

FAIRFIELD PUBLIC SCHOOLS

Food and Nutrition Services

FREQUENTLY ASKED QUESTIONS

❖ ***How does school meal service work? How does my child purchase school meal?***

Each child is assigned an account that he/she can access by scanning his/her meal ID card, or entering their school ID pin number on the register's keypad. The student ID pin number remains the same throughout the years the child is enrolled in FPS. A student account enables parents to deposit money for the purchase of school meals and track what is being purchased.

❖ ***What happens to my child's school lunch account at the end of the school year or when my child transitions to the secondary levels?***

Your child's meal account funds remain in your child's account throughout the years they are attending FPS. You do not need to request a refund if your child is returning in the fall. When your child transitions to the middle or high school, their account will transition as well. Please see the instructions below on how to request a refund or transfer to a sibling's account.

❖ ***How do I deposit money into my child's lunch/meal account?***

You can deposit money into your child's account three different ways:

- 1) Send in cash with your child.** At the elementary schools, the full amount of cash remitted is always deposited into the student's account (change is not provided). At the middle and high schools, a student can deposit a specific amount of cash into their account. As long as the account is not overdrawn, change will be given back to the student (i.e. the child presents \$20.00 to the cashier, \$10.00 can be applied to the account and \$10.00 will be returned to the student). High school students cannot have a negative balance in their account.
- 2) Pay by check** made payable to **Fairfield Public Schools Lunch**. Please include your child's name and ID number in the memo section of the check. If you have more than one child **in the same school**, you can send in one check, but please clearly note the names and dollar amounts that should go into each child's account. One check cannot be deposited to multiple schools. All cash or check payments can be deposited at the register/point of sale.
Please Note: There is a \$15.00 fee for returned checks. Repayment of returned checks plus the fee is expected immediately.
- 3) Pay online through your Infinite Campus Parent Portal.** When you log into IC's Campus Parent, you will now see a 'My Accounts' and 'My Cart' option under the Today or Food Service tab. Use **My Cart** to add money to Food Service account(s). Simply add all payments to the cart and then checkout. Use **My Accounts** to manage payment methods, recurring payments and payment history from one location.
Please note: Payment method information from last year did not carry over to this year. You must set up credit/debit card or checking payment methods again. Payment set-up **must** be done from a desktop or laptop computer. We recommend the use of Chrome or Firefox as a browser. Do not use the phone app. You must be logged into your IC parent portal to enter your payment method (credit/debit card or checking), not your child's or another family member's IC portal.

Please Note: A 4% Service Fee is accessed for each online or recurring payment.

Click or copy and paste this link to access the My Account instructions:

<https://cl.s6.exct.net/?qs=2f67152ed52b1204e53acda7e90ddd3e443734cc5990a9ff6867c46a385f58ec28da82eef2a6526a2b4433f0d1270286>

Click or copy and paste this link to access the My Cart instructions:

<https://cl.s6.exct.net/?qs=2f67152ed52b12044cc4373b61316b1f05aa7b343dbd81808efaec41e68b4f8ff3ac03852657c10c301ced6d0cd78cbc>

Click or copy and paste this link to access Infinite Campus:

<https://campus.fairfieldschools.org/campus/portal/fairfield.jsp>

❖ ***How can I see what my child is purchasing? How can I view my child's account?***

Account information can be viewed on your Infinite Campus parent portal. Log into your account and select the Food Service tab. Select the account name to see a list of items that have been purchased. **Please Note:** All purchase information will be available to view the following day after the purchase was made.

❖ ***How can I request a transfer of school meal account money from one child to another? How can I get a refund of my child's school meal account?***

Requests for transfers or refunds can be made by completing the **Transfer or Refund Request** form located on the Fairfield Public Schools website (fairfieldschools.org) under Parent Resources, Food Services. Click or copy and paste this link to access the form: http://cdn.fairfieldschools.org/food-services/Meal_account_transfer_and_refund_request_form.pdf . Please mail or drop off at: **Fairfield Public Schools, Food Services Dept., 501 Kings Highway East, Suite 210, Fairfield, CT 06825**, or email to foodsvc@fairfieldschools.org. All requests must be in writing.

❖ ***How do I apply for free or reduced priced meals?***

You can locate the **2019-2020 Free and Reduced-price Application packet** on our district's website (fairfieldschools.org) under the Parent Resources section, Food Services tab, Important Links. Click or copy and paste this link to access the application: <https://cdn.fairfieldschools.org/food-services/2019-20-Free-and-Reduced-price-Meals-Application-and-FAQ-English.pdf>

Please read the information in the packet and application **carefully** to fill out the form correctly. Forms that are incomplete or incorrect will delay processing of your application. Once a completed application is received, it can take up to ten operating days (when schools are open/serving school meals) to process that application. 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 program.** We are not be responsible for applications that do not reach the Food Services Dept. Please mail or drop off at: **Fairfield Public Schools, Food Services Dept., 501 Kings Highway East, Suite 210, Fairfield, CT 06825** or email a copy to foodsvc@fairfieldschools.org.

