



2025
CSA HANDBOOK



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About Elmwood Stock Farm

Elmwood Stock Farm is a sixth-generation family farm situated on around 400 acres just outside Georgetown, Kentucky. A USDA-certified organic operation, Elmwood Stock Farm produces wholesome vegetables, fruits, pantry items, pasture-raised poultry and pork, and grass-fed, grass-finished beef and lamb for direct sales to customers through the CSA Farm Share and online store, as well as for wholesale and restaurant accounts.

The family's farming experience and integrity began with Cecil D. and Clara Bell at Bel-Clair Farm, near the old Lemons Mill, also in Scott County. Their farmstead, typical of many in the 1930s and 1940s, supported a family dairy cow, barnyard chickens, varieties of crops, and multiple livestock, while they worked the fields using horses and mules, and eventually a tractor.

Carrying on the legacy of their parents, Kay and Cecil Bell Jr., siblings John Bell and Ann Bell Stone manage and reside at Elmwood Stock Farm today. John oversees vegetable and pork production while also managing the Wagyu-Angus cattle herd established by his father Cecil. John and his wife, Melissa Bell, are also bringing up the young seventh generation of family farmers. Ann and her husband, Mac Stone, manage the CSA farm share, product marketing, and poultry and sheep flocks.



About CSA

CSA stands for community supported agriculture. As a CSA member, you participate in your own food supply by committing to share in the harvest of our farm. Elmwood Stock Farm's CSA Farm Share began in 2003 with a few dozen members. The program has grown to hundreds of members and is now fully customizable with the option to add on meat, egg, flower, coffee, and bread shares to complement your weekly vegetables.

Your purchase of a share at the beginning of the season ensures that you receive the first pick of Elmwood Stock Farm's seasonal vegetables, meats, and eggs, and more. It's like a subscription to the best of the farm's harvest.

Your CSA Farm Share includes gourmet-quality vegetables that have been freshly harvested to ensure the highest flavor and nutritional benefit, as well as meat and eggs that are humanely pasture-raised with care. Our products are always available to CSA members before being offered to the general public, regardless of what's happening at the grocery store or elsewhere in our fragile food system.



Our Farming Methods

Elmwood Stock Farm has been USDA-certified organic since 2000. Our organic produce is grown without the use of synthetic pesticides, fertilizers, or herbicides, and the use of GMO or bioengineered seeds and plants is strictly prohibited. Each year, our farm is inspected by the Kentucky Department of Agriculture to ensure we are complying with the National Organic Program regulations.

In addition to our organic farming practices, we also practice regenerative agriculture. Regenerative agriculture is a means of producing food that contributes to, rather than detracts from, ecosystem health. Our farming techniques rebuild soil organic matter, sequester carbon, and optimize climate remediation, including an eight-year crop-and-livestock rotation, use of cover crops so the soil never sits bare, reduced tillage, and rotational grazing.





Egg & Meat Production

The animals raised on our prime Central Kentucky ground are an integral part of the farm operation, both for the meat and eggs they provide for our community and for the benefits they provide to the farm ecosystem.

All of our animals live outdoors and are rotated through fresh pastures regularly. This rotation keeps the land fertile and productive while offering fresh, nutritious forage to the animals.

The livestock and poultry at Elmwood Stock Farm are certified organic and fed no antibiotics, hormones, or steroids, ever. Every step of our animal-care process is outlined via our Organic Systems Plan, which is updated each year to maintain our USDA organic certification.

Raising animals in the most natural way possible is better for them, better for the environment, and better for our health. The nutritional benefits of organic, pasture-raised meats are many, including lower saturated fats and omega-6 to omega-3 ratios and higher levels of vitamins, protein, and collagen.

Elmwood Stock Farm has long produced Angus breeding stock for farmers throughout the region. Today's Angus-Wagyu cattle herd is managed as a 100% grass-fed and grass-finished operation, providing you with USDA Choice-grade beef that's tender and flavorful—not typical of the beef most often marketed as grass-fed. Our Katahdin-Dorset lamb, as well, is 100% grass-fed and grass-finished.

Raised on pasture with organic grains—some of which are grown here on the farm—our Berkshire pork, heritage-breed turkeys and broiler chickens, plus pasture-raised eggs, offer some of the tastiest proteins we've found.

Find more details about all of our farm-animal systems online at ElmwoodStockFarm.com.

Our Shared Commitment

When you join our CSA Farm Share, you are entering into a transferable but non-refundable contract to be a partner with Elmwood Stock Farm for that season. We ask for this upfront commitment because we invest time and money months before the first vegetables are harvested.

We promise to do our best to provide you with a bountiful share each week. The quantity and variety of produce, however, may vary from week to week throughout the season due to extreme weather, insects, or other production factors, despite our best efforts. Because of the inherent risks of farming, we cannot guarantee what the season will bring and what vegetables will be harvested.

Since Elmwood Stock Farm's CSA began in 2003, we've experienced late freezes, hail, drought, and flooding. Having grown vegetables for a decade before that and being certified organic since 2000, we have learned how to adapt to consistently grow an excellent variety of vegetables. You share the risk with us, and we will do everything we can to raise successful crops for you.

CSA shareholders are considered active farm partners. Elmwood Stock Farm has a predetermined number of shares available, and not all community members who want a share are able to sign up. When you reserve a CSA Farm Share at the beginning of the season, you are committing to being a partner with the farm for the entire season. We cannot accommodate shareholder account cancellations; however, you may transfer your CSA Farm Share account to someone else.

This CSA partnership sustains our farm and employees, other shareholders, and the community at large. Please contact the farm with questions about transferring your CSA Farm Share account to another member.



