

20251125 Transcript:

00:01:25.000 --> 00:01:27.000

I'm gonna start recording.

00:01:27.000 --> 00:01:28.000

Yeah, sure.

00:01:28.000 --> 00:01:35.000

Oh, JJ, JJJ is back. Good to see you back. Good to see your little Zoom square.

00:01:35.000 --> 00:01:40.000

Um, Teresa, why don't you start with introducing yourself, and...

00:01:40.000 --> 00:01:46.000

Um, you know, give us a little background on why you're so rad. I keep telling people you're rad, but I...

00:01:46.000 --> 00:01:54.000

I want you to cheerlead for yourself for once.

00:01:54.000 --> 00:01:55.000

Thank you.

00:01:55.000 --> 00:01:56.000

You're rad, tell us why, and then you can leap right into the SOPs and

00:01:56.000 --> 00:01:57.000

Talk to us about what they are,

00:01:57.000 --> 00:02:00.000

why we want to use them, and...

00:02:00.000 --> 00:02:05.000

How would you use them?

00:02:05.000 --> 00:02:14.000

Great, thanks. Um, so I... I say that my path to food hubbing is lifelong.

00:02:14.000 --> 00:02:24.000

I grew up rurally and watched farmland be swallowed by subdivisions, and even in my child's body, I knew something was wrong.

00:02:24.000 --> 00:02:30.000

Um, you know, fast-forwarding, I had a little bit of an underground...

00:02:30.000 --> 00:02:35.000

Grocery store in my garage for about 15 years, and it got so big that...

00:02:35.000 --> 00:02:46.000

The cities shut it down. It was all producers with cash boxes. Um, it was pretty sweet. Um, so that was my first food hub.

00:02:46.000 --> 00:03:02.000

And then I've worked lots of roadside stands and farmers markets for years. Once upon a time, I was on the OSU Small Farms team with Lauren, and in that role, I focused on helping producers scale for wholesale.

00:03:02.000 --> 00:03:04.000

And food safety and marketing.

00:03:04.000 --> 00:03:16.000

From there, I went on to do some benevolent brokering to gain institutional and grocery sales for the producers I was trying to help.

00:03:16.000 --> 00:03:25.000

scale, and in that benevolent brokering scenario, I really saw that aggregation could make

00:03:25.000 --> 00:03:30.000

a big difference. Um, one truck, one invoice.

00:03:30.000 --> 00:03:34.000

Uh, around that time...

00:03:34.000 --> 00:03:43.000

2010, I would say, started hearing about this new concept called food hubs, and it seemed like the solution.

00:03:43.000 --> 00:03:46.000

to me, and many other people,

00:03:46.000 --> 00:03:49.000

And... and pretty quickly...

00:03:49.000 --> 00:03:52.000

Um... well, I guess in 2000...

00:03:52.000 --> 00:04:01.000

14 UVM, University of Vermont, started a food hub management certificate program. It was a very short-lived program.

00:04:01.000 --> 00:04:10.000

I participated that, it was a year-long program, it was really great. And during that time, I worked with Fry Family Farm, uh, to help them

00:04:10.000 --> 00:04:16.000

scale to having a food hub at their farm.

00:04:16.000 --> 00:04:21.000

And, um, the UVM program...

00:04:21.000 --> 00:04:27.000

coincided with another opportunity for me to do a bunch of traveling and visit a lot of food hubs.

00:04:27.000 --> 00:04:29.000

And so I saw...

00:04:29.000 --> 00:04:32.000

what I'd heard...

00:04:32.000 --> 00:04:45.000

If you've seen one food hub, you've seen one food hub and noticed that there were so many different ways to do it, and back then, the Wallace Center was having an annual Food Hub conference, and I went to those in a few places, and just...

00:04:45.000 --> 00:04:55.000

really started looking for an opportunity that met my ideal of the things that I saw, and I, um, got a job

00:04:55.000 --> 00:05:00.000

with Cape Bay Valley Farm Shop in 2017 and moved to California.

00:05:00.000 --> 00:05:06.000

Uh, the Cape Bay Valley, if you don't know it, is a really sweet, beautiful agricultural...

00:05:06.000 --> 00:05:09.000

finger of the Central Valley.

00:05:09.000 --> 00:05:20.000

With a lot of the OG farmers that worked with the NOP to develop the standards, and it was a food hub that was about 10 years old, had been through several

00:05:20.000 --> 00:05:40.000

pivots, but it was farmer-owned, and community... community and farmer owned, and it just... it really resonated with my values, and so I decided to... to take a little trip to California and check it out, and uh... I stayed at that position for 6 years, and...

00:05:40.000 --> 00:05:42.000

Uh, at Cape Valley Farm Shop,

00:05:42.000 --> 00:05:59.000

Uh, that's where I was when the pandemic happened, so opportunity for more pivoting. I was the first GM they had ever had, and I really loved that community and that business, and needed to come back to Oregon, so I've been back for a couple years.

00:05:59.000 --> 00:06:03.000

And, um...

00:06:03.000 --> 00:06:07.000

Just to stick with Kape Valley Farm Shop for a second, I really saw that

00:06:07.000 --> 00:06:13.000

you know, transitioning to different business models meant that there had been a lot of shifts

00:06:13.000 --> 00:06:30.000

And turnover and changes, and that without systems, it's really hard to navigate long-term viability. And so, um, started looking into what are the systems that support a food hub, and that's where the SOP work came out of.

00:06:30.000 --> 00:06:36.000

Uh, Cape Bay Valley Farm Shop setting them up for them. And then last year, working with Sydney,

00:06:36.000 --> 00:06:53.000

I had the opportunity to look at 4 of Oregon's food hubs to help them identify what their operational, marketing, and infrastructure gaps were, and that was agricultural connections, good groceries, Gorge Farmer Collective, and Lane County Bounty.

00:06:53.000 --> 00:06:59.000

So I did site visits with those hubs and wrote reports, and made some recommendations that

00:06:59.000 --> 00:07:10.000

mostly focused on how they could have endurance, how they could stay operational and sustainable and have an impact on the state's food system.

00:07:10.000 --> 00:07:24.000

Um, and I... and I've seen, as you all know, both with my own feet on the ground at Cape Valley Farm Shop and visiting a lot of food hubs that food hubs need to run extremely lean.

00:07:24.000 --> 00:07:36.000

Uh, to operate profitably, and the time to document systems is really scarce, and I... I imagine that the... that the mindset exists,

00:07:36.000 --> 00:07:53.000

that systems would really be great to have on paper or digital, and it's really hard to get to them. So, that is where I came into developing the standard operating procedures and resources and trainings, um, for the food hubs, for the Oregon Food Hub Network.

00:07:53.000 --> 00:07:59.000

I want to say that, um, I welcome questions all along the way.

00:07:59.000 --> 00:08:04.000

There's a lot of material here, and interrupting me is a great idea.

00:08:04.000 --> 00:08:09.000

Um, rather than waiting till the end. So...

00:08:09.000 --> 00:08:19.000

There's a lot of common operational issues that occur across a spectrum of different food hub operations. I wrote these SOPs,

00:08:19.000 --> 00:08:22.000

I'm trying to keep them...

00:08:22.000 --> 00:08:30.000

really adaptable, and they... they are templates. I'm going to say something that some folks have heard me say before.

00:08:30.000 --> 00:08:34.000

I'm not a giant proponent of templates.

00:08:34.000 --> 00:08:40.000

I think that they can be a crutch, or, um...

00:08:40.000 --> 00:08:50.000

I don't know, a loophole? I don't know, like, I think about all the food safety plan templates that exist, where you can find and replace

00:08:50.000 --> 00:08:54.000

your farm name with your farm name, and...

00:08:54.000 --> 00:09:11.000

I think that if you're not really ingesting the material, you're doing yourself, your business, your employees a disservice to not understand the material, so I just really want to stress that they're very adaptable, they're meant to be adapted, and um...

00:09:11.000 --> 00:09:13.000

They're a head start, but they...

00:09:13.000 --> 00:09:21.000

With the exception of just a few, they're... they're not really ready to just find and replace with your food hub's name.

00:09:21.000 --> 00:09:29.000

Also, I want to recognize that businesses go through stages of growth, and in my experience, food hubs are not always in a linear track.

00:09:29.000 --> 00:09:36.000

sometimes you go from startup to break-even, back to startup if you have a...

00:09:36.000 --> 00:09:43.000

business model change or something, startup break-even, growth, viability, we're seeking viability here.

00:09:43.000 --> 00:09:51.000

And, um, I think that food hubs are part of... or, I mean, I'm sorry, SOPs are part of...

00:09:51.000 --> 00:09:55.000

a good foundation, um, for building a viable business.

00:09:55.000 --> 00:09:59.000

Uh, so I am going to share...

00:09:59.000 --> 00:10:07.000

some core concepts, and I'm going to share some of the templates. They will all be on the...

00:10:07.000 --> 00:10:10.000

Oregon Community Food System Network.

00:10:10.000 --> 00:10:20.000

website at some point, and uh... yeah, I really want to encourage folks to adopt them to how they best work for you, and...

00:10:20.000 --> 00:10:29.000

Encourage the habit of SOP documentation in support of growing your businesses and reducing inefficiencies and errors.

00:10:29.000 --> 00:10:34.000

So, what is a... what is an SOP?

00:10:34.000 --> 00:10:40.000

It's a written procedure that outlines how a task is done consistently.

00:10:40.000 --> 00:10:44.000

Yeah, there's lots of different ways to do the same thing.

00:10:44.000 --> 00:10:46.000

And different people...

00:10:46.000 --> 00:10:52.000

can successfully complete a task differently from each other.

00:10:52.000 --> 00:10:57.000

Yet, there is a place for consistency in, um...

00:10:57.000 --> 00:11:08.000

in food hub business, I think, uh, step-by-step instructions are really helpful. They're useful for you to use as training documents.

00:11:08.000 --> 00:11:16.000

They're useful on the HR side of things. If you're, um, having folks that you're having trouble with,

00:11:16.000 --> 00:11:21.000

being compliant with the way you need things done. I...

00:11:21.000 --> 00:11:26.000

would encourage anyone to be open to...

