

REDMOND SCHOOL DISTRICT QUESTIONS AND ANSWERS ABOUT NUTRITION SERVICES MEAL ACCOUNTS AND STUDENT MEALS

Q: What is a reimbursable meal?

A: A reimbursable school meal is the name given to meals that meet the required meal pattern by the National School Lunch Program. The school meal must include the following components: a protein, a grain (bread), a vegetable, a fruit and fluid milk. We provide an “offer vs. serve” format of school meals. This means that students are offered all 5 components, but must choose at least 3 components (food groups) one of which must be fruit or vegetable or a combination of the two to comprise a “qualified” meal.

Students may choose all 5 components if they wish, but must take a minimum of 3 components. Many of the entrées have both a protein and a grain component.

Q: How can I find out what my child’s account balance is?

A: Simply log into <https://www.mymealtime.com/> and sign up for access to our new MealTime meal account online portal. Here you will be able to check the meal account balance, make payment and see your child’s meal participation.

Q: Can I receive a low or negative balance notice on my child’s account by e-mail?

A: Yes! Simply contact our office at 541-923-8238 or nutrition@redmondschools.org and ask to have your email address added to your child’s account. When their account balance falls below \$10, you will receive an email reminding you to replenish money on their account. This notification will arrive each week as a courtesy reminder as long as the balance is below \$10.00.

Q: Where can I get an application for free and reduced meal benefits?

A: You may apply online at <https://www.mymealtime.com/Apps/SignIn.aspx?ReturnUrl=%2fapps> or you may print one from this website: <http://www.redmond.k12.or.us/departments/nutrition/>. Your school office also has applications. To print one from this site, on the Nutrition home page, select the Meal Benefit Program link. You may print the application, then fill it out and mail it to the Nutrition Services Department at 145 SE Salmon Dr., Redmond OR 97756 or drop it off at your child’s school office. Nutrition Service staff are available at 541-923-8238 to assist you with completing an application.

Q: My child qualifies for meal benefits at lunch, they offer breakfast at our school, does that mean my child can eat breakfast at the same benefit level?

A: Yes, their lunch benefits also apply at breakfast, and we would love to have your child eat breakfast with us.

Q: When can I expect to hear whether my child will receive meal benefits?

A: Meal benefit applications are processed within 10 days in the order that they are received. If you have not received a letter from our office providing you with this information, you should continue to pay for your child's lunch. Please contact our office at 541-923-8238 if you haven't received a letter in 10 days. Any meals consumed prior to approval of meal benefits are the financial responsibility of the parent or guardian.

Q: My child receives meal benefits. What are they entitled to?

A: With meal benefits, your child receives one reimbursable school meal for breakfast and one reimbursable school meal for lunch. If they would like additional meals, a la carte items, snacks, juice or milk, they may purchase those at the published price.

Q: My child is spending too much money each day. Can I put a restriction on their account?

A: Certainly, You may scan and email or mail your **signed** request to the Nutrition Services Department, and we will implement the restriction within 48 hours of receipt. Because withholding food from a child is a very sensitive issue, we ask that parents work with us on an ongoing basis to resolve these issues. Please communicate the restriction to your child as Nutrition Services Staff will not take food directly out of the hands of students.

The only time a child will be denied a meal is when there is a written request from a parent on file restricting meal participation per Oregon HB 3454.

The student will be reminded of the household restriction at the point of sale, however, if they take food, their account will be charged. Household restrictions on purchases require a cooperative effort between the Nutrition Services Department and the household. Households may also request assistance from teachers in enforcing the restrictions at the Elementary level.

Q: What is the Identification Number/Name policy at the Breakfast and Lunch Program?

A: All High School and Middle School students who wish to purchase food in the cafeteria **MUST** enter their student number on the pin pad or provide their name. This includes students who receive free or reduced meal benefits.

Q: My child forgot or has run out of money for lunch, will they still be able to eat lunch?

A: No student will be refused a “reimbursable” breakfast or lunch regardless of their ability to pay at the time of service. These meals will be charged to the students account when the account holders do not have Free or Reduced Price meal benefits. However, a student who is more than \$17.50 in the negative will not be allowed to charge ala carte or second meals until they have their balance paid in full.

Q: Can I put money on my child’s account with a credit card?

A: Yes, simply log onto <https://www.mymealtime.com/> to set up your account.. **IMPORTANT:** Credit card transactions may take up to 48 hours to post to your child’s account. The minimum deposit amount is \$20.00.

Please contact us if you have any questions or would like to discuss your child’s meal account. 541-923-8238 or nutrition@redmondschools.org