

Good Food Bag Program Overview

The Good Food Bags program is an innovative weekly produce subscription that improves access to fresh produce for families in the South Seattle community. We work directly with local farmers to source organically grown fruits and vegetables. That means we are able to direct funds to small sustainable farms in King, Snohomish, Pierce County and beyond. We prioritize sourcing from immigrant and refugee farmers, BIPOC, female and LGBTQ+ farmers, who often face systemic barriers.

How It Works

Good Food Bag members can choose between a weekly or bi-weekly bag of produce. Each bag contains a variety of nutrient-dense seasonal fruits and vegetables, recipes, and food storage tips. The produce in each bag is grown organically to ensure that the quality of food is healthy for our bodies and for our planet.

Good Food Bags are distributed via a network of community partner organizations and at Rainier Beach Urban Farm & Wetlands. Good Food Bags are available on a sliding scale: \$5 per bag if you need some financial assistance affording fresh fruits and vegetables, \$10 per bag to cover the full cost, or \$15 per bag to cover the full cost and pay it forward for someone who could use financial assistance. Members can pay with credit or debit card, Google Pay, or with EBT/SNAP benefits.

Sign Up

Thank you for your interest in the Good Food Bag Program! **Please read the following information regarding the program prior to enrolling in the program.**

- Good Food Bag pick up happens at **Rainier Beach Urban Farm and Wetlands** (5513 S. Cloverdale St, Seattle, WA 98118) every Thursday, after 10 a.m. Please note that this is *not* a delivery-based program.
- You can choose to pick up your bag on a weekly or bi-weekly schedule.
- We offer this local food access program on a sliding scale: \$8 per bag if you need some financial assistance affording fresh fruits and vegetables, \$14 per bag to cover the full wholesale cost (still a savings for you), or \$20 per bag to cover the full cost at comparable retail values, supporting Tilth Alliance and paying it forward for someone

who could use financial assistance. We offer a further-reduced payment level of \$5 per bag for members paying with their SNAP/EBT benefits.

- To participate, purchase your subscription using our member management platform at (insert Farm Hand link), or with EBT/SNAP benefits using EBT processing slips (that we will provide you via USPS).

Member Terms and Conditions

Adjusting Your Membership

We know that life circumstances can change. Members are welcome to adjust their participation at any time.

You may make changes to:

- **Pickup frequency** (weekly or biweekly)
- **Contribution amount** (\$8–\$20 per bag for general membership, \$5 for SNAP/EBT)
- **Temporary pause your subscription**
- **Cancel your Good Food Bag membership**

For example:

- If you're going through a difficult time, you may reduce your payment.
- If you'd like to support the program or another family, you may increase your contribution.

Good Food Bag members may make these adjustment directly on the Farm Hand platform.

Note: Because produce is ordered **one week in advance**, changes must be requested **at least one week before your next bag, no later than 10:00 am on the Thursday before** pickup.

Payment Policy

Payment Schedule: You will be charged for your bag on the Monday before pickup. If there is a payment failure, you will receive notification from Farm Hand about the failed payment.

Members have 1 chance to correct any payment issue by end of day Tuesday. If we do not receive your payment for your bag that week, you will not be able to pick it up. Good Food Bag pick up on Thursdays at 10 am at RBUFW, or during the time window specified at your satellite pickup location.

Members may not have a subscription payment fail more than 3 times in a 2-month period.

If this happens:

- Your membership will be **paused** until we hear from you about how you plan to correct the issue. If we do not hear from you within 2 weeks, we cancel your membership.

This policy prevents food waste and protects the financial sustainability of the program.

Pickup Policies

Pickup Location

Members must pick up their bags from our main site: Rainier Beach Urban Farm & Wetlands, 5513 S. Cloverdale St. Seattle, WA 98118. Bags are located in the red shed located outside of our exit gate or for pickup at our farm stand mid-June through September.

We also deliver to the following community sites:

- **Van Asselt Community Center (New Holly)**
- **Fai's House** (Columbia City– approved South East Seattle Senior Center participants only)

If you would like to pick up there instead of the farm, please select that pickup location when signing up for your membership. Please do not select Fai's House as a pickup location without prior approval.

Home delivery is not available.

Pickup Timing & Quality

Please pick up your bag **within 48 hours**.

For best quality, pick up **before 10 AM Saturday**.

Concerns about bag quality or missing items/bags must be reported **within 48 hours of pickup for item replacement or refunds**.

Farm Stand Season Pickup

During Farm Stand season (**Third Thursday of June – Last Thursday of September**):

- Pickup happens at the **Farm Stand** during the summer
- Bags are stored in a **cooler to maintain quality**
- Farm Stand hours: **Thursdays, 2–6 PM**
- Bags that are not retrieved during farm stand hours will be placed in the red pickup shed located at the exit gate

Participation Guidelines

Missed Pickups- no call no show, bag is still in shed at the end of weekend

Your membership may be paused if:

- You miss **3 pickups in a row**, or
- You miss **6 pickups within 3 months**

Membership can be restarted once you confirm you plan to pick up regularly.

If You Cannot Pick Up Your Bag

If a bag has already been ordered and you cannot pick it up:

- Ask a **friend or neighbor** to collect it, or
- **Email us** so we can arrange a donation
- If you let us know, you will not be marked as missing a pickup

Community Conduct

The Good Food Bag Program aims to create a welcoming and respectful environment for everyone.

Members agree to:

- Communicate respectfully with staff and volunteers

- Follow program policies
- Raise questions or concerns through email when possible

Staff are committed to treating all members with dignity and responding to concerns with care.

In rare cases of disrespectful or disruptive behavior, staff may pause or end program participation to maintain a safe environment for the community.

Questions:

Please email us anytime at goodfoodbag@tilthalliance.org