00:11:26.000 --> 00:11:37.000

Anyone suggesting that maybe there's another way to do it, and have a meeting and revisit the SOP, talk about it? Like, maybe there is a better way to do it than the way that it's been written. Um...

00:11:37.000 --> 00:11:46.000

So, SOPs really need to emphasize clarity, repeatability, and again, they have a great value for training.

00:11:46.000 --> 00:11:53.000

So, let's see... there's lots of different kinds of SOPs, and I'm going to show you a few.

00:11:53.000 --> 00:11:59.000

Um, and I guess I'm gonna start attempting the share.

00:11:59.000 --> 00:12:07.000

the screen here...

00:12:07.000 --> 00:12:19.000

Okay.

00:12:19.000 --> 00:12:23.000

All right, so this is a basic template.

00:12:23.000 --> 00:12:26.000

And it contains...

00:12:26.000 --> 00:12:31.000

all the elements that we're gonna talk about. So...

00:12:31.000 --> 00:12:37.000

Food Hub SOPs tend to focus on operations, and some logistics and HR,

00:12:37.000 --> 00:12:49.000

And how you, um, document the practices that are taking place, and sometimes logistics. Uh, the objective is the purpose of the task. Why is the task...

00:12:49.000 --> 00:12:55.000

being performed, uh, the personnel reach is who the instructions apply to.

00:12:55.000 --> 00:13:06.000

The frequency is the frequency, how often the task must be completed, and then the materials are the things that are needed for the successful completion of the task.

00:13:06.000 --> 00:13:14.000

And monitoring and verification are the steps taken to ensure the task is carried out according to the instructions.

00:13:14.000 --> 00:13:17.000

And the corrective action, um...

00:13:17.000 --> 00:13:33.000

is what happens if... if the procedure is not followed as written, and if it's ineffective, like I said, to accomplish a task, there should be a conversation to how to correct it. And then record keeping, um...

00:13:33.000 --> 00:13:41.000

There's a lot of record keeping, and some of the things that I'm going to share will seem...

00:13:41.000 --> 00:13:43.000

non-applicable?

00:13:43.000 --> 00:13:55.000

Uh, yet I'm gonna talk to you why I think there are good reason... good thing to think about. So we're not gonna pause on this slide too long, because it's the most overwhelming of the SOPs I wrote for...

00:13:55.000 --> 00:14:03.000

the network, and it is the SOP for how to write an SOP. Um, and it's... it's pretty important.

00:14:03.000 --> 00:14:24.000

I think, to understand the function, the why you're doing it, the how you do it, and again, just really... SOPs that are written really clearly, like, asking for help in proofreading to assure that it's easily understood, and then the things to go over, um, you know, just

00:14:24.000 --> 00:14:38.000

creating a system for numbering your SOPs and filing your versions, and how they get approved, and how they get monitored is going to make all the SOPs you work on more successful.

00:14:38.000 --> 00:14:44.000

Um, this is a table of contents of the SOPs that I have created.

00:14:44.000 --> 00:14:46.000

Um, there... there could be...

00:14:46.000 --> 00:14:52.000

Plenty more, and I provided a couple examples, um...

00:14:52.000 --> 00:14:56.000

That would be SOPs written to your producers,

00:14:56.000 --> 00:15:01.000

And there's a couple other documents I've created that are more...

00:15:01.000 --> 00:15:09.000

towards producers and you bringing new producers on to your food hub.

00:15:09.000 --> 00:15:14.000

Um, okay, so...

00:15:14.000 --> 00:15:18.000

Let's see... I need to move something so I can see better.

00:15:18.000 --> 00:15:21.000

Okay, so this is a pretty basic...

00:15:21.000 --> 00:15:23.000

Um, SOP.

00:15:23.000 --> 00:15:25.000

cleaning surfaces.

00:15:25.000 --> 00:15:38.000

I'm not gonna read through it or anything, I just want to show you an example, and then in the SOPs, they hyperlink to the other SOPs or logs that they correlate to, so this is how you do it.

00:15:38.000 --> 00:15:48.000

And then in the materials is listed the food, context, surface sanitation log, that's the person that's done it, will record that they've done it.

00:15:48.000 --> 00:16:02.000

And then lower, um, in the record keeping, you'll want to document that you're training people on these SOPs, and there's a couple different ways you can do that. I created an employee training log. I've seen it used...

00:16:02.000 --> 00:16:06.000

Where the hard copy SOP...

00:16:06.000 --> 00:16:12.000

file also has the employee training log, and I've also seen it where the

00:16:12.000 --> 00:16:18.000

Uh, HR folder, your personnel folder would have the log for each person.

00:16:18.000 --> 00:16:21.000

It might make sense to do it both ways.

00:16:21.000 --> 00:16:23.000

my caution there is only...

00:16:23.000 --> 00:16:29.000

documenting in one or the other and forgetting that there are two. But whatever system works for you.

00:16:29.000 --> 00:16:34.000

And then the retention for how long you should retain...

00:16:34.000 --> 00:16:44.000

that log is also in the record keeping on the SOP, but it also will appear elsewhere.

00:16:44.000 --> 00:16:48.000

Um, suddenly I can't get to the next slide... there... whoop.

00:16:48.000 --> 00:16:57.000

There we go. So there is the log that correlates with the food contact surface sanitation log.

00:16:57.000 --> 00:17:03.000

doesn't have to look like this, it could look any way you want it. I, um, designed the log so that they had

00:17:03.000 --> 00:17:10.000

header space, or left-hand space for clipboards. Again, it links back to the SOP.

00:17:10.000 --> 00:17:15.000

Um, just to walk through the... the header on this one.

00:17:15.000 --> 00:17:18.000

Because I didn't talk about it when I went down.

00:17:18.000 --> 00:17:29.000

the different contents, um, all the SOPs will have when it's issued, who wrote it, when it was last revised, what facilities it covers, and a version number, and that's all in the...

00:17:29.000 --> 00:17:32.000

SOP on writing SOPs.

00:17:32.000 --> 00:17:35.000

Um...

00:17:35.000 --> 00:17:41.000

And just to speak a little bit to using them for training, um,

00:17:41.000 --> 00:17:50.000

They're really helpful, SOPs are really helpful to walk you through new staff orientation. They are also helpful when you need to delegate.

00:17:50.000 --> 00:18:00.000

Sometimes you don't have enough time to train folks, and then there are some SOPs that are really useful, um,

00:18:00.000 --> 00:18:10.000

posted in the place where they're being used? Maybe not this one, but maybe, depends. And then I've seen them done, like,

00:18:10.000 --> 00:18:21.000

a photographic, um, step-by-step SOPs. You can be as creative as you need to be, but that does help with delegation if the instructions are really clear and accessible.

00:18:21.000 --> 00:18:31.000

Um, it reduces mistakes during turnover, or when folks are tired or stressed out, to have a map of how things are done.

00:18:31.000 --> 00:18:40.000

And also, um, yeah, they just improve efficiency and accountability. Accountability and efficiency are pretty important.

00:18:40.000 --> 00:18:43.000

So, keeping your...

00:18:43.000 --> 00:19:02.000

versions accessible, and I... I suggest that they're accessible both in print and digital, so keeping them in the cloud, so your management staff has access to them, maybe everyone has access to them, but also there could be a binder somewhere with the pages in there so people can look stuff up when they need to.

00:19:02.000 --> 00:19:14.000

And then they become part of the rhythm of your food hub's work. Um, they can be used for annual trainings or just occasional, like, something's changed.

00:19:14.000 --> 00:19:16.000

We need to look at this again.

00:19:16.000 --> 00:19:22.000

They're living tools and soliciting feedback is a great, great idea. So...

00:19:22.000 --> 00:19:28.000

I'm showing you now a couple more logs. Again, different ways to do it, depending on your operation.

00:19:28.000 --> 00:19:32.000

There's a weekly temperature log here that has...

00:19:32.000 --> 00:19:37.000

all the conditioned storage in said food hub, and um...

00:19:37.000 --> 00:19:41.000

you know, a week collects for all three different storage

00:19:41.000 --> 00:19:47.000

conditions, and then it links to the SRP, which obviously it's not going to do on a clipboard, but

00:19:47.000 --> 00:19:56.000

links to the SOP that does share what the temperatures are, and often it's a good idea to post those temperatures too, and then

00:19:56.000 --> 00:20:07.000

There's logs available for the individual storage areas.

00:20:07.000 --> 00:20:17.000

Hand washing is a super simple one. So this is, um, an SOP that Aaron took a look at, and we made a couple changes based on her feedback.

00:20:17.000 --> 00:20:26.000

Um, and, you know, getting rid of the AI-generated Food Hub logo and putting your own in is... is a great idea, and then...

00:20:26.000 --> 00:20:29.000

giving it a version number,

00:20:29.000 --> 00:20:32.000

It hasn't been revised yet, it's in its first version.

00:20:32.000 --> 00:20:35.000

And this is one that could be posted,

00:20:35.000 --> 00:20:45.000

I, um... I feel like hand washing is a pretty basic thing that we should all know how to do, but it's pretty important for food handling.

00:20:45.000 --> 00:20:47.000

And, um...

00:20:47.000 --> 00:20:53.000

Yeah, I really like to see people wash their hands a lot. And so, uh...

00:20:53.000 --> 00:21:06.000

sharing that one. In talking about how you post your SOPs, this is an example of the hand washing method is an example of an SOP that is visual.

00:21:06.000 --> 00:21:14.000

not written as much. There's a lot of information here, but still, it's guiding you through. It's got all the information.

00:21:14.000 --> 00:21:21.000

that is needed, the revision number, who's approved it, what the SOP number is, the dates, all that on there.

00:21:21.000 --> 00:21:23.000

That's a good way to post.

00:21:23.000 --> 00:21:25.000

a hand-washing SOP.

00:21:25.000 --> 00:21:35.000

I'm sure, um, you know, all the humans are alike in this way. Once you've seen something, you've seen it a couple times, then you stop seeing it.

00:21:35.000 --> 00:21:41.000

Um, it's been my practice to collect, um...

00:21:41.000 --> 00:21:51.000

different hand wash signs and post them and change them up every once in a while. I got the Jesus one out of a church bathroom I was in last month.

00:21:51.000 --> 00:22:04.000

I'm pretty entertained by all the different ways people can be told to wash their hands, and I think that it helps people if you're entertaining them while they wash their hands.

