food waste. Committing to City Fresh shares is a promise to do better for our children and our future.

Healthy Eating

Involving children in choosing and preparing healthy foods promotes healthy eating. When kids visit their neighborhood City Fresh stop, they interact directly with fruits and vegetables, experiencing the range of color, texture, and taste. They learn about the variety of produce that grows in their area and experience how it changes over the course of a season. City Fresh stops are specifically tailored to encourage families to choose their items together, to take their time, and brainstorm cooking and preparing ideas with volunteers and neighbors alike.

Community

City Fresh is a network of volunteers, farmers, and community members working in conjunction for food justice and healthy eating, involving all levels of community activism and engagement. Our communities grow our food, help each other access positive nutrition choices, and learn from one another. Our program is made for recipe swaps, curious imagining, and lending a hand to those in need. The most important ingredient is you.

More than vegetable drop points, City Fresh stops are community gathering spaces.

Building Community

At many Fresh Stops, volunteers develop new relationships through their weekly participation in City Fresh, forging lasting friendships and comradery through mutual aid and shared purpose.

Forums for Collaboration

With the addition of other vendors, live music, food demonstrations, story times, perennial swaps, composting workshops, and other interactive events, City Fresh stops provide a backdrop for other groups to participate in community outreach and engagement.

Community Built

At stops like Lakewood LEAF Night, community organizations seeking access to fresh local food have sought out the City Fresh program to implement new programming and bolster their existing efforts.

Neighborhood Revival

At the Slavic Village Market , City Fresh was brought into a community seeking to create a forum for informal gathering and engagement. We collaborate to establish neighborhood institutions that foster relationships for shared growth and accountability.

Safety Protocol

Work your assigned job! Minimize cross contamination by sticking to singular tasks, where appropriate/applicable.

Keep Clean! Be sure to wash or sanitize your hands often, and sanitize devices, tables, and materials.

Wear a mask! Especially when interacting with customers!

Maintain Distance! Please keep at least 6 feet from customers, other volunteers, and staff. Display distance markers for customers.

If you are sick, Stay at Home!

Something Not Right?
Who you gonna call?

Leah Finegold
City Fresh Program Coordinator
216-307-1184

Anna Kiss Mauser-Martinez
Executive Director
216-469-0904

Sam Paskert
Farm Liaison
440-781-9012

Volunteer Tasks Scrapbook

Set-Up Squad - The Set-Up Squad brings out and arranges tables, chairs, and signs prior to the arrival of the veggie truck. They help unload shares from the truck and organize onto tables based on share type. They also clean storage bins and prepare signage, including what is offered in the shares that week! They have the added bonus of talking to passersby interested in the program and get really familiar with exciting fruits and vegetables!

Carrying things!

The watermelon bucket brigade!

Distribution Detail - The Distribution Detail meets the City Fresh veggie truck at the stop then unloads the bins full of this week's shares from the farmers and counts out the appropriate number of shares and ensures each share has the correct quantity of items based on single or family share status. Help with set-up may be needed, as well! Don't forget to keep your counting to yourself! Strong-armed individuals are always desired to help out with the heavy lifting.

Check-in Charlies - Check-In Charlies help check in shareholders picking up their share for that week. They also complete transactions for SNAP and future orders, handle money, and write receipts. This will require some training, which you'll find in the pages ahead.

Paperwork!

Produce Posse and Fruit Guard - The Produce Posse and Fruit Guard manage line traffic, help shareholders pick up the necessary items for this week's share, if they aren't already pre-bagged, answer questions about City Fresh, discuss and debate the varying methods of preparing, storing, and preserving the bounty, monitor the fruit and vegetables so they don't wander off unnecessarily, and restock the tables as they empty. Our need for Produce Posse volunteers increases as the season peaks, starting in mid-July.

Geometric stacking!

Volunteer Tasks Scrapbook

Tear-Down Team - The Tear-Down Team consolidates any left-over shares/share items for donation, break down tables and chairs and move them to storage, and pat everyone on the back for a job well done!

The P.I.C!
(People in Charge)

Show Running - Show Running is our fancy name for the Volunteer Lead. We are always looking for volunteers interested in taking charge at our Fresh Stop locations. If you think this is you, you'll need to be prepared to manage cash out at the end of the evening, coordinate orders, communicate stop needs to the City Fresh Program Coordinator, and help retain enough volunteers for the stop location. This will require additional training.

As City Fresh volunteers, you have the inside scoop on the vibrancy of the City Fresh program. While on site, don't hesitate to snap photos and send them our way; tag us on social media; share your cooking wisdom and your favorite recipes with us and the community. If you have a special skill or project your interested in let us know! The more team work makes dream work and the more concerted effort, the merrier we all are.

Help City Fresh transform the food system!

Check-In Charlies Further Training
Transaction Time: Processing SNAP

Remember these things when processing SNAP!

🍎 ***Ordering Limits*** SNAP retailers may not process SNAP/EBT payments more than 14 days before providing the SNAP customer with the purchased goods. Therefore customers can only purchase for share dates up to two weeks from today.

🍊 ***Price Difference*** Produce Perks adds an additional incentive to shares purchased using SNAP, meaning that SNAP shares are half off the retail price. Thus, charge a SNAP/EBT card $18/ea for a family share or $11/ea for a single share.

🍆 ***Send us a pic!*** Be sure to send information from SNAP transactions to info@cityfresh.org The easiest way to do this is to send a photo of the manual voucher with a smartphone.

