

Eleanor Hall School Council

Meeting Minutes

November 23, 2023



ATTENDANCE

Jolene Lawrence (EHS Council Chair), Nadine Marchand (Administrator), Michelle Bottriell (EHS Council & Enhancement Secretary), Maureen Schnier (PHSD Trustee), Phil Petkau (parent), Nadine Stoyko (teacher), Meagan Mccoy-McLevin (parent), Lorraine McCoy (parent), Jenna Pudlowski (EHS Council Vice-Chair)

CALL TO ORDER

- Jolene Lawrence called the meeting to order at 7:10

1. WELCOME & INTRODUCTIONS

2. APPROVAL OF THE AGENDA

- Phil Petkau approved the November 23rd, 2023 meeting agenda

3. APPROVAL OF THE October 5th, 2023 MEETING MINUTES

- Michelle Bottriell approved the October 5th, 2023 meeting minutes

4. COMMITTEE REPORTS

a. Outdoor classroom Committee

- Met and discussed that in order to make any more progress with the outdoor classroom project they need to get a design of the project made up. They have found a source to get an engineered project design made up that will cost around one to two thousand dollars. With the project design they will be able to get quotes for building supplies, etc. Enhancement society will fund up to \$2000 for the expense in the hopes that the grants the outdoor classroom committee will receive in the future will pay the given amount back.

b. Enhancement Society

- [See attached report](#)
- Fundraisers planned for 2023-24 will be talked about at next meeting

5. PRINCIPAL'S REPORT

- [See attached report](#)
- [Eleanor Hall Provincial Achievement Test Results 2022/2023](#)

6. PHSD TRUSTEE REPORT

- [See attached report](#)

7. NEW BUSINESS

a. Christmas Store update

- All Shopping has been done
- Donations of small/medium gift bags are needed

b. LunchBox

- [See attached Lunchbox overview](#)
- [See attached Lunchbox FAQ](#)
- Lunchbox does all the work - they look for vendors, lunches can be up to 3 times a week, we choose the meals, no parent volunteers needed, pre-packaged food, all online.
- Would we benefit from using Lunchbox? Would they be able to find enough vendors since we are a rural school? What would the profits look like? Would the meals be reasonably priced?
- Michelle motions to approve looking into Lunchbox and asking more questions, as mentioned above. Jolene will contact Lunchbox asking if they can find vendors for our area.

c. School Council Plan

- Jolene opens up the floor to anyone who has something they would like to say, anything they would like the school council to work/focus on this year. What would you like to see the school council do this year?
- Meagan would like to know what our school has been doing to support inclusivity and diversity within the school. Meagan will

email us with her contact who gives presentations to teachers/parents.

- Nadine Marchand - the school division is already having conversations and working on plans to support inclusivity and diversity within schools

8. Next Meeting Date

- Thursday January 18th, 2024 at 7:00pm via Zoom

9. Adjournment

- Jolene Lawrence adjourned the meeting at 8:14pm

November Principal's Report for School Council

- Thanks to everyone who was able to come to our Goal Setting meetings in October. Thank you to Jenna and Lorraine who provided the teachers with delicious meals both nights.
- Thanks to Jantea, Jantene and Lorraine who volunteered to purchase items for the Christmas store. The variety of items is amazing. Staff are signing up to work the store; it is one of our favourite events, and SWAT has a lot of fun wrapping! We could really use donations of Christmas bags-used or new for student items. Small, medium and tall/slim bags are especially helpful.
- We are looking forward to our Christmas Concert. Mrs. McNelly is doing a play this year! It is called Jingle Bell Jukebox. We will host an afternoon concert at 1:30 (grandparents, other extended family and friends) and an evening performance starting at 6:30 with doors opening at 6:15.
- Mrs. Savoie and SWAT will again organize and run Reindeer Games this year for students in Kindergarten to Grade 3 and they will also organize the events for the Grade 6-9 students.
- The Grade 4 to 9 students will go skiing to Tawatinaw on January 19th and again on March 21st, weather permitting.
- The Jr.High Girls and Boys Basketball teams are up and running. Elementary is finishing up Volleyball this month. Thank you to all of our coaches!
- Mrs. Savoie has invited a guest speaker to our school, George Desjarlais, who is a Cree Star Storyteller to present to our entire school the afternoon of December 18th. Thank you to the Enhancement Society for funding this visit! Unfortunately, this is not a Kindergarten day, but Mrs. Stoyko will let her parents know that they are welcome to bring their students. Parents are welcome as well!
- Thanks to Jolene for the suggestion, we are going to get Facebook for Eleanor Hall School up and running. We are currently working on it, and should be up and going soon. We will also have an Instagram account.
- Elementary progress reports were sent home today, and Jr. high has updated their students' progress in Powerschool. I included a short statement in regards to our elementary progress reports. I wanted to highlight the indicator '*Developing*'. When a student has been given a

