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Maggie: Welcome to the Young Farmers Food Safety Focus Group series. I'm Maggie Kaiser, the produce safety training coordinator for the National Young Farmers Coalition. Throughout the summer of 2020, I, along with Brie Sliker, Billy Mitchell and Farmer Facilitators from across the country, hosted a series of focus groups with farmers, where we discussed the challenges and successes of implementing various on farm produce safety practices and we recorded them because we want these conversations to be a resource for you. In every session we bring together farmers with similar experiences for a discussion about a specific farm food safety topic, we begin each one with a farmer presentation, followed by a roundtable discussion where farmers share problems and solutions with one another. We hope you enjoy them and bind some practical information for your farm.

[1:06]

Maggie: I'll get us going. I am really excited that you could all be here today. Today's focus group will be produce safety for educational farms with Paul Criswick of Windy City Harvest in Chicago. I think it will be really useful, especially because it just seems like more and more of our membership base for young farmers are people working on educational farms. So, this is super appropriate. My name is Maggie Kaiser and I am the produce safety training coordinator with the National Young Farmers Coalition. I'm based in New Orleans though, and also a farmer here and a nursery grower. Yeah, so we're going to do some introductions now and I'd love to hear who you are, where you're farming and why you decided that this was the focus group for you? I will pass it to Billy and Bre first. They are two of the people that are helping to put these focus groups together this summer so that you know all of us and then we'll pass it to farmers. We'll just kind of do it where we invite the next person. So, Brie I'm going to pass it to you first.

[2:17]

Bre: Hi everyone, my name is Bre Sliker and I am interning at National Young Farmers Coalition this summer with Maggie and helping her out as she said. In addition to being an intern, I'm also a grad student at NYU in the food studies program. Alright Billy, you're up next.

[2:37]

Billy: Hi all, my name is Billy Mitchell. I work for the National Farmers Union which is based out of Washington, DC but I live on the coast of Georgia. Before this job, I got to work on a bunch of different farms, including managing an educational farm for a couple of years in the heart of Atlanta and now, pre-pandemic, I travel around, visit farms and talk food safety and during pandemic do this over zoom.

[3:03]

Sophie: OK, my name is Sophie and my pronouns are she/her. I farm in Yorktown, NY which is Westchester County, on a farm that is owned by Westchester County and run by a nonprofit, so it's a little bit of a thing. I came into this position this year as the harvest and farmstand manager, so I find myself trying to update their food safety protocols in general and then COVID stuff hit and now what? That's why I wanted to see what other people are doing too. How about Paul?

[3:40]

Paul: Hi everyone. So, I'm Paul. I am the apprenticeship instructor here at Windy City Harvest and Chicago Botanic Garden. I'm in Chicago and I have been training mostly adults in agriculture for almost 7 years either in this organization or in other organizations. So, I would like to share what I've done and what we do now. I'm really interested in how other people train, either adults or other populations

within the context of food safety. I'm also just always interested in education theory in general as well, so I would love to have is like discussion today. I use the pronouns he/him. I'm going to call on Lisa.

[4:32]

Lisa: Hi, I'm Lisa Welch. I actually have a microgreens farm in Florida but I came to this focus group because the education component definitely speaks to me. There's something about education and just bringing it to other people and I want to do a component of that, at least with our business as we grow. I just want to learn more.

[4:51]

Peter: Hi, my name is Peter. My pronouns are he/him. I farm in northeast Iowa and it's a diversified market vegetable farm with some fun livestock. I grew up on this farm and I'm in the process of taking it over from my mom. Something that I bring to the farm is my background in environmental education and so I am trying to bring that to the farm. That is why I'm interested.

[5:26]

Maggie: Thanks everyone, that's great. Well Paul, let's kick it to you and dive right into this.

[5:34]

