



Pearland ISD Food Service Department Parent Information

Pearland ISD participates in the National School Lunch and Breakfast Programs and offers students nutritionally balanced, low-cost or free meals daily. These programs fall under the direction of the United States Department of Agriculture (USDA) and are administered at the state level by the Texas Department of Agriculture (TDA).

Meal Benefit Applications

Free and Reduced-priced meals are available based on financial needs. Please visit the <https://www.schoolcafe.com>, or use the school café mobile app to apply online. If you prefer a paper copy, please request one by calling 281-412-1244. Apply online anytime using an internet-enabled computer. If you do not have access to a computer, a computer is available for use by parents at the Food Service Department located at 1928 North Main, Pearland, TX 77581. You can complete and submit an application in minutes. If you have not received a letter stating that your student(s) is already approved for the school year, you **MUST** submit a new application.

Food Allergy/Special Diet

Any food allergy or meal accommodations related to health concerns must be made through the Pearland ISD Food Service Department. The Special Diet Statement must be completed and signed by a healthcare provider who is authorized to write medical prescriptions (a doctor, a nurse practitioner, or a physician's assistant). There cannot be any allergy or special meal accommodations in a student's Food Service account unless this form is on file in the Food Service office. This form can be obtained online at <http://www.pearlandisd.org/Page/312> or by receiving a copy from the Food Service Department. If you have any questions you may contact the Food Service Registered Dietitian, Ann Shetler at 281-412-1244.

Your Child's Account

Upon enrollment with Pearland ISD, all students are assigned a Personal Identification Number (PIN), which corresponds to their personal breakfast/lunch account. This PIN will remain the same as long as the student is enrolled at Pearland ISD.

The Point of Sale computerized system allows us to provide better service to both students and parents, as well as account for all meals served at each site. During mealtimes, students will key in their PIN on a keypad or have their badge scanned. The current student account balance will be shown on the Point of Sale screen. If an account has enough money, the transaction will be processed and the amount of the meal will be deducted from the student's balance. If there is not enough money in the account, the student's account will be debited and the account will be charged the remaining amount for the meal; the student may pay the remaining amount with cash or check or the remaining amount will create a negative balance. Students may charge up to an excess of \$6.00. If your student has money left in his/her account at the end of a school year, the money will be available on the first day of school the following year. The student's account will remain active as long as they are enrolled in a Pearland ISD campus.

Funds can be deposited by:

- Sending cash or check to the student's school cafeteria
Make checks payable to Pearland ISD Food Service Department. Checks must include the student's name and PIN, as well as the check writer's name, physical address, and phone number with area code.
- Visiting www.schoolcafe.com or by calling School Cafe at 855-729-2328. To start using this system, you will need to know your student's identification number.

With this online system, parents can view their child's purchase history and deposit money in their child's account using a credit or debit card. Pearland ISD holds a service agreement with School Café. The School Café website and its contents are owned by Cybersoft. School Café will accept minimum combined payments of US\$ 20.00 and a single maximum payment of US\$ 200.00 per student per transaction. Student balances will be updated within 24 hours from the time of the transaction.

Student Account Restrictions:

- Purchasing restrictions can be made using www.schoolcafe.com
- The following are the options for placing restrictions on your child's account:
 - Do not allow my student to use CASH for a la carte purchases on these selected days
 - Do not allow my student to DEBIT their account for a la carte purchases on these selected days
 - Set a maximum number of a la carte purchases allowed per day

****Please note, restrictions are not for food allergy information. Food Allergy information must be submitted to the Food Service Department's Registered Dietitian, Ann Shetler****

Charge Policy:

To avoid overtly identifying students who have a zero or negative meal account balance, the following policy has been implemented.

Once a student meal account reaches zero (\$0.00), the Food Service Department will allow students to purchase a "Meal Only" (no ala carte purchases). This allows time for the student to notify their parent that the account needs money. When the account balance exceeds -\$6.00, an email will be sent to the parent email registered in Skyward. This email will provide information on how to apply free or reduced meals and how to contact the Food Service Department to set up a payment plan if necessary. The Food Service Department will email parents three times, and then parents will receive a phone call. If the account remains insufficient 5 days after the phone call, the students account will be blocked from any further charging. The student will be offered a courtesy meal consisting of a Peanut Butter/Jelly sandwich or Cheese sandwich, and a choice of milk at no cost to the student. Balance reminder letters are sent home with elementary and middle school students weekly. Junior high and high school students are notified verbally at the cash register as their balance approaches zero and balance reminders are mailed every two weeks. All negative balances must be paid by the end of the school year or will be transferred to the district fee collection system.

Refund:

You may request a refund of any money in your student's account by calling the Food Service Department (281-412-1244) or by filling out the Refund/Transfer Request Form located in the Pearland ISD website (http://www.pearlandisd.org/cms/lib/TX01918186/Centricity/Domain/58/FS_Refund_Request_Form.pdf) and return this form to the Food Service Department. A refund check will be processed and mailed to the legal guardian. If you are a School Café user and utilize the Automatic Payment feature, please de-activate your SchoolCafe' account before requesting the refund if it is set up to make automatic payments. Failure to do so will submit another automatic payment.

Transfer:

You may request a transfer from one student's Food Service account to another Pearland ISD student's Food Service account by calling the Food Service Department at 281-412-1244. You will be asked to verify that you are the legal guardian on file.

Disputing Charges on Student Food Service Account:

Each cafeteria transaction is made using the Student PIN unique to each student or by the student ID badge. When a transaction is made, the cashier identifies the student with their name and photo attached to the account. Please remember that the Student PIN issued belongs to your son or daughter. This PIN is confidential and should not be shared with other students. Please contact the Food Service Department within **15 days**, if you feel there are any questionable charges on your student's account and an investigation will follow. (Please reference Board Policy Local FNG.) We will not consider reversing charges after 15 days.

The U.S. Department of Agriculture prohibits discrimination against its customers, employees, and applicants for employment on the bases of race, color, national origin, age, disability, sex, gender identity, religion, reprisal, and where applicable, political beliefs, marital status, familial or parental status, sexual orientation, or all or part of an individual's income is derived from any public assistance program, or protected genetic information in employment or in any program or activity conducted or funded by the Department. (Not all prohibited bases will apply to all programs and/or employment activities.) If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at http://www.aser.usda.gov/complaint_filing_cust.html, or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at program.intake@usda.gov. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish). USDA is an equal opportunity provider and employer.