Developing level of achievement, they have shown an understanding of the skills or concepts at grade level. It may help to consider the indicator as "developing as expected".

- On October 20th we met as a teaching staff to analyze our PAT results and other diagnostic tests for numeracy and literacy, reviewed the Fall student survey, and decided on a focus based on evidence that aligns with our Education Plan and School Division priorities. One theme that caught everyone's eye was that students appeared to be struggling with vocabulary. Students need to be good readers to do well. Jr. High teachers will be continuing to work on subject specific and cross-curricular vocabulary and morphology, and our elementary teachers will ensure that they also have a focus on morphology. Morphology is the study of words, how they are formed, and their relationship to other words in the same language. It is the On Friday our Elementary teachers will be receiving some PD from two of our School Division's Literacy teachers around morphology and good reading strategies in general, and the Jr. High will be in subject specific professional development. In the afternoon we will be looking at another priority focus from our Education Plan, Learning Intentions, as well as introducing our teachers to the 14 Parameters of System and School Improvement that we are collaborating on as a leadership group across the School Division.
- Provincial Achievement Test Results tables

Eleanor Hall Provincial Achievement Test Results 2022/2023

Grade 6	19 students	School	Province	PHSD
Math	Acceptable	73.7%	76.9%	71.7%
	Excellence	5.3%	18.8%	10.7%
LA	Acceptable	94.7%	90.4%	90.6%
	Excellence	21.1%	21.9%	11.6%
Social Studies	Acceptable	78.9%	78.3%	66.7%
	Excellence	15.8%	21.3%	11%
Science	Acceptable	83.3%	79.3%	70%
	Excellence	16.7%	25.9%	13.6%

Grade 6	19 students	School	Province	PHSD
Math Part A	Acceptable	68.4%	68.6%	66%
	Excellence	52.6%	45.1%	36.1%
Part B	Acceptable	73.7%	78.4%	72.5%
	Excellence	5.3%	17.9%	10.2%
LA Writing	Acceptable	89.5%	89.9%	88.8%
	Excellence	5.3%	15.3%	7.3%
LA Reading	Acceptable	94.7%	88.6%	87.1%
	Excellence	47.4%	40.1%	29.6%
Social Studies	Acceptable	78.9%	78.3%	66.7%
	Excellence	15.8%	21.3%	11%
Science Knowledge	Acceptable	88.9%	87.9%	72.4%
	Excellence	16.7%	33.3%	9.5%
Skills	Acceptable	77.8%	74.3%	77.8%
	Excellence	22.2%	27.2%	13.6%

Eleanor Hall Provincial Achievement Test Results 2022/2023

Grade 9	11 students	School	Province	PHSD
Math	Acceptable	55.6%	64.0%	58.5%
9 students	Excellence	22.2%	15.6%	10.7%
LA	Acceptable	81.8%	85.1%	84.3%
	Excellence	9.1%	15.9%	10%
Social Studies	Acceptable	54.5%	69.0%	63.5%
	Excellence	18.2%	19.0%	10.2%
Science	Acceptable	63.6%	78.5%	74.5%
	Excellence	18.2%	24.1%	9.9%

Grade 9	11 students	School	Province	PHSD
Math Part A	Acceptable	55.6%	48.7%	42.7%
	Excellence	22.2%	17.6%	9.8%
Part B	Acceptable	55.6%	71.3%	68.4%
	Excellence	22.2%	18.4%	13.2%
LA Reading	Acceptable	81.8%	85.1%	77.4%
	Excellence	9.1%	15.9%	12.5%
Writing	Acceptable	100%	88.8%	92.3%
	Excellence	9.1%	20.1%	13.3%
Social Studies	Acceptable	54.5%	69.0%	63.5%
	Excellence	18.2%	19.0%	10.2%
Science Knowledge	Acceptable	63.6%	78.0%	72.4%
	Excellence	18.2%	21.6%	9.5%
Science Skills	Acceptable	81.8%	80.2%	77.8%
	Excellence	18.2%	29.4%	13.6%

Enhancement Society Report

November 23, 2023

To date we have supported three funding requests with one pending discussion.