Member Responsibilities

1 PICK UP YOUR SHARE EACH WEEK.

As an Elmwood Stock Farm CSA member, you have a responsibility to pick up your share each week at the location and time that you chose at signup. If you do not collect your share during the pickup time, it may be donated elsewhere. We have an agreement with the pickup location hosts to find homes for forgotten shares so that the food does not go to waste.

If a situation arises that prevents you from picking up your share as intended, immediately contact your site host to see if an alternative pickup can be arranged. Additionally, know that you can ask a friend, neighbor, co-worker, or family member to pick up your share for you anytime. Be sure to supply them with the details they need of when and where to retrieve your share.

2 COMMUNICATE AND ASK QUESTIONS.

Please contact the farm with concerns about a blemished item, missing item, or something else that seems out of the norm. We never want you to pay for something that is not top quality. And it is important for us to know all the details so we can prevent the situation from happening again. We value feedback from our CSA members and use this feedback to continuously improve our CSA Farm Share and the member experience.

3 COMMIT TO YOUR PICKUP LOCATION.

If you need to change your pickup location at any point in the season, we are happy to accommodate that; however, we ask that you do not change between pickup locations from week to week, as this becomes difficult to manage. If you'd like to change your pickup location for the rest of the season, please email or call the farm so we can make that change for you.

4

KEEP YOUR PAYMENT INFORMATION UP TO DATE.

Your CSA payments are used to purchase seeds, prepare fields and support our farm crew. It is important that payments are made in a timely fashion. Please either pay in full or set up a payment plan when you sign up online. During the season, your payment method on file will be used to pay for any add-ons to your orders. Please ensure that if your card information changes, you update your information in your online account.

5

CHECK YOUR EMAIL.

Email is our primary form of communication with our CSA members. At the beginning of the season, we will send important information about your pickup location and login window to customize your share. Throughout the season, we will use email to convey changes related to pickup and share customization, send login and pickup reminders, communicate about account balances, and announce CSA shareholder perks. It is important that you check your email often and remove Elmwood Stock Farm email addresses from spam filters. Primarily, you will receive email communication from hello@elmwoodstockfarm.com



How CSA Works

SEASON LENGTH

Elmwood Stock Farm has three CSA seasons: Winter/Spring, Summer, and Fall. Each season varies in length and frequency of deliveries.

- Summer CSA Shares are offered weekly from late May into October (20 distributions).
- Fall CSA Shares run from October to December.
- Winter/Spring CSA Shares run from January to early May.

PRODUCTS WE EXPECT

Elmwood Stock Farm grows over 40 varieties of fruits and vegetables. The chart outlines some of the vegetables we hope to deliver and when you may see them in your share. This chart is based on our best estimate, but of course weather, pests and other events will affect actual production.

We do our very best to predict what will be available at harvest time. There are rare times, however, when working with the weather will make it impossible to harvest something that you have chosen for your box. If that happens, we will either make a close substitution, or credit you for the item. We appreciate your understanding as we work with nature's whims.



VEGETABLE SHARE SIZES

Three sizes of vegetable shares are available:

MINI is designed for single adults or couples who eat out often. This smallest-size CSA share contains a variety of vegetables and fruits each week but is intended to never overwhelm your refrigerator. It's a good introduction to a CSA Farm Share and new-to-you vegetables.

REGULAR is designed to provide a couple or a small household with most of their weekly vegetable needs. You'll receive a larger variety and quantity of vegetables than with the mini share.

ROBUST is designed for a larger family or plant-based household, a Robust CSA Farm Share covers most of your weekly vegetable needs. This size generally contains the same variety of vegetables and fruits as a Regular CSA Farm Share but in larger amounts.

MEAT SHARES

An Elmwood Stock Farm Meat CSA Share allows you to source organic, pasture-raised, locally produced meats from farmers you know. It's convenient to have your meats delivered alongside your vegetables, and you have priority over non-CSA customers for these cuts of meat. An Elmwood Stock Farm Meat CSA offers the first choice of our grass-fed beef and lamb and our pasture-raised chicken, turkey, and pork.

Elmwood Stock Farm offers two different kinds of meat shares: Surprise and Choose My Own.

SURPRISE MEAT SHARE- REGULAR & FAMILY SIZE

Each week the farmers determine what goes into the Surprise Meat Share. It is different every week and a great way to try a variety of Elmwood Stock Farm's meats.

CHOOSE MY OWN MEAT SHARE- REGULAR & FAMILY SIZE

The Choose My Own works as a buy-down credit. When you want to add meat to your order for the week, you need to log in to your online CSA account add them to your CSA share. If you do not log in, you will not receive meat that week, as we don't choose this meat for you. This is a great option for families who want to have access to high-quality meat and who like to know what to expect in their share.

EGG SHARES

Elmwood Stock Farm Egg Shares are available by the half-dozen and full dozen. Your eggs are delivered along with your regular veggie share. These eggs come from Elmwood Stock Farm's laying hens, which live outdoors on organic pasture, enjoy fresh air and sunshine, forage on green grass and clover, and eat wholesome, organic, non-GMO grains.

BREAD SHARES

A bread share gives you the opportunity to enjoy locally baked sourdough bread, focaccia, English muffins, sandwich bread and more each week. Everything is made with local ingredients and made fresh weekly by Hopewell Bake Exchange in Paris, KY. You'll get the baker's choice of item each week, with substitutions available.

COFFEE SHARES- GROUND OR WHOLE BEAN

Enjoy top quality organic coffee roasted with care by our friends at Caffè Marco in Paris, KY. We're proud to support the organic process that this family business implements! Brewer's choice of variety each week in a one-pound bag, with substitutions available.

FLOWER SHARES

Who doesn't love flowers?! With Elmwood Stock Farm's flower share, you'll receive a bouquet of beautiful blooms each distribution grown from organic seeds at Elmwood Stock Farm.