🍏 ***Record in Kalechips!*** Use the manual voucher number as the receipt umber. Paytype is EBT.

Shareholder:	Mauser-Martinez, Anna Kiss ▼
Type:	LIF ▼

- "" is not a valid value for a primary key.

Pickup:
- ☑ Coventry 2020-06-16
- ☐ Coventry 2020-06-23
- ☐ Coventry 2020-06-30
- ☐ Coventry 2020-07-07
- ☐ Coventry 2020-07-14
- ☐ Coventry 2020-07-21
- ☐ Coventry 2020-07-28
- ☐ Coventry 2020-08-04
- ☐ Coventry 2020-08-11
- ☐ Coventry 2020-08-18
- ☐ Coventry 2020-08-25
- ☐ Coventry 2020-09-01
- ☐ Coventry 2020-09-08
- ☐ Coventry 2020-09-15
- ☐ Coventry 2020-09-22
- ☐ Coventry 2020-09-29
- ☐ Coventry 2020-10-06
- ☐ Coventry 2020-10-13
- ☐ Coventry 2020-10-20
- ☐ Coventry 2020-10-27
- ☐ Coventry 2020-11-03
- ☐ Coventry 2020-11-10
- ☐ Coventry 2020-11-17
- ☐ Coventry 2020-12-15

Receipt:
- This field is required.

  124925

Paytype:	EBT ▼
Checknum:	
Paystat:	Paid ▼
Foodstat:	Ordered ▼
Orderdate:	2020-05-21 18:14:59.006
Note:	

Submit order(s)

OFFLINE FOOD BENEFIT VOUCHER

Important! Vouchers must be entered or cleared on the POS device within 10 days of customer sale or funds will not be reimbursed.

1 2 3 4 5 6 7 8 9 0 0 0 0 0 0 0
EBT CARD NUMBER

0 6 02 2 0 0 0 0 0 0 0 $ 1 1 0 0
DATE (MM-DD-YY)   AUTHORIZATION   AMOUNT

124925

REASON ☐3rd Party Processor Down ☐Store Terminal(s) Down
☐Phone Line Problem ☐Host Computer Down ☐Emergency Issuance
☒Purchase ☐Refund

Anna Kiss Mauser-Martinez
PRINT CARDHOLDER NAME

Store FNS Auth Number: 0028570
Store Name: City Fresh
Store Address: 44333 St. Rt. 511
Store City/State/Zip Code: Oberlin, OH 44074
Store Supervisor/Clerk Signature:

LIF 6/16

CARDHOLDER SIGNATURE
In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.

Food stamp regulations prohibit representation of this voucher by retailer if voice authorization is denied.
To order additional vouchers go to www.goEBT.com.

goEBT

Share type & date

Processing Manual Food Stamp Vouchers

🍎 Calculate the amount of the sale (shareholders can prepay up to 14 days ahead) and ask the customer to present his/her SNAP card.

🍅 Complete the "Offline Food Stamp Voucher" form by filling in the card number, cardholder name, Date, Store FNS Number, Purchase Amount, Store Name, Store Address, Store City/State/Zip, Manager Signature, and checking box marked "Purchase" (see example below).

🍆 Dial 1-866-568-2835.

🍏 Choose English (Press 1) or Spanish Language.

🍠 Press 1 for "Manual Voucher".

🍎 You will be prompted to enter the seven-digit USDA food assistance license number. Enter 0028570.

🍅 The number will be repeated back. If correct, press 1.

🍆 It will ask for the voucher number: enter the red numbers printed in upper right corner, followed by the # key.

🍏 You will be prompted to enter the cardholder's 16-digit card number. Enter as it appears on card.

🍠 It will ask for the amount of the transaction. Use the * key as a decimal. Press the # key.

🍎 All information will be repeated back to you to ensure correctness, followed by the authorization number, to write in the provided space.

🍅 Have the shareholder sign & date the voucher.

🍆 Give the white copy to cardholder. Keep the yellow copy with the stop's receipts.

🍏 Email a photo of the completed vouchers, to kalechips@cityfresh.org. Use the Subject: [Fresh Stop] Manual Vouchers [Date MM/DD/YY]

🍠 Add all relevant information in Cash Out Form

OFFLINE FOOD STAMP VOUCHER

Important! Vouchers must be entered or cleared on the POS device within 10 days of customer sale or funds will not be reimbursed.

| 1 2 3 4 | 5 6 7 8 | 9 8 7 6 | 5 4 3 2 | |
EBT CARD NUMBER

0 6 - 2 2 - 1 8   0 0 0 0 0 0 $ 1 8 . 0 0
DATE (MM-DD-YYYY)   AUTHORIZATION   AMOUNT

REASON ☐ 3rd Party Processor Down ☐ Store Terminal(s) Down
☐ Phone Line Problem ☐ Host Computer Down ☐ Emergency Issuance
☒ Purchase ☐ Refund

Store FNS Auth Number: __0028570__
Store Name: __City Fresh__
Store Address: __44533 St. Route 511 East__   LIF 6/29
Store City/State/Zip Code: __Oberlin, Ohio 44074__
Store Supervisor/Clerk Signature: _Stop Manager Signature_

Food Stamp regulations prohibit representation of this voucher by retailer if voice authorization is denied.

0000000

Wolfgang Amadeus Mozart
PRINT CARDHOLDER NAME

Wolfgang Amadeus Mozart
CARDHOLDER SIGNATURE

In signing this voucher, I believe that food stamp funds are available for the full amount of this transaction.

