



## Bernice A. Ray School

Dear Parent or Guardian:

The 2020-21 school year is upon us and Fresh Picks Café is pleased to once again manage your school's Food Service Program. Fresh Picks Café (a Cafe Services company) is a locally owned and operated company dedicated to serving delicious, wholesome, quality meals that meet the latest nutritional guidelines.

1.) COVID-19 Response: Throughout the COVID-19 crisis, Fresh Picks Café has been proud to support the communities we serve. We have safely served millions of meals to K-12 students engaged in remote learning since the beginning of the crisis and are prepared to continue to combat food insecurity and provide students with good nutrition in the new school year.

All of our onsite staff undergo a thorough screening process and temperature check each day and have access to an enhanced leave policy to ensure they are protected if they need to be excluded from work. All employees have been provided with the PPE they need to perform their jobs safely. Food production areas have been reconfigured to allow for greater social distancing and stringent sanitizing procedures are in place. Training has been provided so all employees understand the steps they need to take to keep themselves and our customers healthy & safe.

On our service lines, the use self-service stations (salad bars; pizzerias; condiments; etc.) and complex service stations (made to order deli; ramen bars; etc.) have been suspended to allow for greater social distancing. To keep in line with our food philosophy, these stations have been changed to provide freshly made options packaged for grab n' go rather than prepacked convenience foods (to the greatest extent possible). Signage to promote social distancing has been added and points of customer contact on the service line have been modified to either allow for proper social distancing or installation of protective barriers. We have implemented a robust schedule of sanitizing all customer contact surfaces.

2.) Menus & Style of Service: Menus can be found online through the school district website. These menus have been created to support the type of learning environments adopted by each school:

*Meals are available to all students for delivery to classrooms. All students will be able to have meals delivered to the classroom by placing their order online by Sunday of each week.*

3.) Meal Assistance Program: Although the Ray School does not participate in the National School Lunch Program, Free and Reduced applications can be submitted all year long as the Hanover School District does provide assistance to families in need. Forms can be secured by contacting Della Domingue at 603-643-6655 ext. 2272 or via e-mail at [della.domingue@rayschool.org](mailto:della.domingue@rayschool.org). Students receiving meal assistance are able to enjoy all of our menu options and full range of services with complete confidence that our systems maintain the highest level of privacy and respect for all.

4.) Automated Point of Sale System: The Ray School 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 using a Credit/Debit card to make deposits into your child's account. In addition to providing you with a secure online payment option, the system will allow you instant access to details on what your child is purchasing in the cafeteria, as well as other convenience features such as automatic low balance alerts. This automated system will help increase the speed of service and allow students additional time for a more relaxing dining experience. Instructions for setting up your online account are available in print from your Food Service Director and posted on the district website.

**Option 2.** You may send a check with your child made payable to the **Ray School Lunch Program**. Please make sure to include the child's name in the memo line. We encourage parents to either utilize the online payment method or to send in a check – 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.

5.) Credit Procedure: **Fresh Picks Cafe** never denies any student a full, nutritious meal. We do 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.

6.) 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. We are able to accommodate special diets no matter what style of service has been implemented for your school. Please contact your Food Service Director with details.

More can be learned about Fresh Picks Café by visiting our website <http://www.freshpickscafe.com>, on our Facebook page <http://www.facebook.com/FreshPicksCafe> or by following us on Twitter @FreshPicksCafe.

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

*Darin Perry*                      603-643-6655 ext. 2701                      rayschool@freshpickscafe.com

Meal Pricing Bernice A Ray School	Student Lunch \$3.50	Adult Lunch \$4.50
	Student Breakfast \$2.50	Adult Breakfast \$2.75

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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: [How to File a Complaint](#), 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).

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