

Answers to Frequently Asked Questions RVSD Lunch Program

How do I order lunches for my child?

Go to <https://www.thelunchmaster.com> to log into the LunchMaster website. You will need to setup a new account using the registration code depending on your school, brookside, hiddenvally, manorelementary, wadethomas, &/or whitehillmiddle. Once logged in, you may add students to your account and begin placing your orders. There are several online links to guide you through the process.

What are my choices for lunch?

The daily menu offers between 4-6 hot entrees and between 10-12 cold entrees for a price of from \$5.50-\$6.25. Nutritional and allergen information can be filtered when registering your child for lunch. In addition to the main entrée, your student will choose on site from a selection of fruits and vegetables, snacks, and beverages. Portion size options are regular (elementary schools and middle school) or large (middle school), depending on the entrée.

Is breakfast available?

No, we currently do not serve breakfast.

What are my milk choices?

Milk will be served with each lunch. At the time of service, your child will have the option of choosing 1% milk or non-fat milk. You will not be able to specify when you order what your child will drink since this decision is made on site by your student. To receive soy milk, federal regulations require that we have a medical form completed by the doctor which states that your child is allergic to cow's milk in order for us to serve your child soy milk. Please contact Jennifer Wright (see below) to receive this medical form.

Can I order milk only?

Not at this time.

What about Field Trips?

Field trip lunches are available to order. Please contact Jennifer Wright (see below) if you would like to purchase one.

What if my child does not have a lunch?

In order to receive an emergency lunch, you need to have set up an account on the LunchMaster website. A limited amount of emergency lunches are available for an additional charge of \$1.50.

How do I pay?

Payments can be made online by credit card.

What if I need to cancel or change a lunch?

Please cancel your lunch on the Lunch Master Website.

What about refunds?

Only credits will be issued for all cancellations (no payment refunds). Credits may be redeemed online for your next order.

What if I am eligible for Free and Reduced Meals?

If you have an approved application on file, you will be able to order the same delicious lunches. Please contact the district office for further instructions or review information at www.rossvalleyschools.org.

Questions? Contact:

Jennifer Wright, Food Services Coordinator
Ross Valley School District
110 Shaw Drive
San Anselmo, CA 94960
415-451-4074 / food@rossvalleyschools.org

Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

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 (3) email: program.intake@usda.gov

This institution is an equal opportunity provider.