Please Note: You may apply for the free/reduced-price program anytime during the school year, should your income or household size change. If you are approved, the eligibility extends **only** throughout that 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?***

Children approved for free or reduced meals are eligible to receive **one** free/reduced breakfast (if served) and **one** free/reduced lunch per day. Additional meals are at the full price of \$5.00. Ala carte items are not eligible in the free/reduced program, but can be purchased at an additional cost. **Please see Fairfield Public Schools' Lunch and Pricing Chart located on the Food Services webpage.**

❖ ***If I received a letter last year that my child was approved/eligible 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 Meal Application**. Those who have received a Direct Certification of eligibility letter last year, should submit an application if they **do not**

receive a new DC letter stating their child's latest eligibility for the new school year. Click or copy and paste on this link to get access to the 2019-20 **Free and Reduced-price Meal Application**:
<https://cdn.fairfieldschools.org/food-services/2019-20 Free and Reduced-price Meals Application and FAQ-English.pdf>

❖ ***If my child is eligible for free or reduced-price meals, how can I get fee waivers or reductions to other programs (i.e. summer school, camps, musical instruments, testing fees, etc.) in our district?***

The easiest and fastest way to demonstrate your child's eligibility for these programs is to **retain several copies of the eligibility letter you receive from Fairfield Public Schools stating your child's current school year's free or reduced status, and present this letter to the program you seek a fee reduction or waiver**. Request for additional copies of your letter ***may not be made*** available to you in the timeframe needed for that program's registration. If you wish FPS to provide information to other programs, we **must have your signed written approval** in order to share your child's eligibility status. A **Sharing Information with Other Programs** form is supplied with the 2019-20 Free and Reduced-price Application packet. Please complete the form, sign and submit with your application. If you are approved, the form will remain on file in Central Office. If your child is Directly Certified for free or reduced-price meals, you will receive a **Sharing Information with Other Programs** form along with your eligibility letter in the mail. Please complete the form, sign and return it to our office as soon as possible. Information will only be shared with other persons/programs **listed** on the form. Please retain a copy of this form with your child's eligibility letter. You can access this form by clicking or copying and pasting this link: <https://cdn.fairfieldschools.org/food-services/2019-20 Sharing information with Other Programs - English.pdf>

❖ ***How can I receive low balance notifications for my child's school meal account?***

- 1) There are two ways you can set-up to receive low balance notifications. The district sends out low balance notifications once a child's school meal account reaches below \$10.00. These notices are sent through General Notification on Infinite Campus. You will need to set-up your Contact Preferences to receive these General Notifications. To set up your Contact Preferences log into your IC parent portal. Under the **User Account** section select the **Contact Preferences** tab. Check off the **General Notification** boxes for each method/device you would like to receive a notice. **Please Note:** Many of the school's messages/notifications are set-up as General Notification. Checking those boxes will give you access to all those messages.
- 2) The second method allows you to set-up your own low balance notice (separate from the one the district generates). It is located in the Notification Settings in IC. To access, log into your IC parent portal. Under the **User Account** section select the **Notification Settings** tab. Check off the **Low Lunch Balance** box, and then select the dollar amount you want to be notified once the school meal account balance reaches below the amount set.

❖ ***Why am I getting a low balance alert? Why was my child not allowed to charge school meal items today?***

Infinite Campus will notify parents when their child's school meal balance goes below \$10.00. You will not be alerted again unless there is a purchase made that further lowers the balance. If your child's account goes into a zero or negative balance, elementary and middle school students are provided a regular meal, but funds must be deposited in your child's account to avoid further notification. Ala carte items and second meals **cannot** be charged against a zero/negative balance. If your child has incurred a negative balance, you will need to replenish the account if you would like your child to purchase ala carte items/second meals against their account. High school students cannot charge school meals against a zero balance. They will need cash, check or money in their account to charge/purchase school meals. **Please Note:** You **must** set-up your Contact Preference on Infinite Campus to receive these low balance notices. To set up your Contact Preferences log into your IC parent portal, and under the **User**

Account section select the **Contact Preferences** tab. Check off the **General Notification** boxes for each method/device you would like to receive a notice.

❖ ***Where can I locate the school meal menus?***

School meal menus are located on our district's website (fairfieldschools.org) under the Parent Resources, Food Services tab. The current and following month's menus are available for elementary, middle and high schools. Please click or copy and paste the following link to access the Food Services' webpage: <http://fairfieldschools.org/parent-resources/food-services/>. **PLEASE NOTE: 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.**

❖ ***Can you explain the different lunch menu options and pricing at the elementary, secondary and high school levels?***

Elementary Meals:

Students at the elementary level have three choices daily. The featured Hot Entree Lunch, the Weekly Alternate and a Bagel Lunch. All are priced at \$2.85 per meal.

Ala carte items are available for purchase at additional cost. Second meals may be purchased separately for \$5.00. Ala carte items and second meals **may not be charged** if students do not have funds in their account.

Middle School Meals:

Students at the middle school level have six choices daily. The featured hot entree lunch known as World Market is priced at \$3.10 per meal. The Concept stations are: Great American, La Cucina, Miss Ruby's Grill, Frait Express and Coyote Grill. The Concept options are priced at \$4.05.

Ala carte items are available for purchase at additional cost. Second meals may be purchased separately at \$5.00. Ala carte items and second lunches **may not be charged** if students do not have funds in their account.

High School Meals:

Students at the high school level have six choices daily. The featured hot entree lunch known as World Market is priced at \$3.15 per meal. The Concepts stations are: Great American, La Cucina, Miss Ruby's Grill, Frait Express and Coyote Grill. The Concept options are priced at \$4.05.

Ala carte items are available for purchase at additional cost. Second meals may be purchased separately at \$5.00. School meals and ala carte items **may not be charged** if a student does not have funds in their account to pay for the meal.

Please view Fairfield Public Schools' Lunch and Pricing Chart on the Food Services webpage on the Fairfield Public Schools website.

Updated 8/20/19