Paul: OK. So this is where I work. I work at the Chicago Botanic Gardens Windy City Harvest program, and I'm the apprenticeship instructor. More on the apprenticeship, in a in a little bit. I also am a board member of Advocates for Urban Agriculture, which is another organization here in Chicago that kind of tries to support agriculture within the Chicago land area, either by technical training or advocacy. Also what I usually do is ask what your first job is, and that's a question I like to ask a lot of lot of the people that I talk to because Windy City Harvest is a job training program. Our motto is food, jobs and health and we try to train people coming from different kinds of backgrounds within job training. Whether they're trying to go into a job within agriculture or they're trying to use agriculture as a way of training them in other transferable job skills. So, we have 4 now 5 main programs. The core program is a transitional jobs training program that we do so anyone who has been previously incarcerated, we trained them four days out of the week on our farms in transferable job skills so they do everything on the farm as staff do. Then, one day we also do resume resumes, cover letters, other kinds of works about financial literacy. We have youth farm, where we work with teenagers about social and emotional learning, which means helping students learn about leadership and learning how to communicate with different kinds of personalities. Then we also have an entrepreneurship and careers program where we run one day workshops or 14-week workshops. We also have an incubator farm where apprentices that go through my program can then apply for land on the South Side Chicago to run their own business. So, the whole point of this is that we work with a lot of different populations coming from a lot of different places around the Chicago land area. We always use agriculture as a conduit to teach whatever we might be teaching, whether it being health, actual agricultural training, whatever it might be. So, the apprenticeship, which is what I teach, that's a nine-month program through Chicago City colleges through spring and summer from January to July. It's 2 full days on the farm and then one 1/2 day of lecture. So, what we're doing right now but about soil science, marketing, best practices, and food safety. Then the fall term, which we're in right now, is that they get a 12-week paid work experience. So, they work anywhere from 24 to 37.5 hours on a farm either at our organization or we partner up with another organization. We also have a continuum or like a pipeline where students can come from like youth farm and the transitional jobs training program and can get a full scholarship into the into the apprenticeship program. From there, we're hoping that a lot of people either will go find a job either related in the field or become an incubator farmer, which is the next step in our training pathway. So yeah, that's a little bit of the apprenticeship program, let's talk food safety. So, you always want to know, who your audience is, right? So, you're going to teach someone who is more considered youth versus someone who's more consider adult differently. How are they interacting with you? Are they like a volunteer? Are they one of your participants or are they a fresh staff that you just hired there for either a season or full time? Everybody has their different motives for learning what you're trying to

teach them. Again, you have to think about what will you be doing, how much will they be doing, and why are they here? So for example, some of my apprentices they want to learn, they want to become professionals. They chose this to do as a career path. So, they will want to do everything they will do everything. Volunteers that I've worked with wanted to help, wanted to get free food, and to have a unique experience. Usually what I do with food, safety is train them in like 1 aspect like either washing or harvesting. We'll have more on that later. Another thing that I found to help is that you have to train the trainer every single year. So, here at Windy City Harvest, all staff gets retrained on all of our processes every single year. At first, honestly I thought it was a little too much. However, after a couple of years I noticed that this helped me really internalize on how to teach other people because I just keep learning the same information every single year, year in year out. If you are training your own staff or you're trying to educate yourself, I would just keep redoing it because the more you internalize it, the more you could just regurgitate a lot of these complicated or very dense facts that food safety has is a way better way to engage your participants. Also, you have to do different materials for the same topic. You have to learn how to say the exact same thing seven different ways and to make sure you reach the widest audience. Even with the same person, they might need to hear it in 3, 4, 5 different ways before it really gels in their head. Remember for us who've been practicing food safety and farming it becomes second nature to us after a while. For someone coming into the first year, maybe first day on a farm, this is all really new. A perfect example is that I still remember the first week of the apprenticeship, and it's not to do with food safety, but I asked somebody to turn on the hose for me while I was doing a demonstration, and someone said I don't know what that means. That was really was like oh, let me pedal backwards for a second and really try to break this down as much as possible. So we do things such as videos, pictures, text participation, demos, charts, and games. Some people are visual learners, some people need to be auditory, some people need to do it a bunch of times and some people need a combination of all three. Then always, always, always connect it to the why. The why in education really makes things stick for the long term. Once you start talking about things like customer safety or you could say it's the law, marketability, what kind of things you could catch out there like Listeria and all that fun stuff, it catches people's attention. These kinds of skills you could take this into another job outside of agriculture. You could go into kitchens. You could go into warehousing. You could go into a lot of different stuff. A lot of this stuff is transferable in a lot of different ways. Not just food safety, but logging and logistics and all that. My whole point with this is always connect back to the why? Why are you teaching this? Here are a couple of things that we do at Windy City Harvest on different kinds of levels, but you can see it goes from infrequent volunteers all the way to like staff managers have been here for years and years and years. So infrequent volunteers, which is usually a volunteer group like an alternative spring break college group or something. They to come out and all of a sudden you decide, hey maybe harvesting carrots might be a cool activity for them. What we do is we go over a one-page document that I shared with y'all and we have them sign it. I go over that everyone has to wash their hands. I'm just gonna train you in exactly one thing that day. I may have all the volunteers, just harvest carrots and while I have staff just wash it and make sure quality is up to up to par and everything. We really try to simplify it into something for these volunteer groups. Remember, volunteer groups are in it to help and they also want to have a unique experience. So, if you try to do a 2-hour training with them, which I tried to do, it just doesn't go over that well. If they have any questions, that's where you kind of go over it. I remember always go to the why. A big why that our participants really connect to is that a lot of our produce go to participants that may not have the strongest immune systems, some of our participants are the elderly, or maybe they have a diet related disease. So, really putting it into perspective. Anyway, so the frequent volunteers, which I call my weekly heroes, we do the one pager and then we do the food safety standards, which is like a long document and usually train about one to two hours. I have them usually specialize in like a harvest task. For example, one volunteer last year was always just packing and labeling and became the best at packing and labeling. As we keep going down, you can see how we just stack onto the trainings as we keep going. So all our participants, we do the two-to-three-hour food safety workshop that everybody does where we go over the food safety standards in detail. Everyone does get a ServSafe food handlers certificate, and the biggest reason why we do that is because of job readiness. That looks really good on a resume no matter where you go, so that's one of the reasons why we do that. Other things that we do are on-farm evaluations, so we have

