

# Meal Service FAQ's

## NISD Child Nutrition

### 1. What will meal service look like for the 2020-2021 School Year?

NISD will be offering several options for students whether students are on-campus learning or at home through virtual learning. They include:

- “Grab-n-Go” curbside feeding at 51 sites for virtual learning (see list for serving sites and times).
- Traditional in-building breakfast and lunch for In-person learning.
- A new supper program will be offered at 56 state approved campuses for students enrolled in an after school enrichment program.

### 2. What is “Grab-n-Go” curbside feeding?

- To ensure students have access to school meals while maintaining social distancing, 51 campuses will serve meals Mon-Fri from 10am-1pm in each participating school’s bus loop.
- Students will receive a pre-packaged hot lunch, breakfast for tomorrow and supper at approved sites.
- Curbside “Grab-n-Go” meals are available at no cost to all children 18 and younger.
- Students do not have to be present to pick up meals, but a legal parent/guardian must present one of the forms of identification:
  1. Official Letter / Email From School Listing Of Children Enrolled
  2. Report Cards
  3. Attendance Records
  4. Birth Certificates
  5. Student ID Cards
- No copies are needed, just present one of the above identifications per child and meals will be provided.
- Meals may be picked up at any campus; however, students may pick up only one meal bundle per day.

### 3. What is the cost for meals?

As of September 14, Northside ISD will implement a USDA National Free Meal Waiver.

- Traditional in-building breakfast and lunch available to enrolled NISD students at no cost through the waiver period.
- “Grab-n-Go” meal locations lunch, breakfast for tomorrow and supper (at approved sites) available to enrolled students during Virtual Learning and Community Kids 18 and younger at no cost through the waiver period.

Note: USDA reserves the right to withdraw this approval subject to the availability of funding.

### 4. How can I apply for Free & Reduced meals?

- A new Free and Reduced lunch meal application is required each school year.
- Although the USDA National Free Meal Waiver period has been extended, please continue submitting free and reduced price meal applications. This information is used to provide increased funding and resources for campus programs and services that benefit Northside students.
- Your approved meal application is good for the entire 2020-2021 School Year.
- Free and Reduced Price School Meal applications are available online at [www.schoolcafe.com](http://www.schoolcafe.com).
- Visit our [Free & Reduced website](#) for more information.

5. Where can I make payments or obtain a refund on my student's meal account?

- Payments for extra a la carte items may be made on [www.myschoolbucks.com](http://www.myschoolbucks.com).
- This service also tracks meal balances and student meal history for your child.
- Prior year balances will be rolled forward to the student's new school.
- If a child has left the district (withdrawn or graduated), you may contact [childnutrition@nisd.net](mailto:childnutrition@nisd.net) for a refund.

6. Where can I find a current menu?

Visit [MealViewer](#) for our NEW online interactive menus.

7. What is the Supper Program?

- A NEW Supper program is being implemented at 56 State approved campuses.
- A Supper meal will be provided to students enrolled in an after school enrichment program at NO COST.
- Per program requirements, the following daily enrichment activities are available:
  - NISD [Online Student Homework Support](#) – see attached flyer for times and information
  - USDA Team Nutrition webpage – [click here](#) to access the site
- Visit [MealViewer](#) to see what will be served for supper each day.

8. What safety precautions are being taken to ensure my child is safe?

- Students will use hand sanitizer dispensers at the entry of each serving line.
- Meals will be served on disposable plates that will be pre-plated "To Go" with disposable utensils and pre-packaged condiments.
- All Child Nutrition Staff will be wearing coverings, gloves, and washing hands frequently.
- All staff will complete an online health screen before entering the building.
- Serving line areas will be cleaned regularly after each class or group.
- Our cafeteria will have plexiglass barriers in the serving lines between staff and students where social distancing cannot be maintained.
- Visual cues, signage, and barriers will be used to demonstrate social distancing and face covering reminders.

9. Who do I contact if I have additional questions about student meals?

You may contact your student's Cafeteria Manager or the Child Nutrition office at (210) 397-4501 or via email at [childnutrition@nisd.net](mailto:childnutrition@nisd.net).

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*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](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](mailto:program.intake@usda.gov)*