CLIENT/CUSTOMER COPY

Xerox State & Local Solutions   470-3980

SNAP Pricing and Produce Perks

When paying with SNAP, shareholders are charged half the cost of full-priced shares.

SNAP Family—$18

SNAP Single—$11

In Kalechips these shares still qualify as LI shares.

Why so weird, SNAP?

Produce Perks is an incentive program that doubles the value of SNAP dollars at Farmer's Markets. The program supplies a dollar-for-dollar match up to $20 per market day for customers using SNAP. At City Fresh, our shares are paid for in advance, so the discount is applied when we process a shareholder's card.

By law, customers using SNAP must have their purchase processed in person. For this reason, SNAP customers will typically purchase 2 shares their first week—one for the week they are picking up (usually Week One) and one in advance of their next pickup, like those using cash, check, or credit card. Thereafter, they are most likely to pay for only one share at a time. If they skip a week, they may need to pay for two shares again.

	Number of Shares Paid for Today	
Share Type	1 Share	2 Shares
Family Charge this amount	$18	$35
Single Charge this amount	$11	$22

Check-In Charlies Training Continued
Transaction Time: WIC Perks Coupon

City Fresh participates in a number of nutrition incentive programs, in addition to Produce Perks. One of these is the WIC or Women, Infants, and Children Perks Coupon. These nutrition incentives come in the form of coupons. Coupons are redeemable only in the printed increments ($5) listed on the coupon and are not subject to limited income pricing. Customers that use coupons cannot be given change.

If an individual brings a WIC Perks Coupon:

🍎 Welcome them! Ask if they have ever been to a CSA before. If not, engage with them and provide helpful information about what we do and how shares work. Explain to the customer that they can use the four $5 coupons to purchase extra shares, if available , or they can be signed up for the next week. They can also use the coupons at any of the other participating locations on the back.

🍅 Add them to the Kalechips system, if they are not already listed.

🍆 Record their name and the coupon ID number on the Cash Out sheet.

🍏 Initial the coupons.

🥕 Write a receipt for the purchase, writing "WIC" with the amount.

What can they get with $20 in coupons?

One single share.

Or, they can use the $20 coupons and spend an additional $12 for a family share.

WIC Perks!
FREE bonus dollars for families receiving WIC coupons.

To redeem these coupons for $20 in FREE fruits and vegetables:

1. Visit any farmers' market location listed on the back of this paper.

2. Use these coupons to purchase fresh, local fruits and vegetables from farmers and vendors at the farmers' market.

3. Be sure to use your coupons before November 30th, 2019!

For questions or help call: (330) 599 - 7718

Brought to you by:

THE OHIO STATE UNIVERSITY
COLLEGE OF FOOD, AGRICULTURAL AND ENVIRONMENTAL SCIENCES

NORTH COAST HARVEST

MetroHealth

OHIO WIC

$5 in fruits & vegetables
COUPON ID #
EXPIRES: 11/30/19

$5 in fruits & vegetables
COUPON ID #
EXPIRES: 11/30/19

$5 in fruits & vegetables
COUPON ID #
EXPIRES: 11/30/19

$5 in fruits & vegetables
COUPON ID #
EXPIRES: 11/30/19

Limited Income Pricing

We respect the privacy of our shareholders and use the honor system to determine income eligibility. Those using an Ohio Direction card (SNAP/food stamps) to pay automatically qualify for the limited income pricing, but may choose to pay full price if they wish to contribute to the program.

City Fresh is the only Community Supported Agriculture (CSA) program in North East Ohio with a Limited Income share option. We utilize a guideline of 200% of the Federal Poverty Level to determine eligibility. We are also the only CSA program that accepts the Ohio Direction Card.

2022 Limited-Income Guidelines

Family Size	Annual	Monthly	Weekly
1	$27,180	$2,265	$523
2	$36,620	$3,052	$704
3	$46,060	$3,839	$886
4	$55,500	$4,625	$1,067
5	$64,940	$5,412	$1,249
6	$74,380	$6,199	$1,430
7	$83,820	$6,985	$1,612
8	$93,260	$7,772	$1,793
Each Add'l	$9,440	$787	$182

Values reflect 200% of the 2022 Federal Poverty Guidelines. Proof of income is not required.

Write Receipts Right!

Shareholder: Lastname, Firstname

RECEIPT No. 178025
DATE 6/15/17
FROM Tesla, Nikola
$ 13.00
Thirteen
DOLLARS
○ FOR RENT — LIS 6/22
○ FOR
ACCT. 702 | ○ CASH
PAID | X CHECK | FROM ___ TO ___
DUE | ○ MONEY ORDER | BY _(signature)_
○ CREDIT CARD | A-1152 T-4161

Pick-up date.

Receipt writer's initials

Share type:
S = Single
LIS = Limited-income Single
F = Family
LIF = Limited-income Family

RECEIPT No. 178026
DATE 6/15/17
FROM Franklin, Rosalind
$ 176.00
One hundred seventy-six
DOLLARS
○ FOR RENT — S 6/29, 7/13, 7/27, 8/10, 8/24, 8/31, 9/15, 9/22
○ FOR
ACCT. 1953 | ○ CASH
PAID | X CHECK | FROM ___ TO ___
DUE | ○ MONEY ORDER | BY _(signature)_
○ CREDIT CARD | A-1152 T-4161

Non-consecutive pick-up dates. On paper spreadsheet, note non-pick-up dates with the word "SKIP" to remember not to enter dates in Kalechips.