an evaluation where we say can you set up a washback station? What does that mean? Check yes, check yes, no, no. We give daily feedback. Usually, our apprentices are there harvesting about once a week at their labs, so they get this daily feedback, like, hey, you didn't wash your hands. Go wash your hands. We do class quizzes. We do on-farm demos of how to set up a wash pack station, how to cut lettuce, how to sort tomatoes and that kind of stuff. So again, this goes back to what I was saying earlier, there are different ways of teaching the food safety in different kinds of modes, whether being quizzes, demos, texts, or boring PowerPoints. For staff and staff managers, we go over the same thing: food safety every single year, yearly standards workshop which is a lot more than just food safety but it's an all-day workshop just to retrain ourselves and in what the policies are and to share experiences of how to teach participants coming from different kinds of backgrounds. We also do the Produce Safety Alliance 8-hour training. It's a great training if you haven't been. We also have all food safety handlers and all staff managers do the ServSafe manager certificates. So, training different participants, whether being staff, participants, or volunteers, in different kinds of ways really depends on how much are they going to be participating on your farms and how long they're going to be there. So, my tips are to simplify dense material and make it engaging. If anybody's ever gone through like the gap 8 hour training or the FISMA 8 hour training, there's a lot of material on there that it is your job as a trainer or an educator to really try to condense it and to make it into plain language. Also just doing different kinds of materials. No one says that food safety has to be boring there could be quizzes, we have done jeopardy, game skits and wash pack stations. My favorite is the PSA's, where I'll do like a lecture like I'm doing now except a lot longer and then I'm like alright now here's a topic. Re-explain it back to me in the form of a PSA. Once you tell people to explain what they just heard in their own words, that makes them engaged with the material so much more. We can make it a competition because everybody loves competition. So again, whenever you're teaching someone always try to have them read back to you what you just told them. For example, can you walk me through the process of how to add sanitizer to the water again? You can't just say to somebody, do you understand? They can say yes but that doesn't mean much. You have to see it for yourselves. They might know it right then and there, but will they remember it tomorrow? Will they remember it again next week? So, a couple other things that we do are standard operating procedures, everybody loves them. The more you teach, the more you don't want to repeat yourself all the time. So, just write it down for your students or your participants or your staff a step by step list of how to do something. Make sure to put everything as a yes or no question. For example, did you clean the sink with this cleaner and this sanitizer? Yes or no? Don't just be like is the sink clean? Be specific. I'm big believer in pictures. If you want to say this is how the wash station should look, you could take one picture or you could write a whole page on how you get there. Last couple of things are that habits start at day one. You want to start correcting staff participants right away when you're teaching them. People will really appreciate it if you just like give them direct feedback like don't forget to wash your hands, you did not wash your hands that long, and this is how exactly you wash your hands. Do it from day one because it's a lot easier to do it from day one than to come back and say hey you've been cutting lettuce wrong this whole time. Other things are logs; logs make it real. I've noticed that anywhere from our youth all the way through our adults participants, once they have to log it and turn this into someone. It just makes it real to them. Again, repetition is the best. Just have them do it again and again and again and again. That's the end of my presentation. I'll stop sharing. I'll leave this space open for questions about any of the material I went over. If not, I have my own questions on what your experiences in education are, teaching, farming and food safety.