WEEKLY ADD-ON ITEMS

If you aren't ready to commit to a meat, egg, bread, coffee, or flower share for the entire season, we offer CSA Farm Share members the opportunity to add individual meat, egg, bread, coffee, and flower items a la carte each week, as available.

LOG-IN WINDOWS

At the beginning of the season, you will receive an email informing you of your login window to customize your share each week. This window will remain the same for the duration of the season unless you change pickup locations. When your login window opens, you will have the ability to adjust your share, add additional items or cancel your share. Once your login window closes, you will no longer be able to make adjustments or cancel your share for the week.

Login text and email reminders are sent when your login window opens to remind you to customize your share. If you forget to log in and customize your share, you will still receive a top-quality share of veggies chosen by our farmers.

CSA LOG-IN WINDOWS	
PICKUP DAY	LOG-IN WINDOW
Tuesday	9am Saturday to 3pm Sunday
Wednesday	12pm Monday to 12 pm Tuesday
Thursday	12pm Monday to 12 pm Tuesday
Saturday	12pm Wednesday to 12pm Thursday
Sunday	12pm Wednesday to 12pm Thursday

CUSTOMIZING YOUR SHARE

Each week you will receive an email notifying you about your share. If you want to customize your share, click the link in the email that says, “Click to view and edit your order.” A webpage will open, which is the platform the farm uses for customer interfacing and orders. Log in if you are prompted to do so. You should see a box with your next distribution date at the top, for example, “Thursday, May 15, 2025.” Select “View Order” to see the items in your share as well as your distribution and payment information.

To delete item(s) from your share: To delete, click “Remove” next to the item you want to delete. A pop-up box will appear where you can click “Remove from order.” The change will save automatically and update in the order summary box.

To add more of item(s) included in your default share: To add more of something included in your order, click the plus sign icon next to the item. To confirm the new quantity, click “Update.” The change will save automatically and update in the order summary box.

If you forget to log in to customize your share, or if you love the surprise of not knowing what you’ll receive each week, you’ll still receive a share chosen by our farmers, who have lots of practice putting together the best of our produce for a well-rounded CSA share.

For a step-by-step tutorial on logging in to your account, customizing your share, adding additional items, canceling pickups, and making payments within your account, [click here to read our FAQ!](#)



[START](#) [MAKE AN ACCOUNT](#) [CSA SIGNUP](#) [STORE](#) [CONTACT US](#)

HELLO,



[Shop](#)

[Overview](#)

[Account Information](#)

[Account Activity](#)

[Subscriptions](#)

[Reports](#)

Current Shopping Period Overview

Before placing an order, please refer to our refund policy here: <https://elmwoodstockfarm.localfoodmarketplace.com/Home/Page/refunds>

Thursday, May 15, 2025

Place your orders by Tuesday, May 13 at 12:00 PM!

Order Information

Subscription Order (15281): \$24.75 - PAID
Whole Foods, Lex.

[VIEW ORDER](#)

[CONTINUE SHOPPING](#)

Subscriptions

Unconfirmed Subscriptions

Order #11190 for \$0.00

Location: Elmwood Stock Farm

[REVIEW AND CONFIRM ORDER](#)

Subscriptions are available.

[SHOP SUBSCRIPTIONS](#)



ADDING ITEMS

1. Adding items to your share is easy and can be done through your online account. Click “Continue Shopping” and view extra items that are available to add to your share. There may be several categories of add-on items (like meat, vegetables, etc.), so be sure to scroll all the way through the list to see all possibilities.
2. To add an item to your share click “Add to Cart.” In the pop-up that appears, review the variety/ies available (there may be only one) and click “Add” next to the one you want. These changes will save automatically.
3. To review your order, click on the cart icon in the upper right corner: 
4. To return to the order summary page click “Edit Order” button.





DISTRIBUTION PROCEDURES

We currently offer three convenient ways to receive your share: on-farm pickup; pick up at one of our designated pickup locations throughout Central Kentucky, Louisville, and the Cincinnati/Northern Kentucky area; and home delivery.

You will receive your share weekly during CSA season at your chosen pickup location. At the beginning of the season, we will send specific instructions for your pickup location. Hold on to these instructions, in case you need to send a friend to pick up your share in your place.

PICKUP LOCATIONS

To find a current list of the pickup locations offered during your CSA season, please visit our website.

If you would like to change your pickup location, we are happy to accommodate changes; however, we ask that you do not change between pickup locations from week to week, as this becomes difficult to manage. If you'd like to change your pickup location for the rest of the season, please email or call the farm so we can make that change for you.

All shares are labeled with member names, making it easy to find your share each week. Please double-check the name on the bag to ensure it is yours before leaving your pickup location. Your name may be similar to another shareholder's, and it can be easy to take the wrong share. If this happens, do call the farm so we can help organize a solution.

If you are running late or you forgot to pick up your share and it is after your scheduled pickup time, immediately contact your pickup site to see if your share is still available.

HOME DELIVERY

We are happy to offer home delivery of CSA shares to eligible zip codes in the chart below. Home delivery days will be coordinated at the beginning of the season and will remain the same throughout the duration of the season.

ELMWOOD STOCK FARM COOLER POLICY

We STRONGLY recommend placing a cooler in the area you'd like your share to be delivered so we can place your items in it for safekeeping.

We handle each of your items with care and use USDA packaging and handling standards, from harvest to delivery. After your CSA Farm Share is dropped off at your home, it is up to you to receive and handle your products. If you will not be home at the time of delivery, we strongly encourage you to leave a cooler with ice packs so your produce items are still fresh and your frozen meats have not thawed. We've found coolers vary greatly in their insulating ability, and you might consider a high-end cooler—such as Yeti, Nice, Arctic, Pelican or Grizzly brands. Thank you for understanding that we are not able to replace items if their quality has diminished due to handling after delivery.

