

TIMBERLIN CREEK ELEMENTARY

EAGLE CAFÉ

MOST FREQUENTLY ASKED QUESTIONS

Free and Reduced Priced Meal Application –

Parents are encouraged to ***complete one Free and Reduced Price Meal Application per family***, rather than one per child. The application can be obtained ONLINE at www.stjohns.k12.fl.us and printed off and completed or one can be completed on line by following the link to on line Free and Reduced Family Meal Application.

This application may be returned to any of the District schools where parents have a child/children enrolled. The schools will be sending all completed applications to the District Food Services Office for centralized approval.

Until the application is processed and approved by the District Office, any meal charges will be the responsibility of the adult/guardian. The approval process can take up to ten (10) days at the beginning of the school year.

Your student'(s) meal status (free or reduced) at the end of a school year will continue through the first 30 days of the next school year. Unless a new Family Meal Application has been processed and approved by the 30th day of school, your student'(s) meal status will revert to PAID. You may complete a lunch application at any time during the school year.

FORGOT YOUR LUNCH MONEY?

Negative Food Service Account Balance Policy

- At \$0 balance, no a la carte purchases are permitted. Any debt must be paid before a la carte purchases can be made.
- When the student's account balance reaches a negative balance, the Food Service Manager will communicate with the parent(s) or guardian via letter, email, and/or phone call. An application for free and reduced lunch will be offered to the parent/guardian when the negative balance reaches \$10.00.
- Once the negative \$15.00 balance is exceeded, the Food Service Manager will alert school administration of the negative balance issue.
- A follow-up with Student Services will occur if the parent/guardian does not respond.
- You can set up an account with *School Pay* to review student meal transactions, set up balance alerts, and make payments to their lunch account using a credit card.

A LA CARTE ITEMS:

- Timberlin Creek offers, A la Carte items for purchase during breakfast and lunch. These items range in price from \$0.25 - \$1.50 and are not included in the paid, free or reduced "school lunch". All customers may purchase a la carte items with cash or by using money in their lunch account. No A la carte items can be purchased unless sufficient funds are in the lunch account.

PARENTAL RESTRICTIONS:

Restrictions can be placed on your student's meal account. Once restrictions are placed, they cannot be removed unless the parent provides the Food Service Manager with a letter asking for the restrictions to be removed. Some examples: No snacks, 1 snack Friday only, No Sales.

FOOD ALLERGIES:

If your child has food allergies, please provide the school nurse with a physician's note indicating the allergies and the appropriate substitutions that are recommended by the physician or medical authority.

COMMUNICATION WITH THE FOOD SERVICE MAANGER:

The Food Service Manager, Tanya Cassano, is on site prior to the school starting and can be reached at (904-547-7418 for any questions.

REFUNDS:

Cash refunds are addressed at the school level and require a written request. Please contact the Food Service Manager for instructions for a refund. Check refunds will be processed thru the district office.

ACCOUNT BALANCES:

Student account balances can be obtained on the web site *School Pay* at no charge to you. Your students account balance, either positive or negative, from the previous year will roll into the new school year unless a refund has been requested.

GENERAL INFORMATION:

- A Full Student Breakfast consists of either a Hot Entrée or Toast and Cereal, Milk, Juice and/or fruit.
- A Full Student Lunch consists of at least 3 of the 5 choices offered as Components: 1 Entrée (meat/meat alternative), Grain, 2 Vegetables, 1 Fruit and Low Fat Milk.
- Each lunch MUST have either a fruit or vegetable to be considered a Full Lunch. If your child only takes 2 components or 3 components but none of them are a fruit or vegetable, they will be charged separately for each item. We inform each student, when they reach the register, if they need an additional component to make a complete meal, but we cannot require them to take an additional component.