Check #

RECEIPT No. 178027
DATE 6/15/17
FROM al-Ṭūsī, Sharaf al-Dīn
$ 74.00
Seventy-four
DOLLARS
○ FOR RENT — F   6/15, 6/22 + $4 Donation
○ FOR
ACCT. | X CASH
PAID | ○ CHECK | FROM ___ TO ___
DUE | ○ MONEY ORDER | BY _(signature)_
○ CREDIT CARD | A-1152 T-4161

Notes additional amount received which was not for share

RECEIPT No. 178028
DATE 6/15/17
FROM Thompson, Florence Owens
$ 94.00
Ninety-four
DOLLARS
○ FOR RENT — F 6/22, 7/6 + S 6/29, 7/13
○ FOR
ACCT. | ○ CASH
PAID | ○ CHECK | FROM ___ TO ___
DUE | ○ MONEY ORDER | BY _(signature)_
X CREDIT CARD | A-1152 T-4161

Paid with Square credit card reader, for at least four weeks, ideally.

Alternating share sizes, oh my!

How To

If you're a volunteer, these instructions should tell you what you need to know to run a stop, including setting up, running a table with or without an internet connection, placing new orders, and closing out the night.

Contents

🍎 Quick links 🍊 Share Contents 🍆 New Person 🍏 New Order 🥔 Front Table Report
🍎 End-of-Night 🍊 Mass Donation 🍆 Bulk Modification 🍏 Final Notes

KaleChips

This is KaleChips, the order tracking, stop-running, and reporting system for <u>City Fresh</u>. If you're looking to help run a stop or otherwise manage the process of getting our great fresh, local veggies out to our shareholders, you're in the right place.

Shareholders

You can sign up for shares, modify your orders, or manage your account.

Volunteers

You'll likely want the per-stop dashboard, which you can get to via that link above.

Staff

If you're staff, a farm liaison, an admin, or the like, you probably want the management dashboard.

Admin-only interface

Stops
People
Orders (big!)
Make an existing shareholder a Manager or Volunteer (this isn't used by anything yet).

Start at kalechips.cityfresh.org

Volunteers: That's you. Click that, then *select the stop you're going to work on,* and you'll be taken to your stop's dashboard. This is where pretty much everything you want starts from. I suggest bookmarking this page, both to save yourself some time when starting off, and in case you get lost (I've tried to make that hard, but there are some blind alleys for now).

City Fresh: Coventry

You may want to bookmark this page.

Quick links:

Share contents — Front table report — New person — New order for existing person

Run a stop

To run your stop, you'll want the following two reports:

Front-table report (takes a few seconds to load)
    All orders by all shareholders at this stop for today and all remaining pickups.
    Print this to take to run a stop without internet access, or use it to run the table "live" (with an internet connection) and mark orders off as you go.
Share contents and counts
    What's in your next upcoming shares, and how many you need to count out.

End of night

Once the pickup is done, there's a few things you might want to do. Note that these all work on a pickup that happened "today"; we'll have a way to select a prior pickup soon.

Daily order summary (coming soon)
    A list of orders placed today.
Mass-donation
    If you ran the stop "live", you can use this to mark all unclaimed orders as "Donated". This page will show you a list of unclaimed orders for the day, which you can review and mark all as donated. Be careful: once you hit "donate" on that page, **there is no undo.**

Here's what your dashboard looks like.

Yours will have your stop name on it; in all the screenshots below, I'm using "Coventry" as an example, but it'll look the same for all stops.

Quick Links 🍎

The "Quick links" section are the things you're going to need most often, or need quickest access to. A quick overview, and then we'll walk through them:

Share Contents
> What's in the different share types for your next pickup, and how many of each thing you need.

Front table report
> The big one: all your orders for today and all future stops.

New person
> If someone's never dealt with City Fresh before, you'll need to add them here.

New order for existing person
> This is the easiest way to add a one-off order or get someone started if they're new to your stop.

Cash-out aid
> This will show you all the orders entered for your stop in the last 24 hours. It can be useful if you've placed a lot of orders on-site and want to verify that everything was entered correctly.

Share contents 🍅

Share contents for Coventry 2021-06-15:

	Family	Single	Total	Initials	+/-
Totals	43	67			
Broccoli, Head	1 (43)	1 (67)	110		
Apples	5 (215)	2 (134)	349		
Beets, bunch	1 (43)	1 (67)	110		

Always → (Initials column)

Blank → (+/- column)

Back to your stop dashboard.

Something not right? Get help!

Across the top of this grid, you're given the share sizes you have for this week and their total count. Down the left, you'll see each item in this week's shares (normally there will be more than in this example). In the cells where those two intersect, you'll see two numbers. The one that's printed bigger is how many of that item are in a given share type; the one that's printed smaller tells you how many that is total.

The "Initials" and "+/-" fields will always be blank; those are for your use while counting out your veggies. In theory, everything's pre-counted, but larger stops will want to double-check things. Have each volunteer pick an item, write their initials in the box on that line, count out the number, and write how many under/over you are. Then you can see if you need to check the truck for missing eggplant or substitute someone's turnip for an extra tomato.

There's nothing for you to "do" with the system here; print this out, use it to count your veggies, and done.

New Person 🍆

All people the system knows about—shareholder, volunteers, farmers, whatever—start here. In particular, you want to add any new shareholders here before you try to place an order for them.