CONTACTLESS DELIVERY AVAILABLE!

Home delivery is available in the following zip codes.
Select home delivery at checkout. (\$7-\$15 delivery
charge applies.)



Lexington

40502 40503 40504 40505 40506
40507 40508 40509 40510 40511
40513 40514 40515 40516 40517

Nicholasville

40340 40356

Paris

40361

Georgetown

40324

Stamping Ground

40379

Midway

40347

Sadieville

40370

Louisville

40023 40041 40059 40065 40204
40205 40206 40207 40220 40222
40223 40241 40242 40243 40245

Versailles

40383

Frankfort

40601 40604

Northern Kentucky

41011 41404 41016 41017 41018
41042 41071 41073 41074 41075

Cincinnati

45202 45206 45207 45208 45209
45212 45219 45220 45229



SHARE CANCELLATIONS

When you know ahead of time that you will be unable to pick up a share, you can schedule a hold so that no share will be created for you for that time period.

To place a vacation hold, login to the CSA page. At the right click the person icon and select Account Information in the dropdown menu. On the left, click on “Subscriptions” and the “Account Subscriptions” section will appear. On the right, click the button “Put Subscriptions on Hold.” A pop-up box will appear where you can follow these instructions:

- Enter the dates of your vacation in the “From” and “To” fields. A checkbox will automatically be filled in that says, “Cancel any existing orders that are in this date range.”
- Under “Select the subscription to put on hold” click the checkbox next to each subscription.
- Click the button “OK.”

Refresh your webpage to see the hold reflected on the “Account Subscriptions” page under “Next Hold.”

When canceled, the value of your veggies will be rolled over for use in future weeks. We ask that you not let your credit accumulate above \$75 total. The limit is in place to make sure the farm doesn't have orders larger than can be fulfilled any one week of the season.

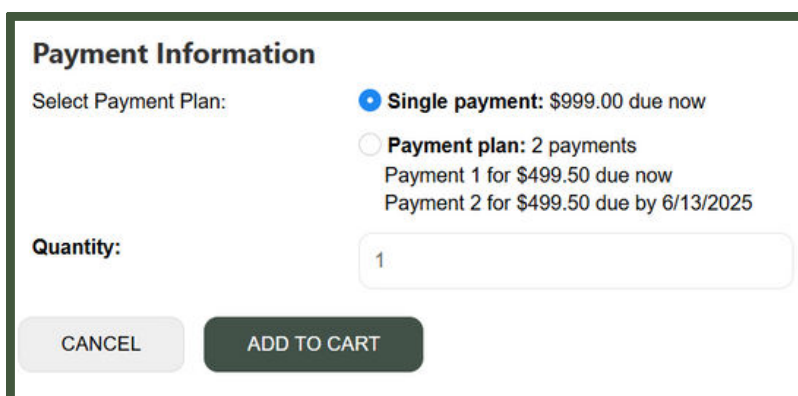
FORGOTTEN SHARES

If you can find someone else to pick up your share, please do so, as this is the best option. If you cannot send someone in your place, or if you forgot and it's past your scheduled pickup time, immediately contact your pickup site to find out if your share is still available, even if it's the next day. Your share may still be there; however, pickup site hosts are instructed to find a home for shares left behind. The farm cannot offer refunds for forgotten shares.



MAKING YOUR PRESEASON PAYMENT

You must make at least partial payment for your share(s) in order to receive your first share. At signup, you will be prompted to either make a single payment at time of signup or set up a payment plan. You may make payment either by credit card or by ACH.

A screenshot of a web form titled "Payment Information". It contains a "Select Payment Plan:" section with two radio button options. The first option, "Single payment: \$999.00 due now", is selected. The second option, "Payment plan: 2 payments", is unselected and includes sub-text: "Payment 1 for \$499.50 due now" and "Payment 2 for \$499.50 due by 6/13/2025". Below this is a "Quantity:" label and a text input field containing the number "1". At the bottom are two buttons: "CANCEL" and "ADD TO CART".

Payment Information

Select Payment Plan:

☒ **Single payment: \$999.00 due now**

☐ **Payment plan: 2 payments**
Payment 1 for \$499.50 due now
Payment 2 for \$499.50 due by 6/13/2025

Quantity:

If paying online is a barrier for you, you may mail or hand-deliver a check payable to Elmwood Stock Farm: Elmwood Stock Farm, 3520 Paris Pike, Georgetown, KY 40324.

Please Note: We depend on paid CSA accounts for the good of our business, our family and our staff. Individuals who demonstrate the inability to adhere to a payment plan or settle up in a timely manner may not be eligible for a future CSA Farm Share.

DO YOU HAVE A VOUCHER?

Once you've selected your share(s), click the cart icon at right and select Checkout. If your employer requires you to provide extra information (such as a LinkBlue ID), locate the Distribution Information section, check the "any notes" box, and enter your info. Under Payment Information, add your voucher code as a promo code and your Total Due will decrease by the value of your voucher. Then proceed as normal with your initial payment.

WISH YOU HAD A VOUCHER?

The Kentucky Farm Share Coalition has partnered with several employers to provide cost-share vouchers for our CSA program. Employers invest a predetermined amount toward their employee's purchase of a CSA, and employees agree to pay the remaining price of the share. CSA shares are proven to reduce the healthcare costs of consumers by providing them with access to fresh, healthy foods that promote healthier lifestyles. Let us know if your employer is interested in setting up something similar, and we will be glad to reach out and share more details.

