**Castleton Elementary School**
Food Service Policy Statement
2022 - 2023 School Year

## Castleton Elementary School's Lunch Provider

The Abbey Group is an award-winning Food Service Management Company with a passion for high quality ingredients, locally sourced products, sustainable food service practices and exceptional customer service. The Abbey Group provides a wide variety of menu choices every day to its client schools throughout New England and New York. For more information about our company and services please visit our website, www.abbeygroup.net.

## Student Accounts, Payment and Pricing

The Food Service program uses the Meals Plus computer point of sale system to track student account transactions. Parents may view student purchase history and receive low balance notifications free of charge. Meals Plus also allows users to deposit money or make payments on account for a nominal fee. Please visit our website at www.abbeygroup.net for more information. Student accounts must maintain a positive balance. We recommend using the Meals Plus on-line payment feature to deposit funds or send a check directly to the cafeteria made payable to **Castleton Elementary Schools Hot Lunch Program** the first of the week. Please mark your child(ren)'s name and/or ID number clearly. Pin Cards for K-2 students with the student's school food service ID number will be issued the first week of school. This number will be used to track the student's account transactions throughout the year. A detailed report may be requested at any time. S*nack beverages, additional entrées or other a la carte purchases may be purchased on accounts in good standing.* To **prohibit or limit** a la carte purchases please call the cafeteria or visit our website for the email address at**:** www.abbeygroup.net. Breakfast and lunch meal menus and prices can be found on our website www.abbeygroup.net and on the school lunch menu sent home each month.

## Free and Reduced Priced School Meals Policy

Parents or guardians should review the income eligibility guidelines to see if the student qualifies for free or reduced meal benefits**.** Applications are available in the information packet sent home at the beginning of the school year or parents may contact the school office. Applications are also available online at:
https://www.usd107.org/vimages/shared/vnews/stories/629805e0171a7/2023_Household_Application_Packet_V2%20(1).pdf . Parents or guardians can apply or reapply for free and reduced meal benefits at anytime during the school year when there is a change in family income. **Free and reduced priced school meals information is strictly confidential.**

| Child Nutrition Programs Income Eligibility Guidelines School Year 7/1/2022 - 6/30/2023 | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Household Size | Free Meals - 130% | | | | | Reduced Price Meals - 185% | | | | |
| | Yearly | Monthly | Twice Per Month | Every Two Weeks | Weekly | Yearly | Monthly | Twice Per Month | Every Two Weeks | Weekly |
| 1 | 17,667 | 1,473 | 737 | 680 | 340 | 25,142 | 2,096 | 1048 | 967 | 484 |
| 2 | 23,803 | 1,984 | 992 | 916 | 458 | 33,874 | 2,823 | 1,412 | 1,303 | 652 |
| 3 | 29,939 | 2,495 | 1,248 | 1,152 | 576 | 42,606 | 3,551 | 1,776 | 1,639 | 820 |
| 4 | 36,075 | 3,007 | 1,504 | 1,388 | 694 | 51,338 | 4,279 | 2,140 | 1,975 | 988 |
| 5 | 42,211 | 3,518 | 1,759 | 1,624 | 812 | 60,070 | 5,006 | 2,503 | 2,311 | 1,156 |
| 6 | 48,347 | 4,029 | 2,015 | 1,860 | 930 | 68,802 | 5,734 | 2,867 | 2,647 | 1,324 |
| 7 | 54,483 | 4,541 | 2,271 | 2,096 | 1,048 | 77,534 | 6,462 | 3,231 | 2,983 | 1,492 |
| 8 | 60,619 | 5,052 | 2,526 | 2,332 | 1,166 | 86,266 | 7,189 | 3,595 | 3,318 | 1,659 |
| For each additional household member, add | 6,136 | 512 | 256 | 236 | 118 | 8,732 | 728 | 364 | 336 | 168 |

## Alternate Meal Policy

All accounts are subject to the Account Charge Policy established by your school. Please visit your schools web site to view their current Account Charge Policy. Zero account balance notification letters are sent home weekly. Please remit payment promptly.
If you have any questions regarding your child's account, please call your school Food Service Director. Their email address and phone number can be located at www.abbeygroup.net/your_school/php

## Snack Beverage Policy

All students participating in school snack programs **must** pay for milk or juice regardless of income eligibility. Milk is included in the price of all school meals. Students with free or reduced meal benefits are reminded that milk is only included with a complete meal otherwise a la carte prices apply.

