



CLOVERBELT LOCAL
FOOD CO-OP
MEMBERSHIP
HANDBOOK

2013



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Congratulations on becoming a member of Cloverbelt Local Food Co-op! Your membership represents an investment in our local economy and in the future of a sustainable food network. We look forward to sharing each week's local harvest with you. We hope you take the time to understand the advantages and obligations of being a member of the Cloverbelt Local Food Co-op (CLFC). Please always feel free to contact the cooperative with any comments, suggestions, or concerns. We want to make the Cloverbelt Local Food Co-op a lasting, vibrant component of our community.

The Cloverbelt Local Food Co-operative aims to strengthen food security by encouraging diverse local food production, thereby enhancing overall rural sustainability.

We strive to foster a thriving local food community by:
- cultivating & facilitating farmer-consumer relationships;
- promoting the enjoyment of naturally grown, fairly priced, healthy food; and
- providing education & resources regarding environmentally sensitive agriculture.

To succeed, we will continuously need the strong support of our general membership and continual ingenuity of our producer members to support and feed our community.

All products sold by the Cloverbelt Local Food Co-op shall be locally grown and/or processed. Posted product descriptions will indicate whether they are local, partially local, an Ontario product, or Manitoba product as defined below:

"Local" shall include products which contain 100% local ingredients. Local shall be defined as being grown, raised, produced and/or processed within the Northwestern Ontario region.

"Partially Local" shall include products which contain some local and some non-local ingredients. Foods grown outside our region, but processed locally shall fall in this category (for example, grocery store purchases peaches preserved locally as jam). Foods grown locally but produced outside our region shall also be defined in this manner (for example, beef locally produced but processed into sausages outside our region).

"Ontario product" shall include products produced in Ontario but outside NWO. Items for sale under this category must not be readily available locally, and require board approval.

"Manitoba product" shall include products produced in Manitoba. Items for sale in this category must not be readily available locally, and require board approval.

Items that do not fit any of the above descriptions will require board approval.

CONTACTING CLOVERBELT LOCAL FOOD CO-OP

Email (the best way to contact us)

Questions about ordering? info@cloverbeltlocalfoodcoop.com

Questions about your payment? treasurer@cloverbeltlocalfoodcoop.com

Questions about membership? membership@cloverbeltlocalfoodcoop.com

Questions about the website? webmaster@cloverbeltlocalfoodcoop.com

General Information: info@cloverbeltlocalfoodcoop.com

Mailing Address:

Cloverbelt Local Food Co-op
C/o PACE
PO Box 668
Dryden, ON
P8N 2Z3

Please make all cheques payable to Cloverbelt Local Food Co-op

General Consumer Standards

Acting as an agent for producer members, the Cloverbelt Local Food Co-op posts on the internet and publicizes the products its producer members have for sale within its marketplace of members. We receive orders, provide a way for products to be delivered between members of the co-operative, collect payment from the customers and forward the payments to the producers. For some of our producer members, we are agents that facilitate farm gate sales of their products. For other producer members, we facilitate off-farm sales or sales of processed products.

Acting as an agent for customer members, we provide an online catalogue of available local food products that include information about how and where the product was grown or processed. We receive consumer orders and notify the appropriate producers, arrange for the food to be delivered, and receive and process their payments. For both producer and consumer members, we provide a basic screening of products and producers based on our published parameters, and education and training regarding the use and advantages of local foods and the core values of the cooperative.

The essential business of the cooperative is to provide a marketplace where willing buyers and sellers who are members of the cooperative can meet. Never does the cooperative ever have title to any of the products. The products that go through our distribution system are owned either by the producer, or by the consumer who purchases “title” to the product from the producer.

The cooperative will forward payment to the producers for their products by email transfer or by cheque within seven days after they are delivered on Delivery Day, unless there are missing items, or an unresolved discrepancy in the amount you should be paid, as long as the cooperative has the working capital to do this. **Cloverbelt Local Food Co-op reserves the right to refuse to accept delivery for products that are not what customers ordered, or which or spoiled or contaminated, or otherwise unacceptable.**

Any customer complaints or requests for refunds or return of merchandise will be referred directly to the responsible producer and cc'd to Cloverbelt Local Food Co-op. In the event of a dispute between a customer and a producer, the matter shall be referred to an arbitration committee. One member shall be appointed by the customer, one by the producer, and one by CLFC. In the event the dispute is between the producer or the customer and CLFC, a similar procedure shall be used. The producer or customer will appoint a member, the co-op will appoint a member, and the two chosen arbitrators will then together choose a third person.

We have a weekly order/delivery cycle. Please be aware of the key days and times of the order cycle so that you may purchase and/or post and prepare your products in a timely manner.