- Received a cheque for the artwork fundraiser from last year - \$1638.13!
- DFS order has arrived – I will sort through it on Monday after work.
- Total sales were \$2531.00, and our profit is \$1051.60.

Currently in general account - \$10,758.66

Currently in casino account - \$9,997.91

**Trustee Report
November 2023
Eleanor Hall School**

November events:

Remembrance Day services attended in Jarvie, Dunstable, Barrhead Elementary
Toured Dunstable and Busby Schools on Wednesday last week, classroom visits

November 22, Board Meeting in Barrhead:

- Audit presentation Metrix Group LLP
- IT Assurance Report
- Provincial Achievement Test Summary
- Annual Education Results Report
- School Viability report preliminary
- Superintendent resigned effective May 24

Indigenous Education Advisory Committee on November 21 - efforts continue to help FMNI students in the division.

Alberta School Boards Association's (ASBA) locally-elected public, Catholic and Francophone member school boards came together for the business day of ASBA's Fall General Meeting. During the event, members conducted elections for ASBA's President and Vice President and passed position statements. Members re-elected Marilyn Dennis as President and Shali Baziuk as Vice-president to serve their second terms.

Member-passed position statements:

The following position statements were passed by member school boards and will guide ASBA's provincial advocacy:

Recognition of Valid Teaching Certificates

Be it resolved that the assembly adopt the position that the Alberta School Boards Association support and advocate to the Minister of Education that individual Alberta school authorities be given the latitude to temporarily recognize the scope of practice as authorized by a valid teaching certificate from either an Alberta or other Canadian jurisdiction until such a time that an Interim Professional Certificate can be issued.

Removal of the Reserve Cap

Be it resolved that the Alberta School Board Association advocate for the Government of Alberta to remove the requirement of the maximum limit for operating reserves for school boards, thereby respecting school boards' local decision-making autonomy.

EAL Student Funding

Be it resolved that, the Minister of Education ensures funding is available for EAL students throughout their pre-kindergarten and K-12 school years as needed to achieve language proficiency, up to seven years.

Collaboration around School Site Allocations

Be it resolved that the Government of Alberta collaborate with school boards to resolve challenges around the lack of properly sized and available reserve land for school site allocations through the Municipal Government Act.

Alberta School Boards Association (ASBA) serves Alberta's 61 locally-elected public, catholic and francophone school boards. For more information visit asba.ab.ca.

Review of Diploma Exams

Whereas the priority of Alberta's education system is the success of every student;

Whereas Alberta school boards are responsible for providing assurance to their local stakeholders that students are successful; and Whereas Alberta's education system supports accountability, transparency, and continuous improvement;

Therefore, be it resolved that the assembly adopt the position that the Ministry of Education review the practice of administering provincial high school diploma examinations to ensure the efficacy of this tool as an indicator of both system and student success.

Remove Barriers to Dual Credit and Off-Campus Education

Be it resolved that, the Alberta School Board Association advocate for the Government of Alberta to remove barriers to Dual Credit and Off-Campus Education as recommended by the Career Education Task Force, including:

Maintain start-up and enhancement grants for Dual Credit and increase the flexibility of grants to support operational costs related to Dual Credit projects and programming. Provide top-up funding that includes sufficient, sustainable and equitable funding structure for Dual Credit and Off-campus credits awarded at all times of the year. Sharing off-campus site inspections and reviewing supervision requirements Providing WCB coverage to all off-campus students.

(*Pembina Hills has introduced a dual credit for teachers assistants new program*)

EAL Student Funding

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Simplify your lunch program.
Boost your fundraising.

The Easier Way to Manage Your School's Lunch Fundraising Program

Managing your school's lunch fundraising program is time-consuming. But it doesn't have to be with Lunchbox by SchoolCash Online.

Lunchbox is a full-service online ordering solution that simplifies your school's lunch fundraising program and offers many benefits.