00:22:04.000 --> 00:22:08.000

Um, okay, so the next couple...

00:22:08.000 --> 00:22:12.000

SOPs I have on the screen, this one and the next one.

00:22:12.000 --> 00:22:16.000

are... I want to talk a little bit about, um...

00:22:16.000 --> 00:22:27.000

Maybe I'll take a breath. Does anybody want to ask a question yet? I have... do not have the chat open.

00:22:27.000 --> 00:22:28.000

Okay.

00:22:28.000 --> 00:22:32.000

If there aren't any questions in the chat, um, is anybody overwhelmed? Uh, is anybody using SOPs already?

00:22:32.000 --> 00:22:38.000

I see a mix of, yeah, and a mix of this, so I think... I think we're in the sweet spot.

00:22:38.000 --> 00:22:42.000

JC?

00:22:42.000 --> 00:22:44.000

Okay, cool. Um...

00:22:44.000 --> 00:22:54.000

So, while hand washing and food contact surface and recording temperatures, those things are all pretty basic and obvious, and um...

00:22:54.000 --> 00:23:00.000

don't need a lot of explanation as to why those are important to food hubs. The next couple...

00:23:00.000 --> 00:23:02.000

Um...

00:23:02.000 --> 00:23:10.000

at the scale of operations that I have seen in Oregon could seem unimportant, unnecessary, over the top.

00:23:10.000 --> 00:23:17.000

And I think that they're still valuable, and I'm gonna tell you why. Um...

00:23:17.000 --> 00:23:37.000

depending on how you are or are not participating in FSMA or other standards that institutional buyers might be interested in, some of these things could become important to your operation, and it's not a bad idea to get them in place before you need them in place.

00:23:37.000 --> 00:23:40.000

And so, thinking about...

00:23:40.000 --> 00:23:45.000

how you welcome people into your facility, and how they, um...

00:23:45.000 --> 00:23:48.000

are able to maybe...

00:23:48.000 --> 00:23:59.000

do something unkind to the food. It's not a bad idea to talk about with your staff, and to have a consciousness around. Um, I noticed...

00:23:59.000 --> 00:24:04.000

when I was visiting Agricultural Connections, you know, they have their box pickup,

00:24:04.000 --> 00:24:07.000

at their warehouse, their overhead door is up,

00:24:07.000 --> 00:24:10.000

And they put up a little pop-up market

00:24:10.000 --> 00:24:17.000

Excuse me. And that market table blocks anyone from coming past where they want them in the building.

00:24:17.000 --> 00:24:23.000

Um, you know, you're not expecting anything to go wrong, but something could go wrong, and so...

00:24:23.000 --> 00:24:31.000

I think it's a good idea to have this in place, and um... I think the next slide is the visitor log.

00:24:31.000 --> 00:24:34.000

It's not, um...

00:24:34.000 --> 00:24:36.000

It's not a ridiculous practice,

00:24:36.000 --> 00:24:43.000

Regardless of what's required of you for selling into an institution to have a visitor log.

00:24:43.000 --> 00:24:47.000

to have people sign in when they come and visit the Food Hub.

00:24:47.000 --> 00:24:52.000

And to have an escort with them while they're on the premises.

00:24:52.000 --> 00:24:54.000

So that is in...

00:24:54.000 --> 00:24:57.000

The Library of SOPs.

00:24:57.000 --> 00:25:03.000

This next one, about recalls and, um, product recovery,

00:25:03.000 --> 00:25:09.000

is probably something that you're unlikely to experience or have to deal with, um...

00:25:09.000 --> 00:25:12.000

For the most part, we don't see recalls

00:25:12.000 --> 00:25:19.000

of produce coming off of small operations. Many of the food hubs in the network

00:25:19.000 --> 00:25:24.000

are also selling packaged goods or prepared foods, or other things.

00:25:24.000 --> 00:25:28.000

that could potentially have this recall.

00:25:28.000 --> 00:25:32.000

So this SOP is pretty detailed, and um...

00:25:32.000 --> 00:25:36.000

Yeah, could be overwhelming. However,

00:25:36.000 --> 00:25:47.000

As an example of a template that you would want to pay attention to, I think this is one of the ones that you really want to read through, and it's...

00:25:47.000 --> 00:25:57.000

It's just good stuff to have in your mind and understand, and creating a recall team, whether that's just you,

00:25:57.000 --> 00:26:15.000

Or you and one other person, a recall coordinator, like, knowing what you're gonna do if you have to do something, you have to... if you have to segregate product, whose responsibility is that? If you need to contact your buyers, whose responsibility is that? If you're gonna have to interface with the media, who's gonna be responsible for that?

00:26:15.000 --> 00:26:23.000

And then, in some cases, you have to determine the hazard severity and report

00:26:23.000 --> 00:26:27.000

the incident, um...

00:26:27.000 --> 00:26:42.000

So there's just a lot of information here that, while you may not ever have to put it into practice, is a pretty good idea to be acquainted with.

00:26:42.000 --> 00:26:48.000

Um, I have created two document retention.

00:26:48.000 --> 00:27:00.000

Guidelines. One of them is in direct correlation with the SOPs and the SOP logs, and these are suggested retention times for those kinds of things.

00:27:00.000 --> 00:27:09.000

Uh, paper doesn't take up a ton of space. You can scan things, uh, it's not a bad idea to keep things around. And then the next one...

00:27:09.000 --> 00:27:20.000

These are documents that your, um, food hub might have, and some of the recommended retention periods for those documents.

00:27:20.000 --> 00:27:24.000

Um...

00:27:24.000 --> 00:27:31.000

I really hope someone has a question, or we're gonna be, you know, so free so soon.

00:27:31.000 --> 00:27:32.000

Um...

00:27:32.000 --> 00:27:34.000

There's a ton going on about recalls.

00:27:34.000 --> 00:27:36.000

Oh, is there?

00:27:36.000 --> 00:27:37.000

No.

00:27:37.000 --> 00:27:38.000

Not questions yet, but we've had a recall experience, Christy had a recall experience in the

00:27:38.000 --> 00:27:40.000

In the network.

00:27:40.000 --> 00:27:44.000

I... I just have a comment that's something that I learned.

00:27:44.000 --> 00:27:51.000

about documents retention and access. Um, we just filed our first 990 long form.

00:27:51.000 --> 00:28:00.000

And our CPA provided a copy of. The public documents that the public has.

00:28:00.000 --> 00:28:08.000

access to, and she was very helpful in just clarifying, like, these the public has access to, these do not.

00:28:08.000 --> 00:28:19.000

And if you want to just create a... An SOP, so if someone asks you for those documents, you're not put right on the spot at that moment, because you might be running your farm stand or something.

00:28:19.000 --> 00:28:25.000

And so we do. We just created a really simple, like, here's your document request form.

00:28:25.000 --> 00:28:31.000

You know, it states what time will respond and provide those documents, um.

00:28:31.000 --> 00:28:38.000

So that was just really helpful to... It's kind of comforting to know I have it. If someone walks in the door and says.

00:28:38.000 --> 00:28:44.000

You're supposed to have my... your IRS exemption form, you know, available to me.

00:28:44.000 --> 00:28:53.000

you know, we're ready. We can just say. We have that ready, you know, and here's our request form.

00:28:53.000 --> 00:28:54.000

That's great. I love that...

00:28:54.000 --> 00:28:55.000

So, just wanted to...

00:28:55.000 --> 00:29:02.000

Yeah, I love that you use the word comfort, because it's hard to align comfort with a recall SOP.

00:29:02.000 --> 00:29:07.000

Uh, but yeah, that is... that is what it's there for.

00:29:07.000 --> 00:29:09.000

Yeah.

00:29:09.000 --> 00:29:12.000

Um, Christy, do you want to tell a story?

00:29:12.000 --> 00:29:26.000

Sure. Um... yeah, so I... Um, just happened to check email out one Saturday, and there was an email from Puget Sound Food Hub.

00:29:26.000 --> 00:29:34.000

saying, um, they were recalling this blue cheese made by, uh, Twin Sisters Creamery.

00:29:34.000 --> 00:29:41.000

And, um... I think twin sisters was an imprint of their main.

00:29:41.000 --> 00:29:48.000

Um, name, which is Ferndale Farmstead. Or something like that, or I thought it was. And so anyway, I was like.

00:29:48.000 --> 00:29:52.000

Oh, well, that doesn't affect me, I have the other blue cheese, and then.

00:29:52.000 --> 00:29:59.000

And so I went about my business and then I was in the garden or something an hour later I was like, well, they wouldn't have sent that to me if.

00:29:59.000 --> 00:30:03.000

And so I went and looked at my cheese, and I was like, oh yeah, that is my cheese.

00:30:03.000 --> 00:30:14.000

So, I had to go back, I, um... have been taking this food safety course, uh, through the University of Idaho, thanks to OCFSN.

00:30:14.000 --> 00:30:18.000

And we had just talked about recalls, and um.

00:30:18.000 --> 00:30:31.000

So that was, um... Great timing. So, basically, I went back, um... they obviously didn't want the cheese back, so I threw away the cheese that I still had, and then went back through my.

00:30:31.000 --> 00:30:37.000

sales records to find who had bought the cheese that, um, was recalled.

00:30:37.000 --> 00:30:45.000

And I looked at the numbers in the recall and the number on my cheese was not.

00:30:45.000 --> 00:30:51.000

in the recall, so I got in touch with them and asked them about that, and they said, well.

00:30:51.000 --> 00:31:02.000

Preponderance of caution or whatever, and so. I emailed all the people that I had sold the cheese to, told them.

00:31:02.000 --> 00:31:07.000

the full thing, so that they knew there was a recall, but also they knew that their cheese.

00:31:07.000 --> 00:31:11.000

hadn't, um, been in the recall, so they weren't panicking.

00:31:11.000 --> 00:31:18.000

Um, not to downplay the recall at all. And gave them a full refund. Um, most of them had bought it.

00:31:18.000 --> 00:31:26.000

A month or more... prior, and so they had already eaten the cheese and not died, so that was good.

00:31:26.000 --> 00:31:39.000

Um, but yeah, it was, uh, definitely a wake-up call, like, oh, we're really... this is grown-up, um... Food Hub stuff here and, um, everybody was.