UNDERSTANDING YOUR WEEKLY ORDER BALANCE

When you add additional items to your box beyond the initial value of the box, your order will show a positive number under “Balance Due.” This will not prevent your CSA from being delivered to you! (Choose My Own Meat shares will have an initial value of zero. Don’t panic, please refer to the pre-season FAQ email about your share).

	Kale, Green Curly 1 bunch 1 @ \$4.95 Rootbound Farm	\$4.95	—	1	+	Remove
	Microgreens, Spicy 1 pack 1 @ \$5.00 Elmwood Stock Farm	\$5.00	—	1	+	Remove
Sub Total		\$29.75				
Order Total		\$29.75				
Payments and Credits		-\$24.80				
Balance Due		\$4.95				

To see your balance on this week’s order: Login to your CSA account. You should see a box with your next distribution date at the top (e.g. “Saturday, May 17, 2025”). Select “View Order.” On this page, you will see a panel with the order’s Sub Total, Delivery Fee (if applicable), Order Total, Payments and Credits, and Balance Due.

- “Sub Total” refers to the value of the items in your box.
- “Order Total” refers to the value of your box plus any delivery fees that may apply to your order.
- “Payments and Credits” refers to the value of the default box you started out with before customizing. This negative number is the dollar amount of your beginning-of-season payment that is already automatically applied toward this week’s order.
- “Balance Due” is the amount that is not covered by “Payments and Credits” that you owe on this order. For more information on how to settle this balance, refer to the “Payment Methods” section of this handbook.

FARM CREDIT

“Credit” refers to any funds you may have on your account due to a vacation hold, the farm replacing a missing or spoiled item, overpayment, or funds you have added manually. Credit does not refer to the CSA subscription prepayment you paid at the beginning of the season.

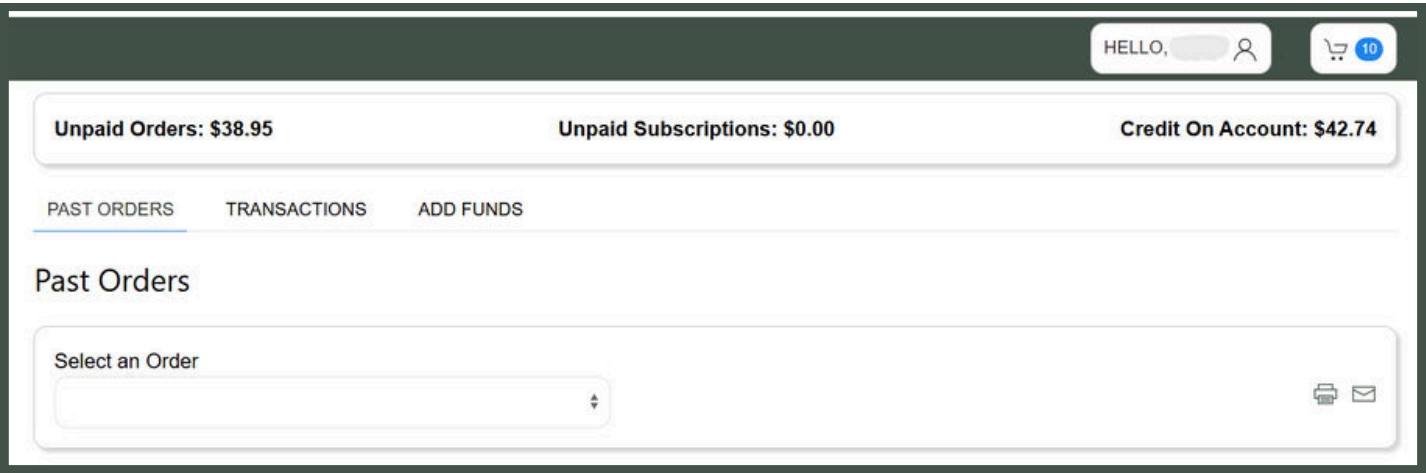
To view your farm credit, login to your CSA account, then click the person icon on the right side of the screen. Then select Account Activity. The “Credit On Account” field will display your current farm credit.

It is the farm’s job to APPLY your credit to the add-ons in your orders. Weekly, after your shopping window closes, we will apply your credit towards any unpaid or partially unpaid orders. No action is needed on your part!

Please limit the accrual of your farm credit to \$75. The limit is in place to make sure the farm doesn't have orders larger than can be fulfilled any one week of the season.

TRACKING WHAT YOU OWE

To see the amount you owe overall, log in to your CSA account, then click the person icon and select Account Activity. The “Unpaid Orders” amount is the total amount owed for weekly orders on your account. To see this number itemized, use the “Select an Order” menu below it to see your previous orders and whether they have a paid or unpaid status.



Settling your Balance

YOUR PAYMENT METHOD ON FILE

At signup, you will be prompted to put a payment method (credit card or ACH) on file for your account. If you add extra items to your order on a given week, this payment method can be used to settle your balance. Please ensure that your payment information stays up-to-date to ensure your balance can be settled promptly.