[20:28]

Sophie: I have sort of a very specific COVID food safety question. In part because the farm I work on is owned by the government where we are required to follow all of these protocols, but some of them are a little bit unclear and so we decided recently that we need to make it mandatory for harvest crew to wear masks and gloves while harvesting. Before we were just really on washing your hands and working in the social distance. I don't know if any of anyone else is in the New York area. It's been 95 degrees for like a million years and wearing a mask while harvesting is getting really hard, so we're evaluating what to do about this. Our crew is really small. We only have 6 people on it. We're not

taking any volunteers right now as a safety precaution. So, I'm wondering if anyone else is figuring out stuff like that? Are you requiring mask wearing at all times or at certain times? Gloves wearing at all times or at certain times?

[21:40]

Paul: So, I'll share what we're doing. During harvests, I require that everyone wears masks not only for the produce safety, but also for worker safety. So just keep your mask on so you're not just cross contaminating other tools and other produce. Also you are passing each other all the time versus regular farm tasks but you could isolate a little bit like someone's in the house, someone's over here. I don't do gloves, I just do a lot of hand washing and I've also busted out the sanitizer as well. With the mask wearing it's hard, but these are the rules. This is what's keeping people safe until we hear otherwise, this is what we're doing.

[22:29]

Peter: OK, one of the things we're doing is we have some jobs that are more indoors, like in the packhouse where just one person is doing that always, so it depends on your operation. We're really small and we can kind of spread out most of the time, but we also have two employees that live together already, so they're a set unit which allows us to separate them from everyone else. We can have teams.

[22:58]

Maggie: Sophie, I'm not doing any harvesting at this moment, but I was from March to June just because of our season. I did wear a mask every time that I harvested mostly because I felt like I wanted to be extra cautious, but gloves were not required and I think that if you are going to require gloves, you just want to make sure that you are using the gloves properly. We just stuck to washing our hands consistently as opposed to using gloves. That was just our personal preference.

[23:33]

Sophie: We've been using reusable work gloves that are really bulky and hard to bunch stuff in, of course, and then the rubber gloves that honestly like you're saying we have to use them properly and right now it's so hot you could put your hand up and just watch the sweat cool from your gloves. How clean is that? You know if your hands are sweating that much, there's an issue.

[23:58]

Billy: I love talking about gloves and risk. It is thinking about what risks you're trying to control on the farm. Both guidance from people at Cornell and others is that the hand washing is reducing and controlling that risk. So, once you introduce the gloves, you're introducing this new thing into your system and you could be introducing complexity, which actually increases your risk. So, if you feel confident and comfortable that you have a really good hand washing program in place, and especially during COVID, but also flu season, or really anytime, it's important to emphasize that good hand washing. That's a really good way to control that risk without introducing all the complications that can come with gloves and the same goes with masks too. If you know that you can really ensure that distance, then it's something to think about. But like Paul said, if you know that workers can be crossing each other then you just have to address your own risks. Or same with Peter, knowing your operation is a big part to writing a food safety plan and in knowing what your own risks are, while at the same time having to do with the government says. If you can get those hands washed, get those gloves out of there. You're just introducing too much risk and too much waste and cost. Invest that time and money in reducing your risks in other ways. The last thing about gloves, since nobody's talking, is Betsy Ben is the lead food safety person at Cornell in New York State and you can always reach out to her. Just tell her Billy Mitchell sent you and I'll get an email about it later.

[24:34]

Peter: I have a question for Paul and anybody, but how do you make food safety really fun and inviting on the farm, especially for youth?

[25:45]

Paul: I laugh because no one loves going over food safety time and time again. One thing I've done with my students in the past is that as soon as we go over the basic rules and everything, I make somebody the rules czar. So, somebody besides me is going around and having to actually go and tell other people that they're doing stuff wrong. That is a really awesome thing that people want to do every single time. On teams and everything, I think it's just the attitude of the manager of how they're dealing with food safety to actually be like strict about it, but not get up into peoples face about it. They also always need to tell them like the why. Why this always matters instead of just saying go wash your hands say, hey, I saw that you picked up your water bottle and you took a drink and that's why I'm asking you to go wash your hands, not just blurting out orders all the time. Does anyone else have things they want to share?

