

# Highline Nutrition Services – Meal Distribution 2020

## Frequently Asked Questions

**1. Do I have to pay for the meals?**

All meals are FREE to any Highline student or kids 18 years old and younger. Siblings, cousins, neighbors... meals are available for all kids.

**2. What are my options for meal pickup?**

In an effort to make meals as accessible as possible, we created two meal distribution systems to better fit with family schedules.

Each week, families can choose to:

- a) Pick up daily meals Monday - Friday with drive thru service at all elementary schools and walk up service at bus stops throughout the district. Daily meals include 1 breakfast and 1 lunch. Friday pickup includes meals for Friday-Sunday.

**OR**

- b) Pick up a weekly meal kit on Monday from one of four locations. These kits include 7 breakfasts & 7 lunches.

**Families must choose either daily or weekly meal pickup (you cannot do both) but can choose a different model each week.**

**3. How do I pre-order?**

We have pre-orders set up for daily meals and weekly meal kits. Pre-order link can be found on our website here: <https://www.highlineschools.org/departments/nutrition-services/school-menu>. The preorder form is available in English, Spanish, Vietnamese, and Somali. Please pre-order so each school can be best prepared to accommodate all students that want a meal.

**4. Is there a cut off time for ordering?**

The cut off time for ordering is currently 6:30 am the morning of pick-up

**5. Can I still get a meal if I did not pre-order?**

You should be able to get a meal even if you did not preorder. Go to a school site, not a bus stop. Schools prepare some extra meals but priority is given to those who preorder and availability is not guaranteed without a preorder.

**6. Do I need to wash the produce in the weekly meal kit?**

Yes! To be able to offer the best quality we are sending whole produce in the meal kits. If fruits and vegetables are cut and processed, the shelf life is much shorter. Since we are providing food for an entire week it is best to provide whole products that require washing and prepping at home.

**7. What is included in the daily meals?**

Daily meals include one breakfast and one lunch and offer entrée choices. Meat and vegetarian options are available most days. Some days offer only a vegetarian option and that will be indicated on the pre-order. Daily meals also offer hot entrees multiple times a week. A variety of fruits and vegetables are included and all meals include one 8 oz. white and one 8 oz. chocolate milk.

**8. What is included in the weekly meal kit?**

The weekly meal kit includes 7 breakfast and 7 lunch meals. The meal kit offers frozen entrees to prepare and whole and fresh produce that needs to be washed and prepared, as well. We

provide fruits and vegetables in the whole state to ensure they best quality until you're ready to enjoy it. Weekly kits offer a variety of fruits and vegetables as well as one ½ gallon of white milk and one ½ gallon of chocolate milk. Frozen entrees and bread items have cooking instructions on our website. Please make sure to wash all produce prior to consuming.

<https://www.highlineschools.org/departments/nutrition-services/school-menus>

**9. Do I have to go to the same meal pick up site every time?**

No, you can select a different pick up location for each order

**10. Why do I have to pre-order every week?**

Weekly ordering offers flexibility to families. Families can choose week to week if they want to participate in the daily meals or meal kit pick-up. If you are in a hurry and need food ready to eat for your kids, the daily meal pick up would be your best option. We have ready to eat and hot options provided in the daily menu. It is also a good time to take a break and stretch your legs to walk to the bus pick up locations or the school curbside for daily meals. If making it out to pick up locations every day is difficult for your schedule, the meal kit pick up would be the best option.

**11. When will the pre-order form for next week be available?**

We aim to make the order form for the following week available on Wednesday. Scroll down the page below the order for the current week to find an order form for the following week.

**12. What is the difference between the daily meals and meal kit?**

Daily meals offer a meat and vegetarian option. Daily meals also offer hot entrees multiple times a week. The weekly meal kit offers frozen entrees that you choose when to prepare and whole and fresh produce that needs to be prepared. We provide it in the whole state to ensure they best quality until you are ready to enjoy it.

**13. Can I order for the whole week for daily meals**

Yes, when you complete your order for the daily meals you can order for the rest of that week. If you order by Monday at 6:30 a.m., you can order for the whole week, Monday – Friday.

