



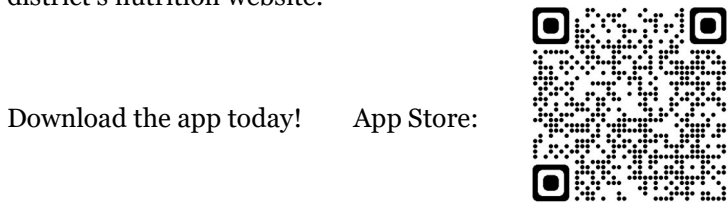
## Ray School District

Dear Parent or Guardian:

The 2023-24 school year is upon us, and Fresh Picks Café is pleased to once again manage your school's Food Service Program. Fresh Picks Café is a locally owned and operated company dedicated to serving delicious, wholesome, quality meals that meet the latest nutritional guidelines. As a refresher, here are some of the features your children enjoy through your district's partnership with Fresh Picks Cafe:

### 1.) Menus:

We offer online, interactive menus through ISITE. You have the option to download the "Web Menus by Isite" app to your mobile device and check your student's menu choices daily! Ingredients, allergen and nutritional data for all items served can be viewed from this app. Interactive menus are also available online and can be viewed and printed from your school district's nutrition website.



**Ray School** has the following stations offering a variety of daily lunch choices. **Signature Picks** features homemade buffet style and made to order entrees; **Market Fresh**, features a daily Salad Bar, Bento Boxes, and Parfaits; and **Deli Picks** serves freshly made deli sandwiches.

2.) Automated Point of Sale System: The Ray School District has an automated point of sale system from Mpower. Parents will have 2 methods to fund their student's account.

**Option 1. Online Payments** - You may set up an online account to use a credit or debit card to prepay for your child's purchases. The system allows you to view your child's purchase history, receive low balance alerts and more! Instructions for setting up your online account are available in print from your Food Service Director and posted on the nutrition website.

**Option 2.** You may send a check with your child, made payable to the **Hanover Schools Lunch Program**. Please make sure to include the child's name in the memo line. Cash can also be accepted but is discouraged at the elementary school level.

Prepaid monies deposited by either method can be used for any purchases in the cafeteria, but at any time parents may contact the school food service supervisor and request that prepaid monies be used only for full meal purchases.

3.) Credit Procedure: **Fresh Picks Cafe** never denies any student a full, nutritious meal. We follow your school board approved meal charging policy and school administration approved procedures. Every student will always be provided with a full meal, but snack and a la carte items are only available when a student's food service account has a positive balance or when the student has cash in hand. We will work with your school administration to ensure that communication of student account balance information is timely, compassionate and respectful your family's privacy. Methods of communication for meal program accounts with negative balances could include regular notifications by e-mail, mail and/or telephone. Please refer to the school district's charge policy and procedures for further information.

4.) Student Allergy / Special Needs Identification: If your student has a medically documented food allergy or special need when it comes to food, your food service director will work closely with the school nurse and other personnel to ensure that your child's specific needs are met. Please visit the allergens page on your school district's nutrition website to learn how to access allergen information online and/or to contact the Fresh Picks Café Dietitian Team.

### **Nutrition Website!**

Our food service program now has a nutrition website loaded with information about our program as well as our interactive, online menus. Visit our website for:

- Menus – including allergen and nutritional information
- “New in the Café” special events and promotions
- Information on managing your student’s food service account
- Contact information for our managers and dietitians
- Alerts and notices about any changes to the food service program
- And so much more!
- Visit the website!

<http://rayschool.linqnutrition.com>

***Bernice A. Ray School District Food Service Director:***

*rayschool@freshpickscfe.com*

<b>Pricing</b>	<b>Lunch</b>		<b>Breakfast</b>	
<b>Ray School</b>	Full Price	Adult	Full Price	Adult
	\$3.75	\$4.75	\$2.75	\$3.25

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-Form0508-0002-508-11-28-17Fax2Mail.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; or
2. **fax:** (833) 256-1665 or (202) 690-7442; or
3. **email:** [program.intake@usda.gov](mailto:program.intake@usda.gov)

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