

## **Food Service Office – Frequently Asked Questions**

For any questions not covered here, contact the Food Service Office at 804-524-3453.

### ***I may qualify for free or reduced lunch. How do I apply?***

Free & Reduced Meal applications are available in the schools, in the food service office and online. The applications will also be distributed to each student in their back to school packet. If you receive SNAP or TANF, your child will be eligible for free meals.

### ***Do I have to complete a new application each school year?***

Yes! The program requires that each school year a new application be filled out. If you receive SNAP or TANF you must complete a new application and provide the active SNAP or TANF number. If you have more than one child enrolled in school, then only one application is needed for all children within the household.

### ***How can I notify you if my child has food allergies and/or I would like to limit their ability to make purchases?***

If your child has a food allergy, or you would like to limit their ability to make purchases, there are two ways to provide us that information. 1) [Complete the Food Allergy/Parental Limitation statement](#), 2) Contact the food service office to provide the information.

### ***How can I monitor my child's meal account?***

We encourage parents to take advantage of our popular pre-payment and meal account monitoring service, [MySchoolBucks.com](http://MySchoolBucks.com). Using this resource parents are able to pay and replenish their child's meal account via a secure web portal. You are also able to check your child's account for purchases and payments.

### ***I would like to send in a check for my child's meal account. Where does it get sent?***

Checks should be made payable to your child's school and given to the cafeteria cashier.

### ***I forgot to give my child money for their meal account. Will they be able to eat?***

We understand that students may forget their meal money. As a courtesy, we allow a limited amount of charges so students in these situations still have the opportunity to eat. The account balance is due the following day. The limits will vary based on your child's meal status. Students who do not pay the negative balance will not be eligible to charge until their account is re-paid, and will receive a modified breakfast of graham crackers, a fruit and a milk and/or a modified lunch of a whole wheat cheese sandwich, a fruit and a milk at no charge until the account is brought current.

*This institution is an equal opportunity provider.*