Why Switch?



Save your staff
5+ hours/week



Raise
\$8,000+/year*



Secure contactless
payments



Nut-free & allergy
aware Meals



Safe food handling
& delivery



Easy-to-use ordering
for parents/guardians



No order
forms to print



No registration
or set up fees

To sign up your school, visit tinyurl.com/lbsco

*Based on offering 3 lunch days/week to 300 students at 25% participation.

“ Lunchbox by SchoolCash Online is fantastic. The workload at the school level is minimal and the fundraising return to the school is unbelievable. The Lunchbox team provides end-to-end management, which has removed time-consuming, labour-intensive administrative tasks, such as counting money and organizing orders. We have had tremendous success this year and are looking forward to continued growth with the program.”

Principal
Burnham Public School

“ Our experience with the Lunchbox program has been a very positive one. Parents enjoy the variety of lunch options available to them and have enjoyed the convenience of the service. On the school's end, administratively, the Lunchbox Team has proven to be very efficient, helpful, and always available when any order issues occur, helping the school on the spot with a replacement meal. I do recommend this service to any school looking for hot lunch options for their school community.”

Principal
St. Angela Merici

“ Prior to getting set up with Lunchbox, the program was run by one parent on our School Council. It required huge amounts of planning and tracking, checking with the Healthy Food policy and procedure, and then arrived at the school needing school staff to hand it out, chase missing orders, etc. And we're a tiny school!

The switch to Lunchbox has been nothing short of phenomenal. We are in control of our days, the cost, the vendor and the time. Lunchbox takes everything else off the table. No scrambling to buy items on sale, finding parents to help, taking over the school kitchen, or dealing with forgotten orders. The meals arrive hot, on time, individually labelled and ready to go. And there is no hassle with money.”

Principal
Oliver Stephens Public School

“ Lunchbox does it all! They collect the money, collate the orders, and place the order at the restaurant vendor level. No-fuss, no muss. With every new concept, there are minor hurdles. Each issue was dealt with both professionally and promptly. Our experience has been very positive!”

Head Secretary
Pioneer Park Public School



Lunchbox by SchoolCash Online is a full-service online ordering solution that simplifies a school's lunch fundraising program. The entire program is managed by the Lunchbox team, saving school staff or parent volunteers 5+ hours/week to focus on higher-value activities. Schools earn fundraising dollars for every item sold and parents benefit from an easy-to-use, secure ordering and payment platform. To learn more, visit your-lunch-box.ca.

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Program & Set Up

How does Lunchbox by SchoolCash Online work?

Lunchbox by SchoolCash Online is a full-service online lunch ordering and fundraising platform. The school confirms delivery start dates and times, and the Lunchbox team does the rest. We coordinate and manage vendors, set up your school's ordering calendar, send weekly order reports, pay the vendors, provide the marketing to promote the program to parents, and raise fundraising dollars for your school.

What is the Lunchbox by SchoolCash Online Program Offering?

We recommend offering a weekly, three-day lunch program to boost your fundraising dollars.

- Pizza: Tuesday & Thursday
- Subs: Wednesday

There are other food options available any day of the week. For updates or changes to your program, please contact the Lunchbox Team directly at info@lunchboxorders.com

What is the cost of the program?

There is no cost to run the Lunchbox standard program. Set-up and implementation are free of charge.

How does the fundraising work?

With every meal delivered on the Lunchbox program, a fundraising contribution is donated back to your school. The fundraising amount for each item is set by the school as this is solely at their discretion.

How do we receive the fundraising payments?

The school will receive a monthly fundraising statement detailing the orders delivered in the given month and the associated fundraising totals. Fundraising is processed monthly and will be paid by direct deposit.

Do we need volunteers to run this program?

Volunteers are not required. Schools can successfully manage their program without volunteers. As an example, schools often organize lunch delivery days with the assistance of older students (Grade 6, 7, and 8). Students deliver the orders to each classroom, along with the support of a staff member who oversees the distribution, ensuring all items are delivered and providing a point of contact for any questions or concerns.

Does the school still need to set up the program on SchoolCash?

No, your lunch program is set up by the Lunchbox team. First, we will collect your school's program information with the support of an online form. Then, we will import your data into the Lunchbox platform to complete the required information.