[26:50]

Maggie: I don't know if I have anything that's super solid. I think anytime though that you can get someone to get them doing the activity with you makes it feel less like they're being told what to do and more like they are participating in just the regular activities of the farm. There's a farmer in Minnesota who is also produce safety educator, and they have a saying, no shame retrain. So, anytime you see somebody who is not necessarily doing things the way they should be doing, maybe they're washing their hands 15 seconds as opposed to 20 seconds, that is a teachable moment. You know, straight up saying, no shame, retrain, we have to wash your hands for 20 seconds. Here's why. We're just going to do it, I'm going to make sure I do it too, and we're gonna make sure everyone does it on the farm. I really love that.

[27:47]

Billy: I'll say with kids, and Peter, you probably had this experience, but even with adults catching people doing something right and not catching them doing something wrong, so really celebrating those kids and employees when you see them. With adults too, it's providing the proper tools, and so if you have a bunch of kids coming instead of just having one hand wash station, building something where 10 kids can wash their hands at once, which might be taking a PVC pipe and drilling a bunch of holes in it so a lot of water is coming out so it's a group activity. You can see that one kid that walks away before the 20 seconds are up or you can see that one adult that walks away. This will really make the food safety accessible and easy to do to. If the hand washing station is really far away, people probably aren't going to use it or if your bathroom is gross people aren't gonna use it. People seem to have an idea that you can sometimes go to the bathroom anywhere on a farm. Providing those things and making it simple and making it fun. When I used to work with teenagers, I mean, this is maybe not the best practice, the things I would do is I would put my hand in my mouth and then go and shake their hand and they would be like, oh that's gross and I would say well what do you want me to do it? Well, wash your hands first Mr. Mitchell. Well then we're all going to wash our hands because all our hands are touching weird things. Sometimes like you gotta be a little outrageous with kids, maybe with adults too.

[29:04]

Sophie: Can I ask another question? Is that OK? It may be more of a sharing an experiencing, but I started my position this season and I was on the small crew. I was the only new person on the crew and everyone else had been there for at least a year. I found myself in a managerial position with everyone who's been there longer than I am and they have had no food safety plan before I got there. So, I did a very brief food safety update for everyone at the beginning of the season and it was just like crickets. Has anyone else come across a group or working with someone who just doesn't care or is not into it? Thoughts? Comments?

[29:59]

Lisa: I have come across that just because we don't have a food safety plan like implemented and so I mentioned a couple things to the farm managers here. They've been accustomed to the way they've done things and nobody has ever told them otherwise. So then you know, sometimes it is difficult to change, but I would say with all these great ideas that you guys are sharing, make it fun. For adults as well, it is definitely a game changer instead of just being strict and saying hey you have to do this.

[30:41]

Peter: It's really hard to change culture and also I think the people on my farm who are worse are my mom and myself because we grew up doing this and it started from a hobby. It did not start as a thing to make business and then it grew and grew. It takes that retraining and getting through what you need to really do to change your habits. I think no shame, retrain will probably be the best route, especially with adults.

[31:28]

Unknown: Yeah, and Sophie. I've had a similar experience. I'm a hobby beekeeper, and I was volunteering on a farm telling some food safety tips before I even really knew what they were. I was working with Maggie and Billy. We were doing a honey harvest in their slaughterhouse. It was fully cleaned and just things were not making sense. There were feathers and drains all this stuff. With what Paul was saying before with what's the why. The why is if we don't have this room cleaned up and everyone wearing gloves or everyone wearing hat, the product's not good. What eventually happening was a batch of the honey that they were selling was not able to be sold.

[32:27]

Maggie: We did a focus group with Roberto Mesa, who's a farmer in Colorado, and the theme of his focus group was creating a culture of produce safety on your farm, but something that he did with his employees was to create scenarios about any sort of contamination and then the employees would have to try to guess what the inspector would say in this situation, which helped them figure out how to best handle it. That is something that I love a lot and my boss, Cara, does it with me a lot when we travel. If we get worried about what could go wrong, she's like let's just lay out all the things that could go wrong and then we're ready for them. I think in the case of produce safety too, it's just an interesting thought exercise and I really like that. It just gives your employees ownership a little bit too. You get their feedback and you get to hear where they're coming from.

[33:24]

Paul: Also, to echo on that, when first training people on food safety, some people think of it as this super daunting thing we could never do all this. This is impossible. This is not even made for farmers but then once we actually get into it, what it actually means all of a sudden is you start to do the low hanging fruit. For example, making sure that we have a place to wash our hands or making sure this kind of stuff. Then once the wheels are turning for actual change it makes people more open to this bigger stuff. Now it's easy. Oh, I guess I could log my stuff now. Change in itself doesn't come out abruptly, especially within institutions or with people. They actually have these concrete habits, so it takes just a little bit at a time then. I say this because when I first started farming the first couple of farms I worked on their food safety plan wasn't as rigorous as it is now. When I came to Windy City Harvest, I was like this is too much. I can't do this. Now this is what I preach because I know it's totally doable.