00:31:39.000 --> 00:31:45.000

Um, nobody was mad about it, and everyone appreciated getting a refund, even though they had already eaten the cheese.

00:31:45.000 --> 00:31:51.000

So that was about the extent of my experience.

00:31:51.000 --> 00:31:58.000

Chase, you are muted. Christy, would you do anything different since you've gone through that recall? Is there something you would do differently now?

00:31:58.000 --> 00:32:00.000

a different... anything different with your record keeping, or communication, or planning?

00:32:00.000 --> 00:32:16.000

Um... That's a good question. Um... You know, let's see, I'm trying to think of how it could have gone poorly. I mean, first of all, if somebody had gotten sick, of course.

00:32:16.000 --> 00:32:25.000

Um, you know, I do have a liability insurance policy in case they got really ornery about it.

00:32:25.000 --> 00:32:34.000

You know, just, um, I don't do any sales... Like, all the sales I do is through my, um, online.

00:32:34.000 --> 00:32:47.000

platform, and so I was able to see who had ordered that cheese. If I had had it at, say, my Fill Your Pantry event, where people are just buying stuff, then I wouldn't have known who to get in touch with.

00:32:47.000 --> 00:33:00.000

Um, and then I would have. Gosh, I mean, we barely have a newspaper these days. I don't even know how I would... I would probably put it on social media if it was sort of a general call. Like, I could pinpoint who had the cheese.

00:33:00.000 --> 00:33:04.000

So I didn't have to do any kind of public anything.

00:33:04.000 --> 00:33:11.000

Um, and I think Puget Sound didn't either, um.

00:33:11.000 --> 00:33:16.000

Yeah, so I guess, um, if you are in a situation where you cannot trace.

00:33:16.000 --> 00:33:20.000

Who has the product, you would just have to do more of a.

00:33:20.000 --> 00:33:39.000

APB, um, general announcement. It's the only thing I can think of at the moment. It was pretty streamlined once I realized that I actually had the product, and... Was not, um, in denial that I was part of the problem.

00:33:39.000 --> 00:33:49.000

And then they gave me a full refund also, um... I did lose a little bit of money on, you know, transaction fees, because people use a credit card to buy it.

00:33:49.000 --> 00:33:58.000

I gave them a full refund, um, and then Puget gave me a refund on the wholesale cost, but not the retail, so I did lose a little.

00:33:58.000 --> 00:34:04.000

money on it.

00:34:04.000 --> 00:34:08.000

Thanks, Christy.

00:34:08.000 --> 00:34:17.000

Anyone else want to share recall experience?

00:34:17.000 --> 00:34:19.000

I guess that points out, though, like,

00:34:19.000 --> 00:34:26.000

It doesn't matter what size... what size you are, you need to be prepared for that recall.

00:34:26.000 --> 00:34:32.000

Yeah, yeah, and I would say, Hannah, in your example, um, I...

00:34:32.000 --> 00:34:37.000

I can imagine that maybe there could have been an SOP written about...

00:34:37.000 --> 00:34:39.000

Um...

00:34:39.000 --> 00:34:46.000

the best buy dates being on the products, maybe it would have slipped past anyway.

00:34:46.000 --> 00:34:53.000

Um, and I want to go back to your comment, Sydney. Thanks for putting all those examples of...

00:34:53.000 --> 00:34:56.000

things beyond, uh, throwing.

00:34:56.000 --> 00:35:05.000

Nails in the road for the logging truck that could happen, um, leaving the walk-in door open, spilling on the floor, yeah, all those things.

00:35:05.000 --> 00:35:11.000

little things can go wrong if folks are unescorted.

00:35:11.000 --> 00:35:13.000

Um...

00:35:13.000 --> 00:35:21.000

Anybody else have anything to contribute to the SOP conversation? Lauren and Sydney, thanks for decoding the...

00:35:21.000 --> 00:35:29.000

acronyms, sorry about that.

00:35:29.000 --> 00:35:33.000

Oh my gosh.

00:35:33.000 --> 00:35:34.000

Um...

00:35:34.000 --> 00:35:35.000

I have some questions, Trace.

00:35:35.000 --> 00:35:36.000

Okay. I want them.

00:35:36.000 --> 00:35:40.000

If you're... if you're wrapping up the present... are you wrapping up the presentation part, or I can wait to the end if you're...

00:35:40.000 --> 00:35:50.000

Well, I was just debating putting on the checklist, like, the onboarding checklist. I didn't... I didn't put them in a slide, but I'm sure I could figure out how to get them on the screen, or just talk about them. But please, ask questions.

00:35:50.000 --> 00:35:52.000

So, I think...

00:35:52.000 --> 00:35:58.000

So this library of SOPs templates that Tracy's put together,

00:35:58.000 --> 00:36:05.000

you know, based on her experience and her workings with, you know, some of the food hubs here in Oregon.

00:36:05.000 --> 00:36:13.000

is extensive. It's like 34 things, I think? I think there's 34 items that are being transferred over.

00:36:13.000 --> 00:36:15.000

Which I could imagine...

00:36:15.000 --> 00:36:20.000

could either A feel overwhelming if you're just starting out,

00:36:20.000 --> 00:36:26.000

or B, feel like, what does this have to do with me? Which ones are the most important?

00:36:26.000 --> 00:36:29.000

So I think, Tracy, I would ask you...

00:36:29.000 --> 00:36:33.000

If they're... yes, they are all important, and...

00:36:33.000 --> 00:36:36.000

If there were some that you're like,

00:36:36.000 --> 00:36:38.000

For the love of all that is holy,

00:36:38.000 --> 00:36:41.000

just get this one right.

00:36:41.000 --> 00:36:46.000

Are there, you know, 2 or 3 or 4 or 5 that you're like, these are the ones

00:36:46.000 --> 00:36:55.000

start here and build from there that you would recommend.

00:36:55.000 --> 00:37:00.000

Well, one approach could be, as you're onboarding new people and you're training them,

00:37:00.000 --> 00:37:16.000

Or when you know you have your next succession of new employees, you could think about what the things are that are important. The SOPs that would really help you in training. And that might be one way to chip away at them. Um, I think...

00:37:16.000 --> 00:37:22.000

I know it's super basic, but I really feel strongly about hand washing, and...

00:37:22.000 --> 00:37:25.000

Personal hygiene, um...

00:37:25.000 --> 00:37:32.000

You know, my... my, uh... my wellness... my medicine cabinet is hand washing and drinking water.

00:37:32.000 --> 00:37:38.000

Um, and I really think stressing hand washing,

00:37:38.000 --> 00:37:47.000

it can start to... it can... it can be... at the beginning, it can feel foolish, you know, you're, like, telling someone how to wash their hands, and you feel kind of like an asshole.

00:37:47.000 --> 00:37:53.000

Uh, telling someone how to wash their hands, but it's pretty dang important.

00:37:53.000 --> 00:37:55.000

So, I would start with hand washing.

00:37:55.000 --> 00:38:05.000

Um, I think the food contact surface cleaning is important. I think getting into a rhythm with cleaning your walk-in and your conditioned storage spaces.

00:38:05.000 --> 00:38:11.000

So the conditions storage, uh, usage and maintenance, I think it's pretty important that you have

00:38:11.000 --> 00:38:15.000

pallets on the ground, or something to keep things off the ground that you're...

00:38:15.000 --> 00:38:23.000

you know, you have a rotation planned. I think recording temperatures is important.

00:38:23.000 --> 00:38:28.000

I mean, I've seen some pretty dirty delivery trucks.

00:38:28.000 --> 00:38:35.000

Um, I think keeping... keeping everything clean is really important.

00:38:35.000 --> 00:38:36.000

Yeah.

00:38:36.000 --> 00:38:38.000

I think... I think a fair... a fair place to start is...

00:38:38.000 --> 00:38:46.000

thinking about your food safety, like, you... you have a duty to the public that you're serving, that you're selling these products to, and a duty to the farmers to...

00:38:46.000 --> 00:38:49.000

So, food that is safe,

00:38:49.000 --> 00:38:55.000

To eat, and I think if you're overwhelmed by the sheer volume of SOPs, you don't have to adopt all of them.

00:38:55.000 --> 00:39:01.000

But you might want to start with, what are the things that could kill somebody if I do it poorly? Well,

00:39:01.000 --> 00:39:06.000

Food safety violations can, in fact, kill people, and they do all the time.

00:39:06.000 --> 00:39:08.000

Even, yes, not washing your hands.

00:39:08.000 --> 00:39:12.000

Yeah.

00:39:12.000 --> 00:39:18.000

Yeah. So, I didn't put it on a slide, but there is a food safety plan resource guide

00:39:18.000 --> 00:39:24.000

that was written for the farmers, so there's a new producer

00:39:24.000 --> 00:39:33.000

pre-onboarding checklist, so that's... if you're gonna hear from a producer that would like to participate in the food... in the operations of the food hub, selling through the hub,

00:39:33.000 --> 00:39:58.000

And then, if you have a farm in mind that you would like to bring on, it's some questions that you can ask to find alignment in your business types and your practices, and then one of the questions on that new producer pre-onboarding checklist is, do you have a food safety plan? If a producer says no, it doesn't mean you don't want to work with them, it means you want to help them understand why it's important.

00:39:58.000 --> 00:40:05.000

And so that food safety plan resource guide has a lot of resources, and I, um...

00:40:05.000 --> 00:40:18.000

I also linked, um, not just things to read, but things to listen to, knowing that farmers often ingest information through their ears while they're doing other things. Um...

00:40:18.000 --> 00:40:25.000

And so, you're taking a look at those resources is also going to be helpful to your food hub.

00:40:25.000 --> 00:40:35.000

Um, so I'm just sharing that that resource exists, because, yeah, keeping everything clean is really important, and your food safety plan, um, does talk about

00:40:35.000 --> 00:40:38.000

Separating our religions.

00:40:38.000 --> 00:40:40.000

Just...

00:40:40.000 --> 00:40:42.000

Glancing at the chat...

00:40:42.000 --> 00:40:47.000

I have a question, if there isn't any others.

00:40:47.000 --> 00:40:48.000

Go.

00:40:48.000 --> 00:40:49.000

Go for it, Carrie.

