

# Food and Nutrition Services Parent Info Guide

## MEAL PRICES for 2020-2021

Elementary Breakfast	\$2.00
Secondary Breakfast	\$2.25
Reduced Price Breakfast	\$0.30
Elementary Lunch	\$3.00
Secondary Lunch	\$3.25
Reduced Price Lunch	\$0.40
Extra Milk	\$0.65



## HOW DOES THE STUDENT ACCESS THEIR MEAL ACCOUNT AT THE SCHOOL?

All students receive a personal student identification number and this is used as their (PIN) for their meal account. This can range from a three to five-digit number. Your student should memorize this number and not share with any other students as this number is directly tied to their personal account. Your student will use this PIN number until he/she leaves that school district. When the student moves to middle or a high school, the same number is assigned. Please remind your student.

## FORGOT YOUR LUNCH MONEY?

**Negative Food Service Account Balance Policy: Please see the updated school district charge policy.**

- All students will be allowed to **charge** a meal if they have \$0 balance, ***no student will be denied a meal.***
- At \$0 balance, ***no a la carte purchases are permitted.*** Any debt ***must*** be paid ***before*** a la carte purchases can be made, even if the student has cash in hand to pay for the a la carte item.
- When the student's account balance reaches negative \$10.00, the Director of Food and Nutrition Services will communicate with the parent(s) or guardian via letter or email, and notify the principal. An application for free or reduced lunch will be offered to the parent/guardian.
- A follow-up with Student Services will occur if the parent/guardian does not respond.

You can set up an account with [www.k12paymentcenter.com](http://www.k12paymentcenter.com) to review student meal transactions and make online payments.

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### ALA CARTE ITEMS:

Many of the schools provide specialty, A la Carte items. These items range in price and are **not** included in the paid, free or reduced priced “school breakfast” or “school lunch”. All customers may purchase a la carte items with cash or by using their lunch account. ***No a la carte purchases will be permitted if a student has a negative account balance.*** Any debt **must** be paid **before** a la carte purchases can be made, even if the student has cash in hand to pay for the a la carte item.

### PARENTAL RESTRICTIONS:

Restrictions can be placed on your student’s meal account by contacting the Director of Food and Nutrition Services. Once restrictions are placed, they cannot be removed unless the parent contacts the Director of Food and Nutrition Services asking for the restrictions to be removed. Access to Meals cannot be restricted, only a la carte purchases can be restricted.

### Free and Reduced Priced Meal Application REMINDER:

Parents are encouraged to complete one Free and Reduced Price Meal Application per family, rather than one per child. The application may be completed ON LINE at [LunchApplication.com](http://LunchApplication.com) or printed off and completed in its entirety and returned to the school. Schools have printed applications available. This single application for the family may be returned to any of the District schools where parents have a child/children enrolled; we prefer that parents return the application to the school where their youngest child is enrolled. The schools will be sending all completed applications to the District School Food and Nutrition Services Office for review and approval. Until the application is processed and approved by the District Food Service Office, ***any and all meal charges will be the responsibility of the adult/guardian.*** The approval process can take up to ten (10) days to process.

**Your student’(s) meal status (free or reduced) at the end of a school year will continue through the first 30 days of the next school year. Unless a new Family Meal Application has been processed and approved by the 30th day of school, your student’(s) meal status will revert to PAID. You are encouraged to submit a new application as soon as possible to avoid loss of benefits and incur charges to the students account.**

**You may complete a lunch application at any time during the school year.**

### PREPAYMENT FOR FOOD ITEMS:

Prepayments to your child’s meal account with a debit or credit card can be made by logging into [www.k12paymentcenter.com](http://www.k12paymentcenter.com). Payments may also be made in the form of check or cash sent in to the schools office, in a sealed envelope that is clearly marked Food Service Department and your child’s name. If check is used, please clearly indicate students’ name and student personal

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identification number (PIN) on the check in the memo section. Prepayment is encouraged as it assists in movement of students through the line.

### **FOOD ALLERGIES:**

If your child has food allergies, please provide the School Nurse and the Director of Food and Nutrition Services with medical documentation from a licensed physician's indicating what the allergen is as well as the substitution that is recommended by the physician or medical authority. Once an allergy is placed on a student's account, the only way to remove the allergen is to provide medical documentation from a licensed physician.

### **COMMUNICATION WITH THE FOOD SERVICE MANAGER:**

The food service supervisors are on site prior to the school starting to begin breakfast meal preparation and departs from the school upon completion of lunch. Inquiries should be made **prior** to meal service time or immediately after meal service. Please check with your school to determine the best time to contact the food service supervisors in the event that you have questions.

### **REFUNDS:**

Refunds are addressed at the District level and require a written request. Please contact the Director of Food and Nutrition Services for a refund via email. The following information is required in order to process a refund: Student Name, School, Grade, Parent/Guardian Name, and Mailing Address. Please see the updated district charge policy on refunds.

### **ACCOUNT BALANCES:**

Student account balances can be obtained on the web site [www.k12paymentcenter.com](http://www.k12paymentcenter.com) at no charge to you. Your student's account balance from the previous school year will roll into the new school year unless a refund has been requested or payments are received. All negative balance **MUST** be paid prior to the close of the school year.

### **MENU:**

Menus can be found on the [Food and Nutrition Services School Nutrition and Fitness Website](#).

Any questions or concerns, please feel free to contact Jill Henesey, Director of Food and Nutrition Services at [jillhenesey@oldrochester.org](mailto:jillhenesey@oldrochester.org)

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To file a program complaint of discrimination, complete the [USDA Program Discrimination Complaint Form](#), (AD-3027) found online at: [http://www.ascrusda.gov/complaint\\_filing\\_cust.html](http://www.ascrusda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture  
Office of the Assistant Secretary for Civil Rights  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or
- (3) email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

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