How do we communicate the program to parents/guardians?

We provide a comprehensive set of resources and communications tools to help you build awareness about the program across your school community. Available marketing tools include an introduction letter detailing program details, weekly email order reminders, parent/guardian reminders for your school newsletter, flyer (digital format), and social media posts to promote the program.

If we have a question, who do we call?

You may contact the Lunchbox Team directly for assistance with Lunchbox questions, concerns, or inquiries at 1-877-426-6860.

How is Lunchbox addressing requirements regarding health and safety?

The Lunchbox team is prepared and ready to assist with the safe implementation of your school's lunch program. We will review your school's specific delivery protocols at the time of program set-up. Delivery protocols will be clearly communicated with vendors on their weekly order reports.

Food Vendors

Does the school select the vendors that deliver lunch orders for their program?

Yes. The school will confirm the vendors to be offered with their program. Lunchbox has established vendor relationships in your community to assist with your restaurant selection as required.

Do you have preferred vendors?

Lunchbox works with select local vendors. Vendors are vetted to ensure their school lunch menus meet Ministry of Education nutritional guidelines, are nut-safe and allergy aware. Further, we ensure that vendors commit to Lunchbox's service and delivery protocols.

We are open to adding new vendors if you have a vendor that you are interested in working with or a current vendor you are presently working with.

Do you have a specific pizza vendor you presently work with?

We will work with you to determine which options are available with your preferred pizza vendor.

Is there a minimum number of orders required?

We do not have a minimum order requirement; however, many vendors have a baseline expectation for school orders. These numbers vary from vendor to vendor and will be reviewed with you while making your vendor selection.

How do the vendors get paid?

We pay the vendors weekly on the school's behalf. Vendor invoices and payments are coordinated and processed by the Lunchbox Team.

When the ordering calendar is open, parents will be directed to the calendar to place and pay for their lunch orders.

Ordering

How do parents/guardians get started?

Please check the Parent/Guardian FAQs for instructions on how a parent/guardian creates a Lunchbox account.

I'm already registered with Lunchbox. How do I access my account?

Please check the Parent/Guardian FAQs for instructions on how to log in to your Lunchbox account.

What are payment options for parents/guardians? Do you accept cash?

Lunchbox is paperless and cashless. Parents/guardians submit orders online, and payment is processed by Visa, MasterCard, Debit, MasterCard, or Visa Debit. As an alternative to cash, Visa and MasterCard prepaid cards are accepted as payment methods.

What is the lunch ordering deadline?

The lunch ordering deadline is Sunday at 12 PM ET (noon) for the upcoming delivery week.

New lunch orders cannot be added after the scheduled deadline. Parents/guardians have the flexibility to order week to week or for any number of weeks in advance.

Can parents/guardians cancel an order after it has been placed?

Orders may be canceled up to two days before the scheduled delivery day. Please check the Parent/Guardian FAQs for instructions that explain how a parent/guardian may cancel an order. School users do not have access to cancel an order on behalf of a parent/guardian.

When an order is canceled, is a credit applied to the parent/guardian's Lunchbox account?

A credit will be applied to the Lunchbox account of the parent/guardian for all canceled orders. The parent/guardian's credit will automatically apply against their next order at the time of check out.

Can a parent/guardian get a refund for a canceled order instead of a credit back to their account?

Yes, if a parent/guardian prefers to receive a refund, they can request to have the money for a canceled order returned to their payment card. Please check the Parent/Guardian FAQs for instructions that explain how a parent/guardian can request a refund.

What is the price to parents/guardians for lunches? Does it include the fundraising amount?

The price to parents/guardians is determined as follows: Vendor Costs + Fundraising.

Pricing is inclusive of all costs: delivery, merchant fees, and HST. No additional fees will be charged to parents/guardians at any time.

What is the process if a school with a Lunchbox program wants to purchase a few extra lunches for children in need at their school or other situations where a school would purchase lunches on behalf of students?

The school should set up an 'Angel Account' and purchase lunches on behalf of students for various situations. If the school is looking to set themselves up as an account, they need to reach out to their KEV / Lunchbox contact and let them know they would like to set up an Angel Account. The Associate Customer Success Manager will give them additional details on how to set up the Angel Account.

Delivery Day

What are the delivery times for our lunches?