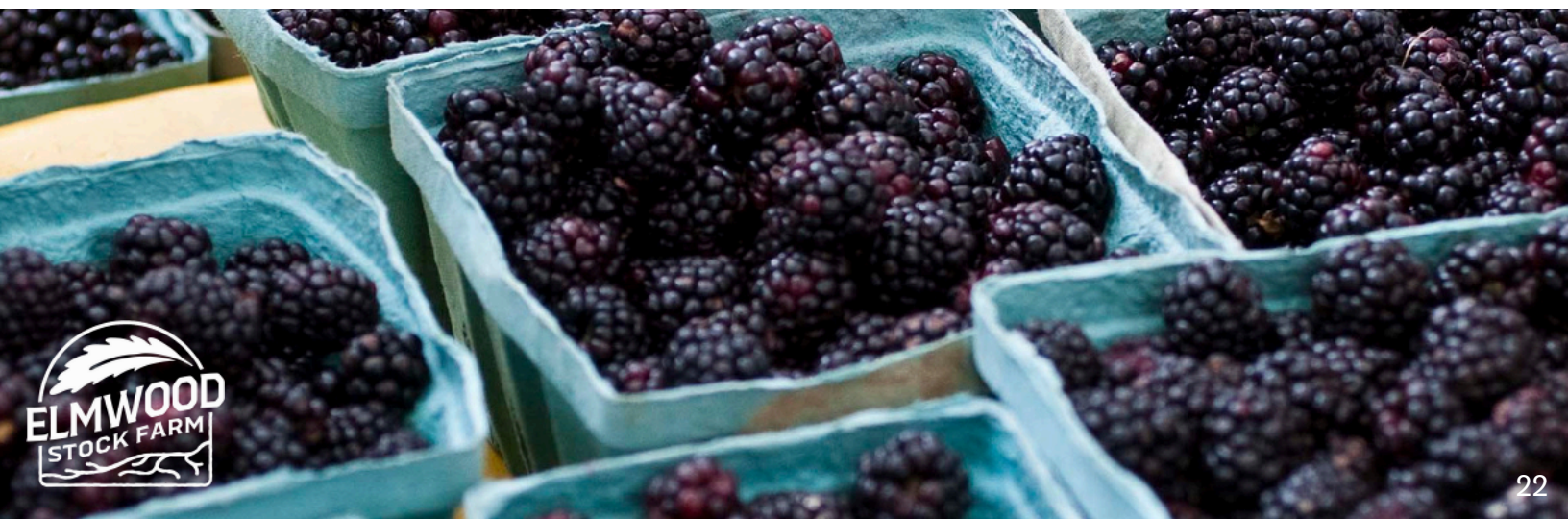
HOW WE APPLY PAYMENT

Once you have a payment method on file, it is the farm's job to apply payment to settle your balance. Weekly, the farm will balance any unpaid orders on CSA accounts. After your distribution window closes, we will:

- FIRST use any existing credit you may have on your account (see "Farm Credit" on the previous page)
- THEN charge your payment method on file to settle the balance.

ADDING FUNDS

If you prefer that the farm not charge your payment method on file automatically when you have a balance on your order, you can use the Add Funds feature to put sufficient credit on your account before you purchase any extras. Login to your CSA account, then click the person icon on the right, then select Account Activity. Select the payment method you'd like to use to add funds, enter an amount to add, then select Add Funds from Selected Payment Type. These funds will be used to settle any future balances until the funds run out.





Frequently Asked Questions

HOW DO I CHANGE MY ACCOUNT PASSWORD OR USERNAME OR ADD ANOTHER EMAIL TO MY ACCOUNT?

Log in, click the person icon at right, then select User Profile. You can use the Change Password and Change Login Email buttons to update your account information. To add another email, please email us at hello@elmwoodstockfarm.com so that we can send a new user invitation on your account.

HOW DO I SET UP EMAIL OR TEXT MESSAGE REMINDERS?

You will be automatically opted into both email and text reminders that your distribution window is open and that your order has been delivered. To opt out, follow the instructions in the reminder itself to unsubscribe. But, bear in mind that these reminders can help you have a good experience as you get the opportunity to customize and receive your share at its freshest.



HOW DO I REMOVE OR ADD ITEMS TO PERSONALIZE MY SHARE?

Each week you will receive a “What’s in the Bag” email. Use the link in the email to access your CSA account. Log in if you are prompted to do so. You should see a box with your next distribution date at the top, for example, “Thursday, May 15, 2025.” Select “View Order” to see the items in your share.

- To delete item(s) from your share: Click “Remove” next to the item you want to delete. A pop-up box will appear where you can click “Remove from order.”
- To add more of item(s) included in your default share: To add more of something included in your order, click the plus sign icon next to the item. Click “Update” to confirm the new quantity.
- To add new items to your share: Click “Continue Shopping” and view extra items that are available to add to your share. Click “Add to Cart” below the item you want. In the pop-up that appears, review the variety/ies available (there may be only one) and click “Add” next to the one you want.

WHAT IF SOMETHING THAT I CHOOSE FOR MY BOX IS NOT AVAILABLE AT HARVEST TIME?

We do our very best to predict what will be available at harvest time. There are rare times when working with the weather will make it impossible to harvest something that you have chosen for your box. If that happens, we will either make a close substitution, or give you credit on your account that you can use in a future week. We appreciate your understanding as we work with nature's whims.

WHAT IF I FORGET TO LOG IN TO MY ACCOUNT AND CUSTOMIZE MY SHARE?

Don’t worry! Your CSA Farm Share is going to be great! Your share contents have been chosen by our farmers, who have lots of practice putting together the best of our produce for a well-rounded CSA share.

CAN I ADD EXTRA ITEMS TO MY BOX IF I DON’T HAVE FARM CREDIT?

Of course! You can add as much as you like to your weekly order. If you have a balance due on your weekly order (see page 20 of this handbook for more on understanding your weekly order balance), it is the farm’s job to settle that balance at the end of the week. If you have a balance on your order, we will first use any credit on your account towards the balance, and then we will settle the remaining amount using your payment method on file.

CAN I ADD MEAT, EGGS, FLOWERS, ETC, INSTEAD OF VEGETABLES, TO USE MY FARM CREDIT?

Yes! Your farm credit can be used on any item you see in the storefront.

HOW DO I CANCEL MY ORDER FOR THIS WEEK AND/OR CANCEL ORDERS FOR UPCOMING WEEKS?