Note: the only thing this *won't* let you create is a new user of this system itself (for now). Contact an admin for that (see the "Help" link in the footer).

First:	
Last:	
Phone:	
Phonetxt:	☐
Altphone:	
Altphonetxt:	☐
Email:	
Street:	
City:	
State:	OH
Zip:	
County:	Cuyahoga
Country:	US
Employer:	

(Add) Back to your stop's dashboard.

Something not right? Get help!

This will allow you to add a new person. You'll need to do this one time for any person who's never interacted with City Fresh before (or at least since KaleChips has started keeping records). You do *not* want to do this for someone's who's known to City Fresh but only new to your stop or new this current season. If you're unsure, see if they show up under the "Shareholder" pull-down menu in the next section.

All these fields should be pretty self-explanatory. The only required fields are First and Last name, Country, and County (those later two have sensible defaults already). We don't do anything with the email address or phone numbers in this system today, but we may have things like pickup reminders in the future. "Phonetxt" means "is that phone capable of receiving text message" - normally the same answer as "is it a mobile phone?".

Please be careful not to enter someone already in the system. If Lois Lane gets entered twice, we'll have two Lois Lanes in the system, which can complicate order tracking.

New order for existing person 🍏

This is the quickest way to enter an order for someone if either (a) you're starting from the beginning (as opposed to the table report), or (b) they don't have any pending orders with your stop. It should be pretty clear, but a few points to note:

🍎 "Shareholder" is a pull-down list with everyone who's ever ordered with us, ordered by last name. Pro tip: rather than scrolling through all the shareholders for whoever you're trying to find, you can just start typing their last name with the field selected, and it'll take you to the closest matching entry. Much easier than scrolling through a few thousand people. Hard to avoid if on a phone.

🍅 "Type" is F, S, LIF, or LIS for "Family", "Single", or their Limited-income versions.

🍆 "Pickups" will show all available stops at this location. For stops which won't actually have holiday shares, holiday share orders will need to be placed for pick up at the stops that do have holiday pick ups. These are already in the system.

🍏 The receipt number is a free-form string. If you have actual receipt numbers, I strongly suggest using those. You can search for orders with a given receipt number later.

🥕 Payment type should never be "Unknown" for an order you're placing. "Owes" should be super-rare, mostly for silly volunteers who forget their checkbook but who we know where they live.

🍎 "Checknum" is, like Receipt, a free-form field you can populate as you like, but I suggest using an actual check number when you have one. Just leave it blank for any non-check orders.

🍅 "Paystat" should normally be "Paid" for orders you're placing. Many pre-season orders are "Owes", and you might rarely use "Partial" for someone who comes up two bucks short but is bringing cash next week, for example. "No Order" doesn't do anything at all.

🍆 "Foodstat" is the status of their actual share. This should always be "Ordered" for future orders; at the end of the night, it'll become "Received" for folks who pick up normally, or "Donated" for folks who didn't.

🍏 "Note" is a free-from text note about this particular order. For readability, keep 'em short, and relevant. Things like "Owes $2". You can edit these later, like deleting it when the shareholder pays that debt.

Note that you can only order one type of share per form entry. If a shareholder wants multiple (say, alternating Single and Family shares), just do two entries. After you submit the form, you'll be presented with the same form you just submitted. A note at the top will tell you if your order was submitted or if there were problems. The form will be pre-populated with the same info you just gave - a useful shortcut for submitting multiple orders of different types for the same shareholder, but please be cautious not to accidentally submit an entry multiple times.

New order for pickup at Coventry

Pickups remaining: 21 (counting any today)

Submit a multi-order

Shareholder:	--------- ▼
Type:	--------- ▼
Pickup:	○ Coventry 2015-05-27 ○ Coventry 2015-06-16 ○ Coventry 2015-06-23 ○ Coventry 2015-06-30 ○ Coventry 2015-07-07 ○ Coventry 2015-07-14 ○ Coventry 2015-07-21 ○ Coventry 2015-07-28 ○ Coventry 2015-08-04 ○ Coventry 2015-08-11 ○ Coventry 2015-08-18 ○ Coventry 2015-08-25 ○ Coventry 2015-09-01 ○ Coventry 2015-09-08 ○ Coventry 2015-09-15 ○ Coventry 2015-09-22 ○ Coventry 2015-09-29 ○ Coventry 2015-10-06 ○ Coventry 2015-10-13 ○ Coventry 2015-10-20 ○ Coventry 2015-11-17 ○ Coventry 2015-12-15
Receipt:	
Paytype:	Cash ▼
Checknum:	
Paystat:	Pending ▼
Foodstat:	Ordered ▼
Orderdate:	2015-06-01 16:44:59
Note:	

(Submit multiple orders)

Something not right? Get help!

Front Table Report 🥕

This is the big one. It starts off easy enough: an overview of your share counts for your next pickup (which, again, may be today). Pretty straight-forward. Then it get's more involved.