Food delivery times are established by the school to ensure meals are received and ready to serve for the scheduled break time. The vendor will deliver food items to the designated school delivery area. The school will be responsible for distributing food items and milk to the applicable students in the designated lunchrooms. Food vendors or the Lunchbox Team are not responsible for any misplaced or stolen items following delivery.

How do we know which students have ordered?

On Monday morning, schools receive a detailed order report via email for each scheduled vendor delivery that week. In addition, the email will include a delivery summary outlining the number of orders placed and a report listing which students ordered in each classroom, including the order details per student.

How do lunch orders arrive at the school?

Lunches are delivered to school by the vendor and will arrive as follows:

- Subs and other non-pizza items:
 - Delivered to the school organized by classroom and labeled by student.
- Pizza
 - If your school selects individually packaged slices, the slices will be individually packaged (clamshell or cardboard box) and will arrive at the school organized by kind (cheese or pepperoni). We will provide the school with a detailed list by classroom and student to assist with hand-out.
 - If your school elects to offer pizza slices (not individually packaged), whole pizzas will be delivered to the school. The school needs to assign a staff member or volunteer to organize and hand out the slices to the students. There will be exceptions by vendor location. For example, some vendors may elect to organize pizza slices by classroom. This is a decision by individual vendors.
 - Lunchbox supplies a list of students who ordered pizza sorted by the classroom.

How are individually packaged pizza slices delivered?

Different pizza restaurants have devised various solutions. As an example, select pizza vendors now offer individually packaged slices in a clamshell tray with a tamper-proof seal. Pizza slices will be delivered and organized by slice type (e.g., cheese or pepperoni). Please note, slices will not be labeled by student or organized by classroom.

How do lunches get delivered to the classrooms?

A contact at the school must be available to accept the delivery and oversee distribution to classrooms.

For scheduled pizza lunches, a school staff member or volunteer will be required to assist with sorting the pizza slices by classroom as per the reports provided by Lunchbox.

On the week of your scheduled deliveries, the school will receive the order reports on Monday morning via email. The email will include a delivery summary outlining the total number of orders placed, a report listing which students ordered in each classroom and a tally of slices to be delivered to each class.

What do I do if a vendor is late?

If your scheduled lunch delivery is more than 10 minutes late, please contact the vendor directly for an update. The vendor's contact information can be found on the classroom delivery report.

What do I do if a lunch is missing?

Below are the steps to take if a lunch order is missing.

- Reference the order report to confirm if the student is on the classroom list. If the student is NOT on the order report, an order was not placed for this student.
- If the student is on the delivery report, have the Main Office perform an 'all call' to verify if the lunch was incorrectly sent to another classroom's order.
- If the lunch is confirmed as missing, please call the food vendor directly to have a new lunch delivered.
- If you are unable to reach the food vendor, please call (do not email) the Lunchbox Team directly for assistance with any concerns (1-877-426-6860). We will assist with having a new lunch delivered or finding an alternate solution.

What happens when there is an error or an incorrect order?

Here are the steps that are taken if there is an error, or an incorrect, order:

- Reference the order report to confirm there is an error with the lunch order.
- If the error is confirmed, please contact the vendor with the error details, including the student's name, teacher, and grade. The vendor's contact information is included on the order report.
- When there is a vendor error, the vendor is committed to delivering the correct lunch within 45 minutes of the issue being communicated.

- If a new lunch is not required, please contact Lunchbox Team directly for assistance at info@lunchboxorders.com or at 1-877-426-6860, to administer the next steps by providing a credit or refund to the parent or guardian as needed.

What happens if there is an issue with a lunch order and we find out the next day or later?

If there is an issue regarding an order, it must be communicated to the Lunchbox Team directly for assistance with Lunchbox concerns **within 5 days of the scheduled delivery** to proceed with an investigation.

To ensure a prompt resolution, we encourage concerns about a scheduled order to be shared with the Lunchbox Team directly **within 24 hours** of the delivery by emailing info@lunchboxorders.com or at 1-877-426-6860.

What do I do if someone is sick or away?

This decision is guided by your school policy. Check-in with the School Administration or the Lunch Program Coordinator at your school to confirm how to handle a lunch order for a student that is away. Lunchbox cannot refund a parent/guardian for a delivery that has been fulfilled. If the school wants to grant a refund, the funds will be taken from the school's fundraising.