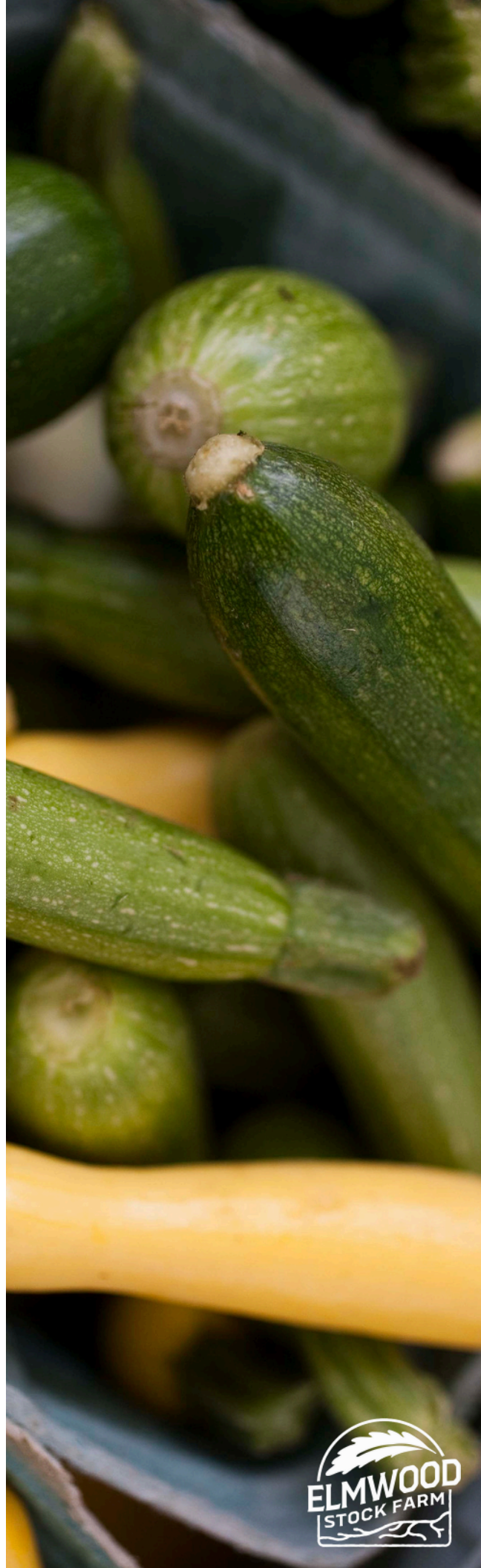
To place a vacation hold, login to the CSA page. At the right click the person icon and select Account Information in the dropdown menu. On the left, click on "Subscriptions" and the "Account Subscriptions" section will appear. On the right, click the button "Put Subscriptions on Hold." A pop-up box will appear where you can follow these instructions:

- Enter the dates of your vacation in the "From" and "To" fields. A checkbox will automatically be filled in that says, "Cancel any existing orders that are in this date range."
- Under "Select the subscription to put on hold" click the checkbox next to each subscription.
- Click the button "OK."

Refresh your webpage to see the hold reflected on the "Account Subscriptions" page under "Next Hold."

When canceled, the value of your veggies will be rolled over for use in future weeks. We ask that you not let your credit accumulate above \$75 total. The limit is in place to make sure the farm doesn't have orders larger than can be fulfilled any one week of the season.

Please place your vacation hold at least four days in advance of your regular weekly order.



I FORGOT TO SET UP MY VACATION HOLD! WHAT DO I DO?

You can request a last-minute cancellation by logging in to your CSA account. In the “Overview” section of your account, you should see a page titled “Current Shopping Period Overview.” On that page there is a box with your next distribution date at the top. Click View Order, then click Cancel Order, then select OK when prompted. You will receive an email confirmation that your order was cancelled.

No further action is needed. After your distribution window closes, the initial value of this share will be rolled over as credit so that you can use it in future weeks.

DO YOU OFFER HOME DELIVERY TO MY AREA?

We currently offer home delivery to select zip codes for an additional fee. For the most up-to-date list of home delivery zip codes we deliver to, go to ElmwoodStockFarm.com/csa, or contact us at hello@elmwoodstockfarm.com.

HOW DO I CHANGE MY PICKUP LOCATION?

If you need to change your pickup location, we are happy to accommodate changes; however, we ask that you do not change between pickup locations from week to week, as this becomes difficult to manage. If you’d like to change your pickup location for the rest of the season, please email or call the farm so we can make that change for you.

WHAT IF I AM RUNNING LATE AND CAN’T PICK UP MY SHARE?

If you can find someone else to pick up your share, please do so, as this is the best option. If you cannot send someone in your place, or if you forgot and it’s past your scheduled pickup time, immediately contact your pickup site to see if your share is still available, even if it’s the next day. Your share may still be there; however, pickup site hosts are instructed to find a home for shares left behind. The farm cannot offer refunds for forgotten shares.

HOW CAN I MAKE PAYMENT?

When you keep a payment method on file in your CSA account, we take care of settling your balance for you! Please refer to page 22 of this handbook for more details.

WHAT IF I AM UNHAPPY WITH SOMETHING IN MY SHARE?

Please contact the farm about a blemished item, missing item, or something else that seems out of the norm. We never want you to pay for something that is not top quality. And it is important for us to know all the details in order to prevent whatever situation occurred from happening again.

WHAT IS YOUR CANCELLATION POLICY?

CSA shareholders are considered active farm partners. Elmwood Stock Farm has a predetermined number of shares available, and not all community members who want a share are able to sign up. When you reserve a CSA Farm Share at the beginning of the season, you are committing to being a partner with the farm for the entire season. We cannot accommodate shareholder account cancellations; however, you may transfer your CSA Farm Share account to someone else.