These procedures are established to benefit the common good of the cooperatives members. The more members we have, the more critical it is that we achieve 100% compliance with these procedures. This is necessary for the long-term sustainability of this business enterprise.

Terms of Service for Cloverbelt Local Food Co-op Consumer members

Our system works because we, the member-owners of Cloverbelt Local Food Co-op (CLFC), take pride and responsibility for making it work. Every member is expected to abide by these terms of service.

1. Each order is a legally enforceable contract to pick up and pay for the groceries ordered. You are obligated to pay for the items you order, even if you do not pick them up, unless they are delivered to you damaged or broken. Everything showing in your online shopping basket when the weekly order closes is an order for those products. The co-ops software does not have a check-out page. When you place something in your shopping cart, it stays there until you remove it. You can remove or add items up to the close of the weekly order.
2. After placing an order, please pick up your order during the time specified. This is part of our contract. We are unable to hold orders past operating hours. It is your responsibility to know what hours the pick-up site is open. This information is on your invoice. Any order which is not picked up at the specified time without prior arrangements being made will be donated to charity. If you cannot pick up your order yourself, please arrange to have your order picked up by someone else. You can contact us for suggestions of members who may like to share in picking up orders.
3. All orders must be paid in full before they leave the pickup site. Members paying via email transfer must pay before coming to pick up their groceries. Please bring a copy of the email transfer receipt with you to the pickup site. Other members are expected to pay by cheque. Prompt payment is a condition of membership.
4. We understand that emergencies happen on delivery day. If this happens to you, please call the emergency telephone number listed on the website as soon as possible. The earlier we know about a situation, the better we will be able to deal with it. You can also contact the co-op before the weekly order closes about making alternative delivery arrangements. Depending on the circumstances, we may be able to arrange something other than the specified hours, but this must be arranged before you turn in your order.
5. When you pick up your order, make sure you got all the items you ordered. Take the time to check your invoice thoroughly to make sure you get everything. If an item is missing, email to info@cloverbeltlocalfoodcoop.com and you will receive credit on your invoice.
6. Treat the co-op volunteers well. As a non-profit entity, the Cloverbelt Local Food Co-op has a limited number of employees to keep costs down. We have volunteers who are investing their time and effort as sweat equity in the growing future of this cooperative. Thus, there is never an “employee-customer” relationship in your interactions with CLFC volunteer workers of the co-operative. Please do not complain to delivery day volunteers or blame them for something that may have gone wrong on your order. Volunteers have no control over what the producers do. If you have an issue with a producer, bring it to

the attention of the producer. If you have an issue with the cooperative, bring it to the attention of the manager, or via email at info@cloverbeltlocalfoodcoop.com.

Mistreatment of volunteers is a serious breach of cooperative ethics.

7. Please keep your contact information current on our cooperative records. We encourage you to list cell phone numbers on your member profile so we can contact you directly on delivery day if there is a problem. If you change your email address, notify us. Email changes or updates to info@cloverbeltlocalfoodcoop.com.
8. As a non-profit co-op, we are obligated to host an Annual General Meeting (AGM) where we must report our audited annual financial statement to our members, elect members to our Board of Directors, and receive your input to make any major changes to the operation of our organization. Your attendance (by you, or a representative of your household or farm) at our AGM is important for the continued viability of our organization.
9. As a member, you are a part-owner of our operation. As such, you are encouraged to volunteer on a delivery day at least once during your first 6 months of membership to better understand how our policies help us operate efficiently.
10. If you become a producer member, Producer standards are incorporated into these Terms of Service.
11. If you become an Organizational Member, you are entitled to the same voting rights as Producer and Consumer members (one vote per organization). By becoming a member, you are stating that you support our mandate, and you will be acknowledged on our website as a community supporter.

CLOVERBELT LOCAL FOOD COOPERATIVE MEMBERSHIP STRUCTURE

1. Your lifetime membership fee is your equity in the Co-op. It is money we ask for to allow us to afford capital expenditures.
2. Membership in the Co-op is open to customers, organizations who support our mandate, and producers of the local food products that are authorized by the Board of Directors. Any person shall be eligible to become a member of the association regardless of race, gender, religion, income, marital status, culture or nationality.
3. Each member shall be entitled to make purchases from CLFC on terms available to members. Producer, Consumer & Organizational members participate in the governance of the Co-op, and are entitled voting rights at general member meetings.
4. We are a non-profit organization with all actions directed toward serving our members. We are all in this together to make our communities richer, healthier and sustainable. Membership fees are not refundable.
5. Members may be expelled for cause from the Co-op by 2/3 votes of the Board of Directors, acting upon the recommendations of the CLFC manager. **Consumer members must also place a minimum of two orders annually, and producer members must post inventory a minimum of once annually to demonstrate a continued interest in our local food network and retain current membership status.** Expulsions may be appealed to the Board of Directors. Cause for expulsion include illegal activity, fraudulent affidavits regarding the origin or production practices of products sold through the Co-op, repeated failure to pay bills, and prolonged and egregious inability or unwillingness to follow Co-op standard operating procedures.
6. It is understood that funds remitted pursuant to this membership agreement are subject to the risks inherent in any start up enterprise of this character, and that such risks may result in the loss of part or all of such funds.

