

Answers to Frequently Asked Questions RVSD Lunch Program

How do I order lunches for my child?

Go to <https://www.choicelunch.com> to log into the Choicelunch website. You will need to setup a new account using the registration code: Ross. 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 4 hot entrees and 13 cold entrees. Pizza from Stefano's Pizzeria is offered on Mondays and Fridays. Nutritional and allergen information can be found by clicking on the entrée link. In addition to the main entrée, your student will choose on site from a selection of fruits and vegetables, snacks, and beverages (milk or water). Portion size options are regular or large, depending on the entrée.

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, non-fat milk, or water. 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 Susan Reed (see below) to receive this medical form.

Can I order milk only?

Yes. Using a Choicelunch account, you can order milk coupons in various packet sizes for \$.60 per milk. The coupons will be mailed to your home address. Your student will need to present a coupon to the lunch service to receive their milk. To set up a Choicelunch account, please see instructions above. Look for the Milk Program link on the Order Lunches page on their website. You will not be required to order any lunches.

What about Field Trips?

Currently field trip lunches are not available for order through the Choicelunch website. Please provide a lunch from home for all field trips until further notice.

What if my child does not have a lunch?

If your child does not have a lunch for whatever reason, we can provide your student with an emergency lunch. Your Choicelunch account will be charged for this meal along with a surcharge of \$1.45. If you prefer to block your child from receiving emergency lunches, please select this option under your account customization.

How do I pay?

Payments can be made online by credit card or by check. Payment by credit card is for the exact order amount, regardless of the size of the order. You can choose to have your credit card number retained by Choicelunch for future orders. Payment by check requires orders to be placed a minimum of one week in advance.

What if I need to cancel or change a lunch?

If you cancel the lunch by 5pm the school day before, you receive full credit on your Choicelunch account for future use. If you cancel after 5pm the school day before but before 9am the day lunch is to be served, you receive half credit on your account for future use.

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:

Susan Reed

Food Services Coordinator

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