

FAQ SHEET – CHILD NUTRITION

HOW CAN I GET MY FAMILY ID AND PIN?

Please email christina.bock@umeprep.org and Mrs. Bock will assist you in either retrieving your ID and PIN. If you do not already have an account Mrs. Bock will create your account, and then she will email to you your family's ID and PIN with additional instructions.

WHEN IS THE DEADLINE FOR ORDERING MEALS?

8:30 AM each day via the daily lunch count binder. No guarantees can be made for late orders.

WHAT IF MY STUDENT LOSES THEIR LUNCH CARD?

Cashiers can process students through the lunch line without the lunch card. The lunch card is a helpful tool and makes the line go more quickly. Email christina.bock@umeprep.org for a new lunch card. Mrs. Bock will notify you via email when your new lunch card is available for pick up at the front reception area.

CAN WE PAY WITH CASH AT THE LUNCHLINE?

Our cashiers will not be able to manage cash payment in the lunch line. Please pay online or make a deposit at the front reception area.

WHAT IF MY STUDENT FORGETS THEIR LUNCH?

Students may charge a meal. If their account has reached the \$-3.50 charge limit they may receive an alternate meal. The alternate meal is no charge. (Please see the charge policy for more details)

WHAT IF MY STUDENT HAS FOOD ALLERGIES?

Child Nutrition can arrange for special dietary accommodations only if your child's physician submits documentation to our Health Services department. Please email jennifer.brandon@umeprep.org for further instructions.

WHAT IF I FORGET OUR FAMILY ID AND PIN?

Email christina.bock@umeprep.org for your Family ID and PIN.

CAN I EAT LUNCH WITH MY STUDENT?

Yes. Parents are always welcome to eat lunch with their students. Please sign in at the front reception area. Parents are not allowed to provide food to children not in their household. Please see the student handbook for more information.

CAN PARENTS BUY A SCHOOL MEAL?

Yes. Breakfast for adults is \$2.25 and lunch for adults is \$3.75.

IF MY STUDENT RECEIVES FREE SCHOOL MEALS, MUST WE STILL PRE-ORDER EACH DAY?

Yes. All students must use the daily lunch count binder.

HOW CAN WE APPLY TO RECEIVE SCHOOL MEAL FREE OR REDUCED BENEFITS?

Please obtain and submit an application at the front reception area. Mrs. Bock will process your application within ten school days. She will notify you and change your status immediately if your family qualifies.