00:40:49.000 --> 00:41:02.000

So, do you... I wonder what some of the other food hubs do as well. Is there a standard... expectation that's shared with producers as to what they bring their produce in.

00:41:02.000 --> 00:41:19.000

The containers themselves, um... And, you know, because we get a variety of everything from pristine and sanitized to.

00:41:19.000 --> 00:41:20.000

Yeah.

00:41:20.000 --> 00:41:21.000

clearly reused week after week after week, and barely holding itself together.

00:41:21.000 --> 00:41:29.000

And, you know, we're taking... produce from lots of different farms and putting them in one refrigerated.

00:41:29.000 --> 00:41:35.000

So we keep them all separate in sanitized containers, but I'm just wondering, like.

00:41:35.000 --> 00:41:41.000

If there is a standard expectation of how it comes to the food hub.

00:41:41.000 --> 00:41:48.000

You know, what is that standard for the container that it comes in?

00:41:48.000 --> 00:42:00.000

So there is a little bit of that in the receiving template, um, and you could go to whatever... whatever depth you wanted to. At Cape Valley Farm Shop,

00:42:00.000 --> 00:42:05.000

We, um, did have packaging

00:42:05.000 --> 00:42:08.000

specifications, the egg...

00:42:08.000 --> 00:42:12.000

Packaging SOP that is included is a little bit...

00:42:12.000 --> 00:42:15.000

from... of that. Um...

00:42:15.000 --> 00:42:26.000

But yeah, it's a tough spot, right? You want to meet them where they're at, and you want their produce, and you also have... like, at Cape Valley Farm Shop, palletizing could be, like,

00:42:26.000 --> 00:42:36.000

You know, we were building pallets to take into San Francisco that were the maximum height we could get on the truck, and we needed to fill all those pallet spaces

00:42:36.000 --> 00:42:39.000

But you've got egg cases and flats of...

00:42:39.000 --> 00:42:47.000

you know, whatever, persimmons and metric cases and non-metric cases. It can be a real challenge to build

00:42:47.000 --> 00:42:59.000

a secure, safe pallet, because it's... it's got a... in that scenario, it had to endure several hours on the road, and drivers responding to other drivers, you know,

00:42:59.000 --> 00:43:19.000

pallets spill. We were... we were, um... we were selling 5-gallon stackers of olive oil and honey and a lot of eggs, and, like, those are not fun cleanups. So you really... you really do want to help your producers understand your challenge. Your challenge is to deliver what they put their, you know, heart and soul into producing,

00:43:19.000 --> 00:43:32.000

safely to the buyer, and some of the challenges include packaging. You know, wax boxes that no longer have functional tabs are not acceptable, and...

00:43:32.000 --> 00:43:36.000

Writing clear guidelines for your producers is really going to help you.

00:43:36.000 --> 00:43:46.000

And so, there is a little bit of that in there, but again, you'd want to build it out to your specifications.

00:43:46.000 --> 00:43:47.000

Did that help, Carrie?

00:43:47.000 --> 00:43:50.000

I want to back Tracy up on... on that... that response. I think...

00:43:50.000 --> 00:43:52.000

Ultimately,

00:43:52.000 --> 00:43:55.000

you need to look at your food hub, and

00:43:55.000 --> 00:43:57.000

build out your SOPs,

00:43:57.000 --> 00:44:05.000

to, you know, at least your minimum viability of, like, we can accept a box that looks like this, you know, it has to be this,

00:44:05.000 --> 00:44:11.000

you know, in your receiving SOB... SOP, SOB, haha, um...

00:44:11.000 --> 00:44:20.000

you know, it has to be this quality, you have to have fresh wax paper if you're using a... reusing a wax box. A lot of hubs do accept

00:44:20.000 --> 00:44:28.000

reused wax boxes, um, but, you know, if you're moving into, and you're not... you're not in this market, but for those of you that would be looking to tackle

00:44:28.000 --> 00:44:34.000

ever larger markets. At some point, you're going to have to identify who is your producer and who is capable of producing

00:44:34.000 --> 00:44:39.000

for you to your spec, to your standard. A lot of you at a place where you're

00:44:39.000 --> 00:44:51.000

actively there to work with producers who are making their way into a wholesale market like yours. So you'll set your standard, and then it's on them to build that SOP for their farm.

00:44:51.000 --> 00:44:55.000

And then it's on you and your hub to work together to...

00:44:55.000 --> 00:44:58.000

bring people into compliance.

00:44:58.000 --> 00:45:03.000

And there's often resistance, especially around wax boxes, because they're expensive.

00:45:03.000 --> 00:45:14.000

And... you still have to hold that line and continue to work with them on, this is what an acceptable product is. Just like you can't accept a product that's too dirty.

00:45:14.000 --> 00:45:19.000

you know, you're not going to accept product that has too much dirt on it, like, that's not a good product for you to resell.

00:45:19.000 --> 00:45:34.000

And these are conversations you just have to have.

00:45:34.000 --> 00:45:39.000

Any other comments, questions?

00:45:39.000 --> 00:45:41.000

Open up the chat again.

00:45:41.000 --> 00:45:51.000

I'm looking for it. I finally am going to have time after this week to look at everything, so I'm so excited!

00:45:51.000 --> 00:45:55.000

Yeah, I'm really, um...

00:45:55.000 --> 00:45:56.000

Looking forward to more feedback, even though my...

00:45:56.000 --> 00:45:58.000

Thanks for doing all this.

00:45:58.000 --> 00:46:07.000

my, uh, time with this material is drawing to a close. The feedback would still be valuable to me.

00:46:07.000 --> 00:46:12.000

Do people have questions on how to...

00:46:12.000 --> 00:46:18.000

use the resource library, or how to update templates or change them, shift them.

00:46:18.000 --> 00:46:28.000

to the needs within their own hubs?

00:46:28.000 --> 00:46:33.000

Chase, apparently you are really good and really clear.

00:46:33.000 --> 00:46:41.000

There's zero questions.

00:46:41.000 --> 00:46:42.000

bad or no one wants to talk about it.

00:46:42.000 --> 00:46:43.000

Everybody's like, I don't want SOPs.

00:46:43.000 --> 00:46:52.000

I mean, or... Can we... do we want to talk about specific procedures rather than the.

00:46:52.000 --> 00:47:00.000

act of having a... document about it. I mean, that's kind of what Carrie was getting into.

00:47:00.000 --> 00:47:04.000

Or is that not in the purview of this particular... Meeting.

00:47:04.000 --> 00:47:07.000

No, we can absolutely have that conversation.

00:47:07.000 --> 00:47:12.000

Oh, no, we have time.

00:47:12.000 --> 00:47:13.000

I'm sorry, Sydney, say that again?

00:47:13.000 --> 00:47:17.000

That's absolutely open for discussion in this meeting, Christy. Are there, uh,

00:47:17.000 --> 00:47:18.000

procedures you have questions about?

00:47:18.000 --> 00:47:36.000

Okay. Well, um... again, I'm in this, uh, class through Idaho, um... And the one class that... it's a series, and they're all interesting, but the one I was the most interested in was the one I had to skip to drive to the coast.

00:47:36.000 --> 00:47:41.000

Um, for the conference, so, um, and that was... the cleaning.

00:47:41.000 --> 00:47:46.000

Um, whole lesson, and so I have not watched it yet.

00:47:46.000 --> 00:47:51.000

These classes are 3-4 hours, so I haven't had 3-4 hour block.

00:47:51.000 --> 00:48:03.000

That I've been able to... carve out for that yet, um... But, um... I would love to hear how... what other people.

00:48:03.000 --> 00:48:13.000

Um, you know, just sort of what your... what your SOPs look like as far as... How often do you clean?

00:48:13.000 --> 00:48:19.000

surfaces, how do you clean? I guess one big question is, how do you clean.

00:48:19.000 --> 00:48:25.000

For example, the floor in the walk-in when it's 34 degrees in there, short of.

00:48:25.000 --> 00:48:30.000

You know, taking everything out and turning it off and warming it up and whatnot.

00:48:30.000 --> 00:48:37.000

We'll just start there.

00:48:37.000 --> 00:48:40.000

Does anyone want to share their...

00:48:40.000 --> 00:48:41.000

Hub's experience with that.

00:48:41.000 --> 00:48:42.000

I can share.

00:48:42.000 --> 00:48:46.000

Yeah, well, I will say that sealing the floor in the walk-in.

00:48:46.000 --> 00:48:55.000

Made a huge difference. His making it easier to clean. We didn't have it sealed to begin with, and it is now.

00:48:55.000 --> 00:48:56.000

And... yeah.

00:48:56.000 --> 00:49:00.000

Is it concrete, Carrie?

00:49:00.000 --> 00:49:08.000

Okay, um... Yeah, so just stealing it made it easier to clean. We also have all of our shelving.

00:49:08.000 --> 00:49:13.000

is on casters. So we can roll everything out.

00:49:13.000 --> 00:49:27.000

fairly easily. And then, um, we don't hold a lot for a long period either, so... After we receive deliveries on Monday, we pack on Tuesday and we deliver on.

00:49:27.000 --> 00:49:36.000

Wednesday, it doesn't have a lot in it, Thursday through Sunday, so that's... when we would do that deeper cleaning.

00:49:36.000 --> 00:49:46.000

So, that's going to be a different schedule for everyone, but having the mobile shelving is huge. We don't have to lift and move as much.

00:49:46.000 --> 00:49:54.000

Um, and we don't have shelving scraping the floor or any of that, and we can get underneath it. We have air gaps already.

00:49:54.000 --> 00:50:07.000

Between the bottom shelf and the floor, so we can get a mop under there, even leaving them in there, so... That's it for us.

00:50:07.000 --> 00:50:13.000

Trace, do you have any tips for that? I feel... I think it's...

00:50:13.000 --> 00:50:14.000

I mean...

00:50:14.000 --> 00:50:15.000

kind of funny, I've worked in a million restaurants, and...

00:50:15.000 --> 00:50:22.000

my thing was I worked in commercial kitchens that were big enough that we could actually move into another walk-in, because we would have

00:50:22.000 --> 00:50:31.000

you know, 5 or 6 different walk-ins and close one down to do a thorough clean. So I don't actually have an answer for an active walk-in, so...

