



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 Accounts to find **online application**, menu calendars and nutrition information.

Meal Prices

For the 2020-21 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. Bentonville is now offering online applying. To apply online just go to lunchapp.com and select Bentonville District and follow the directions. Printable applications will be available on the Bentonville Schools website under departments and then Nutrition Services section. We will also have application at the front office at each schools.

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.

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 during breakfast only at all schools. Payments collected during breakfast only is to protect our cashiers and students during the covid virus. 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.

Cash Purchases

No change will be given back due to sanitation concerns. Your student must have either exact change or left over money will be put into student's account. We are recommending that you pay in advance with money in their account.

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 law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, disability, and reprisal or retaliation for prior civil rights activity. (Not all prohibited bases apply to all programs.)

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at **(202) 720-2600** (voice and TTY) or contact USDA through the Federal Relay Service at **(800) 877-8339**.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.ascr.usda.gov/sites/default/files/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf>, from any

USDA office, by calling **(866) 632-9992**, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

mail: U.S. Department of Agriculture Office of the Assistant Secretary for Civil Rights 1400 Independence Avenue, SW Washington, D.C. 20250-9410; or

fax: (833) 256-1665 or (202) 690-7442;

email: program.intake@usda.gov.

This institution is an equal opportunity provider.