

GERMANTOWN SCHOOL MEAL PROGRAM OVERVIEW AND CHARGE POLICY

The Germantown School District Food & Nutrition Department has created a school lunch program that is easy to use and provides your children with healthy and nutritious meal choices served every day. If you have any questions regarding the food service program, please feel free to contact the Food & Nutrition Department at 262-253-3420.

LUNCH PROGRAM

- Every family in the District has a food service account.
- The account can be activated by depositing money.
- The Skyward Lunch System is a PREPAID system which relies on parents maintaining a positive balance in their family account.
- Each child is given a confidential four-digit lunch keypad number.
- This number is entered when going through the lunch line.
- THE LUNCH KEYPAD NUMBER IS DIFFERENT THAN THE STUDENT'S ID NUMBER.
- Both positive and negative family account balances remaining at the end of the school year will transfer with the family account to the next school year.

PAYMENT OPTIONS

- Checks and money orders are preferred.
- All payments must be made payable to the Germantown Food & Nutrition Department.
- YOUR CHILD'S NAME MUST BE ON EVERY PAYMENT AND IN THE MEMO SECTION OF THE CHECK.
- A cancelled check is your receipt.
- Checks will be collected in the morning at the elementary schools.
- Deposits turned in at elementary schools only allow the children at that school to eat. The deposit is credited to the family account early the next morning and it is not reflected in the family account until then.
- Deposits turned in at KMS or GHS before 8:30 a.m. will be credited to the family account the same morning and all children in that family will eat.
- Deposit boxes are located by the kitchen doors at KMS and the Food & Nutrition Department at GHS.
- Cash is accepted in the lunch line at KMS & GHS only.
- REVTRAK payments made to your family account will post immediately. A 2.58% service charge will be assessed by the REVTRAK processor (subject to change). Instructions on how to make REVTRAK payments can be found on the Germantown website under the Food & Nutrition Tab.

FREE/REDUCED MEAL PROGRAM

- Families having financial difficulties are encouraged to apply for the Free/Reduced National School Lunch Program offered through our district. You may apply at any time during the school year.
- Applications are available at your child's School Office, the Food & Nutrition Department or the District webpage: www.germantownschoools.org.
- To see if you may qualify for benefits, review the application income guidelines which are found on the application.
- Completed applications are only acceptable in the original hard-copy form and must be signed. Emailed and faxed copies will not be accepted.
- Benefits must be renewed each school year via Direct Certification from the State of Wisconsin or by manually applying with a Free and Reduced application.
- Children who qualify for free or reduced lunch and take milk when bringing a bag lunch will be charged \$.35 for milk.

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LOW & NEGATIVE BALANCES/UNPAID MEAL CHARGES

- You will be notified that your account is low when it reaches \$15 or less via e-mail if you have an email in Skyward Family Access and have checked the box that you want to receive e-mail notification from Food and Nutrition. If your e-mail address changes, be sure to change it in Skyward Family Access.
- It is the parent's responsibility to monitor your account.
- If your account has a negative balance and your child wishes to eat lunch you must deposit money in your account to cover the amount due plus the cost of meals.
- If your balance is negative and your child wishes to take lunch without paying the negative balance, you must send enough money to cover the cost of the meal.
- If your balance is negative and your child does not bring money for lunch that day, he/she will be offered a cheese sandwich for \$.50, baby carrots for \$.10, and a milk for \$.35 and your account will be charged.
- Parent/guardians are responsible for the food service balance in your child/children's account.
- We will make every attempt to collect delinquent balances and work with each family to bring their accounts current. Money due will not automatically be eliminated, forgiven or reduced at the end of the school year. The negative balance will roll over to the following school year.
- If your child is graduating, your negative balance must be paid before their diploma is released.
- You can monitor your family account activity and balance on-line at www.germantownschoools.org.

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Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotope, American Sign Language, etc.), 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: http://www.ascr.usda.gov/complaint_filing_cust.html, 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.

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