

ABC'S of the Lunch Program



Welcome to the lunch program for all Hudsonville and Jenison Elementary Schools. 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 lunchacctinfo@hpseagles.net. Lunch information can also be found at www.jenhudfood.org.

What are the 2017-18 Meal Prices?

	Breakfast	Lunch
Elementary	\$1.25	\$2.50
Secondary	\$1.50	\$2.75 Value Meal \$3.00 Meal Deal \$3.25 Super Meal
Reduced Price Meals	\$0.30	\$0.40
Milk Only (all meals)	\$0.50 per carton	\$0.50 per carton

How do I deposit money for my child?

Each child has an account just for them, with their 5-digit student ID as their account number. There is a White ID card and a Blue ID card that is assigned only to them. The ID cards stay at school. You can deposit any amount of money into your child's account(s), but **please be sure that there is money in your child's account at all times**.

- Money can be deposited at school any day by 10:00am. Check with your school to see where money should be dropped off!
- Online deposits are made at www.sendmoneytoschool.com ; all you need is your child's 5-digit account number. The money is available in the account within 15 minutes!
- Please note that there is a \$2.00 flat service fee that covers our cost of offering this service. **No fees are charged June 1 through October 1, and also January 1-31.** You only pay this fee if you make a deposit online. It is free to check balances.
- Send checks (made out to Jenison/Hudsonville School Food Service) or cash 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 to divide the money.**

How does my child get lunch?

- Each morning your child's teacher will ask the children to choose what item they want from the menu. Each teacher will have a method of ordering that works in their classroom.
- The count is then sent to the kitchen at your school, where the food is prepared.
- Your child takes their White or Blue ID card down to the lunch area to pick up their food. (The White card is for the W item and the Blue card is for the B item.)
- First up is the self-serve food bar, where they choose which fruits and vegetables they want. Romaine lettuce, carrots, canned fruit and fresh fruit are available on the food bar everyday. Students can take as much as they want, as long as they can eat everything they take. Students can visit the food bar for seconds if they have finished what they took on the first trip.
- Then, each child goes to the serving window, where the server will give them the item they ordered. The child leaves their B or W ID card with the server.

- At the end of the lunch period, the server scans their card and returns it to the classroom. The \$2.50 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.

How does my child receive milk only?

Your child will take their White ID card to the area where they pick up the milk only. They drop the card in the "milk only" drop box, and the \$0.50 charge will be deducted by the server at the end of the lunch period. No 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. We will replace one card for free; after that, there is a \$5.00 replacement fee for each card. Your child's card remains at school and will follow them up to the next grade.

What do I do if the balance in my account differs from what I believe my child ate?

First, monitor their account online! Go to www.sendmoneytoschool.com to view the activity. You will need your child's 5-digit account number (which remains the same every year) to set up the account; email us at lunchacctinfo@hpseagles.net or call the main food service office at 457-2400 to get your child's ID number. The account history will let you view purchase and deposit history. 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, please 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?

We will send home 2 notes (1st green, 2nd red) when your child's balance becomes negative. You must 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 have enough money to purchase meals.** For account balances, you can visit www.SendMoneyToSchool.com, email us at lunchacctinfo@hpseagles.net or call the Food Service office Monday through Friday at 457-2400.

After 2 attempts, you will receive a letter in the US Mail from our office. At that point we may hold your child's card until the balance has been 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?

Have a conversation with your child about how you want them to use their account. This ordering system gives greater convenience to parents but it also allows greater freedom to children. If you need some help in guiding your child in this area, please call 457-2400 and we will try to work on a solution with you. Ultimately, though, if your child comes through the line with a lunch, the account will be charged.

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 will be available after July 1.** Paper applications are also available at any district building. Your benefits will begin immediately upon approval and a confirmation letter will be sent to you. You can contact Stacey Vone at 667-3353 if you have any questions concerning free or reduced status.