



# Old Rochester Regional School District

ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you. Call 1-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942).

## **Spanish**

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942).

## **Vietnamese**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942)

## **Mandarin Chinese**

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 11-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942)。

## **Portuguese**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942).

## **Russian**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942).

## **Haitian Creole**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-508-758-3745 extension 1727 (TTY: 1-508-758-2772, extension 1942).



# Old Rochester Regional School District

## OLD ROCHESTER REGIONAL SCHOOL DISTRICT'S FOOD & NUTRITION SERVICES



Food & Nutrition Service Office  
135 Marion Road  
Mattapoisett, MA 02739  
508-758-2772, Ext. 1543

Dear Parent /Guardian,

The new school year will soon be upon us, and we are thrilled to back serving your child for the 2021-2022 school year. **ORR School Food & Nutrition Services** has some exciting plans in place for serving your child nutritious and delicious meals at school this year. Our mission is to ensure that we not only serve healthy and well-balanced meals, but foods your children will want to eat.

### **Breakfast and Lunch is FREE for ALL Students in the 2021-2022 School Year!**

Thanks to the flexibilities provided by the USDA's National School Lunch Program, students will have the opportunity to enjoy breakfast and lunch at no cost throughout the academic year. This is a unique opportunity for everyone to eat together and will hopefully make it easier for students and families to confidently check breakfast and lunch of their list of things to do.

Although school meals are available at no cost to students this school year, applying for meal benefits is still very important. By applying for meal benefits you may be eligible for the following: P-EBT funding, Reduced or waived fees for SAT's, Reduced or waived fees for college applications. Your application affects funding in many other areas such as school funding, internet & technology, access to grants and resources for classrooms & teachers. Visit [family.titank12.com](http://family.titank12.com) to apply. If you have any questions regarding the application process, please contact Jill Henesey at 508-758-2772 ext. 1543 or <mailto:jillhenesey@oldrochester.org>.

The Food and Nutrition Service Department recently reevaluated the districts Point of Sales (POS) system has chosen to utilize a new system called **Titan** which will increase the level of service to families and to provide more accurate school meal accounting. One of the biggest advantages to **Titan** is the ability to allow parents to prepay for meals. Another big advantage this year is the transition to a touchless check out system. **Every student has a unique student id number, typically a 4 to 5 digit number** which will be translated into a bar code on their student id card, and they will use this card each day to pay for their breakfast, lunch and/or a la carte items. When they swipe their Student ID card, their picture will appear on the cashier's screen along with their name, grade, and account balance, this helps verify each student as well as speeds the service lines along faster. Any money that the student gives the cashier will be deposited into their account.

In addition to paying cash or sending a check to school, money can also be deposited into your student's account online at [family.titank12.com](http://family.titank12.com). Once you set up an account, you can log in and deposit money using a credit or debit card. You will have the ability to deposit money into multiple student accounts with one payment. You can also view your account balances, view your student's meal history, and get e-mail notifications when the account is running low. *PLEASE NOTE THAT FAMILY.TITANK12.COM CHARGES A CONVENIENCE FEE OF \$1.95*



# Old Rochester Regional School District

EACH TIME YOU ADD FUNDS ON-LINE, SO PLEASE PLAN ACCORDINGLY. WE DO NOT RECEIVE ANY OF THESE FEES.

To register for an account and deposit money into your child’s account, you will need your child’s student ID number. **Your child will need their student ID to purchase school breakfast, lunch or a la carte items.**

**If for some reason you do not have your child’s student ID number or PIN number please call Jill Henesey at (508) 758-2772 ext. 1543 by email at <mailto:jillhenesey@oldrochester.org>.**

**PLEASE NOTE:** All students will be using their ID cards to purchase breakfast, lunch, or a la carte items at their school even if you do not use the on-line payment system or if your child makes a purchase with cash. The POS system is linked to our bookkeeping and inventory control systems which saves us time in managing our program.

Please encourage your child to have their student ID card with them as they will need it when they come through the cafeterias. Don’t worry, if they forget the Student ID card, our friendly cashiers can look up your child by name, right on the spot.

## **INFORMATION FOR FAMILIES WITH ELEMENTARY STUDENTS:**

In order to expedite the serving of lunch for your child we would like to remind you of a few procedures.

