

GENERAL INFORMATION ON SCHOOL MEAL SERVICE

1. SERVICE OFFERED AS WELL AS EDUCATIONAL AND CULTURAL OPPORTUNITIES

Lunchtime at school has today become an opportunity for exchange and interaction, the chance to broaden knowledge. It is a moment that encourages the promotion of culture and education that goes above and beyond the process of eating, capable of generating learning opportunities as well as instances of cultural exchange and integration.

The Council is committed to ensuring quality, not only in a context of economic difficulties experienced by families who will make use of the service, but also the quality of the administration itself.

The School Meal Service (Ristorazione Scolastica) has been established for children in full-time primary school education in the city.

Meals are prepared, delivered and served by catering professionals, who adhere to the following commitments:

- purchase of food (raw materials)
- preparation of meals in two external cooking centres (kitchens), namely Belvedere and Braccio di Ferro
- transport and delivery to schools
- portioning
- serving
- cleaning of tables, chairs and kitchen

The lunchtime break is organized and shared with the teaching staff, so as to encourage:

- the exchange of relationships, habits, rules, restrictions, individual freedoms and standards for good coexistence between cultures, knowledge, tastes, fragrances and flavours
- the search for coherence with the educational approach of the school and the principles of proper nutrition

- the offer of a nutritionally balanced meal is a noble opportunity to promote healthy eating habits at school and at home.
- the guarantee of a meal, able to embrace the special health needs and those defined by religious requirements (special diets).

The menu available during the 2014/2015 school year can be viewed on the official Council website.

Various types of bread are distributed every day: Arabic, "Pan de Re", Pugliese, bread made with extra virgin olive oil and Toscano bread.

The delivery also ensures two servings of fruit or vegetables per day.

The mid-morning snack consists of fruit or a baked product/savoury snack, and twice a month provides a fruit yoghurt, while once a month a "snack surprise", which is slightly richer than those described above, is provided.

The intention every day is to distribute a portion of cereal grains (pasta, rice, barley, hulled wheat) and a portion of vegetables, with a focus on seasonal produce.

In addition, potatoes are distributed twice a month, salads once a week, meat twice a week. Fish is also served once/twice a week.

Once/twice a month the following are served: eggs, cheese, sausage and dessert (cake or ice cream)

The menu includes the distribution of two main courses per month: lasagne and pizza.

Once a month we serve a special menu including dishes that, when recommended by the children, promotes their awareness, knowledge and tastes, or are faithful to tradition, the foods of the season or the first hand experience of new ways of preparing food.

1.1. Special diets and menus for health and ethical-religious reasons

1.1.1 Special diets for health reasons

Should there be any times when a child cannot, for health reasons, eat some of the meals provided, the service offers the possibility to safely consume meals at school, and provide the care and attention necessary to ensure the safety of the child, with changes made to the menu enforced by their specific nutritional needs.

The family must give the school, or Educational Workshop Service (Servizio Officina Educativa), a medical certificate issued by a specialist who is aware of and up to date with the condition (e.g.: an allergist or gastroenterologist), be they from the private or public health sector which is accessed at the request of paediatrician of their choice. The certificate must have a copy of the diagnostic examination attached and span the entire cycle of primary school education (5 years).

1.1.2 Special diets for ethical-religious reasons

Should there be any times where a child cannot, for ethical or religious reasons, eat any of the meals provided, the service offers the possibility to request a diet that respects the beliefs of those involved.

The family must give the school with a self-certification statement, in which they express the need to receive an alternative menu when the daily menu includes foods that they wish to exclude. On the basis of this self-certification document a dietician prepares a special menu.

1.1.3 Light meal

In addition, every day, for children who have unrestricted dietary requests, an “alternative” meal is available, i.e. a “light meal”, in case of slight ailments.

Every child, including those who have requested a special diet, will have the option of a “pasto bianco” (“white meal”, generally food with a little, or with a simple, dressing that is easy to digest) should special dietary meals not be available.