00:50:31.000 --> 00:50:37.000

I'm sorry, I'm coming up short, Christy.

00:50:37.000 --> 00:50:45.000

Yeah, I think it does vary based on the operation. Like Carrie mentioned, when you're... when you're...

00:50:45.000 --> 00:50:56.000

predominantly selling harvest to order, you have lulls, where your storages are empty, whether it's just one day a week, um, and then there's your opportunity.

00:50:56.000 --> 00:51:05.000

But yeah, that's where the casters and, um, putting things on pallets, so you can use pallet jacks to empty the walk-in real quick, and...

00:51:05.000 --> 00:51:09.000

Because you should wash down the walls at least annually.

00:51:09.000 --> 00:51:12.000

Uh, but maybe more often, depending on...

00:51:12.000 --> 00:51:17.000

how active your use of that space is.

00:51:17.000 --> 00:51:24.000

What you're highlighting, Christy, is how the SOPs will be different for everyone.

00:51:24.000 --> 00:51:25.000

Go ahead, Sarah.

00:51:25.000 --> 00:51:31.000

Yeah, so you also have to clean the refrigeration units. It's super important, because...

00:51:31.000 --> 00:51:32.000

Yeah.

00:51:32.000 --> 00:51:37.000

They harbor listeria and other bacteria, because they're the really damp part of the refrigeration, so...

00:51:37.000 --> 00:51:41.000

I would say if you had a twice-a-year deep clean...

00:51:41.000 --> 00:51:55.000

And then some kind of a program where you go in and wipe the floors and the walls. I really like the idea of having racks on wheels, so if nothing else, you could put half the stuff on one room, clean that side, and then move everything to the other half.

00:51:55.000 --> 00:52:07.000

And clean it there, that way.

00:52:07.000 --> 00:52:13.000

Yeah, we would schedule maintenance at Cape Bay Valley Farm Shop, have the... have the guy who was our...

00:52:13.000 --> 00:52:18.000

reefer unit guy come and do that.

00:52:18.000 --> 00:52:20.000

take apart the unit,

00:52:20.000 --> 00:52:30.000

clean all the filters, clean the fan blades, give it a real deep clean, and that usually happened in the winter when there was a little bit of a break, because it's nice to let...

00:52:30.000 --> 00:52:33.000

all that, get good and dry. Let it air dry.

00:52:33.000 --> 00:52:45.000

When all of these SOPs are based on the CGMPs, which are Current Good Manufacturing Practices, and they're really basic things that people need to do, like hand washing,

00:52:45.000 --> 00:52:54.000

And Tracy's done a great job of outlining, and I didn't get to see all the documents, but I'm sure you have procedures for each item. But if...

00:52:54.000 --> 00:53:03.000

One of the things that worked in a team that I was on a long time ago is we had this enormous sign printed that was hanging on the wall in the lunchroom.

00:53:03.000 --> 00:53:09.000

That had a list of every CGMP that we trained everyone on.

00:53:09.000 --> 00:53:19.000

Just sort of as a visual reminder, oh yeah, I'm supposed to change my apron after I go to lunch. Oh yeah, I need to wash my hands every time I pick something up off the floor.

00:53:19.000 --> 00:53:22.000

Just a simple list up on the wall.

00:53:22.000 --> 00:53:33.000

can be a really helpful, um, reminder for people.

00:53:33.000 --> 00:53:37.000

True. And also...

00:53:37.000 --> 00:53:39.000

Again, it's... it... it...

00:53:39.000 --> 00:53:48.000

It's human nature to stop seeing the things that are right in front of you, like a sign on the wall that tells you to put your apron in the laundry after you dropped it on the floor.

00:53:48.000 --> 00:53:59.000

Um, that's where training and retraining can be really helpful. And I know it's a demand on your time, and your time is so valuable, and there's not enough of it.

00:53:59.000 --> 00:54:09.000

I really believe that the creating the SOPs, keeping them relevant and up-to-date, seeking input so that you can update them, um...

00:54:09.000 --> 00:54:13.000

is really well worth your time.

00:54:13.000 --> 00:54:15.000

Is anyone doing...

00:54:15.000 --> 00:54:18.000

farm visits, um...

00:54:18.000 --> 00:54:22.000

or needing some help

00:54:22.000 --> 00:54:27.000

with an SOP for how they choose to

00:54:27.000 --> 00:54:31.000

on board or not on board a new farm.

00:54:31.000 --> 00:54:37.000

Is that a struggle that anyone's having? So, Tracy did develop a farm visit SOP, and I feel like

00:54:37.000 --> 00:54:41.000

That one, if people in this room are interested. That one is...

00:54:41.000 --> 00:54:53.000

a little bit more complex, and maybe worth talking through a little bit. The purpose and what you're really trying to understand and do.

00:54:53.000 --> 00:54:54.000

Yeah, I think...

00:54:54.000 --> 00:55:09.000

That's something I had always wanted to do. But just haven't had the staff or time to do it, you know, to... really vet the producers before they come on boards, because we're having all the contact with the customer, we want to make sure we're.

00:55:09.000 --> 00:55:14.000

Speaking truthfully about the practices that are happening on the farm and.

00:55:14.000 --> 00:55:33.000

Everyone's assumption of, yeah, we're growing organic, if they're not certified, you know, that... Perception versus reality is... There's a lot of leeway in there.

00:55:33.000 --> 00:55:41.000

Christy, you just... you're just getting produce.

00:55:41.000 --> 00:55:49.000

I have a new farmer who's so adorable and is giving me... she has one teeny tiny greenhouse in her yard.

00:55:49.000 --> 00:55:55.000

And right now, she's giving, um... she's committed to 2 bags of arugula a week.

00:55:55.000 --> 00:56:02.000

One... one bag of bok choy, two bags of spinach, and two bags of kale.

00:56:02.000 --> 00:56:14.000

That's microenterprise.

00:56:14.000 --> 00:56:21.000

Chase, what do you think? It does sound like there were a couple questions on that.

00:56:21.000 --> 00:56:28.000

I'm working on sharing...

00:56:28.000 --> 00:56:31.000

these two things that I didn't put in the slides.

00:56:31.000 --> 00:56:34.000

And I think it's okay if... oh, you got it.

00:56:34.000 --> 00:56:44.000

If you're having a struggle, I think you'd be okay to just talk.

00:56:44.000 --> 00:56:47.000

Oh, yeah, no doubt I'm struggling.

00:56:47.000 --> 00:56:58.000

with Zoom, but I think I'm okay, doing okay right now. Um, so this would be... so this is meant to be an internal document, so it's written...

00:56:58.000 --> 00:57:03.000

not... yeah, just for an internal document. These are...

00:57:03.000 --> 00:57:10.000

Questions that you might want to ask, and these are the answers you hope to hear, and why.

00:57:10.000 --> 00:57:16.000

And that's the way that this one was written. Um...

00:57:16.000 --> 00:57:25.000

And I think some of the things that you just mentioned, Carrie, are here. Um, the importance of cold chain, um...

00:57:25.000 --> 00:57:30.000

This is... this is the... the pre-onboarding, like, this could be a phone call.

00:57:30.000 --> 00:57:35.000

This is not the farm site visit. I can put up the farm site visit, too.

00:57:35.000 --> 00:57:43.000

And, um, let's see if there are any other questions. Here's the food safety question I mentioned, um...

00:57:43.000 --> 00:57:46.000

And then there's the resource you can share.

00:57:46.000 --> 00:57:53.000

I dated all the links so that, um, you know, they will expire, they will do weird things eventually.

00:57:53.000 --> 00:57:56.000

Um...

00:57:56.000 --> 00:58:00.000

And I'm hoping this is useful.

00:58:00.000 --> 00:58:03.000

And then, let me, um...

00:58:03.000 --> 00:58:05.000

Let me share the farm site.

00:58:05.000 --> 00:58:15.000

checklist. Again, let me see... is... do you... did it change documents for you?

00:58:15.000 --> 00:58:16.000

checklist... yeah?

00:58:16.000 --> 00:58:19.000

talk through the underpinnings of it.

00:58:19.000 --> 00:58:22.000

Thank you. Um, so again, this is...

00:58:22.000 --> 00:58:27.000

This is talking to you. This is, um...

00:58:27.000 --> 00:58:36.000

Things for you to think about when you go visit the farm. And again, these are things that you're gonna look for.

00:58:36.000 --> 00:58:41.000

And you can ask questions about these things, of course, but really there's, like,

00:58:41.000 --> 00:58:47.000

There's so much going on in a farm visit, it's social, it's a new experience, a new place.

00:58:47.000 --> 00:58:52.000

you've got a lot of curiosities. This is designed to help you

00:58:52.000 --> 00:59:08.000

put the thoughts in your mind in advance that you really want to look at. So, here's a visitor log sign-in. They might not have that, but if they have it, it indicates to you that there's some awareness that that is a regulation somewhere, and it might be.

00:59:08.000 --> 00:59:10.000

Might be a good idea, it's just a...

00:59:10.000 --> 00:59:13.000

Same reason you would have that, it's...

00:59:13.000 --> 00:59:17.000

really helpful to know that people are paying attention to things.

00:59:17.000 --> 00:59:25.000

You're gonna wanna look at, uh, hand washing availability and worker hygiene. It's just giving you some... some...

00:59:25.000 --> 00:59:31.000

And when I have used this myself, it's on a clipboard, I'm taking notes, and...

00:59:31.000 --> 00:59:47.000

I don't... you know, it feels a little bit awkward, maybe, but it doesn't need to be, and you can say something to try to help everybody understand that, like, your clipboard doesn't mean you work for the feds, or you came from the health department, it just means you care about...

00:59:47.000 --> 01:00:01.000

Your best practices at the Food Hub, and you care about everything that's going into the product that this producer is... is growing and packing for you, and you want to do your best job. I think just...

01:00:01.000 --> 01:00:13.000

being upfront about the fact that you're taking care. And then there are, on this one as well, some proposed questions, and the answer you're hoping for and why.

01:00:13.000 --> 01:00:18.000

So I'm hoping that this will be helpful for folks.

01:00:18.000 --> 01:00:26.000

And again, um, there is a food safety resource, too. Let's see if I can...

01:00:26.000 --> 01:00:33.000

put that... is that now on the guide? I mean, on the screen for you?