LOGGING INTO THE CLOVERBELT LOCAL FOOD CO-OP SYSTEM

To log onto our system go to: www.cloverbeltlocalfoodcoop.com . You should BOOKMARK this address so you can easily find it when you need it. Sign in with your USER NAME and PASSWORD. Please note that your Username and Password are case sensitive. If you don't have that info handy, send an email to info@cloverbeltlocalfoodcoop.com and ask for your info again.

Order Cycle

Cloverbelt Local Food Co-op runs on an “order-cycle system”, meaning that the produce is available at set times each week and varies week to week according to season and availability. The following details the weekly order cycle:

Thursday, Week 1:

5:00PM Deadline for producers with new products

Saturday, Week 1:

1:00PM Deadline for producers to have products listed on the site for the upcoming delivery day.

Saturday Week 1:

2:00 PM: The Order Cycle opens and members can begin shopping!

Monday, Week 1:

10AM Order Cycle closes. All products in customer shopping carts become final orders.

- Producers receive a final notice of their sales and have until Tuesday afternoon to prepare product for delivery

Tuesday, Week 1:

Delivery Day!

2:00 PM CLFC Staff and volunteers on hand at drop off site

2:00 PM-3:00 PM Producers deliver products to drop off site.

3:00 PM- 4:00 PM Staff/volunteers assemble boxes

4:00 PM – 6:00 PM Customers pick-up products.

PROCESS REPEATS!!

IN OTHER WORDS.....

The basic idea behind the order cycle is that each producer is in charge of keeping product posted as it is available. Since we are dealing with small producers and fresh product, the product that is available each week will vary. That fact, combined with the fact that CLFC will simply facilitate the postings from all producers, rather than actually manage an entire inventory of product from all producers, brings the necessity of an “order cycle” into play. The feedback we’ve received from customers and producers suggests that weekly order cycles are best, primarily as it is easier to remember. So.....

1. Producers have until **Saturday afternoon at 1:00PM** to have all products posted and listed that they would like to have sold by the following Tuesday. This means that the Producer must “add” each specific product, and in doing so, mark that product as “list” (this option is at the top of the product feature) or “do not list” (except for producers with new product posted by **Thursday at 5:00PM**).
 - Being able to list and unlist products enables the producer to enter as many products as possible in their down time, so that come the Friday deadline, only a few minutes is spent online clicking “list” or “do not list”.
 - If an item is always available, the producer simply leaves it alone as listed and does nothing (unless price or other details must be edited).
2. The Co-op manager will then login **Saturday before 2:00 PM** to make any product changes “live” (making anything that the producers have indicated to “list” viewable by the public). He or she then “opens the order cycle” and sends an email to all co-operative members (consumers and producers) to announce that CLFC is now open for shopping. An update will also be included of what’s available this week.
3. All Co-op members then have from early **Saturday 2:00PM to Monday 10:00 AM** evening to order from what is available from Producers’ listed products. During this time, during the “open order cycle.” All co-op members will see a new feature on their login page, their “shopping cart” along with various links to search for product (by category, producer, new products, local, etc). When co-op members look at product from their login page, they will see an “add to cart” link next to each product listed. Co-op members select any products they’d like, and add them to their carts.
4. The “order cycle” or open shopping period, then **closes Monday at 10:00 AM. Any products in carts at that time become final orders** (there is no check out process with this software at this time). Producers then receive an email notifying them of their sales.
5. Producers have between **Monday 10:00 AM till Tuesday at 2:00 PM** to harvest and package product for delivery (see Membership Handbook for details).
 - Each producer will be able to print lists of all products sold by Customer Name or Product Name from their login page. They also have pre-made labels for packaging each item which has sold including customer name, product name, and producer name
6. Customers can view their invoices Sunday evening/Monday evening to pre-pay via email transfer or wait to pay by cheque at the time of pick-up or delivery.

