



Bentonville Schools Nutrition Services

Welcome to Bentonville Schools Nutrition Services. We hope this letter provides all needed information regarding the meal program. If you have questions, please contact the Nutrition Services office at 479-254-5045. Visit the District website at www.bentonvillek12.org and click on Parents then Lunch Menus to find menu calendars and nutrition information.

Meal Prices

For the 2021-22 school year, meal prices are as follows:

<u>Meal</u>	<u>Student (K-6)</u>	<u>Student (7-12)</u>	<u>Adult</u>
Breakfast	\$2.05	\$2.05	\$2.40
Lunch	\$2.85	\$3.05	\$3.85

Free and Reduced Meal Application

This program includes meals for breakfast and lunch. Applications will be emailed to guardian addresses on file before the start of school. If there is no email for a student, then an application will be mailed with a return envelope. Applications will also be sent home with students the first day of school and/or in Tuesday folders. Applications will be available on the Bentonville Schools website under the Nutrition Services section.

Students not participating in the program last year will be charged full price for meals until notified by Nutrition Services by letter that an application has been approved. Families are responsible for all charges until application approval.

All applications will be processed within ten working days of receipt at the Nutrition Services office. Applications may be submitted to school cafeteria staff or the Nutrition Services office at 400 NW 2nd Street.

For more information on how to apply, please see the link on Bentonville Schools website.

Food Allergies

We ask that you let us know if your child has any special dietary restrictions, and we will make every effort to accommodate your child's needs. Nutrition Services works with Bentonville Schools nursing staff when a student is identified as having a food allergy or food intolerance. Additional documentation from your child's physician may be required.

Point of Sale (POS) System

The POS system benefits the District and your child by allowing student to move more quickly through the lunch line. Rather than bringing money for meals each day, families may pre-pay for meals. Pre-payment is credited to the student's account, and the student enters the lunch account number when entering the lunch line. It is helpful when students know their lunch account numbers at the start of the school year. If you wish to help your child memorize the lunch account number, you may contact your child's teacher, registrar, or Nutrition Services at 479-254-5045 to ask for a student's lunch number.

Account History, Balances, and Payments

You may track your child's meal charges and balance at SendMoneyToSchool.com. This website also gives the option of sending emails when an account balance falls below an amount you select. Follow the instructions on the website to enroll. You will need your child's ID number. The ID is the five-digit lunch number preceded by

4000. For example, if your child's lunch number is 12345, the student ID is 400012345. There is no fee for tracking meal charges, balance, or low balance emails. You may make a payment through this website, but there is a \$2.00 convenience fee for each online payment.

To avoid convenience fees, payments may be made by cash or check at the cafeteria from 7:00 am to 1:00 pm at elementary or middle schools or from 8:15 am to 2:15 pm at junior high or high schools. If sending payment to school, we strongly encourage sending a check in an envelope with the child's name and lunch number clearly marked on the outside. You may send one check to pay for multiple children as long as the names and lunch numbers are listed. Checks should be made out to the school.

Account Errors

If you believe your child was charged in error, please call the Nutrition Service office at 479-254-5045. The charge will be reviewed, and you will be notified of the result of the review. Parents or guardians must call within 30 days of the date of the charge to request a review.

Meal Charge Policy

The District does not provide credit for students to charge food. Items may be purchased by either prepayment or providing payment for the items at the time of receipt.

While credit is not permitted, any student going through the line at lunch meal service will be provided with a regular meal tray regardless of the balance of the account. The meal will be charged to the student's account, and parents or guardians will be responsible for payment. Families wishing to avoid these charges when a student's account balance is not sufficient to cover the day's meal must send a lunch to school with the student.

Emails regarding balances below \$10.00 are sent each weekday. Notifications of negative balances are made by automated text/email daily and by phone calls on Wednesdays and Fridays.

Families needing assistance with paying account balances may contact the Nutrition Services Office at 479-254-5045 for questions regarding the Free and Reduced Meal Application or to set up a payment plan. For other resources, families may contact the counselor at their child's school.

Nondiscrimination Statement for Arkansas Child Nutrition Programs:

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English. To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: <https://www.usda.gov/oascr/how-to-file-a-program-discrimination-complaint>, and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by: 1. mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; 2. fax: (202) 690-7442; or 3. email: program.intake@usda.gov. This institution is an equal opportunity provider.