Conway

FAMILY FARM

ARTISAN
FARMSTEAD CREAMERY

Welcome

Dear Friends,

Every year brings something new to celebrate here at Conway Family Farms, and we are continually reminded how lucky we are to do what we love with animals we adore—and customers we truly appreciate.

What began with a single 4-H goat has grown into decades of caring for a remarkable Nubian herd and producing farmstead goat milk for our community. It is a lifelong passion for us, and we are honored by the trust you place in us by allowing our farm to be part of your family's nourishment.

This handbook is intended to help you understand **how our farm operates**, what you can expect from us, and what we ask of our customers in return. Clear expectations allow us to focus our time and energy where it matters most: animal care, milk quality, and a sustainable farm for years to come.

Thank you for being part of our farm family.

Warmly,
Shaun & Lorrie Conway
Conway Family Farms, LLC
Grade A Farmstead Goat Milk

CUSTOMER INFORMATION

HOW OUR FARM WORKS

Conway Family Farms is operated entirely by the two of us in addition to full-time off farm careers. To make this possible, we use a **hands-off, honor-based system** that prioritizes animal welfare, food safety, and sustainability.

Our system is built around these principles:

- Milk is bottled **specifically for individual customer orders**
- Orders are **placed in advance to allow for planning**
- Pickups are **self-serve** during posted hours
- Clear communication and mutual respect keep everything running smoothly

Our goal is for this to feel like *your* farm — while also honoring the time and energy required to care for livestock responsibly.

MILK AVAILABILITY & SEASONAL SCHEDULE

We are a **seasonal dairy**, and milk production follows the natural rhythms of our goats.

- Once-a-day milking begins on **Thanksgiving Day**, marking the start of our seasonal shutdown.
- Milk availability decreases in late fall, and standing orders may not be filled after Thanksgiving depending on order rotation.
- Extra milk for freezing is generally available on the top shelf of the refrigerator and in the freezer until **approximately October 1st**.
- The farm shuts down for winter until the does kid again in spring.
- When milk becomes available again, customers will receive an email invitation to resume ordering.

ORDERING & PAYMENT (IMPORTANT)

Ordering & Payment

All milk is **ordered using the online order system**.

- Milk is bottled 1 day prior to pick-up—we are unable to accommodate unscheduled pickups
- We cannot accept changes to order 48 hours prior to desired pickup to allow for planning, bottling and cooling.

This system allows us to:

- Ensure you receive the freshest milk
- Reduce food waste
- Maintain milk quality
- Care for our herd responsibly
- Keep the farm sustainable

Pricing

- Milk is **$8.00 per half gallon**

PICKUP PROCESS

- **Farm Stand Hours:** 9:00 AM – Dusk, 7 days a week (seasonally)—If you have to use your headlights, the farm stand will be closed.
- Pickup is **self-serve**
- Use the self-serve kiosk to purchase your milk and other store items.
- Take only the milk labeled with your name or extra milk on the top shelf and unlabeled milk in the freezer if stocking up.
- Please bring a cooler and make the farm your last stop before heading home
- There are 'loaner coolers' in the farmstand for you to borrow should you forget your own.

Milk should be stored in the **body of your refrigerator**, not the door, to maintain safe temperatures.

MISSED PICKUP POLICY

Milk is bottled specifically for individual prepaid orders.

- Orders are held refrigerated for **up to 48 hours after the scheduled pickup day**
- After 48 hours, milk may be **frozen, processed, or discarded** at the discretion of the farm to ensure quality and food safety
- **Missed pickups will be billed to you.**

If you know you will be unable to pick up your milk, please notify us in advance whenever possible.

Repeated missed pickups may require future orders to be frozen or scheduled as bulk purchases.

EXTRA & FROZEN MILK

- Extra milk, when available, is intended for freezing or stocking up and is available on a first-come, first-served basis
- Some customers purchase larger quantities or frozen milk by prior arrangement; these orders are handled separately to ensure fresh milk availability for weekly customers

FARM STAND GUIDELINES

- Only the pickup area is open to customers
- The rest of the farm is closed except for special events
- Use the Square kiosk for purchasing store items
- Drive slowly on Dial Road and respect our neighbors
- Fences are electric at all times — please supervise children closely
- Secure refrigerator and freezer doors when finished

VACATIONS & ORDER CHANGES

- Going on vacation? Let us know ahead of time.
    - We can freeze your milk, or
    - Resume ordering when you return
- Want to pause or stop ordering? Just send a note — no pressure.

Advance communication is essential since milk is produced to order.

RAW MILK INFORMATION & FIRST-TIME CUSTOMERS

Conway Family Farms is a licensed Grade A dairy. As such, all customers wishing to purchase raw milk must understand that:

- The Washington State Department of Agriculture recommends pasteurization for all milk intended for human consumption
- Even healthy animals may shed zoonotic organisms

We take extensive precautions and perform routine health testing; however, raw milk carries inherent risk.

First-time raw milk customers:

- Must read this handbook
- Must sign the Raw Milk Agreement and Liability Waiver before receiving milk
- Will complete signed originals at their **first pickup**

By choosing to purchase raw milk, customers accept responsibility for their choice and acknowledge the associated risks.

ABOUT OUR FARM

Our Family & Team
Ashley and Amber Conway remain actively involved in farm decision-making.

- **Dr. Amber Conway**, DVM — Veterinary advisor (Arizona)
- **Dr. Ashley Conway**, PhD., PAS — Ruminant nutritionist and researcher (University of Nebraska)

All animal care, milking, and processing is performed only by Shaun and Lorrie Conway.

Our Goats
We raise Nubian dairy goats known for rich, high-butterfat milk. Our goats are individually known, named, and closely monitored.—and loved!

Feeding & Health

- Eastern WA/OR alfalfa hay (free-choice)
- Locally milled grain during milking
- Free-choice minerals, kelp meal, baking soda
- No antibiotics or hormones in feed
- Strict withdrawal and testing protocols when medical treatment is required

---

Milk Processing

- Stainless steel collection
- Double-straining and rapid cooling
- Gentle pasteurization (145°F for 30 minutes) for pasteurized milk and cheese
- Raw milk bottled to order and cooled below 40°F within 20 minutes

---

Thank you for supporting local agriculture and being part of our farm community.

Conway Family Farms, LLC
Grade A Farmstead Goat Milk