Front table report for Coventry

Summary

Overview of your pickup on June 12, 2018:

Start-of-day counts				
S	14	LIS	5	LIF	4	F	12
Total	35			

Current counts				
S	14	LIS	5	LIF	4	F	12
Total	35			

Next week's counts				
S	13	LIS	4	LIF	4	F	12
Total	33			

Summary of today's pickup

Reflects total minus those "picked up"

Next week's order counts, updated live

Orders

Name	June 12, 2018	June 19, 2018	June 26, 2018	July 3, 2018	July 10, 2018	July 17, 2018	July 24, 2018	July 31, 2018	Aug. 7, 2018	Aug. 14, 2018	Aug. 21, 2018	Aug. 28, 2018	Sept. 4, 2018	Sept. 11, 2018	Sept. 18, 2018	Sept. 25, 2018	Oct. 2, 2018	Oct. 9, 2018	Oct. 16, 2018	Oct. 23, 2018	Oct. 30, 2018	Nov. 6, 2018	Nov. 13, 2018	Dec. 18, 2018
Adair, Scott	F #ch 1... pickup?	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F											F ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...
Anderson, Helen	F #Mail... Note	F #Mail... Note																						
Arnold, Ira	F #PO B... pickup? Note	F #PO B... Note	F #PO B... Note	F #PO B... Note																				
Bonebrake, Doug	S #ch 1... pickup?	S #ch 1...	S #ch										S ch 1...	S #ch 1...	S #ch 1...	S #ch 1...	S #ch 1...							
Cahoon, Richard & Doreen	F #ch 1... pickup?	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...
Clough, Beth	S pickup?	S h 1...	S #ch 1...	S #ch 1...	S #ch 1...	S #ch 1...	S #ch 1...	S #ch 1...	S #ch 1...															
Coates, Sadie	LIS #ch 1... pickup?	LIS #ch 1...	LIS #ch 1...	LIS #ch 1...	LIS #ch 1...																			
Cumberworth, Connie	F #ch 1... pickup?	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...	F #ch 1...

All remaining pickups for this stop; Prior pickups are not shown.

Share type

Receipt Number- Online orders are ch_1[series of numbers & letters]

"Pickup" for today's shares only

First, you get a straight-forward summary of how many of which share types you have coming in your next order (where "next" might be today).

Then you have the order grid. This shows all your remaining pickups across the top (counting any today), and every shareholder who's ever ordered from you down the left. You may have folks with empty rows, if they've ordered in the past but don't have any pending; that's intentional, to make signing them up for a new order a bit easier. Pickups prior to today are not shown, to keep the table size a bit more manageable. You'll notice the size of the table shrink as the season progresses.

In each cell, there are two or three things show for each order and all of these are clickable links. First, you have the order type: "F" for Family, "LIS" for Limited-Income Single, and so on. Second, the receipt number (you'll see a lot of "PO BOX" here for pre-season orders). Finally, for orders for the first pickup only, you'll see a "pickup?" link. Let's take a look at each.

Most commonly, when a shareholder shows up to pick up their share, you'll want that **pickup?** link. Let's take a look:

Order 496 now marked as Received.

Crap, I didn't mean it! Undo!

Undo!

Order details

Shareholder	Brodar, Maureen
Order Type	S
Pickup	Coventry 2015-06-02
Receipt #	PO BOX
Payment Method	Check
Check #	4944
Payment Status	Paid
Share status	Received (was Ordered)
Date Ordered	May 7, 2015, 8 p.m.
Note	Via initial import

Note the change: New (was Old)

Need to make other changes to this order?
Even better, want to **place more orders** for this person?

Remaining orders for Maureen Brodar at this stop:

	June 16, 2015	June 23, 2015	June 30, 2015	July 7, 2015	July 14, 2015	July 21, 2015	July 28, 2015	Aug. 4, 2015	Aug. 11, 2015	Aug. 18, 2015	Aug. 25, 2015	Sept. 1, 2015	Sept. 8, 2015	Sept. 15, 2015	Sept. 22, 2015	Sept. 29, 2015	Oct. 6, 2015	Oct. 13, 2015	Oct. 20, 2015	Nov. 17, 2015	Dec. 15, 201
LIF																					
LIS																					
F																					
S	PO BOX	PO BOX		PO BOX		PO BOX															

Something not right? Get help!

The most important thing to note is that this has automatically marked their "Ordered" share as "Received". If this isn't what you meant - say, the you clicked on the wrong person's share - you can hit the big "Undo" button, which will revert the automated change, and then give you the same page back to make whatever other changes you need to make (if any).

If the share wasn't previously marked as "Ordered", this page will tell you (and won't make any automated changes). This might happen if miscommunicating housemates both show up to pick up a share, for example, and the system notices you've already come to get it.

At the bottom of the page, you're given a summary of all future orders this shareholder has at this stop. You'll want to look at this and briefly confirm with the shareholder what they have left; a quick "looks like you've got a bunch more shares; see you next week" or "looks like next week is your last pickup; don't forget your checkbook!" is plenty. If this grid is empty, it means there's no more pickups for this shareholder, and you'll want to ask them about ordering more. If they're interested, click the "place more orders" link, and you'll be taken to the same order entry page you've already seen, pre-populated with information from this order (same share type and the shareholder's name, for example), to speed things along for you. Fill it out like normal.

If, instead of clicking "pickup?" you click on the order type, you'll get a detailed view of that order. You can edit everything about it, including the status, but it won't do anything automatically for you.

Finally, you can click on the receipt number to do a search for any order with a matching receipt number. This isn't something you'll need in normal operations, but it can be a useful tool to resolve any disputes.

While it's not shown in this screenshot, it's worth pointing out that you might see multiple entries in a given cell, if a shareholder has multiple things ordered for that week (say, two Single shares, or a Family share and a bulk canning share, or whatnot). In that case, you'll just see two entries in the cell, and you'll need to mark both as "picked up" independently.

You can also click on the shareholder's name in the left-hand column to get an editable summary of what we know of that person, including contact information and an order summary for them.

