

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 20 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.
- A la Carte Items available at participating schools.

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

- To ensure students have access to school meals while maintaining social distancing, 20 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.

- A La Carte items will be charged at the individual prices.

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.
- 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.
- 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 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.

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, audiotape, 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; or (3) email: program.intake@usda.gov

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FREE LUNCH, SUPPER & BREAKFAST FOR TOMORROW

MEAL SERVING SITES MON - FRI 10AM-1PM LOCATION: BUS LOOP		
BRISCOE MS - (L,B) 4265 LONE STAR PKWY, 78253		KALLISON ES - (L,B) 8610 RANCH VIEW E, 78254
BURKE ES - (L,S,B) 10111 TERRA OAK, 78250		KUENTZ ES - (L,B) 12303 LESLIE RD, 78023
CARLOS COON ES - (L,S,B) 3110 TIMBER VIEW, 78251		LUNA MS - (L,B) 200 N GROSENBACHER, 78253
FERNANDEZ ES - (L,S,B) 6845 RIDGEBROOK, 78250		MCDERMOTT ES - (L,S,B) 5111 USAA BLVD, 78240
FIELDS ES - (L,B) 9570 FM 1560 NORTH, 78254		PASSMORE ES - (L,S,B) 570 PINN RD, 78227
FISHER ES - (L,S,B) 3430 BARREL PASS, 78245		PEASE MS - (L,S,B) 201 HUNT LN, 78245
FORESTER ES - (L,S,B) 10726 ROUSSEAU, 78245		RABA ES - (L,B) 9740 MISTY ROCK, 78251
HOBBY MS - (L,S,B) 11843 VANCE JACKSON RD, 78230		ROSS MS - (L,S,B) 3630 CALLAGHAN RD, 78228
HOLMES HS - (L,S,B) 6500 INGRAM RD, 78238		STEVENSON MS - (L,B) 8403 TEZEL RD, 78254
JONES MS - (L,S,B) 1256 PINN RD, 78227		WARD ES - (L,S,B) 8400 CAVERN HILL, 78254
L=Lunch, S=Supper, B=Breakfast for Tomorrow		*Supper is offered at approved sites only

Effective 05/03/21

APPROVED DOCUMENTATION MUST BE PRESENTED FOR PICKING UP MEALS

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Building for the Future

This child care receives Federal cash assistance to serve healthy meals to your children. Good nutrition today means a stronger tomorrow!

Meals served here must meet nutrition requirements established by USDA's Child and Adult Care Food Program

Questions? Concerns?

Call USDA at
1-866-873-2263

OR

Food and Nutrition at
1-800-TELL-TDA
(835-5832)

Your child care at

Fraud Hotline: 1-866-5-FRAUD or 1-866-537-2834
P.O. Box 12847 Austin TX 78711
www.SquareMeals.org
USDA is an equal opportunity provider and employer.



Food and Nutrition Division | Child and Adult Care Food Program



TEXAS DEPARTMENT OF AGRICULTURE
COMMISSIONER SID MILLER

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Updated 12/2018



Construyendo Para El Futuro

Este guardería infantil recibe asistencia monetaria del gobierno federal para server comidas nutritivas a sus niños. ¡Buena nutrición hoy significa un mañana más saludable!

Comidas servidas aquí deben de seguir los requisitos nutricionales establecidos por el programa "Child and Adult Care Food Program" del Departamento de Agricultura de los Estados Unidos (USDA por sus siglas en inglés).

¿Preguntas? ¿Inquietudes?

Llame gratuitamente a USDA al
1-866-873-2263

Alimentación y Nutrición al
1-800-TELL-TDA
(835-5832)

OR

Centro de cuidado de niños de su hijo al

Línea para reportar un fraude: 1-866-5-FRAUD or 1-866-537-2834
P.O. Box 12847 Austin TX 78711
www.SquareMeals.org

USDA es un proveedor y empleador que ofrece oportunidad igual para todos.



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Actualizado 12/2018

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
- 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.