

Food Service FAQs

Where can I find information about my school's lunch program?

Menus – <https://tewksburyschools.nutrislice.com/>

District Webpage – <https://www.tewksburyschools.org/foodservices>

Who should I contact if I have a question about food ingredients or products?

Labels for food products are searchable on Maschio's Food Services, Inc. website by [clicking here](#). The search function is helpful in easily identifying a food of interest.

Nutrition guidelines for school lunches are available by [clicking here](#).

If you have any questions or concerns, you can also directly contact Maschio's Food Services, Inc. administration. Contact information for their Nutrition Team is [available here](#).

Who should I contact if I want to provide feedback on the school's menu or food offerings?

The best place to start is by contacting the school's cafeteria manager who prepares the food and helps with menu creation:

- Jennifer Meade, jmeade@maschiofood.com, extension

Further, the district holds an annual food service advisory meeting with a group of students and certain adults to obtain direct feedback for future program offerings. If you are interested in joining these meetings when scheduled, please email Heather Goguen at hgoguen@tewksburyschools.org. She will contact you when scheduled.

If my child has an allergy, how is that documented to ensure s/he does not purchase a product that contains the allergen?

The nurse in each school is responsible for allergy documentation and dissemination in the building along with the Principal's office. If your child has an allergy, it is recommended you contact the school nurse or Principal's office directly as well as complete [this form](#). Protocols followed by Maschio's Food Services, Inc. staff are detailed here., and any questions can be directed to Lorraine Kunick at lkunick@maschiofood.com. A safe menu would be prepared by a registered dietitian, with food stored/prepared separately to avoid any cross-contamination. The cafeteria manager would have the student's name on file, and there are prompts on the register to avoid any improper purchasing that could result in a life-threatening emergency. Further, the schools provide safe eating areas for students with allergies. The school nurse and building Principal provide relevant information to all necessary staff members to ensure adherence to protocols for safety reasons.

If I do not wish for my child to purchase snacks or if I wish to restrict the purchase of certain food items, is there a way I can notify the food service employees?

The best place to start is by contacting your school's cafeteria manager:

- Jennifer Meade, jmeade@maschiofood.com, extension

There are prompts on register that can be created to flag parent requests to Maschio's Food Services, Inc. staff. The cafeteria managers get to know students over the course of the year and will do their best to help. Parents can also monitor independently food purchased by their child(ren) on PaySchoolsCentral.com, and if a problem is recurring in nature a parent can contact Heather Valenta, Assistant to the School Business Administrator at hvalenta@tewksburyschools.org or Heather Goguen, School Business Administrator at hgoguen@tewksburyschools.org.

What can my child purchase as an a la carte item and what are the prices?

Each school creates a menu independently of the other schools tailored to the desires of the students, staff and community. Similarly, a la carte items will vary from school to school. Examples that might be offered are bottled water, extra pizza slices, ice cream, pretzel, chips, cookies, etc. Most a la carte items are listed [here](#) including associated pricing.

When I am notified of a negative balance on my account, will it tell me what my child has purchased?

Parents can view what their child(ren) have purchased at any time by going onto [PaySchoolsCentral.com](https://www.payschoolscentral.com).

Policy 3542.2 School Meal Program Arrears contains the protocols for addressing student(s) with negative balances. Normally, when an account is in arrears, the student(s) will continue to receive lunch and their account will be charged accordingly. The School Business Administrator or designee shall contact the student's parent to provide notice of the amount in arrears and shall provide the parent a period of ten school days to pay the full amount due. If the student's parent does not make full payment to the School Business Administrator or designee by the end of the ten school days, the School Business Administrator or designee shall again contact the student's parent to provide a second notice that their child's breakfast or lunch bill is in arrears. Additional measures will be undertaken to assist the parent including offering free/reduced application for future meals so child(ren) obtain at no cost or reduced cost. Designees assigned by the School Business Administrator typically include, but are not limited to, the school cafeteria manager, principal/main office staff, or other school staff such as school counselor or the nurse.

How do I apply for free or reduced meals?

Our district encourages any and all parents that need assistance to submit a free and reduced lunch application to the district. If a family qualifies, student(s) may receive assistance well beyond free or reduced meals. Assistance in school supplies, field trips, chromebook fees, programs sponsored by the HSA, among others are available.

[Please click here for more information.](#)

For any questions relating to financial assistance, please contact Heather Goguen at hgoguen@tewksburyschools.org.