*This institution is an equal opportunity provider.*

## FREE LUNCH, SUPPER & BREAKFAST FOR TOMORROW

MEAL SERVING SITES		
SERVICE DAYS: MON - FRI	SERVICE TIMES: 10AM-1PM	LOCATION: BUS LOOP
ADAMS HILL ES - (L,S,B) 9627 ADAMS HILL DR, 78245	FISHER ES - (L,S,B) 3430 BARREL PASS, 78245	MCDERMOTT ES - (L,S,B) 5111 USAA BLVD, 78240
ALLEN ES - (L,S,B) 101 DUMONT DR, 78227	FORESTER ES - (L,S,B) 10726 ROUSSEAU, 78245	MEADOW VILLAGE ES - (L,S,B) 1406 MEADOW WAY DR, 78227
BEHLAU ES - (L,B) 2355 CAMP LIGHT WAY, 78245	GARCIA MS - (L,B) 14900 KYLE SEALE PKWY, 78255	MICHAEL ES - (L,S,B) 3155 QUIET PLAIN, 78245
BOONE ES - (L,S,B) 6614 SPRINGTIME DR, 78249	GLASS ES - (L,S,B) 519 CLEARVIEW DR, 78228	MURNIN ES - (L,S,B) 9019 DUGAS, 78251
BRAUCHLE ES - (L,S,B) 8555 BOWENS CROSSING, 78250	GLENN ES - (L,S,B) 2385 HORAL, 78227	NICHOLS ES - (L,B) 9560 BRAUN RD, 78254
BRISCOE MS - (L,B) 4265 LONE STAR PKWY, 78253	GLENOAKS ES - (L,S,B) 5103 NEW COME DR, 78229	OAK HILLS TERRACE ES - (L,S,B) 5710 CARY GRANT DR, 78240
BURKE ES - (L,S,B) 10111 TERRA OAK, 78250	HATCHETT ES - (L,S,B) 10700 INGRAM RD, 78245	PASSMORE ES - (L,S,B) 570 PINN RD, 78227
CABLE ES - (L,S,B) 1706 PINN RD, 78227	HOBBY MS - (L,S,B) 11843 VANCE JACKSON RD, 78230	PEASE MS - (L,S,B) 201 HUNT LN, 78245
CARLOS COON ES - (L,S,B) 3110 TIMBER VIEW, 78251	HOLMES HS - (L,S,B) 6500 INGRAM RD, 78238	RABA ES - (L,B) 9740 MISTY ROCK, 78251
CARNAHAN ES - (L,S,B) 6839 BABCOCK RD., 78249	HULL ES - (L,S,B) 7320 REMUDA DR, 78227	ROSS MS - (L,S,B) 3630 CALLAGHAN RD, 78228
CODY ES - (L,S,B) 10403 DUGAS DR, 78245	JONES MS - (L,S,B) 1256 PINN RD, 78227	SCOBEE ES - (L,B) 11223 CEDAR PARK, 78249
COLONIES NORTHE S - (L,S,B) 9915 NORTHAMPTON DR, 78230	JORDAN MS - (L,S,B) 1725 RICHLAND HILLS DR, 78251	STEVENSON MS - (L,B) 8403 TEZEL RD, 78254
CONNALLY MS - (L,B) 8661 SILENT SUNRISE, 78250	KALLISON ES - (L,B) 8610 RANCH VIEW E, 78254	THORNTON ES - (L,B) 6450 PEMBROKE, 78240
DRIGGERS ES - (L,S,B) 6901 SHADOW MIST, 78238	KUENTZ ES - (L,B) 12303 LESLIE RD, 78023	TIMBERWILDE ES - (L,S,B) 8838 TIMBERWILDE, 78250
ESPARZA ES - (L,S,B) 5700 HEMPHILL DR, 78228	LEON VALLEY ES - (L,S,B) 7111 HUEBNER RD, 78240	VILLARREAL ES - (L,S,B) 2902 WHITE TAIL DR, 78228
FERNANDEZ ES - (L,S,B) 6845 RIDGEBROOK, 78250	LUNA MS - (L,B) 200 N GROSENBACHER, 78253	WARD ES - (L,S,B) 8400 CAVERN HILL, 78254
FIELDS ES - (L,B) 9570 FM 1560 NORTH, 78254	MARTIN ES - (L,S,B) 730 CANTERBURY DR, 78228	ZACHRY MS - (L,S,B) 9410 TIMBER PATH, 78250
<p><b>L=Lunch, S=Supper, B=Breakfast for Tomorrow</b> <span style="float: right;"><b>*Supper is offered at approved sites only</b></span></p>		

*Effective 10/19/20*

### APPROVED DOCUMENTATION MUST BE PRESENTED FOR PICKING UP MEALS

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# RESOURCES AT YOUR

## FINGERTIPS



### Academics Helpline

*Online Student Homework Support*

Monday - Friday

4-8 p.m. - ES

6-10 p.m. - MS/HS

Saturday

10 a.m. - 2 p.m.

All Levels

Sunday

2 - 6 p.m.

All Levels

Links available in Schoology, HAC, & MyNISD Portal  
to request help by video conference, chat, or screen share.



### Tech Hotline

*Student Technical Support*

- Toll-free Number: 1-877-768-4630
- NISD student hotline: 210-397-0020
- Chat Feature: <https://tinyurl.com/NISDchat>

Monday - Thursday

8 a.m. - 9 p.m.

Friday

8 a.m. - 7 p.m.

Saturday

10 a.m. - 2 p.m.

Sunday

2 - 6 p.m.



### Grab and Go Meals

- 210-397-4501
- [child.nutrition@nisd.net](mailto:child.nutrition@nisd.net)
- [nisd.net/schools/menus](http://nisd.net/schools/menus)

For assistance, a parent may contact  
the school's school cafeteria or the Child Nutrition Office.



### Schoology Hotline

*Coming Soon*

## New Online Student Homework Support available!



Starting **Monday, Aug. 31**, NISD will offer *Online Student Homework Support* provided free of charge to all NISD students after hours and weekends. Our goal is to assist students with Schoology Support and in the academic content areas of Reading/ELA, Math, Science, Social Studies, and/or Spanish. A certified Teacher Tutor will provide assistance to your child via video conferencing, screen share, or chat.

The *Online Student Homework Support* hours are:

Monday - Thursday

4:00 PM - 8:00 PM (Elementary)

6:00 PM - 10:00 PM (Secondary)

Saturday 10:00 AM - 2:00 PM (All Levels)

Sunday 2:00 PM - 6:00 PM (All Levels)

Students will be able to access the link beginning **Aug. 31** on HAC under the school links tab, and in the students NISD portal with an icon (pictured above) that signifies Student Homework Support.