This CSA partnership sustains our farm and employees, other shareholders, and the community at large. Please contact the farm with questions about transferring your CSA Farm Share account to another member.

CAN I BRING MY FAMILY TO THE FARM?

During the warm season, we offer monthly limited-size group. [Check this page on our website for the latest information on farm events.](#)



Member Resources & Social Media

One of the many things we take pride in at Elmwood Stock Farm is our level of customer service. We believe our CSA Farm Share is about more than providing a box of produce (although, we really enjoy that, too!). We want to provide you with the skills and confidence you need to be successful at this seasonal approach to eating. Our goal is for our shareholders to feel excited about their produce and to be confident in how to store and cook with it. We hope Elmwood Stock Farm CSA shareholders feel connected to something bigger than themselves and foster a sense of community among one another.

We use several ways to stay connected to our shareholders. Please do pay attention to these communications, as we often share info relevant to your share. These include the farm's [Facebook](#) and [Instagram](#) pages, the [CSA Member Facebook group](#), a weekly farm newsletter, a CSA newsletter with each share, and occasional shareholder emails. Shareholders can register multiple email addresses and multiple cell phone numbers to receive reminder notifications to customize and pick up their shares. We understand our members may have varying levels of comfort with technology and invite you to pick and choose which of these communication tools you feel will help make the most out of your CSA experience.





CSA NEWSLETTER

If you only pick one communication tool to use, it should be the newsletter you can receive with each share! Each week, we create a newsletter that includes storage tips for the veggie items in your share, stories from the farm, and delicious recipes using some of our featured produce items, as well as exciting farm updates.

You can add a printed CSA newsletter to your share each week by adding the newsletter item in the veggie section to your share (it's free). You'll also receive a link to a PDF version of the newsletter each week with your login reminder (text and email). CSA newsletters from the season can always be found on the [CSA Member Resources](#) page of our website.

FARM ENEWSLETTER

Elmwood Stock Farm CSA members are automatically subscribed to our enewsletter, which is emailed every week. The enewsletter highlights farm happenings outside of the CSA Farm Share and offers a recipe and more seasonal-eating tips.

CSA MEMBER RESOURCES

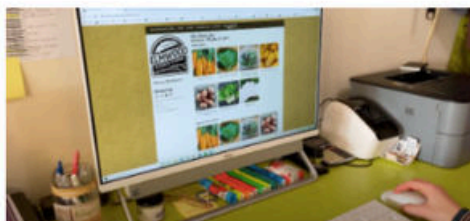
Welcome to the Elmwood Stock Farm CSA Farm Share!

This page has all of the resources you need to have a great CSA season with us:



CSA ACCOUNT LOGIN

Click here to log in to your Happy CSA account to customize your share, pause your share for vacation and more.



VIDEO: HOW TO CUSTOMIZE

Watch this video to see how to use your Happy CSA account to customize your weekly share, pause your share for vacation and more.



WEEKLY CSA NEWSLETTERS

Find all of this year's CSA newsletters on this page. Review farm articles, find a recipe you really liked, and brush up on your storage tips.

CSA MEMBER RESOURCES WEBSITE

Located on our main website is a [web page with resources](#) just for Elmwood Stock Farm CSA shareholders. Here you'll find your current and past issues of the season's CSA newsletters, a CSA Member Success Guide, kids' activities, and more.

PRIVATE CSA MEMBER FACEBOOK GROUP

Be sure to join Elmwood Stock Farm's CSA Member Facebook Group! We are excited to offer another way for us to connect with our shareholders, and for our shareholders to connect to each other, in a communal setting.

The CSA Member Facebook Group serves as a platform for us to share more content with our members outside of the weekly newsletter, as well as a space for our members to engage with one another. We invite you to share ideas, recipes, photos, videos, experiences, and knowledge relating to the CSA journey. Maybe we'll have some giveaways and other fun, too!

To join the CSA Member Facebook Group, find the group at <https://www.facebook.com/groups/elmwoodstockfarmcsa> and submit a request to join, or email the farm at hello@elmwoodstockfarm.com and ask for details to join.



Social Media

INSTAGRAM: [@elmwoodstockfarm](https://www.instagram.com/elmwoodstockfarm)

FACEBOOK: [facebook.com/ElmwoodStockFarm](https://www.facebook.com/ElmwoodStockFarm)

PINTEREST: [pinterest.com/elmwoodstockfarm](https://www.pinterest.com/elmwoodstockfarm)

YOUTUBE: [Elmwood Stock Farm](https://www.youtube.com/Elmwood Stock Farm)

Important Websites

CSA LOGIN: elmwoodstockfarm.localfoodmarketplace.com

WEBSITE: ElmwoodStockFarm.com

CSA MEMBER RESOURCES PAGE:

ElmwoodStockFarm.com/csa-member-resources/



Thank You!

Farmer-siblings Ann Stone and John Bell grew up on this farm with their parents, Kay and Cecil Bell. They carry on their parents' legacy with their own families now, and produce wholesome, organic food for this community. This is only possible because of your belief in the local, small-scale, regenerative-agriculture system.

When we began our CSA Farm Share decades ago with a few dozen shareholders, we didn't envision the evolution this program would take, allowing us today to provide hundreds of families with food essential for their health. Some of you have been with us since the beginning, which is humbling, to say the least.

Thank you for trusting us at Elmwood Stock Farm to be your family farmers this season! Your commitment is providing for the livelihoods of every employee, the health of the land, and the nourishment of our community. We look forward to sharing many meals together.

—Your Elmwood Stock Farm CSA Team



Contact us!

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PHONE: 859-621-0755

MAILING ADDRESS: 3520 PARIS PIKE, GEORGETOWN, KY 40324