

Frequently Asked Questions on Food Service Procedures

Who should receive my child's dietary restrictions?

You should give your child's medical information to the School Nurse. The nurse then conveys the information to the Head Cook at your child's building. The information is carried over from year to year in your child's Food Service account until a School Nurse advises Food Service to remove it.

What do I do if I do not want my child to "charge" a meal? What do I do if I want to restrict what my child buys? (Example: No meals – brings lunch, No snacks, No ice cream, No second meal?)

At the start of each school year (or at the time of enrollment), you can submit the **Parent/Guardian Request Form** to your child's cafeteria indicating that your child is not allowed to "charge" a meal buy snacks, etc. (New York State regulations require Food Service to allow a child to "charge" a meal unless the written notice is on file.)

When the account balance is negative, can my child purchase a second meal, a la carte items, or snacks?

No, your child cannot purchase any food, snacks, or beverages. Also, if your child has money coming back after purchasing a meal, that change will be applied against the outstanding balance.

Where can I get a Free and Reduced Application and/or Parent/Guardian Request Form?

The application can be obtained from:

- The District 's September Newsletter
- The Cafeteria at all the schools
- The Main Office at the elementary schools
- The Guidance Offices at the High School and the Middle School
- The Food Service Office at 1700 Fyler Road
- The website – <http://www.chittenangoschools.org> under Food Service

Where do I return the Free and Reduced completed application or the NYS Direct Certification letters?

The form should be mailed or delivered to: **Food Service Office at 1700 Fyler Road, Chittenango, NY 13037.** Sending it to your child's school can delay the processing of the application.

What methods are available to place money on my child's Food Service account?

Your options are:

- Send cash, a check, or a money order with your child to hand into their Cafeteria cashier.
- Enroll in myLunchMoney.com so you can use a credit or debit card. (Go to – <http://www.chittenangoschools.org> under Food Service for the link to myLunchMoney.com).

Note: Do not send payments to the Food Service Office. These payments must be processed by your child's Cafeteria in order to have your child's account properly credited in a timely manner.

If we are moving from the district or my child has graduated, how can I get a refund from my child's account?

You must contact the Food Service Office at 687-2864 and request the refund.