## Choice & Variety

The Food Service program offers many breakfast and lunch choices daily. Please visit our website for the daily meal offerings at your school: www.abbeygroup.net. Assorted fresh fruit and vegetables as well as a choice of milk are included with every meal.

## Breakfast Program

The Abbey school breakfast program is open to everyone. Studies have shown that eating breakfast can reduce stomach aches, improve alertness, and overall help students be better learners. Our breakfast program offers daily choices such as: yogurt parfait meal, ham and cheese on a whole wheat bagel, sausage & cheese muffin, scrambled eggs and breakfast bun, fruit filled muffins, hot or cold cereal, and other breakfast entrees available on a rotating basis. All breakfast meals include milk and fresh fruit.

## Field Trips

The Food Service program loves to make bag lunches for any occasion. Please place your order through the classroom teacher 3 days prior to the trip. The price is the same price as for lunch. The bag lunch contains a healthy sandwich, fresh fruit and vegetables, whole grain chips, milk or juice. There are classroom incentives available for large orders. Free and reduced lunch prices apply to bag lunches for those who qualify.

## Promotions

The Food Service program provides promotional and entertaining events throughout the year such as holiday meals, barbecues, and more. We encourage parents and other family members to join their children and The Abbey Group for these fun filled occasions. All promotions are to encourage healthy eating and involve the community in the National School Lunch Program. The promotions are advertised on the menu with the details posted in the cafeteria.

## Nutrition

The Food Service program is actively involved with the Department of Education School Nutrition Programs, School Nutrition Association, New England Dairy Council, and many other organizations to bring healthy, appealing, delicious meals to your school. We incorporate low fat, low sodium cooking techniques and we offer 100% whole grains with all our menu choices. The Abbey encourages healthy eating habits with our "Eat Smart Play Hard" nutrition class. Eat Smart Play Hard is a fun filled presentation designed to teach students about making healthy food choices and being physically active.

## Dishing Up Local

The Abbey Group proudly supports Farm to School activities to connect the cafeteria, classroom and the community. Farm to School objectives include improving student nutrition, providing agricultural, health and education opportunities and supporting local and regional farmers. The Abbey Group directs its purchasing efforts to include locally grown produce & locally made products in our menu production. We feature a monthly menu devoted to local ingredients including those grown in school gardens. Please contact us if you would like to participate in a local farm to school initiative.

## Student/Adult Account Policy

**Philosophy:** The goal of The Abbey Food Service Group is to provide delicious, nutritious, high quality meals to all students and staff of every school we represent. All accounts are subject to the Account Charge Policy established by your school. Please visit your schools web site to view their current Account Charge Policy.

1. Written notification, **Zero-Balance Letter,** is sent home with the student when the account balance is less than zero.
2. Phone notification, **Minus-Balance,** is initiated to the parent or guardian, when there is a negative balance equal to or beyond two charged meals.
3. With no response, and within the guidelines of reasonable fiscal restraints, the school and parent or guardian is then notified.

We recommend using the Meals Plus online payment feature: www.k12paymentcenter.com

## Closing Statement

If at any time you have any questions or comments, please contact your school and ask for the **Food Service Supervisor.** You may also contact Scott Choiniere, Executive Vice President of Operations at 802-933-4747 or visit our website: www.abbeygroup.net . We value our customers and always appreciate your comments.

**USDA Non-Discrimination Statement**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: https://www.usda.gov/sites/default/files/documents/USDA-OASCR%20P-Complaint-Form-0508-0002-508-11-28-17Fax2Mail.pdf , from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted 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: (833) 256-1665 or(202) 690-7442; or

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

This institution is an equal opportunity provider.

Revised 5/25/2022 CB

# Castleton Elementary School
# Account Refund Policy

**Refund Policy:**
For accounts with a positive balance at the end of a school year, one of two things can occur:

- For graduating students, positive balances will be transferred to younger siblings at the parent's request. If there is not another sibling, a positive balance refund request can be made by submitting a request to your student's school administration office. If a request is not made, the balances will remain in the school's hot lunch program.
- For returning students with a positive balance, their balance will be carried over on their account into the new school year.