

# Food and Nutrition Services Parent Info Guide

## MEAL PRICES for 2015-2016:

Elementary Breakfast	\$1.25
Secondary Breakfast	\$1.25
Reduced Price Breakfast	\$0.30
Elementary Lunch	\$2.55
Secondary Lunch	\$2.75
Reduced Price Lunch	\$0.40
Extra Milk	\$0.60
Adult Breakfast	\$1.60
Adult Lunch	\$3.50

## 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 can be completed ON LINE by going to [www.stjohns.K12.fl.us](http://www.stjohns.K12.fl.us) and clicking Free & Reduced Meal Application, which is located on the left side of the page under **Featured Links**. Once completed by the parent/guardian, the form is electronically sent to the Food & Nutrition Services Department for eligibility determination. A printable pdf application form is also available on this link. Schools have limited availability of printed applications. 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 Services Office for centralized approval. Until the application is processed and approved by the District Food Service Office, any meal charges will be the responsibility of the adult/guardian. The approval process can take up to ten (10) days at the beginning of the school year.

**Your student'(s) meal status (free or reduced) at the end of the 14-15 school year will continue up through September 21, 2015. Unless a new 15-16 Family Meal Application has been processed and approved by September 21<sup>st</sup>, your student'(s) meal status will revert to PAID.**

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

All students will receive a personal identification number (PIN) for their meal account from the food service manager at school start up. 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. When the student moves to middle or a high school, a new number is assigned. Student Identification Scanners are used at some of the elementary, middle, and high schools and must be used to access their account. Please check with your student.

### **FORGOT YOUR LUNCH MONEY?**

Although students are to pay for their meal upon receipt, students may forget their lunch or lunch money. Each school has a policy, as established by the Principal, and the Food Service Manager as to what can be charged. In most cases your student will be allowed to charge up to one meal. There will be no charging of any a la carte food items to include entrees and snacks.

### **MEAL CHARGES:**

If your student does incur a charge, please ask your student and /or check your student's pockets or backpack for a note. You can also set up an account with PayPAMS.com to review student meal transactions.

### **ALA CARTE ITEMS:**

Many of the schools provide extra Ala Carte items, such as ice cream, baked chips, fruit juice in addition to many specialty items. These items range in price from \$.35 to \$3.50 and are **not** included in the free and reduced price meal program.

### **PARENTAL RESTRICTIONS:**

Restrictions can be placed on your student's meal account. Once restrictions are placed, they cannot be removed unless the parent provides the food service manager with a letter asking for the restrictions to be removed.

### **PREPAYMENT FOR FOOD ITEMS:**

Prepayments to your child's meal account with your VISA, MasterCard, or Discover credit card can be made. Log onto [www.PayPAMS.com](http://www.PayPAMS.com) or call 1-888-994-5100. Payment can also be received by the food service manager in form of check or cash. If check is used, please indicate students' name and student personal 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 with a physician's note indicating the allergies and the appropriate substitutions that are recommended by the physician or medical authority.

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

The food service manager is on site prior to the school starting to begin breakfast meal preparation and departs from the school upon completion of lunch. Inquires 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 manager in the event that you have questions.

**REFUNDS:**

Refunds are addressed at the school level and require a written request. Please contact the food service manager for a refund.

**ACCOUNT BALANCES:**

Student account balances can be obtained on the web site [www.payPAMS.com](http://www.payPAMS.com) at no charge to you. Your student's account balance, either positive or negative, from the previous school year will roll into the new school year unless a refund has been requested.

**MENU:**

Menus can be found on the St Johns County School District Website [www.stjohns.k12.fl.us](http://www.stjohns.k12.fl.us) under the Food & Nutrition Services Department tab.