7. Producers will then deliver all sold product to the drop off location by Tuesday from **2:00 PM to 3:00 PM**. Cloverbelt Local Food Co-op will pay the producer their total price, minus the co-op handling fee, as long as the co-op has the resources to pay immediately upfront. If not, payment will be made by the next Tuesday after all customer payments have been received.
8. Between **3:00 PM and 4:00 PM** the co-op manager and volunteers will finish sorting all products into individual customer orders.
9. All co-op members who have purchased product can pick-up their orders between **4:00 PM and 6:00 PM** or arrange for someone else to do so. We'd also encourage producers living nearby each other to work together on delivering product on delivery day. We hope to eventually have a delivery system in place, for picking up and delivering product. Consumers must pay for their order total in full, by check or Paypal. Their total will be the total price listed by the producer, plus a co-op handling fee.
10. The process starts all over again Thursday evening!

How to Order

1. The Order Cycle is open for shopping Friday afternoon to Sunday evening each week. Go to the member login page or www.cloverbeltlocalfoodcoop.com Enter the username and password you created when you submitted your CLFC registration form. When you log in, if you haven't already started an order, it will ask you to choose a delivery method and site (home or work delivery, or pick up site) and a payment method. Then click the button to start your order. There are two methods of selecting product you want to purchase.
2. You can browse through the product lists and click ADD TO SHOPPING CART. When you do this, the system adds one of the items you have selected to your cart. If you want to buy several packages of an individual product, click on the VIEW YOUR CART button. Place the cursor in the quantity box for an item you wish to order, and change the number to however many you plan to buy. Then click on the UPDATE button to the right of that product entry. When you are done, press the CLICK TO SUBMIT YOUR ORDER button.
3. You can also browse product lists and make a note of the product ID numbers of the items you want to buy. To enter those items, click VIEW YOUR CART and you will find a box at the top of the page where you can add items, one at a time, by entering the product ID and how much or how many of that item you want to buy. Then click ADD THIS PRODUCT TO THE ORDER button.
4. To remove a product from your shopping cart, change it quantity to ZERO and press the UPDATE button.

5. You can edit your order up until the time that the Order Desk closes at 9:00 PM Sunday each week. To edit your order (add or subtract items, change quantities), log in at the online ordering page. If you want to add items, you can use methods (1) or (2) above to add items, to edit quantities, or remove items, click on VIEW YOUR CART and make your changes, then press the CLICK TO SUBMIT YOUR ORDER button.
6. **Anything in your shopping cart at 10 AM Monday morning, the time the order cycle closes, is considered an order for that product. We do not have a “check out” or “send order” page at this time.**
7. **IMPORTANT: Any questions about products should be directed to the producers themselves.** We at Cloverbelt Local Food Co-operative are not likely to have the answer to a question about a product. Please feel free to contact any of our producers directly with any questions about their products.
8. All orders include a co-op shipping/handling/transportation charge of 10%. Sales Tax when applicable are included in product prices. Pick up locations and contact information will be included on your invoice.
9. You can pay in advance by email from your finalized invoice. Please print out your receipt and bring it with you on Delivery Day. We may not receive the email transfer in time to make note of it before you pick up your order. Or you can choose to pay by cheque at time of pick-up or delivery.

PROCEDURES FOR APPLYING TO BECOME A PRODUCER OF CLOVERBELT LOCAL FOOD CO-OP

1. Join the co-op at www.cloverbeltlocalfoodcoop.com.
2. After your membership is active, fill out the online Producer Application.
3. Your application automatically goes to the Co-op manager, who will review your application and contact you with any questions. The Co-op manager may ask for more information, and may visit your farm or business before approving your application.
4. The Co-op manager may make a recommendation to the Board of Directors regarding accepting your application to become a producer. The Board will vote on your application to approve it.
5. Producer members of the cooperative are required to follow all of our own cooperative procedures, and must have a working email address. Please read the Cloverbelt Local Food Co-op Membership Handbook for all of the cooperative procedures.
6. As part of the application process, you or a representative of your farm or business is encouraged to volunteer at one delivery day within the first six months after your membership is approved. This enables you to take ownership of being a member of the CLFC and have a greater understanding of how the Cloverbelt Local Food Co-op functions
7. You are responsible to be aware of, and hold, any licenses or certificates required for your product (eg. Health department inspection for a kitchen, organic certification number, etc.).
8. The approval process can take up to 4 weeks to complete. If you are not accepted as a producer member and do not wish to purchase products through the co-op, at your request we will cancel your membership and refund your membership payment.
9. By submitting an application to become a producer, you agree to our Terms of Service, and the Producer Standards.

Before applying, please read through the following material to ensure that you understand the unique way that Cloverbelt Local Food Co-op will market your products.

Producer Standards

Acting as an agent for producer members, the Cloverbelt Local Food Co-op posts on the internet and publicizes the product its producer members have for sale within the marketplace of members. We receive orders, provide a way for products to be delivered between members of the cooperative, collect payment from the customers and forward payment to the producers. For some of our producer members, we are agents that facilitate farm gate sales of their products. For other producer members, we facilitate off-farm sales or sales of processed products.

