



Parent Guide

to Deerfield-Windsor School Lunch Program 2020/2021

The Pepi Companies is proud to continue providing DWS students and staff the best lunch program around! The team here at Pepi is eagerly preparing for the new school year, and we are especially excited about seeing each of you after the extended time away.

Food Safety in the midst of the Pandemic

Food Safety has always been top priority for our customers and team and only enhances as we go through this pandemic. Our team is following all of the up to date CDC guidelines for safely serving. Masks are worn during all prep, cook and serving times. Gloves are worn during transactions at the register as well as through our serving lines. All self-service is suspended during this time, including fountain machines. Only bottled drinks will be available for purchase. Hand sanitizer pumps will be available at the registers for customer use. Condiments will be handed out in packet form as well as pre-package cutlery. All hot spot/touch points will be sanitized throughout the day. Limited menu and break items will be served to maintain social distancing as well as bringing efficiency in timing for your student to enjoy their break.

Important Updates

1. Biometrics (use of fingerprints) will **NOT** be an option this year. This will eliminate so many of the issues experienced last school year; as **each student in Middle/Upper must have their card in hand in order to make purchase.**
2. ALL students will be issued new cards. Prior balances will be transferred to the new cards. Cards will be delivered to the school and distributed to teachers (Lower School) and students (Middle/Upper School). Middle/Upper School students will be responsible for keeping up with their own card. **If a card is lost or misplaced, a new one can be issued; however, there will be a \$2.00 replacement**
2. During the set up of the new cards it is very possible that you will be contacted by a Pepi Foods representative to update your student's account. Please make sure that you verify all information so that you will receive emails regarding your child's account. As a reminder the account settings are as follows:

AUTO REPLENISH - This will automatically replenish your students lunch card by a set amount when it gets below a set amount. The amounts are set by you. Credit/Debit card information must be entered at time of set up. **THIS METHOD RECOMMENDED TO ENSURE THAT YOUR CHILD ALWAYS HAS FUNDS FOR LUNCH.** You will be notified each time funds are replenished as long as an email address is given.

MANUAL REPLENISH - This will require you to go in manually each time you wish to replenish money on your students card. Credit/Debit card information must be entered by you at time of each replenishment.

4. The Pepi *more* cards will no longer offer 10% bonus money when choosing AUTO REPLENISH.
5. Menus will continue to include some traditional favorites, fast food selections and healthy alternatives, as well as grab-n-go sandwiches and such.



Pepi Customer Service Reps are available to answer questions about managing you account. They may be reached during business hours via phone: **800.356.4068** or email: **pepIService@pepifoods.com** 24/7