End-of-Night 🍎

At the end of the night, if you've been running the stop live, everyone showed up, and you didn't miss anything, there's nothing you have to do for the system—just cash-out (see your City Fresh manual/binder). More realistically, though, there's a few things you might want to take a look at.

Mass Donation 🍅

If you've been running the stop live and not everyone has shown up (or you're not sure), you can click the "Mass Donation" link to mark all un-picked-up shares as "donated" back to the program. Hit the link and you'll get something like this:

BE CAREFUL

You are about to mark the following orders as "donated". There is no undo. Review this list, and if you wish to mark them all as donated, hit the "Donate" button below.

- Hermes, Dawn & Martin, F
- Hunter, Kathryn, S
- Vail, Debbie, F
- Woodbridge, Diana, S
- Moore, Hallie, S
- Gabriel, Lynn E., F
- Burgin, Diane, F
- Probst, Adam, S
- Eagan, Susan & Patrick, S
- VanKleef, Judith, S
- Langmack, Cindy, LIS
- Brodar, Maureen, S
- Sgro, Gerald, S
- Buchner, Marc, S
- Butcher, Fran, S
- Lint, Joanne, S
- Soldat, Lillian, S
- Kapel, Jonathan, S
- Dalton, Brittany, LIF
- Marshall, Matt, S
- Murray, Jenny, F
- Laux, Sharyn, LIS
- Zumpano, Julia, LIF
- Stehouwer, Christina & Nathan, S
- Carrier, Anaya, F
- Hensley, Fiona, S
- Tube, Megeen, S
- Gauchat, Jonathan, LIS
- Adair, Scott, F
- Paterniti, Heather, S
- Haremza, Jason, F
- Sorace, Anthony, F
- Mauser-Martinez, Anna Kiss, F

(Donate)

If this is not what you intend to do, stop, and go back to the stop dashboard and select another action (perhaps bulk order modification).

Something not right? Get help!

Take a look at that list closely. If that looks right, you can click the button at the bottom to mark all those shares as "donated"—whether that's donated back to the program, or some other destination. If you're not certain that's what you mean to do, **do not click that button!** Go back to the dashboard. You might want to look at the Bulk Modification link (below).

Bulk Modification 🍆

If you weren't able to run the stop live, or you think you may have missed something while it was going on, you'll likely want to take a look at the Bulk Modification page. It's another big one:

Orders scheduled to be picked up today

Everything for today's pickup at Coventry.
You can make as many changes as you like, then hit the "Modify" button towards the bottom.

Shareholder:	Type:	Pickup:	Receipt:	Paytype:	Checknum:	Paystat:	Foodstat:	Orderdate:	Note:
Adair, Scott	F	Coventry 2015-06-02	PO BOX	Credit/Debit Card		Paid	Ordered	2015-05-27 20:00:00	Via initial import
Brodar, Maureen	S	Coventry 2015-06-02	PO BOX	Check	4944	Paid	Ordered	2015-05-07 20:00:00	Via initial import
Buchner, Marc	S	Coventry 2015-06-02	PO BOX	Check	1644	Paid	Ordered	2015-05-14 20:00:00	Via initial import
Butcher, Fran	S	Coventry 2015-06-02	PO BOX	Check	10161	Paid	Ordered	2015-05-14 20:00:00	Via initial import
Haremza, Jason	F	Coventry 2015-06-02	PO BOX	Credit/Debit Card		Paid	Ordered	2015-05-31 20:00:00	Via initial import
Hensley, Fiona	S	Coventry 2015-06-02	157261	Cash		Paid	Ordered	2015-05-21 20:00:00	Via initial import
Langmack, Cindy	LIS	Coventry 2015-06-02	PO BOX	Check	2518	Paid	Ordered	2015-05-07 20:00:00	Via initial import
Laux, Sharyn	LIS	Coventry 2015-06-02	157255	Cash		Paid	Ordered	2015-05-21 20:00:00	Via initial import
Lint, Joanne	S	Coventry 2015-06-02	PO BOX	Check	4370	Paid	Ordered	2015-05-14 20:00:00	Via initial import
Mauser-Martinez, Anna Kiss	F	Coventry 2015-06-02	COMP	Cash		Paid	Ordered	2015-05-31 20:00:00	Via initial import
Tube, Megsen	S	Coventry 2015-06-02	157262	Cash		Paid	Ordered	2015-05-21 20:00:00	Via initial import

(Modify)

Something not right? Get help!

Here you see pretty much everything we know about each of the orders you had scheduled for pickup today, and it's all editable. Make as many modifications on this page as you need, then submit them all at once. Your most common action, especially if you weren't able to run the stop live and are doing this after the fact, will be to go down the list and adjust the "Foodstat" field, changing everything from "Ordered" to "Received", if the shareholder actually showed up and got their food, or "Donated", if they didn't. Importantly, no order should be left as "Ordered" at the end of the night. The fields are all the same as you saw above, on the individual order page, so we don't need to rehash them, but you can make whatever edits you need, then hit "Modify" at the bottom.

Final notes 🍏

Please remember that this is an evolving system, built just for us! We appreciate your patience, and we'd also appreciate your feedback, including any suggestions for things that might make your use of the system easier. If anything seems broken, or you just want to get in touch, there's a "Help" link at the bottom of every page.

Et cetera

🍎 Kalechips:

Go to kalechips.cityfresh.org. Record your info here, if you need it.
Your username:

Your password:

🍅 Square:

Username: ed@cityfresh.org

Password: Kalechips1!