2. APPLICATION PROCEDURE AND PAYMENT OF SERVICE

2.1 Application procedure

Students enrolled in the first year of full-time primary school education must apply for entry to the service. Registration is done via the filling out of the required form when registering online with the school (www.iscrizioni.istruzione.it website under “La scuola in chiaro”).

The registration form must be completed, printed, signed and submitted by the date indicated:

- via email at dirittoallostudio@municipio.re.it and with a copy of an identification document attached
- via fax to 0522-456163 with a copy of an identification document also included

- in person at:
 - URP Council Office (Comune Informa URP Informagiovani)
 - The Spazio dei Cittadini in Ospizio
 - The Spazio dei Cittadini in Pieve

Additional locations where it is possible to deliver the module will be published on the Council website.

For the year 2014/15 the entire cost for a meal is € 5.72 + VAT 4%, the cost for concessions is € 2.88 + VAT 4%. This cost may undergo an increase in subsequent years.

Before the start of the school year, the UFFICIO RETTE RISTORAZIONE SCOLASTICA will send, via post, the necessary information that families need to be able to submit any request for the reduction of the cost, the latter granted to residents in the Municipality with an ISEE (Indicatore della Situazione Economica Equivalente), with value equal to or less than the parameters approved by the Council.

Single-parent families also need to submit the ISEE certification or tax return (Mod. 730 or Unico or Cud) of the single parent who, by law, is required to contribute to the costs related to health and education of their child (art.30 Costituzione).

Failure to submit these documents will result in payment of the fee in full. Should the application be made for the fee in full, subscription to the service is valid for the entire duration of primary school education. Application for the reduced rate must be made at the beginning of each school year, each time with an up-to-date ISEE declaration. For registration during the year, applications must be made directly to the Ufficio Rette di Officina Educativa.

2.2 Payment method

Residents can choose to pay using various payment methods:

- Via a MAV at any bank;
- Via the ATMs of Unicredit Banca or other bank that offers a comparable service;
- Setting up a direct debit with their bank and filling out a *Sepa Direct Debit* module there;
- Via “Internet Banking”.

2.2.1 Invoices

The Council sends out an invoice in advance to all subscribers, via first class mail, in May, for € 80.00 + VAT 4%, to be paid within the stated deadline.

Delay in payment may result in the non-registration of the child to the full-time school service.

The amount of this advance is deducted from the invoice for the months of September, October and November.

During the school year the invoices are issued on the following dates:

During November	for September and October
During December	for November
During January	for December
During February	for January
During March	for February
During April	for March
During May	for April
At end of school year	for May and June

Invoices are calculated based on the actual attendance of the pupil and takes into consideration absences, even for a single day, sent by the school, with the deduction of the full cost of the meal.

Non-payment of invoices will, following a single reminder notice, result in the Council enforcing compulsory full payment via an injunction, under RD 693/1910 and subsequent amendments.

3. COMMUNICATION WITH RESIDENTS

3.1 Information for users

The Servizio Officina Educativa provides the public with comprehensive information through its office staff as well as all other channels available and usable by the public.

3.2 Suggestions, complains and reports

Residents submit suggestions, complaints or reports on the operation of the service, via:

- Servizio Officina Educativa - Vicolo dei Servi, 1 tel. 0522-456620 (Office: Iscrizioni e Rette)
tel. 0522-456266 (Office: Menu e diete speciali)
e-mail: dirittoallostudio@municipio.re.it or ascuolacongusto@municipio.re.it
- Comune Informa - URP - Via Farini, 2/1 e-mail: comuneinforma@municipio.re.it (opening times available on website)

We will endeavour to reply as quickly as possible, no later than 30 days, to every contact. Thanks to the reports and complaints received, residents actively contribute to the evaluation of the school catering service and its continuous improvement.

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Servizio Officina Educativa
Ufficio Ristorazione Scolastica