<b><u>Elementary Meal Pricing</u></b> (Includes Milk)		<b><u>Middle/High School Pricing</u></b> (Includes Milk)		<b><u>Ala Carte Milk</u></b>		<b><u>Breakfast</u></b> (Includes Milk)	
Daily	FREE	Daily	FREE	Daily	\$0.65		FREE
Weekly	FREE	Weekly	FREE	Weekly	\$3.25		FREE
Monthly	FREE	Monthly	FREE	Monthly	\$13.00		FREE

\* Milk only will not be available Free – Please take advantage of our New Home Lunch Bonus bag, which will include milk, fruit, veggie and/or a grain item at no charge.

\* Menus for the month are available on the District’s website. The address is <http://www.oldrochester.org>; Click on the “Departments” tab at the top of the page. Then click on “Food and Nutrition Services” or go directly to the website <http://www.orrsschoolmeals.org>.

\* A la cart items will be available for purchase. Your child’s account money can be restricted from the purchase of a la cart items at your request on [family.titank12.com](http://family.titank12.com).

\* **Food Allergies** – we do accommodate students with special diets due to medical need, a **meal accommodation form must be completed and signed by a licensed physician every school year.**

If you have any questions please contact me in the Food Service Office at 508-758-2772 ext. 1543or by email at [jillhenesey@oldrochester.org](mailto:jillhenesey@oldrochester.org).

I look forward to serving your children delicious and nutritious meals!



# Old Rochester Regional School District

Thank you,

Jill Henesey

Director of Food & Nutrition Services

*"This institution is an equal opportunity provider."*

## FAQ

- 1. What happens to my student's account balance at the end of the year?** In our district, balances will carry over to the next year. We encourage you to monitor your child's account as the end of the school year approaches and make sure your student is using the available funds on their account. Refunds are not issued automatically but by request from the parent/guardian of the student. All refund requests must be submitted in writing to Jill Henesey, <mailto:jillhenesey@oldrochester.org> and include the following information: Student name, Parent/Guardian name, and Mailing address.
- 2. Am I required to use family.titank12.com to deposit money into my student's account?** No. You can send cash or checks in with your student just as you always have. We do recommend that you fund your child's account for at least a week at a time. The lunch line moves a lot quicker when everyone has money deposited into their account beforehand.
- 3. What information do I need to log into family.titank12.com?** You will need your student's name and their student ID number. This is in your opening letter. If you do not have this information, please contact Jill Henesey at 508-758-2772 ex. 1543 or email [jillhenesey@oldrochester.org](mailto:jillhenesey@oldrochester.org).
- 4. Is there a fee for depositing money into my student's account on family.titank12.com with a credit card?** There is \$1.95 transaction fee for each credit card payment on [family.titank12.com](http://family.titank12.com). This is the credit card transaction fee from a third party vendor. The school does not collect the fee, it goes directly to the card provider. This fee is only charged if you deposit money online. You can continue to send money and checks into school with your student to be placed on their account.
- 5. I have multiple students in the schools. Can I use one account for all of them to withdraw money from?** Yes. A billing account can be setup for your family. Each student will still have their own PIN that will be linked to the billing account. Meal history can still be tracked per student if you sign up at [family.titank12.com](http://family.titank12.com).
- 6. Does my child need their Student ID even though meals are Free?** Yes. All students will be using their Student ID/PIN # to purchase lunch, breakfast or milk at their school even though



## Old Rochester Regional School District

breakfast and lunch is free for all students. The POS system is linked to our bookkeeping and inventory control systems which saves us time in managing our program. Please encourage your child to keep their student ID with them as they will need this when they pay for their school lunch. Don't worry, if they forget their student ID card, the cashier can easily look it up right on the spot.

- 7. Free and Reduced Meal Applications, are they needed this year even though all children eat free?** Yes. Although school meals are available to all children at no cost this school year, applying for meal benefits is still very important! By applying for meal benefits, you may also be eligible for additional benefits such as: P-EBT; Reduced or waived fees for SATs, sports, college applications; Your application also assists in funding many other areas; Internet & Technology, access to grants, additional classroom resources, funding, etc.
  
- 8. Refunds:** Refunds are addressed at the District level and require a written request. Please contact the Director of Food and Nutrition Services for a refund via email. The following information is required in order to process a refund: Student Name, School, Grade, Parent/Guardian Name, and Mailing Address. Please see the updated district charge policy on refunds.