



September 2009

Food Service Program FAQ's

- 1. How do I sign up?** All students registered with Santa Cruz City Schools are registered for lunch. Each student has a 5 digit account number that is used to access the meal plan account and library account. This number will be the same for the student's entire education at Santa Cruz City Schools. The account number must be typed into the register each time the student gets a meal, whether they use account credit, cash or the Free and Reduced Price Meal plan.
- 2. Where can I see the menu?** The monthly menu is sent out each month with the monthly school newsletter and is posted at each school site. Just ask any teacher or staff member to share it with you. It is also posted online on our website, under Quicklinks on the home page, or at <http://www.sccs.santacruz.k12.ca.us/food-services.html> and <http://www.sccs.santacruz.k12.ca.us/school-lunches.html>.
- 3. Do you have vegetarian offerings?** Absolutely! We will be sure to offer vegetarian options every day and they will be posted on our menu. Some meals may be vegetarian by design to fit with our Wellness Program goals and National School Lunch Program Nutritional Guidelines.
- 4. What about dietary and allergy restrictions?** We will do our best to accommodate each dietary and allergy need individually and we would be happy to talk to you about your individual needs. We ask that you communicate those needs in writing to your school principal or nurse as well as to the Food Services department. Our email and postal addresses can be found on our website and at each school office.
- 5. Do I have to pay online?** No. You may make pre-payments to our office at Food Services at Harbor High in person by check or money order. Checks should be made out to SCCS Food Services, and you MUST provide us the name of your child and his school ID number. If you do not know your child's ID number, come to our office or call us for assistance. You may make pre-payments online on our website; just follow the link to Nutrikids.com which enables you to make easy secure credit card payments online for your child. We can help advise you on how much to add to your account monthly or annually. Payment is always accepted at each school cafeteria daily in cash, and students may add credit to their account at each school by check, money order or cash. We cannot take credit cards for daily meals or account credit at any of the school sites.
- 6. Do I still get an online account if I qualify for free/reduced lunch?** Yes. Each student will have a secure and confidential personal account that can be accessed online for reference.
- 7. Do I have to pre-order?** No. If you are interested in buying the full meal plan, we ask that you notify us at Food Services or your teacher if you are new to the meal program, but we plan meals in advance based on past participation. If you are enrolled in the Free and Reduced Meal Plan you do not need to order any meal unless you have a dietary or allergy need. We anticipate the number of meals each day.

SANTA CRUZ CITY SCHOOLS
DISTRICT OFFICE
405 OLD SAN JOSE ROAD
SOQUEL CA 95073
831-429-3410



FOOD SERVICES DEPARTMENT
JAMES P SMITH III, MANAGER
310 LA FONDA AVE
SANTA CRUZ CA 95062
831-429-3850

8. **With whom do I order?** Your child's teacher will take a count of students who will be enjoying the days lunch and send that to Food Services to ensure that we have each child's meal prepared and ready for the lunch break. If you are new to the meal program, we ask that you sign up and pre-pay for meals on your child's account to assist us in planning for your child's lunch each day.
9. **Under the FRMP, is my child entitled to breakfast and lunch?** Yes! We serve two (2) meals each day to ALL students and we encourage you to take advantage of both breakfast and lunch. Breakfast is served 35 minutes before the first bell at each school and is a fast and healthy way to start the day. We serve brunch at Middle school and High school sites in the mid morning for a la carte meals as well as FRMP qualifying meals. Come a few minutes early to get a great breakfast meal for your child before school!
10. **Can I see what my child is purchasing/ eating?** Yes. As a parent you can log onto Nutrikids.com and see the past purchases your child has made in our cafeterias with his/her meal plan dollars or credits. Feel free to have a look! If you need assistance with access to this site, feel free to call us.
11. **Can my child bring leftovers home?** By law and SCCS policy, we do not allow students to save meals to take home. This is for food safety and health reasons. We cannot and will not insure or guarantee the quality and food safety of any food consumed on or off any our school campuses after the meal period in which it was served. We strongly encourage children to eat the meal provided in its entirety for quality and nutritional reasons. We have designed our meals with your child's nutritional needs in mind and we adhere to the most stringent food safety standards to ensure high quality nutritious food for our students. We also think your child will enjoy our food so much, there will be no leftovers!

If you have any questions not addressed above, call us anytime and we will be glad to help you.

Jamie Smith