If a student is absent for a scheduled milk order, the milk order will be handed out the next school day.

What do we do if there is inclement weather and buses are canceled?

This is dependent on your school policy. If there is a school bus cancellation due to inclement weather, scheduled lunch orders will be delivered or canceled as decided by the School Administration or Lunch Program Coordinator.

If a scheduled lunch deliver is canceled, the school must contact the food vendor and the Lunchbox Support Line (1-877-426-6860) no later than 8:00 AM to confirm the cancellation. Provided such notification has been received prior to such time, a credit will be issued to the applicable parent users' Lunchbox by SchoolCash Online account within (3) business days.

The vendor's contact information can be found on the classroom delivery report.

Milk will be handed out to absent students on the next school day.

What do we do if there is a school closure on a lunch delivery day?

If there is a school closure, scheduled lunch orders should be canceled.

If a scheduled lunch needs to be canceled, the school must contact the food vendor and the Lunchbox Support Line (1-877-426-6860) no later than 8:00 AM ET to confirm the cancellation. Provided such notification has been received prior to such time, a credit will be issued to the applicable parent/guardian users' Lunchbox account within (3) business days.

The vendor's contact information can be found on the classroom delivery report.

Milk will be handed out to absent students on the next school day.

What do I do if I find a student is listed under the wrong classroom or staff room?

Teachers and Lunch Supervisors: If you receive a lunch to your classroom that belongs to a student in a different class, please contact the office and arrange to have the lunch safely delivered to the correct classroom.

Advise the parent/guardian that they need to update the student's profile on Lunchbox to avoid future mix-ups. The instructions to do so are in the Parent/Guardian FAQ document.

MILK FAQ

How does the milk program work?

Milk is delivered to your school by your preferred local milk distributor (1) week before the scheduled hand-out to students. Milk is delivered in bulk and will be stored on-site at the school.

Lunchbox will provide weekly order reports (organized by classroom) to assist with daily hand-out. The school is required to have a system in place to distribute the milk as well as a fridge for storage purposes.

Does the school select the milk vendor that delivers on their program?

Yes—the school will confirm the milk vendor to be offered on their program. Lunchbox also has established vendor relationships in your community to assist with your milk distributor selection as required.

How does the fundraising work with the milk program?

With every carton of milk delivered on the Lunchbox program, \$0.10 in fundraising is donated back to your school.

Can parents/guardians order milk for one or two days a week? Do they have the option to select different kinds? For example, 2% milk on Tuesday and chocolate milk on Thursday?

Yes—parents/guardians may opt-in and order for the days they wish, selecting 2% white milk or chocolate milk.

When is the milk ordering deadline?

The milk ordering deadline is Sunday at 12 PM ET, two weeks prior to the scheduled milk hand-out week at the school.

New orders cannot be added after the scheduled deadline.

Parents/guardians have the flexibility to order week to week or for any number of weeks in advance.

Can parents/guardians cancel a milk order after an order is placed?

Milk orders placed in advance may be canceled until the Sunday ordering deadline for the scheduled delivery period.

What is the price to parents/guardians for milk? Does it include the fundraising amount?

The price to parents/guardians is determined as follows: Vendor Cost + Fundraising.

Pricing is inclusive of all costs: delivery, merchant fees and all applicable government taxes. No additional fees will be charged to parents/guardians at any time.

The average price to parents/guardians for a carton of milk is \$0.85 - \$1.05.

Our school does not have a milk fridge. Can we still run a milk program?

To facilitate the milk program, the school will be required to have a dedicated milk fridge on-site. If you do not have a milk fridge, please contact us at info@lunchboxorders.com to discuss possible options.

What happens with the milk when a student is absent, or the school is closed?

When a student is absent or if the school is closed, the milk will be handed out on the next scheduled school day. Please keep track when students are absent and be sure to provide the milk when the student returns to school. Credits or refunds will not be provided for missed milk orders.

The milk is expired. Who do I call?

If the milk has expired, please contact the milk distributor to determine next steps and a solution. If further assistance is required, please contact the Lunchbox Team at info@lunchboxorders.com or at 1-877-426-6860.

When in doubt, give us a call and someone from our Lunchbox Team will happily help. We can be reached at 1-877-426-6860