

## Student Nutrition FAQ's 2020-2021

If you have any questions that are not answered below, please contact our office at 810-626-2868.

Thank you!

### ***Phase 1-3- Virtual Learning For All Students***

Q. If we are in Phase 1-3, will meals be offered to students?

- Yes! Meals will be offered for curbside pick-up on a weekly basis. Families will pick up 7 days of breakfast and lunch meals. The pick-up site will be at Hartland High School. More detailed information will be provided if we are in phases 1-3.

Q. What is the cost of the pick up meals?

- Meals will be FREE to all students.

### ***Phase 4-5- In Person and Virtual Learning Options***

Questions Pertaining To Families/Students Who Are In School For Face To Face Instruction

Q. What safety precautions are being implemented in the kitchen and serving area?

- All food will be prepared and served using the current health department requirements for serving food during Covid-19.
- Staff will be screened daily for Covid symptoms and exposure.
- Staff will wear face coverings and gloves at all times.
- No self serve options will be available to students, this includes fruit and veggie bars, utensils and condiments. All items will be handed directly to students.

Q. How will meals be served in the cafeteria?

- Elementary students will pick up their meals and return directly to their assigned cafeteria table. All pick-up lines will be socially distanced as much as possible.
- Farms Intermediate, Ore Creek and High School School students will communicate their order to the staff in the serving area. Staff will place all items as ordered on their trays, including entree, fruit, vegetable, milk, utensils, napkins and condiments. Students will not touch the tray until their tray is fully prepared.
- All service lines in all serving areas will be socially distanced as much as possible.

Q. How will students pay for meals in line?

- **ALL meals are FREE for ALL students at this time.**
- We are asking that ala carte be paid for online as much as possible to limit the amount of cash in the lunch line.
- If a student must pay for ala carte with cash or a check, we ask that those deposits be made outside of the lunch line, in the school's deposit box.

- Farms, Ore Creek and Hartland High School students will be asked to carry their student id into the lunchroom everyday. Students will scan their ID card on a touchless scanner.
- Hartland High School students can use their student ID card or their virtual ID card from StudentConnect.

Q. Will meals be offered to students who are in person, but have a day(s) of virtual learning?

- Families have the option to sign up to have breakfast and lunch meals sent home on the previous in-school day. **These meals are FREE to ALL students.**
- Sign up here: [Remote Instruction Day Meals](#)

Q. If my building has a temporary school closure, will meals be served?

- Yes, these students are eligible to come to our weekly curbside meal pick up.
- If there is an emergency need prior to the next weekly meal pick up, please contact the Student Nutrition Office for an emergency meal kit at 810-626-2868.

Q. Will students still be allowed to purchase food items that are not part of a meal?

- Elementary students will be able to purchase ala carte milk. All other ala carte sales will be slowly phased in throughout the school year.
- Farms, Ore Creek and Hartland High School will still have ala carte options. The options will be decreased and all prepackaged at this time. Options will be increased as safety protocols allow.

#### Questions Pertaining To Families/Students Who Chose To Learn Virtually

Q. Will Meals Be Offered To Virtual Students?

- Yes! Meals will be offered for pick-up on a weekly basis. Families will pick up 7 days of breakfast and lunch meals. The pick-up site will be at Hartland High School Pool Parking loop, generally on Friday's at 1:00, unless it is a holiday week. Please see the website for the monthly schedule.

Q. What safety precautions are being implemented in the kitchen and serving area?

- All food will be prepared and served using the current health department requirements for serving food during Covid-19.
- Staff will be screened daily for Covid symptoms and exposure.
- Staff will wear face coverings and gloves at all times.

#### **General Student Nutrition Questions**

Q. How do I set up my student's lunch account?

- Every student at HCS has a lunch account, you do not need to do anything to create or set one up. Your child's lunch account is tied to their student ID number.

Q. How do I make a payment into my student's lunch account?

- **ALL meals are FREE for ALL students at this time. Students only need funds in their accounts to cover previous balances or ala carte purchases.**
- Payments can be made with cash, check or credit card.
- At this time, we encourage families to make payments online as much as possible.
- Payments can be made in any increment you choose; daily, weekly or monthly, etc.
- You can send cash or check to the school. Please make sure all payments sent to school are in a clearly marked envelope labeled 'Lunch Money' with your child's name. Checks can be made out to 'Hartland Student Nutrition.'
- Payments can be made online in the ParentPortal system via PayPal. Please note that PayPal does charge a fee for making an online payment.

Q. How do I know what my student has been buying?

- All purchases are tracked through their lunch account to allow you to monitor what they are eating at school. You can track this on the ParentPortal.

Q. How do I know my student's lunch account balance?

- You can check the lunch account balance any time in the ParentPortal.

Q. My child has dietary restrictions, intolerances or allergies, who would I contact?

- Please call our office at 810-626-2868.

### ***Questions Regarding Free And Reduced Price Meals***

Q. How do I apply for free and reduced meals?

- ALL meals are FREE to ALL students for the remaining of this school year, an application is not required.
- You do however want to fill out an application if you would like to be eligible for other benefits including, but not limited to: PEBT, holiday assistance, in-school assistance, etc.
- Families are encouraged to apply online instead of paper if you are able. The online application can be found on the ParentPortal login screen, directly below the login information boxes. If you need to fill out a hard copy form, they can be found on the HCS website and at each school.

Q. Can I apply online?

- Yes! Families are encouraged to apply online instead of paper if you are able. The online application can be found on the ParentPortal login screen, directly below the login information boxes.

Q. Is the free and reduced meal process confidential?

- Yes. The use of the free and reduced meal program is a confidential process.

Q. I have more questions about the free and reduced meal program, where do I call?

- Please call our office at 810-626-2868.