01:00:33.000 --> 01:00:39.000

resource guide, writing a basic food safety plan. So, um, this is...

01:00:39.000 --> 01:00:47.000

hyperlinking a lot of, um, online resources, again, templates have their downfalls, but there they are, there's lots of them.

01:00:47.000 --> 01:00:56.000

And then there's some videos and some audio references, and then, um, UC Davis has an incredible wealth of post-harvest

01:00:56.000 --> 01:01:01.000

um, fact sheets that are really great to help.

01:01:01.000 --> 01:01:03.000

Um...

01:01:03.000 --> 01:01:16.000

you be able... those are also useful in conveying your standards to producers beyond packaging, what your... what your produce quality standards are, and that's going to be very subjective, you know, like...

01:01:16.000 --> 01:01:26.000

you're not really wanting to ask these small farms to sort and grade in a way that they would have to if they were selling into a larger commercial market, but you still want

01:01:26.000 --> 01:01:30.000

I think the cold chain is so important to stress.

01:01:30.000 --> 01:01:35.000

So there's that.

01:01:35.000 --> 01:01:38.000

Hopefully it was helpful to get a look at those.

01:01:38.000 --> 01:01:42.000

things, and they'll also be in the folder.

01:01:42.000 --> 01:01:43.000

I'm looking at the chat.

01:01:43.000 --> 01:01:46.000

I'm just curious how many food hubs. do an on-farm visit.

01:01:46.000 --> 01:01:58.000

And is it limited to... Diversified vegetables, or fruit, or you... Tracy, do you go to... all of them. I mean, we have, like, bakeries and.

01:01:58.000 --> 01:02:07.000

beef and added value, and orchards, we have it all.

01:02:07.000 --> 01:02:11.000

I'm gonna, um, say that when I got to Cape Bay Valley Farm Shop,

01:02:11.000 --> 01:02:17.000

Aggregation for 40 producers in the Valley, um...

01:02:17.000 --> 01:02:20.000

I was... and it's a pretty small place.

01:02:20.000 --> 01:02:23.000

Uh, I don't know...

01:02:23.000 --> 01:02:25.000

a few miles wide by...

01:02:25.000 --> 01:02:32.000

uh, you know, 25 miles north to south. I was pretty surprised to hear that

01:02:32.000 --> 01:02:35.000

Um, there wasn't farm visits happening.

01:02:35.000 --> 01:02:39.000

I think it's a small community, and there's a lot of trust.

01:02:39.000 --> 01:02:46.000

I think that in marketing, your producers should want you to come to the farm.

01:02:46.000 --> 01:02:53.000

They should want you to know their operations and be able to talk about what they're doing and what the level, you know,

01:02:53.000 --> 01:02:59.000

I don't want to say... I want to say level of integrity, but of course you wouldn't market by levels of integrity, but

01:02:59.000 --> 01:03:12.000

But I think it's... I think it's a good idea to visit the producers, a really good idea. I would encourage people to find the time.

01:03:12.000 --> 01:03:13.000

Anybody else have any?

01:03:13.000 --> 01:03:23.000

I would add to that that the... Yeah, I would add that, um... The ones that... are doing things right, want you to see their operation. They're proud of it, and.

01:03:23.000 --> 01:03:37.000

They want you to see it, and so it's... it's... even just asking to have a tour.

01:03:37.000 --> 01:03:38.000

Yeah.

01:03:38.000 --> 01:03:39.000

Just their reaction to that can be telling.

01:03:39.000 --> 01:03:41.000

Carrie, several of the hubs are doing at least some visits.

01:03:41.000 --> 01:03:46.000

I don't know anyone in our particular network who is

01:03:46.000 --> 01:03:53.000

insisting on a visit to every single one of their vendors before they onboard them.

01:03:53.000 --> 01:03:56.000

Um, there's some combination of...

01:03:56.000 --> 01:03:59.000

trust and relationship.

01:03:59.000 --> 01:04:05.000

you know, on a case-by-case basis, in which people are making their decisions.

01:04:05.000 --> 01:04:08.000

Um, I think in...

01:04:08.000 --> 01:04:13.000

Yeah, Chris, the years are casual. I know agricultural Connections does some...

01:04:13.000 --> 01:04:21.000

Um, but a lot of their farms they've been with for a really long time. I believe Gorge Farmer Collective does them, because they're...

01:04:21.000 --> 01:04:24.000

their, um, farmer-owned and operated.

01:04:24.000 --> 01:04:28.000

Um... but I think in an ideal world,

01:04:28.000 --> 01:04:33.000

You would want to see all of those production facilities, you would want to see all of those

01:04:33.000 --> 01:04:43.000

farms, so that you can do things like understand, are these filthy bathroom people? Because, you know, filthy bathroom people may not be good hand wash people.

01:04:43.000 --> 01:04:47.000

Which may then be a food safety liability, which maybe means you don't want to

01:04:47.000 --> 01:04:54.000

you know, carry their product.

01:04:54.000 --> 01:04:59.000

Or, like, do they... are there... Dogs running all over, everywhere.

01:04:59.000 --> 01:05:03.000

You know, are there cats on the counters in the packing house?

01:05:03.000 --> 01:05:16.000

Um, yeah, there's lots of, sort of. environmental hazards that they might not even realize that you notice, and you wouldn't notice unless you were there.

01:05:16.000 --> 01:05:17.000

Yeah, it can...

01:05:17.000 --> 01:05:18.000

I think... I think it's an ideal...

01:05:18.000 --> 01:05:20.000

to work towards, so you were... you've definitely named capacity as an issue, and...

01:05:20.000 --> 01:05:26.000

I'm not... I don't think anybody here is saying you're doing it wrong by not doing it, but I think as you start

01:05:26.000 --> 01:05:28.000

you know, settling into...

01:05:28.000 --> 01:05:31.000

a more mature hub, and you start

01:05:31.000 --> 01:05:37.000

having more mature operations, you start building in more and more of those ideal

01:05:37.000 --> 01:05:43.000
activities.

01:05:43.000 --> 01:05:54.000
And I think when you're in your food hub, or on your farm, and you're improvising to meet the demands on your limited lean capacity,

01:05:54.000 --> 01:06:02.000
You improvise sometimes in ways that you can't even see the fault in. You can't even see that you just provided

01:06:02.000 --> 01:06:08.000
perfect nesting space for birds above your wash and pack when you built that

01:06:08.000 --> 01:06:17.000
little shed roof over your washing packs. You could get through the rainy season. You know, it's really hard to see everything when it's right in front of you.

01:06:17.000 --> 01:06:22.000
Um, so it is nice to have another set of eyes.

01:06:22.000 --> 01:06:35.000
I've been working with an operation that I asked them... I saw the facility and saw an opportunity for a camera to be put somewhere up high, and I asked them to put a camera,

01:06:35.000 --> 01:06:44.000
And videotape, um, they're receiving, because they were asking me to help them know how they can survive

01:06:44.000 --> 01:06:52.000
scaling in the constraints they have in their current facility, and you can see all kinds of things on a video camera that you can't see

01:06:52.000 --> 01:06:54.000
Even though they're right in front of you.

01:06:54.000 --> 01:07:04.000
Just the different perspective is really helpful.

01:07:04.000 --> 01:07:12.000
Any other things anyone wants to put some discussion into?

01:07:12.000 --> 01:07:21.000

Is this thing that, uh, Sarah posted, is that, like, the next thing on the docket, or are we gonna talk about that?

01:07:21.000 --> 01:07:22.000
this good manufacturing.

01:07:22.000 --> 01:07:28.000
We don't have it specifically on our docket, um, but we certainly can.

01:07:28.000 --> 01:07:29.000
dig into more of this, um...

01:07:29.000 --> 01:07:30.000
Okay.

01:07:30.000 --> 01:07:40.000
And I will download it and add it to our resource files, too, so that we can find it easily again.

01:07:40.000 --> 01:07:42.000
And Sarah, thanks for posting that. I meant to...

01:07:42.000 --> 01:07:45.000
respond to that. Somebody thanked you for it, but I meant to add my thanks to it, too.

01:07:45.000 --> 01:08:00.000
Yeah, it's just a zine. It might be a different way of communicating with people using the kitchen that you could always use as a resource.

01:08:00.000 --> 01:08:04.000
Other questions in this group?

01:08:04.000 --> 01:08:09.000
Who's overwhelmed with SOPs?

01:08:09.000 --> 01:08:13.000
No one?

01:08:13.000 --> 01:08:14.000
They're just maps. They're so helpful.

01:08:14.000 --> 01:08:18.000
Who said that? Sorry, I lost track of who was talking.

01:08:18.000 --> 01:08:21.000

Oh, is that Tracy?

01:08:21.000 --> 01:08:22.000

I did. Yeah.

01:08:22.000 --> 01:08:29.000

Uh, your camera has, like, just a little bit of lag, so your words come out before your mouth moves.

01:08:29.000 --> 01:08:34.000

I will say, if you are overwhelmed with SOPs.

01:08:34.000 --> 01:08:42.000

I provided, kind of, like, an outline, just a format. It's just formatting, and I had my employees.

01:08:42.000 --> 01:08:53.000

do the first draft, like... Write down what you do from... Your start of your shift to the end of your shift. What are, like, the routine things you do on Mondays? What do you do on Tuesday?

01:08:53.000 --> 01:08:57.000

And then that became, like, our template to start with.

01:08:57.000 --> 01:09:04.000

So that if they were absent or left their position, you know, we had, like.

01:09:04.000 --> 01:09:10.000

Here's the routine, and then you start to build, like, okay, what happens, you know, when you have to use the kitchen? You start with.

01:09:10.000 --> 01:09:21.000

hand sanitation. And when you mop the floor, you know, here's all the steps to mop the floor.

01:09:21.000 --> 01:09:22.000

It's a great place to start.

01:09:22.000 --> 01:09:24.000

So, it was a good place to start. And it has become...

01:09:24.000 --> 01:09:27.000

Yeah, then you have buy-in. You have engagement.

01:09:27.000 --> 01:09:28.000

That's great.

01:09:28.000 --> 01:09:29.000

Lindsay, you're right, uh...

01:09:29.000 --> 01:09:30.000

Yeah.