Acting as an agent for customer members, we provide them with a catalogue of available local food products that includes information about how and where the product was grown or processed. We receive their orders and notify the appropriate producers, arrange for the food to be delivered, receive and process their payments. For both producer and consumer members, we provide a basic screening of products and producers based on our published parameters, and education and training regarding the use and advantages of local foods and core values of the cooperative.

The essential business of the cooperative is to provide a marketplace where willing buyers and sellers who are members of the cooperative can meet. The co-op never has title to any of the products. The products that go through our distribution system are owned either by the producer, or the customer who purchases “title” to the product from the producer. **All producer members are responsible for reading and complying with the operating procedures of the cooperative.**

The most efficient way for us to communicate is by using the Internet. We utilize email to contact all of our members on a regular basis. Please notify us when any of your contact information changes, but especially your email address. When you join the cooperative, you will be assigned a user name and password so you can access the members-only pages of our website. You will also be assigned a member number. All members need to keep track of their member number, as well as their user name and password to login to the system.

Every potential producer must complete the CLFC Registration form providing information on their location, products, livestock and practices. All producer registration forms are subject to review by CLFC for adherence to these standards.

Every producer member is responsible to know and be in compliance with all appropriate Province of Ontario regulations and local inspections, licenses, statutes, and ordinances. Producer members must also comply with any relevant health codes or agricultural laws regarding direct sales of farm and food products to the public

After a producer and his or her initial product list have been approved, the producer may add new products in subsequent months without having to have them approved in advance by the co-op.

Products that do not meet our local criteria may be removed from the public price lists of the co-op.

The co-op does not automatically enter products in our database. Producers get to market their own products by uploading information about each product they have available for sale. **However, the manager must first update the product list before any additions and/or changes to the products are made live and viewable on the website. This live-update process will happen automatically every Thursday afternoon.**

Producers set their own prices, and receive the full retail price they set for their products, less the cooperatives shipping and handling fee for producers (presently set at 5%). The charges the cooperative makes for its services are always under review in consideration of our expenses. The cooperative is not in a position to lose money on its operations, so the financial structure of the cooperative may change from time to time.

The cooperative will forward payment to the producers for their products within seven days after they are delivered on delivery day, if not on the day of delivery, unless there are missing items or an unresolved discrepancy in the amount you should be paid, as long as the cooperative has the working capital to do this. **Cloverbelt Local Food Co-op reserves the right to refuse products that are not what customers ordered, or which are spoiled or contaminated or otherwise not acceptable.**

Any customer complaints or requests for refunds or return of merchandise will be referred directly to the responsible producer and cc'd to the Cloverbelt Local Food Co-op. In the event of a dispute between a producer and a consumer, the matter shall be referred to an arbitration committee. One member shall be appointed by the customer, one by the producer, and one by CLFC. In the event the dispute is between the producer or the customer and the CLFC, a similar procedure shall be used. The producer or consumer will appoint a member, the co-op will appoint a member, and the two chosen arbitrators will then together choose a third person.

These procedures are established to benefit the common good of the cooperatives members. The more members we have, the more critical it is that we achieve near 100% compliance with these procedures. This is necessary for the long term sustainability of this business enterprise.

Products Sold

1. Producers may only sell Northwestern Ontario (NWO) area grown or made products they themselves have grown, crafted, or processed. Nobody can buy wholesale from someone else and then retail through our service, unless they are buying ingredients for processed foods. If ingredients are bought, value must be added to the product by the producer, simply repackaging the ingredients is not adding value. For example, you can sell tomatoes that you grow, but not tomatoes that you buy from somebody else to sell. You can, however, buy tomatoes from someone and make salsa and sell that through our cooperative. You can not buy an animal from someone else, and then have it butchered and sold through the coop as though it was your own product. You can buy flour or cornmeal and make bread or tortillas to sell, but you can't buy bread from someone else and sell it through the cooperative. CLFC encourages the use of local ingredients whenever possible.
2. Customer members of the Cloverbelt Local Food Co-op are interested in local foods produced with sustainable practices that show good stewardship of the environment. Consequently, they have a preference for organically or naturally produced foods that originate in NWO and will be much more likely to buy these foods, which they regard as superior to the foods offered by supermarkets. When ingredients cannot be sourced locally, we encourage producers to seek out products grown using sustainable farming methods and fair trade and labour practices. We ask that you avoid Genetically Modified Organisms (GMO) ingredients and Confined Animal Feeding Operations (CAFO) meats, poultry, eggs and derivatives from them whenever possible, as many consumers find

these conventional farming practices objectionable.

