

# HOT LUNCH

## POLICIES & REMINDERS – 2022/2023 FOR PARENTS

Thank you, Brock Families, for participating in the **Hot Lunch Program!** New families are always welcome to join. We hope your kids enjoy the healthy and delicious meals from **BitterSweet Kitchen** and that you find the **HotLunches.net** ordering platform convenient to use.

**ORDER & PAYMENT DEADLINE** - Orders & payments are **due every Monday by 11:59 pm** for Tues & Thurs lunches of the following week (e.g. order by Mon Mar 7 for lunches on Tues Mar 15 & Thurs Mar 17).

Register & order here: [Hot Lunches - General Brock Elementary School](#)

**CUTLERY & SNACKS** - Please **pack cutlery** for your child on hot lunch day. Cutlery is not provided with meals. Ensure your child has **snacks** & adequate food for the day in case their hot lunch is not enough.

**ORDER CHANGES, CANCELLATIONS & REFUNDS** - You can make changes yourself on hotlunches.net up until the order deadline. If changes or cancellations need to be made after the order deadline, please contact the hot lunch coordinators as soon as possible. If cancelled, you will receive a credit to your account that can be used toward a future lunch order. After Wednesday, refunds (credit) are given **ONLY** in the case of a complaint or if the vendor cannot fulfill the order, at the discretion of the Hot Lunch Coordinator & vendor. **Refunds cannot be issued for student absences** on hot lunch day as orders are finalized at the time of payment.

**STUDENT ABSENCES / LUNCH PICK-UP** - As a food safety precaution, the **school office cannot arrange lunch pick-ups** by parents/siblings for students who are absent. Please do not contact the office to request this. Hot lunch is a PAC fundraiser & run by volunteers - please kindly consider your purchase a donation.

**SCHOOL CLOSURES** (e.g. power outage, snow day) - If school is closed on short notice on hot lunch day (Tues/Thurs), Bittersweet will deliver lunch the following day (Wed/Fri).

**FOOD /ORDER COMPLAINTS** - Please advise your child that if there is a problem with their lunch, they should **report it to their teacher at lunchtime**. **Missing or mixed-up lunches can often be resolved during the lunch hour**. If your child brings home any questionable food or has other concerns, take a photo, retain it for investigation & contact the Hot Lunch Coordinator immediately.

**VOLUNTEERING** – The hot lunch program is facilitated through parent volunteers. Each hot lunch day requires 3-4 parent volunteers, and the volunteer shift is approx. 30 minutes. There is an option to sign up for volunteer shifts when you place your order on hotlunches.net, or please contact the Hot Lunch coordinators for more information. Without volunteers, this program can't run.

**FEEDBACK** - What would you like to see on the menu? Do your kids like/dislike certain items? Would you be interested in monthly pizza or hotdog days? Tell our Hot Lunch Coordinator!

**CONTACT HOT LUNCH COORDINATOR** (account login, orders, payments, questions & concerns)  
Contact **Krista and Pam, our Hot Lunch Coordinators**: 1) email: [brockhotlunch@gmail.com](mailto:brockhotlunch@gmail.com) OR 2) click "Contact Us" in hotlunches.net. **PLEASE ADD [brockhotlunch@gmail.com](mailto:brockhotlunch@gmail.com) TO YOUR EMAIL CONTACTS TO ENSURE IMPORTANT LUNCH INFO DOESN'T END UP IN YOUR JUNK INBOX!**

**THANK YOU** to Parents & Brock Staff for supporting the **Hot Lunch Program!**