BOUNDARY HOT LUNCH PROGRAM

OVERVIEW

Your PAC is pleased to continue to offer the Tuesday optional lunch program again this year. There are important changes to note so please read this document carefully. This document and more information including clickable contact emails and important event dates can be found on the PAC website at http://boundarypac.weebly.com/hot-lunch-program.html.

The Munch-a-Hot-Lunch online ordering system makes ordering lunch simple. Lunch orders can ONLY be made through this secure, easy-to-use, web-based system. The program is organized into 2 sessions: 1st session: October - January, 2nd session: February-June. All food menus meet &/or exceed Provincial Food Guidelines.

As in previous years, we rotate through a series of ‘themed’ lunches each week throughout the month. First Tuesday is Pizza Day (supplied by DJJs Pizza), Second Tuesday is Sushi Day (supplied by Sushi Katsu), Third Tuesday is Sub Day (supplied by Subway) and the Fourth Tuesday is an Assorted Day (supplied this year by Foodie Kids). Specific coordinators for each week are listed on the PAC website in the hot lunch section.

Ordering

Existing users can log in with ‘Returning Users’: https://secure.munchalunch.com/apps/munch/login.aspx. You will need to select your children’s teachers and grades for this school year (this is VERY important otherwise your child’s lunch will not be delivered to their classroom!).

Click the green ‘Order Lunch’ button and begin to order! At the end of the ordering process you may remove dates that you know your child will be away for appointments or vacations ahead of time. Note dates for school events such as Big House & Outdoor School. Changes or updates to your order are your responsibility. If you have any questions or concerns around this, please contact Deb Gill (gill.deb@gmail.com).

There will be NO “make-up lunches” or credits given due to field trips or illness within 7 days of an upcoming hot lunch date. Ensure you remove dates you know your child will be away at time of ordering (watch for notes in the system and PAC newsletters). Please make arrangements for last minute absences with a lunch coordinator before 11am for that day.

We will keep lunches in the fridge (IF REQUESTED) for 24 hours. If not picked up within this time, the food will be given away. If your child is absent and we have not heard from you, the food will be given away at the end of the lunchtime.

Payments

Your account balance and order information is always accessible through your Munch account. Payment can be made via PayPal, cash or cheque:

- **PayPal**: Payment can be made directly through Munch a Hot Lunch with Visa or MasterCard at the end of your ordering session after all family members orders are submitted.
- **Cheques**: Payable to ‘BCSA’ with ‘Lunch Program’, your Account # and student’s name written on it. Drop it off in the black PAC mailbox in the school foyer next to the office.
- **Cash**: In a sealed envelope with ‘Lunch Program’, your Account # and student’s name written on it. Exact amount please, no change will be given. Drop it off in the black PAC mailbox in the school foyer next to the office.

**Payments are due at time of ordering.** If payment is not made at least 1 week before our lunch ordering, your lunch order will not be included in the order that we send to our supplier. If you have any questions about the status of your account, login to Munch or contact Deb Gill at gill.deb@gmail.com.

---

**IMPORTANT DATES**

**Ordering Opens:**
Tuesday September 13

**Ordering Closes:**
Tuesday September 27

**First Lunch (Fall Session):**
Tuesday October 4

**Last Lunch (Fall Session):**
Tuesday January 31

---

**CREATE YOUR MUNCH ACCOUNT**

1. Go to the Boundary PAC website:
http://boundarypac.weebly.com/hot-lunch-program.html
2. Click the Munch a Hot Lunch ‘New User’ link
3. Click “Yes” for Boundary Elementary
4. Start by entering your information in “My Family/My Profile” (check the boxes to receive important emails regarding special dates & events)
5. Add Children to your account. Make sure you include their teacher/class.
Important!

- You will receive a reminder email a day prior to Hot Lunch listing your order(s). Remind your child each Tuesday what items have been ordered for them so they know what to expect. If you don't receive an email, please check with the hot lunch coordinator to ensure your child will be receiving lunch.
- Although every effort is made to have the correct lunch delivered to your child, remind your child that if there are any problems they need to go to the kitchen to talk to the lunch coordinator.
- You may order as little or as much as you like. Most children do order lunches so even a cookie or drink will let your child feel included.
- All lunch days include a vegetarian option.
- On some days, there may be extra food available for purchase at the kitchen once the ordered lunch has been distributed. Your children can check in at the kitchen and purchase if available. Please note that you will be contacted and charged for this food. Also note, this is not typical and is very dependent on ordering and the specific vendor. Please do not assume your child will be able to purchase a full lunch the day-of.
- Your Munch account is always accessible to view your balance, view your order, & update your personal information.

Frequently Asked Questions

Q: I realized my child will not be at school for hot lunch OR they do not like their food selections. How can I change my order?

A: Ordering will remain OPEN throughout the session. Changes to future weeks’ orders can be made up to 7 days in advance of the upcoming hot lunch day (i.e. Monday of the week previous). You can log in and change or cancel your order at any time before this deadline. Any changes after the deadline will be charged a $10 Administrative Fee so PLEASE CHECK YOUR ORDER CAREFULLY.

Q: My child likes more than one of the lunch selections for a given theme week. How can I alternate their selections from month to month?

A: This session parents will have the opportunity to vary their children’s lunch selection from month to month for a given theme day (i.e. Pizza Day). If this is something you would be interested in, please watch for more details on Munch and on our hot lunch website [http://boundarypac.weebly.com/hot-lunch-program.html](http://boundarypac.weebly.com/hot-lunch-program.html) when ordering opens next week.

Q: My child won’t be at school – can I give their hot lunch to a sibling or friend?

A: Please contact Deb Gill (gill.deb@gmail.com) or the weekly lunch coordinator to let them know of your intent to share your child’s lunch with someone else by 11:00 am on the hot lunch day. It is much easier for coordinators to sort out these situations prior to food going to your child’s classroom and we prefer to have your consent before giving away your child’s lunch.

Q: I’m logged onto Munch, but it won’t let me order lunch. What’s wrong?

A: Please check the following before contacting us. 1) Ensure that any outstanding balances are paid. Munch will not allow you to create another order if you have an outstanding balance owing of $10 or more. 2) Ensure that you are wanting to create or modify an order that is more than 7 days in the future. Munch will not let you create or modify orders close to our hot lunch dates.

Q: My child has food allergies – can they still participate?

Munch a Hot Lunch has a field to enter if your child has any allergies. Please complete this when you place your order so the lunch coordinators are aware of any allergies, however you should check carefully the descriptions of food and suppliers when you are ordering. We do not guarantee the exclusive packaging or handling of any food products. If you have questions regarding food items &/or facilities where the products are made, please contact the lunch coordinator(s) listed for that lunch day.

Q: I don’t want to set up a Munch account online. Can I still order lunch for my children?

If you need assistance with ordering, please contact Deb Gill at gill.deb@gmail.com. If you do not have access to the Internet, please leave your name & number in the black PAC mailbox in the school foyer and you will be contacted.

Volunteers Needed!

PAC is always in need of Lunch Program Volunteers to help sort &/or oversee the younger kids with lunch. If you are available any Tuesday from 11:45am-12:15pm, please consider volunteering. You can contact a PAC Exec member or Deb Gill (gill.deb@gmail.com).

Thank You!

The hot lunch program is our biggest single fundraiser during the school year. Thanks for your help and support!