3. **In an effort to further support our producers, and incorporate local ingredients in processed products sold through CLFC, producers are eligible for an exemption on the co-op handling fee on orders placed on ingredients for processing. For example, bakers purchasing eggs and flour from other co-op members do not have to pay a handling fee when purchasing these ingredients (but instead will pay a handling fee when selling their finished product through the service).**
4. Meats to be sold through the cooperative must be processed in a licensed and inspected plant. Any meat packages brought to delivery day stamped "not for sale" will be returned to the producer.
5. Processed and prepared foods that are offered for sale shall be submitted with a complete list of ingredients. Ingredients that originate in NWO shall be noted. The producer should provide a statement regarding processing practices. The list of ingredients must be included in the product description displayed at the coop's website.

Standards for sale of non-food items

1. Producers may sell only nonfood products that fit within our defined definition of local.
2. Producers cannot purchase finished products (wholesale or retail) and sell those products through our service.
3. A producer may purchase a variety of raw materials and components, however significant value must be added. Repackaging purchased materials and components does not constitute adding value.
4. Producers are encouraged to avoid animal products from Confined Animal Feeding Operations (CAFO's) whenever possible and to include in the description of an item whether it is CAFO-free.
5. Nonfood items that can be sold through the co-op include useful and aesthetic items for the home, garden, or business, such as clothing, health and body care items, written materials, scented products, decorations, pet and agricultural products, art, jewelry, photography, music and media. Business or personal services may not be offered through the coop except for classes/seminars.
6. We encourage nonfood producers to use materials originating in Northwestern Ontario wherever possible.
7. For nonfood items weighing more than 25 pounds, or that are larger than 1 cubic yard, the producer must arrange delivery with buyer, and the product description must include the method of delivery.

8. Producers are responsible for their own packaging. Any fragile items sold must be packaged in a manner that protects the item. All nonfood items must be packaged so that they do not damage, scent, or affect other products, and are protected from damage, including but not limited to moisture. The Co-op may reject any improperly packaged items at check-in. The co-op will not assume liability for products damaged or broken through delivery.
9. Producers may not sell items that are illegal or that advocate illegal activity, nor may they mention illegal or advocate illegal activity in their listings.
11. All applicable copyrights remain with the producer. Since the co-op never holds title to any product sold through our system, the Cloverbelt Local Food Cooperative is not responsible for any copyright infringement issues with concern to your work.
12. All materials used in the production and finish of your work that could cause an allergic reaction or other harm must be disclosed.
13. Nonfood producers warrant that their products meet all legal, regulatory, and labelling standards.

Procedure for listing your products on our price/product list

Each producer has a page (or pages) in the on-line Customer Handbook and information on our website and in the cooperative's price and product lists for their product(s). Each producer also has a page to introduce themselves and tell the story of their farming operations and its products. Many of our customers are looking for produce grown without the use of herbicides or pesticides, grass-fed and ethically produced meats, free-range eggs, etc. In other words, tell your customers how you try to keep your farming practices sustainable, and "natural". In the "product types" field of the producer information set-up page, list the products you sell.

To offer your product for sale through the cooperative, we need to know everything a customer needs to know in order to make an informed decision about your product. If you enter your products online, you will be prompted for the relevant information.

- **Availability.** This feature enables you to enter all products that you might carry at one time. Great to do in the Winter-time when you have extra time on your hands, so come harvest time you can quickly activate what products you have available that week.
- **Name of the product**
- **Product Details.** This is a basic description of the product. If the approximate size, weight, or contents are not clear from the name of the product, list those details here. If it is a processed item, include a list of ingredients and distinguish local ingredients (and/or estimate the content percentage of local ingredients). If it is a package of several items, the approximate (or exact, whichever the case may be) number of items in the package should be listed. You can describe the production practices and location for the product here.
- All products sold by the Cloverbelt Local Food Co-op shall be locally grown and/or processed. Posted product descriptions will indicate whether they are local, partially

local, an Ontario product, or Manitoba product as defined below:

"Local" shall include products which contain 100% local ingredients. Local shall be defined as being grown, raised, produced and/or processed within the Northwestern Ontario region.

"Partially Local" shall include products which contain some local and some non-local ingredients. Foods grown outside our region, but processed locally shall fall in this category (for example, grocery store purchases peaches preserved locally as jam). Foods grown locally but produced outside our region shall also be defined in this manner (for example, beef locally produced but processed into sausages outside our region).

"Ontario product" shall include products produced in Ontario but outside NWO. Items for sale under this category must not be readily available locally, and require board approval.

"Manitoba product" shall include products produced in Manitoba. Items for sale in this category must not be readily available locally, and require board approval.

Items that do not fit any of the above descriptions will require board approval.