🍆 Mail in Orders can be directed to:

City Fresh
PO Box 357
Oberlin, OH 44074

NAC Crisis Communication Plan

July 25, 2016

Purpose:

To provide a framework for the internal and external communication aspects of a Site Emergency Management System for the New Agrarian Center (NAC) and its factions, George Jones Farm and City Fresh.

Plan Implementation:

In the event of a crisis situation, the Executive Director will initiate the Crisis Communication Plan. The Executive Director and the Board Chair will comprise the Crisis Communication Team and will determine the appropriateness of activating the Crisis Communication Plan based on the nature of the event. The Crisis Communication Team will serve as information representatives to the media, Staff, Board, and other relevant stakeholders.

Some examples of a need to activate the Crisis Communication Plan are:

- Explosion or fire at GJF or a Fresh Stop
- Serious environmental incident
- Natural disaster, severe weather
- Severe injury to one or more persons
- Robbery or vandalism
- Criminal, terrorist or protest activities that threaten Staff, Board, or the community
- Dangerous health risks or pandemics
- Media representatives at the GJF or City Fresh sites during an incident
- Any emergency that could escalate to a crisis situation

Once a decision has been made to activate the Crisis Communication Plan the Crisis Communication Team will convene to review the situation and determine how best to implement the Crisis Communication Plan.

Roles:

Team Leader – takes the lead for making a determination if a situation is indeed a crisis, or has the potential to become a crisis. This person signals the Crisis Communication Team to put the Crisis Communication Plan into place. This person initiates the Call Tree phone calls. Provides factual data regarding the incident.

Spokesperson – is the official voice of the NAC regarding the incident. This person is responsible for conducting interviews and other media contacts and making statements to the media.

Crisis Communication Manager - takes the lead in coordinating all communication that originates from the site. This person gathers information and prepares statements for the Site Spokesperson.

Plan – City Fresh Stop

Once confirmation of a crisis is established, emergency call to 9-1-1 will be placed by a Fresh Stop Manager. The Fresh Stop Manager is to immediately contact the City Fresh Director. If the City Fresh Director is not available, the call is placed to the NAC Executive Director. The City Fresh Director or Executive Director will assess the situation through discussions with people involved with the incident. Conversations held either in-person or by phone.

Tasks will be assigned by the City Fresh Director or Executive Director to the Fresh Stop Manager and one or both will arrive at the Fresh Stop as soon as possible. The City Fresh Director or Executive Director will call the Board Chair and apprise them of the situation. The Board Chair will contact the other Board members and apprise them of the situation.

Statements will be given to the police by the Executive Director, or the City Fresh Director, or the Fresh Stop Manager, in that order. The insurance agent and or lawyer should be contacted at this time and apprised of the situation.

If media representatives are onsite, the Fresh Stop Manager will lead them to a designated and secure area, and contain them there. No statements are to be made at this time. Fresh Stop volunteers are not to talk to the media until the City Fresh Director or Executive Director has prepared a statement and a Spokesperson has been designated.

A designated assistant should keep an accurate log of calls received and made, and the media personnel who are present.

> The Spokesperson will brief the media. The Spokesperson can be the City Fresh Director, the Executive Director or the Board Chair, and is responsible for delivering a verbal, detailed, accurate and timely report to media, Staff and Board. Provide updates to all media representatives simultaneously.
> Hold regular briefings with media at pre-announced times during the crisis
> No individual interviews should be granted
> No speculation should be made in any statement or comment
> Tell only what is needed to explain g the incident
> Do not release names of anyone involved in the incident – HIPPA LAWS

Prepared Statements:

To Staff
> What's happened
> Where it happened
> Time the incident began
> What caused the incident if known
> If an evacuation is needed
> Actions being taken to resolve the situation

To Board
> What's happened
> Where it happened
> Time the incident began

What caused the incident if known

If an evacuation is needed

Actions being taken to resolve the situation

To Legal Counsel, Insurance, Police

Injuries, deaths, details of the victims

That a crisis resolution plan is in place

Estimated damage or loss

How to receive further information

To Family of injured or deceased

The police will handle this

Answering the Media

If you don't know the answer, say "I don't know"

Talk about what you ARE doing, not what you're not doing to resolve the issue

There's no such thing as "off the record"

"We have procedures in place to deal with this and our Staff are trained"

To City Fresh Volunteers

To City Fresh Customers

Prepare a statement that can be emailed to all City Fresh customers within 24 hours of the incident. Get input from lawyer. Assure customers that Fresh Stops are safe and the incident was an anomaly. Assure them that the matter is being handled. Offer phone numbers for customers to call with questions.

To NAC Stakeholders

Prepare a statement that can be emailed or make phone calls to all NAC stakeholders within 24 hours of the incident. Get input from lawyer. Assure stakeholders the incident was an anomaly and that the matter is being handled. Offer phone numbers for stakeholders to call with questions.

HIT LIST:

Manage issues before they manage you.

Show full transparency.

Establish communication channels capable of reaching critical audiences quickly.

Plan ahead with crucial networks and relationships needed during a crisis.

Anticipate the bad stuff.

Establish a Calling Tree – select a word or phrase that denotes CRISIS, DON'T IGNORE.

Select the Team.

Establish critical contacts: media, lawyer, insurance agent, and ensue that everyone has these phone numbers.

Communicate to City Fresh customers asap, reassure them.