[34:40]

Maggie: Yeah, and I think if you're are in the position to hire or if you are the one that's working with volunteers, maybe just be straight up that produce safety and everything that goes along with it is part of the job and that is part of coming to the farm. So is having an educational experience or helping harvest and whatnot.

[35:03]

Billy: Well, yeah, I'll just say I love talking about this. Just getting rid of a seedbed takes like three to five years. It's the same with produce safety changes, you just gotta keep doing it. Some of the hardest parts is saying it and then sticking to it yourself. Sometimes that was my least favorite part about managing a farm. Maybe I wanted to leave the tools in the field overnight because I was tired but I can't because I was always asking everybody else to put the tools away. Providing, like Paul said just over and over again, that why and sometimes making it very personal. I mean there are some incredibly sad stories. The saddest produce safety story I know is a dairy farmer who went home, didn't take his boots off, went into his kitchen, and his daughter crawled across the kitchen floor. They took his daughter to a neighbors house, she got in the bath and the neighbors child was the one who ended up getting

pathogenic E. Coli. That's a one in a million thing but do you ever wanna risk even that one in a million thing? I would never want to risk my neighbor or friend or anyone. We see our customers all the time and our commitment to community is such a big deal. So not just healthy, nutritious food, but safe food is just so important to us. It just takes a minute. It's like getting older farmers to think about organic practices sometimes. You just gotta show up and show the benefits, consistency, patience. Humbling, humbling concepts that farming teaches you.

[36:37]

Maggie: Yeah, and something Billy always tells me is just keep it simple stupid. I don't think you should say that to your employees or your volunteers, because I think that would lead to complaints, but I do think that there is something in trying to just keep it as simple as possible and like Paul said, use plain language as much as you can.

[37:02]

Unknown: I've got a question that could be positive question to end it on. I'm thinking maybe you could tell us one of the times where when kids get that "aha moment" or you teach somebody something and they finally get that light bulb and you can see it. Maybe everyone could say what was the time when they had somebody having a ha moment and they got what they've been trying to teach him.

[37:23]

Billy: I will say that before a food safety workshop one time on a friend's farm, he cleaned his wash pack area for basically the first time ever, cleaned it and organized it. He was worried that I was going to yell at him or something. I don't know what he was worried about. I would never do that. Then the next day he called me and he's like we just had the fastest pack wash we've had in years because we knew where all the bags were, and we could see everything. Things just being clean and organized made us more efficient and more affective. Things just weren't as dirty as they usually were. We had things off the ground. Sometimes making changes just for produce safety can also improve your quality of life on your farm too. So, there's plenty of happy, positive things that come out of it as well. Also just watching a kid pull a carrot out of the ground for the first time ever is just the world's greatest experience. Even adults who never farmed or garden that is just real joy.

[38:25]

Maggie: I can't think of an aha moment, but Sophie I saw that you asked your question is anyone doing anything drastically different because of COVID? So, I wanted to make sure that we hit on that.

[38:36]

Paul: Yeah, for us we've suspended volunteers also no tours or volunteer groups. You know one of the best things I would love to tell people is yes please come visit me. Please stop me from working for a second so I can talk about this kind of stuff and that just doesn't happen anymore. Good thing, bad thing, probably both. Other than that, it's kind of just like operations in general, besides, markets switching up a little bit.

[39:10]

Peter: We switched up our markets so we're not doing farmers market, which is probably good, because I think a lot of customers were not very good at wearing masks and social distancing. So, there's a food hub that started an online marketplace which has been good, but not the same. We don't get to see customers anymore, so we did a self-guided CSA tour where we scheduled people. They could sign up for a time and then they had a route so no one really crossed paths, which was nice that people could come out to the farm and have a place to relax and still be engaged with the farm, even though we weren't around really.

[39:56]

Maggie: Well, thank you so much for everyone's participation today.

[40:01]

Everyone:       Bye.

[40:03]

Thanks for listening to our produce safety Focus Group series for visuals from the presentations. More information on this series and other produce safety resources visit [youngfarmers.org/focusgroups](http://youngfarmers.org/focusgroups). This podcast was edited by Hannah Beal and recorded in partnership with the National Farmers Union Foundation over the summer of 2020 as part of our EFSA produce safety programming.

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*Transcription by Mackenzie Jeter, National Farmers Union*