- **Category or Subcategory** that it should be listed under. If we do not have an existing category and/or subcategory, please give us guidance on how the product would be categorized. This feature enables consumers to search for specific products.
- **Inventory.** Our system has an inventory feature. If you will only have 10 units for sale, you can set the inventory control at 10. Once 10 items have been sold, no more orders for that product will be taken for that product. If a customer changes their mind, and deletes their order for that product, the system will reset to allow the unsold product to be sold.
- **The price, the pricing unit** (ie. Whatever comes after the “per” in the \$ per _____) **and the ordering unit** * (when the customer orders, they will order number of _____). The customer will not know the price until you provide a weight for it after the item is ordered.
 - EXAMPLE 1: You are selling a 5 lb bag of wheat for \$10. The price is \$10. The pricing unit is “5 pound bag”. The ordering unit is also “5 pound bag”, because the customer orders by the number of 5 pound bags they want to order. This item is not considered random weight because the bags always weigh the same and the customer knows the final price when it is ordered Notice in this example the flour ends up costing \$2/lb but you would not list as \$2/lb because you are only selling 5 lb bags that cost \$10.
 - Example 2: You are selling packages of steaks, the package varies in weight from a little under 2 pounds to a little over 2 pounds. However, you always charge \$6 per package. In this case, price is \$6, the pricing unit is “package”, and the ordering unit is “package”. This is not a random weight package because the customer knows the weight in advance.
 - Example 3: You are selling tomatoes at \$3/lb. The customer can order by the pound. If the customer orders 3 pounds, you have decided that you will always provide a minimum of 3 pounds, but will not charge for exact weight but instead charge for weight ordered. So if the customer orders 3 pounds and you end up giving them 3.1 pounds you still only charge \$9. In this case, the price is \$3, the pricing unit is “pound”, and the ordering unit is “pound”. This is not a random

weight product because the customer can determine what the price will be in advance.

- **In general, you should use descriptive terms** (though not too long) for the ordering and pricing units. Some standard terms will be “pound”, “bag”, “package”, or “unit”.
- **Product Type.**
- **When this information is entered in the database, the product is assigned a unique product ID number.**
- **Add a photo of your product!** Experience shows that items with pictures are much more likely to be sold. Please take photos of your actual product so consumers know what to expect. After you have submitted your product info for an item, the system will take you to your own Product List. The first column is “Edit” where you can add an image (or update your product info). Click on “Add Image”. Find your image on your computer, ensuring that the image is in .jpg or .swf or .gif format and no larger than 11K. Then click “Upload”.
- **Please keep track of the product ID numbers for your products.** Any time you need to change that product, you need the specific product ID number for that product. If you are able to use the internet, you can access any of your listed or unlisted products from the price lists at www.cloverbeltlocalfoodcoop.com. If you are logging into our system and updating/adding new products yourself, you will be able to see product numbers for products that were on older price lists.
- **Producers are responsible for entering this information on their products.** If you are unable to use the internet, or experiencing difficulty in doing so, please contact the co-op to receive volunteer assistance with uploading your products.
- **If you are no longer selling a product,** please do not delete it from the database: instead simply mark the product so it will not be displayed.
- **To update your product information,** go to your membership page to click on your “Listed” or Unlisted products. This will take you to your own listing for products, with an “Edit” feature next to each product you have entered into the system.
- **Producers may not use ALL CAPS, bold, italics, or programming techniques** that cause the words to jump back and forth or blink. This particular field appears on the pages where all the producer’s names are listed, with links to the various producers’ products. If all producers use such "decorations" in that field, then the page becomes almost unreadable.
- **You may book orders in advance through our service.** For example, meat producers may take orders for meat in advance of the actual dates the animals will be delivered, to allow appropriate time for processing of the meat or poultry. Vegetable producers can book sales for the following season from customers interested in larger amounts of produce, for example, people who do home canning may be interested in buying vegetables by the bushel, and this can be arranged in advance. However, there must be a product code for delivery of items purchased in advance so that our system prints the appropriate delivery label. If no additional money is to be collected for an item ordered in one month and delivered in another print, create a product for "Delivery of (whatever the product is)", and give it a price of 0.00 (if you type that into the price field our system will accept it). The producer is responsible for emailing any customers who have products for delivery that month, and telling them to enter the product code for delivery for their product. The producer must notify the coop at the end of the customer order period of any customers who did not order that month or who did not enter the appropriate delivery code, who have products for delivery that month that were paid in a previous month. The co-op will add the appropriate product codes to those invoices.

The work of CLFC

Delivery day is every Tuesday except for Thanksgiving, Christmas, or New Year's weeks and other coinciding holidays. CLFC will publish a calendar of any closures each year.

