

FAQ

SEP Food & Nutrition Services

How do I Find Food & Nutrition Menus, Forms & Payment Information?

Go to: www.southeastpolk.org | School Cafe (Menus)

Visit: www.schoolcafe.com or download the SchoolCafé app to your smart device

You can also locate meal transaction history, set restrictions & set low balance reminders here.

Where can I find Meal Prices & Make a Payment?

Meal prices will be posted on the website and are also on the online menu.

Your student's account works like a debit account. You can put in any amount and as your student(s) eats, the money is withdrawn. You may pay online or send cash or check to the school front office. To pay online go to www.southeastpolk.org | Ram Mall

How much money should I put in?

Feel free to add as much as you feel comfortable with. We do ask that guardians maintain a positive balance in their student's account. When a student's meal account balance reaches \$0.00 or less, students are not allowed to charge extra items or a la carte, which includes a milk.

How do we qualify for free or reduced meals?

There are 2 ways to qualify:

1. Each July, you will receive an email notification that the new SEP application is available. Applications can be completed at www.schoolcafe.com or by downloading the SchoolCafé app for your smart device.
2. DHS sends out letters to individuals who receive Food Stamps or FIP stating their children are eligible for free meals. Sign and send a copy of the letter to the Food & Nutrition Office.

If you have questions about meal eligibility, please contact our office at 515-957-3432.

Can my child purchase just a milk?

If a cold lunch is brought from home, your student can purchase a milk for \$0.50. When purchased alone, milk is considered an a la carte item and will be charged to your student's meal account regardless of free or reduced meal eligibility.

Can I join my student for lunch?

Yes! You are always welcome to join your student(s) for lunch! Please add sufficient funds to your student's account to cover the cost of your meal. This can be done prior to your arrival, or you can make a payment in the school office. Call in your lunch reservation by 9:00 am to the school office. We kindly ask that you refrain from bringing in food from outside establishments.

What if my student has a food allergy or sensitivity?

If your child requires a special diet, have your child's physician complete a Diet Modification form available on the SEP website. This form must be completed by a medical professional that is authorized by state law to write medical prescriptions. Completed forms should be returned to your school nurse and the Food & Nutrition Office at school.nutrition@southeastpolk.org.

All schools serve breakfast and lunch each school day. Each meal offers a well-balanced variety of foods, incorporating all of the food groups!

This institution is an equal opportunity provider.

**QUESTIONS, COMMENTS, CONCERNS
REACH OUT AT ANY TIME**

515-957-3432 OR SCHOOL.NUTRITION@SOUTHEASTPOLK.ORG