

Food Service FAQ's

1. How can I deposit money into my child's account?

- Cash or checks are accepted for deposits in the cafeteria. Credit cards are accepted online through PAMS Lunchroom but not at the school or district office. Payments can be made for one or more meals.

2. How can I monitor what my child eats and spends?

- You can monitor what your child eats and how much money they spend by setting up an account on PAMS Lunchroom (www.paypams.com)
- You can also call the manager for a print out to be sent home with your child.

3. Will my child have the same PIN number every year?

- Yes, your child's PIN number will remain the same as long as they attend the same school. When a child transfers to a different campus or when they reach middle school or high school, they will receive a different PIN number.

4. What if another student uses my child's PIN number to purchase a meal?

- Each student has a different PIN number randomly generated by a computer system. The number assigned to your child is confidential and should not be shared with other students.
- The computer monitors when the PIN number is used. It will recognize when a PIN number is entered for a second meal during the same meal service.
- Please feel free to monitor your child's account at PAMS
- If you have any questions contact the cafeteria manager and she will be able to address your concerns

5. What classifies a meal as reimbursable by the government?

- The goal for the reimbursable meals program is to encourage your child to eat nutritious, well rounded meals.
- A child must select a minimum of three of the five following items:
 - ✓ 2 oz. meat or equivalent protein source
 - ✓ $\frac{3}{4}$ cup vegetable/fruit (from 2 different sources)
 - ✓ 1oz. grain/bread
 - ✓ 1 carton of milk (either skim white milk, 1% chocolate milk, or 1% strawberry milk)

6. Why are the meals for the faculty and parents more expensive?

- A student's meal is reimbursable by the government according to the USDA guidelines. Meals served to the faculty and parents are not reimbursable.

7. What if my child has a food allergy?

- Cy-Fair ISD has a food allergy form that is available from the campus nurse or cafeteria manager. This form must be completed by a medical authority. Your child's allergy will then be noted. When possible, the school will make substitutions for those items your child cannot consume.

8. What are the Child Nutrition prices for Breakfast and Lunch?

- Breakfast
 - Full Price: \$1.00 (Elementary schools)
 - \$1.25 (Middle & High schools)
 - Reduced Price: \$0.20
- Lunch
 - Full Price: \$1.75 (Elementary schools)
 - \$2.00/\$2.50 (Middle & High schools)
 - Reduced Price: \$.40

9. How do I qualify for the Free and Reduced program?

- Children whose family income is at or below 130 percent of the poverty income guidelines are eligible for free meals. Those with incomes between 130 and 185 percent are eligible for reduced price meals.

10. Why is my child's meal more expensive when fewer items are purchased?

- If a child chooses not to select at least three items from the required offerings they will be charged a la carte prices. A la carte items are not reimbursable.

11. What are Go, Slow and Whoa foods?

- Go, Slow and Whoa Foods
This program teaches children healthy eating habits by grouping foods into three easily identifiable categories:
 - ✓ Go Foods
 - Contain the *least* amount of fat
 - Should be eaten most often
 - Examples: fruits, vegetables, reduced fat milk
 - ✓ Slow Foods
 - Contain *more* fat than Go foods, but less than Whoa foods
 - Should be eaten less often than Go foods
 - Examples: hamburgers, pizza, tacos
 - ✓ Whoa Foods
 - Contain the *most* amount of fat
 - Should be eaten only on special occasions
 - Examples: cookies, cake, candy, gum, sodas