You can view the ongoing progress of your orders by logging into the co-op's membership site, but customers may change their orders (add or delete items, change quantities, etc), until the close of the order desk. Do not consider your orders as "final" until you receive an email from us that the orders are final. If you print your orders early, you may miss orders and lose business. At the close of the order week, CLFC will notify you that your orders are ready for downloading or printing.

If you run out of inventory on a particular product, notify the customer immediately (email is fine), so that the customer can choose a substitution from another producer if you don't have a substitute to suggest. If customers have ordered products that are out of stock, there are several ways to handle the situation. (A) "first come, first serve", in which case, look at the SORT BY PRODUCT list because orders are listed there in the order in which we received them. (B) You could contact the customer and offer them a substitution; the customer contact info will be on your list of orders. If you have a limited quantity of an item, use the INVENTORY feature to limit sales of your actual inventory.

If your customer accepts a substitution, send an email with the details of the substitution. We need to know the customer's name, the product originally ordered (the product ID number), and the product you are substituting with (its product ID number). Please state that the customer has accepted the substitution.

Please be prompt in completing these invoices, especially if you have an out of stock situation. Customers expect to be notified if you are out of a product or can't deliver it, and you will preserve your customer relationship with them if you are prompt in telling them that you are out of an item.

All questions about customer orders should go directly to the customer. Customer contact information is on your order page that is sorted by CUSTOMER.

Check your email several times during Order and Delivery Days, in case there are any Delivery Day issues that need to be addressed.

How to prepare your products for delivery through CLFC

The steps to preparing your product for delivery are:

1. Package individual orders.
2. Include an invoice to the customer
3. Label the product(s) properly

These steps are explained more fully in the rest of this section.

1. Package individual orders.

- Orders are delivered packaged for individual customers. Do not deliver 50 pounds of bulk lettuce for the co-op to divide up between your customers.
- The order should be packaged securely. Products are transported from your location to the sorting hub, where they are handled, sorted and transported again to customers. The packaging of your product must be able to protect your product during transportation, sorting and delivery.

2. Include an invoice to the customer.

- Each order should have an invoice to the customer in it. Use the Producer Invoice by customer sort for each customer's invoice by simply printing it then cutting it apart for your various customers. If you have your own invoicing system, you can use that. You can also include a thank you note or recipe.
- If a customer has ordered several products from you, you can put all of those products in one bag, box, or container, or you can deliver them as separate items.

3. Label the product(s) properly.

- Each bag, box, container or other product for a customer member must be labeled with the labels we provide you at the membership page of our website.
- Refrigerated products must be marked REFRIGERATE, otherwise we may not know what to do with it. If an item is frozen, but this will not be apparent to our volunteers because of the packaging, it should be marked FROZEN.
- After you have received final confirmation of your orders, prepared Cloverbelt Local Food Co-op labels are available for use on individual products. If you are unable to print at home, please speak to the co-op upon registration as a vendor to seek assistance with this process.
- If you are putting all of a customer's orders in one bag, box, or container, use the Producer Invoice by customer sort as the label and securely tape it to the container. Cut it apart to separate the various customers' information. If you are attaching the entire order's document in this way, you can use the customer sort as both the INVOICE and the LABEL. To make these documents into labels, you can print them on plain paper, cut them apart, and tape them (using strong packing tape) to the product or container. Or you can print them on label stock and peel them off and stick them to the container. Do not use scotch tape or other small, light tapes to attach labels or invoice to packages.
- If you are sending products as separately packed items, use the individual product label provided in your CLFC member area.
- If you are sending a member product with more than one product for that member inside, attach each of the relevant individual product labels to the outside of that box.
- Customer labels should not be on the outside of any box or container that contain orders for more than one customer. Those containers, bags, or boxes should be labelled with your producer name with customer products inside.

- If you are sending your product in grocery bags, make the label a tag and tie it to the plastic bag, or print the label on label stock and stick it to the bag. Staples don't work well with the plastic bags and paper labels, so we require a tag. Do not write information on a plastic grocery bag as they can be difficult to decipher.
- Make sure you print your labels with waterproof ink. If you don't use waterproof ink and it gets wet, we may not be able to deliver the product to the right customer.
- If you have some products that are refrigerated or frozen, and some that are dry goods or otherwise non-refrigerated, they should be delivered in separate containers. Frozen items should be hard frozen.
- Delivery!
- We will check off your products with our final invoices. If there are no discrepancies or changes we will try to pay you immediately for your total, minus the 5% handling fee. Otherwise we will pay you within 7 days of delivery.
- If you have the time, we would appreciate your help in quickly placing your individually packaged products into each customer box for pick up.
- If you have purchased product from other producers, you may wait until all product is delivered, or return between 4:00 PM and 6:00 PM to pick up your own sorted order.

Thank you for doing your part to make Cloverbelt Local Food Co-op a success!