



# NICE Community Schools

Office of the Superintendent  
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## Food Service Guidelines/Policy

**Payments/Purchases** - Student meal payments and purchases are set up in a family account. Payments are to be made to your child/rens account and purchases made from it. Parents are encouraged to use the “SchoolPay” online option to pay for meals using a credit/debit card or electronic check. Payments will still be accepted in the school office in check or cash. **This is not a credit system.** Following State of Michigan recommendations, credit may be limited 3 meals per child. Meals may be replaced if lunch balances reach this amount. There will be no credit extended for second meals or ala-carte items. You may view your food service account balance, access detailed statements and receive email notification through the online Family Access Program. You may also contact the school office at any time to request a statement of account.

**You must maintain a positive account balance.** If you have not turned in an application for free or reduced meals or if your household income has changed, you should consider completing and submitting an application. Applications are available in the principal’s office or on the district website [www.nice.k12.mi.us](http://www.nice.k12.mi.us) under Parents in the menu bar and may be completed and turned in at any time during the school year.

NICE has a free automatic food service email notification that you can activate in Family Access with just a few simple steps. From our district website at [www.nice.k12.mi.us](http://www.nice.k12.mi.us) click on Parents in the menu bar and then Family Access. Log in to Family Access using your family Login ID and password. If you need assistance with your Login ID and/or password, please contact either building office. Click on My Account in the upper right corner of your screen. There is a place near the top for your email address, please enter and/or verify your email address. Under Email Notifications check the box to “Receive Emails when Food Service Balance is under \$5.00”. Click the Save button before you exit or your selection will not be registered by the system. Messages may be programmed into the food service system to alert the cashiers of any spending limitations or monetary restrictions on your child’s account for example “NO ala-carte purchases” or “daily ala-carte purchase limit set at \$X.XX” (ala-carte is available to grades 4 through 12). Please contact the school office if you want to have a message included on your child’s account.

**Student Identification** - Student PINs are required to purchase a meal. Students will have the same PIN each year.

**Replacing or Denying Meals** - Replacement meals may be offered to a student if a family account has exceeded credit of 3 meals per student. In these cases, a substitute meal will be offered. The State of Michigan requires that only 3 such meals be supplied, per student, per year. Please keep your family’s account current to avoid this situation.

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](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) E-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

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