

Questions	Answer
How much can I put on MySchoolBucks Account? Why is it capped?	The district has the option of one of two contracts with MSB. We have option 1 which allows a maximum of \$120.00 per transaction at a fee of \$2.49 (if you have three children it will allow \$40 per student at the same transaction fee) . Option 2 is percentage based, there is no max, however the fee is 3.5% of the deposit amount. Option 1 appears to be the most favorable for our district.
When purchasing a full meal, can children choose milk instead of juice? If not, can they donate their juice or refuse it?	A meal has 5 components: meat or meat alternate, grain, fruit, vegetable, & milk. Students may take as few as 3, but one must be a fruit or a vegetable. Milk is not required to be selected. The district is looking into share tables on a building level basis but considering some children have allergies and food sensitivities this may not be an option.
Please explain how you know how many children will be ordering lunch or milk so you have enough food for all of them during their specific lunchtimes.	We have a shared google sheet for CET teachers to upload their lunch counts to.
Please explain how the children know their code to purchase their lunch and what happens if they forget. Are there people to help the younger children if they need it?	Aides are helping the younger children and all CET and PVC students are provided with scan cards with their ID's and a bar code. There are also rosters at the register.
How soon after you put money on your account will the children be able to use it?	Money should appear on your student's account within a couple of hours of completing your transaction, though it may be sooner.
How can we make requests for what our children eat? Can we directly input the requests?	All medical dietary requests should go through your school nurse. Non-medical requests can be made through our webpage (click here).
Many kids are not sure if they will like the food they purchase so they want to bring a back-up lunch. Is this possible to do or if aids see the child has a meal already, will they not let them buy lunch?	Yes, we noticed at CET some students attempting to purchase lunch even though they appeared to bring it. Aides and teachers are working with them, but we suggest sending a note if you want them to have the option to purchase lunch.
What happens to school bucks if they are not used this year?	They can be carried over to next year, transferred to another child or refunded.
Will whole milk or 2% be offered?	Whole milk is not allowable under National School Lunch Program.
I understand that a lunch meal includes 5 items (protein, grain, vegetable, fruit and/or 100 juice, and milk-one of which must be a fruit or vegetable). If a student only selects 3 or 4 items, do I still pay \$3.75 regardless? What if they want a hamburger for example? Will they still pay \$3.75?	The price of the lunch is the same, whether the student selects 3, 4 or 5 components but one MUST be a fruit or a vegetable. If a student only orders a hamburger they still are still charged the meal price. However, they could have also received fries, milk, celery and juice for the same price and the district would also receive a small federal reimbursement as an incentive to provide balanced meals to students.
Milk - many parents are confused at CET that the beverage choice is only juice and for milk you must pay separately and cannot substitute the juice for milk?	Milk comes with every reimbursable meal. However, if a student has a grab and go burger (protein and grain) and does NOT take fruit or veggie, it is not a reimbursable meal and therefore will have to pay separately for milk.

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How is fresh fruit and cold crudite charged?	The fruit and vegetable selections are offered as part of the meal and can be purchased separately at an ala carte price
Will there be a full price list available to help families determine how much to fund their accounts in advance?	Yes, we are working on an our ala carte price list which will be posted on our website.
Can a grab and go (burger) be converted to a meal? What about second lunch?	Yes it can be converted to a lunch-see below. A La carte meals cost the district but there is no reimbursement provided. We can add a fruit, juice or veggie. Yogurt parfait with a half cup of fruit and milk or veggie is a meal. Goal is to provide a well balanced meal for all students. We will have fruit or carrots at register to offer students to encourage a balanced and reimbursable meal.
Is milk a requirement?	No.
If they get fruit can they also get juice and milk? or one?	Yes, up to 2 fruit or 2 vegetables or 1 fruit and 1 vegetable.
Serve vs Offer?	We "offer", as opposed to automatically "serve", 5 components (milk, grain, protein, fruit or veg). Under NSLP guidelines students must take 3 and one MUST BE fruit or veg. Pizza (grain) and cheese (protein) so that is two plus and apple (fruit). Tyson chicken tenders or celery= a meal bc of protein, breading is grain, celery is veg)
Anyone know if you get the sandwich lunch if they will substitute juice for milk? Gluten and Dairy free kid... I've been afraid to have him try to buy lunch in case they a)run-out or b)can't accommodate dietary restrictions	Milk is not required to be selected. Please reach out to Christine so she can make accommodations for gluten-free.
What is the procedure for the children paying using My School Bucks account? Should I work with my child to memorize their student ID number?	MSB accounts are linked to Student ID's. At CET all students are given their Student ID with barcode that they enter at the register. If they have balances available in their account, it comes up immediately.
How is the serving handled? Are classes called one at a time? If it takes long to serve lunch, will my child be allowed extra time to finish their lunch?	At CET we are calling one or two classes at a time and that has assisted with flow and wait times.
Can I send a "backup" lunch for my child in case they don't like what is served?	Yes; however, please send a note if you are giving your child the option of purchasing even though you've provided a lunch.
What happens if there is no money on their school bucks account but my child wants to purchase lunch?	Student's will be allowed to borrow/credit for the day but are expected to pay their balances the following day.

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What happens if they run out of the lunch item my child was planning to purchase?	Another option will be provided.
What qualifies as an approved lunch for the \$3.75 price?	Up to 5 components with a minimum of 3.
What options does my child have regarding fruit?	A fresh fruit is served daily-bananas, peaches, apples, etc.
What options does my child have regarding juice?	Usually 100% apple juice.
What options does my child have regarding milk? Can non-dairy milk be offered?	We currently do not have non-dairy milk.
Can my child refuse an item if they don't like it?	Yes.
Are al la carte options available?	Yes, different at every school, chicken burgers, yogurt parfait, chips, drinks.
What is available every day?	Hot meal of the day and usually sandwiches, bagels, parfaits, chips, veggies, drinks.
How do you handle allergies?	Medical allergies go through the school nurse and are updated through our student information system. Intolerances or special requests will go through a form on our website which is used by FSMC to update your child's record and will show on screen when your child is ordering.
Who is inputting that info into the system?	Medical through SIS and non-medical requests through FSMC-be patient.
How should I update allergies or intolerances?	Medical allergies go through the school nurse and are updated through our student information system. Intolerances or special requests will go through a form on our website which is used by FSMC to update your child's record and will show on screen when your child is ordering.
Can I opt out of certain items for my child, i.e., no juice, only white milk?	Yes through the non-medical request form on website.
What are the plans for food my child doesn't eat? Can they donate it?	We are currently looking into that on a school by school basis. We would like a "share table" but it gets complicated with student allergies, especially with the younger children.
How are children who are food insecure identified/qualified to receive free or reduced lunch?	All families have received F&R eligibility information in addition to some families being automatically enrolled through direct certification. Also, our school counselors are working with administration and families to ensure that all families are aware of their options.

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What are the plans for environmental sustainability?	We are currently utilizing fully compostable, corn-based serveware at all buildings. We have also partnered with the Greenburgh Nature Center and begun student and staff training for our Zero Waste Program.
What is the best way to submit feedback or suggestions for the lunch program?	Through our website you are able to submit questions or suggestions to the FSD and district (click here).