01:09:30.000 --> 01:09:34.000

the SOPs could, in fact, be endless. I think the...

01:09:34.000 --> 01:09:36.000

Um...

01:09:36.000 --> 01:09:42.000

the thing to think of when you're... when you're thinking about an SFP is, like, what's the critical path? Like, what... what's critical about

01:09:42.000 --> 01:09:45.000

making sure that we get this right every time.

01:09:45.000 --> 01:09:52.000

And some things, you know, some tasks, they can happen a number of different ways, as long as the outcome is the same at some tasks.

01:09:52.000 --> 01:10:02.000

It's so critical that you get it exactly right, that you need the document exactly what it takes to get it right.

01:10:02.000 --> 01:10:04.000

Lindsay, I'd love to see that. I've written one of those, too.

01:10:04.000 --> 01:10:10.000

Yeah, that's a great message, Sydney, thanks.

01:10:10.000 --> 01:10:13.000

Carrie.

01:10:13.000 --> 01:10:20.000

Sorry, I was wondering if anyone has an SOP for.

01:10:20.000 --> 01:10:23.000

Food that is brought to you, that is gleaned.

01:10:23.000 --> 01:10:32.000

So, it's not from a producer you vetted, or part of your... normal process, but... People are starting to bring us.

01:10:32.000 --> 01:10:44.000

And food, and I'm just wondering if we should... handle it differently, because... We don't have the traceability, we don't have the transparency in how it was grown.

01:10:44.000 --> 01:10:48.000

And yeah, there's such a desperate need for food right now.

01:10:48.000 --> 01:10:55.000

I just wondered if there was... Somebody else had a policy.

01:10:55.000 --> 01:11:01.000

Yes, I would just make sure that it's clear to whoever's getting it, whether that's in writing or.

01:11:01.000 --> 01:11:04.000

Verbally, that that's how it was... Declared?

01:11:04.000 --> 01:11:14.000

Again, what gleaned means. So I'd have, like, have the definition of gleaned, have kind of a statement, you know, it would be a similar statement that I'd give for, you know, the garden produce that we grow and donate, like,

01:11:14.000 --> 01:11:23.000

I just let people know, hey, rinse the produce, and English and Spanish rinsed the produce before you utilize it, because we don't wash it ahead of time.

01:11:23.000 --> 01:11:39.000

Like, we use... we follow, like, food safety procedures as much as we can, you know, where, you know, where we wear gloves to make sure if kids are harvesting as part of the school classes, they wash their hands beforehand, so there's no allergens, like, are being transferred.

01:11:39.000 --> 01:11:47.000

Sarah Cross, I'm wondering if, um, you work with a lot of organizations that accept greening. Do you know how they think about it?

01:11:47.000 --> 01:11:50.000

or if you don't know, do you mind asking them?

01:11:50.000 --> 01:11:55.000

Uh, yeah, I'd love to. I appreciate the question, so... and this conversation, this is...

01:11:55.000 --> 01:12:00.000

Amazing. And timely, so thank you so much. And I'll get back to you on that question.

01:12:00.000 --> 01:12:04.000

Thanks, thanks for letting me, like, call you out out of nowhere.

01:12:04.000 --> 01:12:09.000

I was like, Sarah's on this call! She knows lots of folks, we would love the help.

01:12:09.000 --> 01:12:12.000

So we might get some answers for you, Carrie.

01:12:12.000 --> 01:12:17.000

Thanks for asking the question. It's a good one.

01:12:17.000 --> 01:12:20.000

Other questions?

01:12:20.000 --> 01:12:24.000

Hey, Christy, I wanna...

01:12:24.000 --> 01:12:27.000

I wanted to ask Christy a question.

01:12:27.000 --> 01:12:33.000

Have you ever asked the other hubs that you're buying from if they visit their farmers?

01:12:33.000 --> 01:12:40.000

Um, no, I mean, I assume they do, because it's Puget Sound, and it's Walla Walla Food Hub.

01:12:40.000 --> 01:12:49.000

Um, and they know... I mean, I don't talk... Directly to Puget very often, um, unless there's an issue.

01:12:49.000 --> 01:12:54.000

But I do talk to Chandler quite a bit, and um... you know, Chandler knows his farmers.

01:12:54.000 --> 01:13:01.000

Um, and so I... feel like I can trust his process, but I've never.

01:13:01.000 --> 01:13:10.000

asked him.

01:13:10.000 --> 01:13:14.000

I think it would be a reasonable question to ask them how they...

01:13:14.000 --> 01:13:15.000

bring on new producers.

01:13:15.000 --> 01:13:17.000

Yeah.

01:13:17.000 --> 01:13:22.000

Yeah, I mean, if nothing else, just to take notes on how I might do that in the future.

01:13:22.000 --> 01:13:37.000

Um, because they're definitely further along in the food hub journey than I am.

01:13:37.000 --> 01:13:40.000

Yeah, we've all learned a lot.

01:13:40.000 --> 01:13:46.000

through each other. Over the years. I remember at that, you know, the...

01:13:46.000 --> 01:13:55.000

I guess I'm gonna just admit, like, in the early stages of having crush on this business model, Food Hub, I was so, like, enamored with this.

01:13:55.000 --> 01:14:06.000

concept, and then it was very few years later that there was all this, um... you know, like the UVM program only lasted, I think, 3, maybe 4 years. There was all this...

01:14:06.000 --> 01:14:20.000

Oh, food hubs, that's not actually viable or workable, and unless you have a million dollars in sales, you won't even break even, and then it created this opportunity to look at why did the hubs that failed...

01:14:20.000 --> 01:14:23.000

fail, and how can we learn from that?

01:14:23.000 --> 01:14:30.000

And I think that, you know, the networks have really been supportive to that learning.

01:14:30.000 --> 01:14:34.000

Trace, Carrie's asking about the UVM program.

01:14:34.000 --> 01:14:35.000

Oh, sorry, Carrie, University of Vermont.

01:14:35.000 --> 01:14:38.000

Yeah, I agree.

01:14:38.000 --> 01:14:39.000

University of Vermont. Yeah.

01:14:39.000 --> 01:14:44.000

They ran a food hub training, Carrie, several years... I was going to say a few years ago, but I think it's actually several years ago now.

01:14:44.000 --> 01:14:47.000

That, um, Trace went to,

01:14:47.000 --> 01:14:48.000

It's been a while.

01:14:48.000 --> 01:14:49.000

Uh, Kiara Keshuba...

01:14:49.000 --> 01:14:54.000

went through, and I think there's maybe one other person in our network that

01:14:54.000 --> 01:14:58.000

were lucky enough to go through it, and then it was gone.

01:14:58.000 --> 01:15:06.000

I didn't go through it. I wish I... wish I'd had the opportunity, but it was gone by the time I started doing any Food Hub work.

01:15:06.000 --> 01:15:19.000

Yeah. And, well, to Tracy's, um... point, too, I think, um, because I remember... Learning about that, uh, program, and then also the Wallace Center was doing all the, um.

01:15:19.000 --> 01:15:32.000

Um, feasibility studies and. You know, sort of the common, um... Assumption was that if you weren't within an hour of a major metropolitan area, you wouldn't be able to have a food hub. That was another sort of.

01:15:32.000 --> 01:15:39.000

baseline marker, and I think. All of us in Oregon are just, um, too stubborn to listen to.

01:15:39.000 --> 01:15:41.000

Um, that kind of advice. It's how we're all here.

01:15:41.000 --> 01:15:44.000

We're... we're all outlaw food hubbers.

01:15:44.000 --> 01:15:45.000

Exactly. Yeah.

01:15:45.000 --> 01:15:48.000

Well, I think, you know, part of it was...

01:15:48.000 --> 01:15:50.000

at that time, there was also

01:15:50.000 --> 01:15:56.000

a lot of energy around saying, this is what a food hub is, and this is what a food hub does.

01:15:56.000 --> 01:15:57.000

And we are choosing to...

01:15:57.000 --> 01:16:00.000

Right.

01:16:00.000 --> 01:16:05.000

not take those definitions and put ourselves in those boxes.

01:16:05.000 --> 01:16:09.000

choosing to think about how we want to move local food around.

01:16:09.000 --> 01:16:16.000

And that... those models look really different in different parts of the state.

01:16:16.000 --> 01:16:22.000

Yeah, so those of us who are old enough will understand when I say that we're the bad news bearers of.

01:16:22.000 --> 01:16:25.000

We have industry.

01:16:25.000 --> 01:16:31.000

Definitely old enough. Thank you for that, Christy.

01:16:31.000 --> 01:16:40.000

Do we have any other questions? We've got, you know, about 10 more minutes left on this call if we want to use it, so if there's questions that we want to have.

01:16:40.000 --> 01:16:51.000

Um, or if you all want to get 10 minutes back in your life, the choice is yours.

01:16:51.000 --> 01:17:07.000

Well, I just want to thank Tracy again, because it's so much work, and coming out to the food hubs, and... Everything, and Sydney for supporting her, and everybody, uh.

01:17:07.000 --> 01:17:08.000

We are the bad news bearers.

01:17:08.000 --> 01:17:10.000

Being the badasses that we are.

01:17:10.000 --> 01:17:13.000

Those of you who don't know, go look that up.

01:17:13.000 --> 01:17:18.000

There's probably a few on this call that don't know, but I bet a lot do.

01:17:18.000 --> 01:17:19.000

Thanks, everyone. Tracy, thanks for putting that together.

01:17:19.000 --> 01:17:25.000

Yeah.

01:17:25.000 --> 01:17:33.000

I have to move them into the public files, which sounds super easy, but there's always some fight between...

01:17:33.000 --> 01:17:39.000

the originating person's drive and files, and then mine, and then the public files.

01:17:39.000 --> 01:17:41.000

So I will get them there.

01:17:41.000 --> 01:17:46.000

I may not get them there before Thanksgiving, so it might be next week, and when I do, I will make sure to

01:17:46.000 --> 01:17:54.000

send the links out.

01:17:54.000 --> 01:17:55.000

Thanks, everyone.

01:17:55.000 --> 01:17:56.000

Sound good? See y'all next time. Thank you.

01:17:56.000 --> 01:17:57.000

Thanks, Trace.

01:17:57.000 --> 01:17:58.000

Thank you.