**WESTPORT PUBLIC SCHOOLS**

**Food Services Department**

*Frequently Asked Questions*

* How does the school meal service work? How does my child purchase a school meal?

Westport Public Schools uses NutriKids as the point-of-sale system in the school cafeterias. All students have a meal account in NutriKids which allows parents to deposit funds for the purchase of school meals and to track what is being purchased. The students access their meal account in the cafeteria by entering their student ID number on the keypad. Cash payment is also accepted by the cashier.

* How do I pre-pay for meals?

There are three ways to put money into your child’s account:

1) Cash Payments: You can send in cash to the cafeteria manager who will enter the funds into your child’s account. Cash should be in an envelope marked Westport School Lunch with the child’s name on the envelope. There is no fee for this method of payment.

2) Payment by Check: You can send in a check to the cafeteria manager who will enter the check amount into your child’s account. The check should be made payable to Westport School Lunch with the child’s name on the check. If you have more than one child in the same school you can send in one check, but please clearly note the student names and dollar amount that should go into each child’s account. One check cannot be deposited to multiple schools. Please note: There is no fee for this method of payment but there is a $15 fee for a returned check. Repayment of a returned check plus the fee is expected immediately.

3) Pay Online at MySchoolBucks: When you log into the district website, click the Food Service tab and scroll down and you will see links for the MySchoolBucks website, and a helpful FAQ for setting up the accounts. To setup the account, you will need your 7-digit student ID. This is the same number attached to the student’s email address in the district. You can also contact the Food Service office and the number can be provided for you.

Please note: There is a service fee of $2.75 for each online or recurring payment to cover the cost of bank fees by MySchoolBucks.

* What are the different lunch menu options and pricing?

Students in the elementary schools have 4 choices daily: the featured hot lunch, the weekly alternate, a deli sandwich or the soup lunch. All are priced at $2.45 for the first lunch.

Students at the middle and high school level have more choices. The featured hot lunch is priced at $2.70 in the middle schools, and $2.80 in the high schools. There are also daily options at the Pizza Station, the Grill, our custom Deli Sandwich station utilizing Boar’s Head deli meats, and Fresh Made soups.

At all school levels, ala carte items are available for purchase at an additional cost. A second lunch may be purchased at the regular meal price, the second serving of an entrée is $2.00, and an extra milk can be purchased separately for $0.55.

* Where can I locate the school meal menus?

All current school menus are posted on the Food Services page on the district website. You can also view menus through the NutriSlice app, or at [www.westport.nutrislice.com](http://www.westport.nutrislice.com/).

Please note that menus are subject to change due to product availability. We recommend that you check the menus weekly to ensure you are selecting the appropriate meal for your child.

* How can I see my child’s account balance or view what they are purchasing?

Log into your MySchoolBucks account to view purchases for each enrolled student. You can also contact the Food Service office for assistance.

* Can I limit what my student purchases?

Yes, NutriKids allows for notes to be added to student accounts in order to help parents customize their student’s purchases in the café. Due to security issues, these notes and updates can only be added by the Food Service office. Please reach out by phone at (203) 341-2431 or email bleahey@westportps.org for assistance with adding notes to accounts.

* What if I see a discrepancy in my child’s account?

Please contact Food Services at (203) 341-2431 or bleahey@westportps.org if you would like to discuss your child’s account.

* How can I receive low balance notifications for my child’s meal account?

There are two ways to receive low balance alerts:

1) Alerts from NutriKids are sent out twice a month. Please check inboxes and spam folders for these alerts. If you are not receiving them, please contact the Food Service office for assistance.

2) You can set up your own low balance notice through MySchoolBucks, as well as auto payments that will automatically be added when your student’s account drops below the set amount.

Please note: payment cards need to be updated in MySchoolBucks if/when there is a change, and the auto pay must be reset at this time.

* Why am I getting a low balance alert?

When student accounts become negative, balance alerts are sent out from NutriKids and from MySchoolBucks if settings are added for this service.

* Why was my child not allowed to charge ala carte items today?

If your child’s account goes to a negative balance, they will be provided a regular meal but funds must be deposited in your child’s account to cover the cost. Ala carte items and second meals cannot be charged against a zero or negative balance.

* How do I apply for free or reduced-price meals?

You can locate the Free and Reduced-price School Meals Application on the Food Services website. Please ensure your child has sufficient funds in their account to cover the cost of meals until you receive notification of their eligibility. Please note: Ala carte items and second meals are not part of the free/reduced-price benefit. Please mail or drop off applications to the main office of your student’s school.

Please note: You may apply for the free and reduced-price program anytime during the school year should your income or household size change. If you are approved, the eligibility extends only throughout the current school year. A new application needs to be submitted at the start of each new school year.

* Why is my child incurring a charge when they are free or reduced?

Students approved for free or reduced meals are eligible to receive one free or reduced-price breakfast and lunch per day. Additional meals are at the full price of $2.80. Ala carte items are not eligible in the free/reduced program, but can be purchased at an additional cost.

* If I received a letter last school year that my child was approved for free or reduced meals, does that carry over into the next school year?

Each new school year requires a new Free and Reduced-price School Meals Application. If you received a Direct Certification of eligibility letter last year, then submit an application only if you do not receive a new DC letter stating your child’s latest eligibility for the new school year. Please see the Free and Reduced-price School Meals Application on the Food Services site.

* What happens to my child’s meal account at the end of the school year?

Any funds left in your child’s meal account at the end of the school year will carry over to the next school year. When your child transitions to the middle or high school, their account will transition as well.

* How can I request a transfer of school meal account money from one child to another? How can I donate the balance or get a refund of my child’s meal account?

Please contact the Food Service office and speak to the dining director at 203-341-2431. Or, you can forward the request by email to bleahey@westportps.org. In most cases for transfers, all that is needed are the names of the students. For refunds, an active address is required for a check to be mailed out. You also have the option of donating the leftover balance.