

THE ABC'S OF THE LUNCH PROGRAM.

Welcome to the lunch program for all Hudsonville and Jenison Elementaries. This information sheet will help to answer the most frequently asked questions about the lunch program that is offered in your building. If you have any additional questions about this program, please call 457-2400 or email at swykoski@hpseagles.net. **Lunch information can also be found at www.jenhudfood.org.**

WHAT ARE THE 2015-16 LUNCH PRICES? (16-17 prices are anticipated to remain the same)

Elementary - \$2.25 per day Secondary – Value Meal \$2.50 Meal Deal \$2.75
Breakfast \$1.25 elementary / \$1.50 secondary Super Meal \$3.00

Students who qualify for reduced lunches - \$.40 per day / reduced breakfast - \$.30 per day
Milk Only - \$.50 per day

HOW DO I ORDER LUNCH FOR MY CHILD?

Your child will have an account that is set up just for them and a white ID card and a blue ID card that is assigned only to them. The ID cards will stay at school. You will need to deposit money into your child's account in order for them to order lunch. You can put enough money in their account for one week, one month or even one semester. **Please be sure that there is money in your child's account at all times.** You should send the money with your child in a sealed envelope with a deposit slip and **the child's first and last name and teacher** on the outside of the envelope. You can use one envelope and one check for more than one child but **please be sure to include a deposit slip for each child so we know how much money to put in each child's account.** Checks can be made out to Jenison/Hudsonville School Food Service. Money can be turned in on any day and should be to the school by 10:00 am each day. Please check with your school to see where the money is to be dropped off.

HOW DOES MY CHILD GET LUNCH?

Each morning the teacher in your child's classroom will ask the children to indicate what item they want from the menu. Each teacher will have a method of ordering that works in their class room. The count is then sent to the kitchen at your school and that is how many items the food service employee prepares. Your child then takes his/her colored ID card down to the lunch area to pick up their food. A white card is for the W item and the blue card is for the B item. They first go through the self-serve food bar where they pick and choose which fruits and vegetables they want. Lettuce, carrots, a canned fruit and a fresh fruit are available on the food bar everyday. Your child can take as much as they want as long as they can eat everything they take. Your child will then proceed to the serving window where the server will give them the item they ordered. The child leaves their ID card with the server and at the end of the lunch period, the server scans their card and returns it to their teacher. The \$2.25 charge for lunch is deducted from your child's account when the server scans their ID card. If your child does not come down for lunch, no money will be deducted from their account. Your child can go to the food bar for seconds if they have finished what they took the first time through.

HOW DOES MY CHILD RECEIVE MILK ONLY?

Your child will need to take their white ID card to the area where they pick up the milk only. They will drop the card in the milk only drop box and the \$.50 charge will be deducted by the server at the end of the lunch period. They do not need to pre order milk.

WHAT IF MY CHILD LOSES OR DAMAGES THE ID CARD?

Your child's teacher will let the server know when they have a lost or damaged card. You will receive one replacement card for free and there will be a \$5.00 replacement fee for every card after that. Your child's card will remain at school and will follow them up to the next grade so that should help to reduce the number of lost cards.

WHAT DO I DO IF THE BALANCE IN MY ACCOUNT DIFFERS FROM WHAT I BELIEVE MY CHILD ATE?

You can send a **request in writing to lunchacctinfo@hpseagles.net** for a copy of your child's account history or you can setup an online account at www.sendmoneytoschool.com to view the activity. You can contact the main food service office to get your child's ID number. **Please do not call the server in your building.** They have a limited time frame to get lunch ready and they do not have the time to handle phone calls while getting ready for lunch. The account history will let you know on which days they ate lunch and when the money was deducted. If you have a concern after receiving this report, **please call 457-2400 to resolve the problem.** If you wish to transfer money from one child's account to another child's account, you need to put the request in writing with specific instructions on where the money is coming from and where it is going to.

HOW DO I KNOW IF MY CHILD HAS A NEGATIVE BALANCE?

If your child has a negative balance, you will receive an email notice or a green negative balance sheet each week in their Friday folder. You will then need to pay the negative balance in order for them to continue to order lunch. **IT IS YOUR RESPONSIBILITY TO REGULARLY CHECK YOUR CHILD'S ACCOUNT BALANCE TO ENSURE THAT THEY DO NOT HAVE A NEGATIVE BALANCE.** You can call the food service office any day Monday through Friday at 457-2400 to get details on our online SendMoneyToSchool.com site or email lunchacctinfo@hpseagles.net to find out how much money is in your child's account. Please be sure to regularly check your child's account balance as we have found that the older the child gets, the less likely the negative notice will get home. We will try to contact you twice via your child but if the negative balance is still not paid, you will then receive a letter in the US mail from the assistant director, which will indicate that we will need to pull your child's card if the negative balance is not paid. **A reminder that this lunch system is not a charge account.**

WHAT IF I PACK A LUNCH FOR MY CHILD AND THEN THEY ORDER LUNCH AT SCHOOL?

This is really an area that needs to be addressed between parents and their children. This ordering system gives greater convenience to parents but it also allows greater freedom to children. We recommend that you talk with your child about how you would like them to use their account. If you need some help in guiding your child in this area, please call Stacey or Faith at 457-2400 and we will try to work on a solution with you.

CAN I CHECK MY CHILD'S BALANCE ONLINE?

Yes. You will need to contact the food service department at 457-2400 to obtain your child's ID number. Once you have the number, you can setup an online account at www.SendMoneyToSchool.com. Start at the signup link and follow the instructions. Once you have established an account, you will be able to check your child's account 24 hours per day from any computer. You can also make deposits online through this account. **Please note that there is a \$2.00 flat service fee that covers our cost of offering this service.** You only pay this fee if you make a deposit online. It is free to check balances.

CAN I APPLY FOR FREE AND REDUCED LUNCHES ONLINE?

Yes. You can go to www.lunchapp.com to fill out an application online. This can be done at anytime during the school year. **A new application needs to be filled out each school year and the application for the 2016-17 school year will be available online after August 1, 2016.** Paper applications are also available at all of the district buildings. You will receive a letter in the mail verifying your status and the status will begin the day you receive the letter. You can contact the office at 457-2400 if you have any questions concerning free or reduced status.