**14. What if I need to pickup at different locations on different days?**

If you need to order for one location on Monday and Tuesday at a different location Wednesday- Friday please complete two separate preorders, selecting your preferred pickup location and entering 0 for the days you won't need meals at that stop.

**15. Why did I not get the items that were listed on the menu in my meal kit or daily meal?**

It is always our goal to provide what is on the menu. However, sometimes there are unforeseen changes due distributor shortages, equipment failure, etc. At that time, we try to make the closest substitution to what had been planned for the menu. We apologize for any disappointment this may cause and are always working hard to provide what is listed on the menu. Menu is subject to change at the last minute when challenges arise.

**16. Can I order daily and weekly meal kits each week?**

No, please select one or the other option each week.

**17. What happens when there is no school on Monday, can we still pick up a meal kit?**

If the school week doesn't start on Monday, due to a holiday for example, meal kit distribution will be on the first day of the week that school is in session. Example: no school Monday because of a holiday. Meal kits would be picked up on Tuesday and would include 6 days worth of meals.

**18. What do I do if I missed the meal kit distribution on Monday?**

If you miss the weekly kit pickup on Monday, please plan to participate in the daily meal distributions for the remainder of that week.

**19. How do I cook the frozen items in the meal kit?**

Please see our cooking/prep instructions on our website. They are available in English and Spanish. <https://www.highlineschools.org/departments/nutrition-services/school-menus> Scroll down and select your preferred language for instructions.

**20. Is peanut butter served?**

Peanut butter is only served in weekly meal kits. It will not be offered on the daily meal menu.

**21. Are there vegetarian options?**

Daily Meals offer a vegetarian option every day.

Meal Kits include 2-4 vegetarian options each week.

**22. Where can I find the pre-order? Distribution times and locations? Menus?**

<https://www.highlineschools.org/departments/nutrition-services/school-menus>

<https://www.highlineschools.org/return-to-learn/family-guide/meals-for-students>

**23. Do I need to fill out a free and reduced application this year?**

While meals are currently free for all kids, the funding for this program will expire at some point during the school year. Additionally, some funding for your child's school is determined by free and reduced eligibility information. If you have not received notification that you are approved for free or reduced price meals and you believe you qualify for these meal benefits, please complete an application by clicking [here](#). Students who attend a Community Eligibility Provision schools (see list below) are not required to complete a free and reduced meal application but may be asked to complete a family income survey later in the year. CEP Schools are: Beverly Park, Bow Lake, Cascade, Chinook, Evergreen, Glacier, Hazel Valley, Madrona, McMicken Heights, Midway, Mt. View, New Start, Pacific, Parkside, Seahurst, Tyee, Valley View and White Center Heights

**24. Who can pick up meals? Do my kids need to be with me?**

Parents can pick up meals for their children without the children present.

**25. Do I have to wear a mask when I get my meal or kit?**

Yes. In accordance with state regulations and to ensure safety for our staff and families, please wear a mask at all times and practice social distancing.

**26. Can I walk up at meal kit distributions?**

Walk up is acceptable at weekly meal kit distributions if you live within walking distance. If you drive, please stay in your car and wait in line so we can serve each family efficiently and safely.

**27. Can I walk up at daily distributions?**

Walk up or drive up are acceptable at the elementary school bus zone pick up. For safety reasons, bus stops are walk up only. Please do not drive to bus stop locations.

**28. What if I can't remember what I ordered?**

An order confirmation is automatically sent to the email address you provide during the preorder process.

**29. What if I need to change my order?**

If you need to change your order, you can submit a new preorder with corrected information. We make every effort to remove duplicate orders from the system and will use your most recent response for your order.

**30. What do I do if my student has food allergies or intolerances?**

Please have your doctor fill out a current diet prescription. Found here

**<https://resources.finalseite.net/images/v1598550024/highlineschoolsorg/unot61qmiixz4qjypti/x/requestforspecialdietaryaccommodations2020.pdf>**. Once this is complete and signed by your

doctor, please fax a copy to 206-631-3387 or mail it to Nutrition Services, 15675 Ambaum Blvd SW, Burien WA 98168.