Hot Lunch Program
Frequently Asked Questions (FAQ)
WMEMS Katherine Friesen Campus 2019-2020

Is the Hot Lunch Program a fundraiser?
Yes, the Hot Lunch Program is the biggest fundraiser of the year the Parents' Association.

What is the access code for wmemskf.hotlunches.net and the Parents' Association webpage (kfpa.wmems.ca)?
Access Code: **WMEMSKF2019**
The access code can also be found in the Family Memo and Hot Lunch related emails sent from the Parents' Association.

Why am I not receiving Hot Lunch related emails and reminders?
It is important that your email is properly managed and Spam e-mail is properly identified. Make sure that emails from both kf.pa@wmems.ca, kf.hotlunch@wmems.ca and wmemskf@hotlunches.net
are not classified as Spam and automatically moved to your Spam folder.
Weekly Lunch Email Reminders are sent out automatically from hotlunches.net with a summary of your order(s) for the upcoming week.

When can I order hot lunches?
There are two ordering periods during the school year. Ordering is open for 9 days in September and January (refer to Hot Lunch Schedule for exact dates). Late orders and payments are accepted up to **6 days past the the order deadline however a $50 charge is automatically applied for all late orders and/or payments**.

How do I order?
Orders are placed online by going to wmemskf.hotlunches.net. At the beginning of every school year parents must create a user account and enter their child(s) name, Grade and enter any allergies. Instructions on how to register can be found on the Parents' Association webpage (kfpa.wmems.ca). Access Code: **WMEMSKF2019**

How can I pay for my hot lunch order?
Payments can be made online via PayPal through your hotlunches.net account or submit cheque (made payable to WMEMS PA) or cash to Benita at the front desk.

Are there extra service fees if I pay with PayPal?
Yes. A service fee of $0.30 and 2.9% is automatically added to your order if submitting payment via PayPal instead of cheque or cash.

Can I submit my lunch order on paper?
No. Orders must be entered online. If you do not have access to a computer please email kf.hotlunch@wmems.ca to make arrangements to use one of the computers in the library at school.

Where can I find more information regarding the Hot Lunch program?
Identical information can be found at wmemskf.hotlunches.net under 'Information > Online Documentation' and the Parents' Association webpage including the Hot Lunch Program Information, Hot Lunch menu, Schedule, Hot Lunch Policy and Instructions for Hot Lunch Servers.

I missed the deadline for ordering and/or payment. Are late orders accepted?
A mandatory late fee of $50 is charged for late orders and/or payment submitted no later than 6 days after the after the cut-off date (i.e., end of ordering period). <u>An order is considered incomplete if the order AND the payment is not received by the specified deadline</u>.

Late orders and payment (including the $50.00 late fee) must be received by Tuesday of the following week at the latest.

Order deadlines are in place to allow time for Hot Lunch organisers to purchase required items, processing, submit orders to vendors and process payments. Late orders and late payments slow down the process and are extremely inconvenient for all of the volunteer organisers. Any orders and payment received after the initial deadline are considered late and subject to a MANDATORY LATE FEE OF $50.00. Late orders and payment (including the $50.00 late fee) must be received by Tuesday of the following week (i.e. refer to Hot Lunch Schedule.) Multiple emails are sent to all parents to remind them of the order deadline.

I missed the order and/or payment deadline can I still order?
No. You must wait till the next ordering period opens in January.

Can I change my order after ordering has been closed?
No. After ordering has been closed, reports are generated and sent to the hot lunch organizers who then forward them in advance to the restaurant/vendor. The next opportunity to order or change your order will be when ordering opens again for the next hot lunch period (i.e. second half of the school year).

There are items that are not offered on the menu. How can different items be added?
The menu is set well before the ordering period opens. Please refer to the Hot Lunch Policy document which is available on the PA webpage at http://kfpa.wmems.ca

Which browsers are supported for hotlunches.net?
Hotlunches.net has been tested with the following browsers:
- Firefox 2 and 3
- IE 6 and 7
- Safari 3

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My child has allergies. Can special food orders be made?

If your child has allergies please submit allergy information in both Renweb and HotLunches.net
Efforts are made to provide a variety of menu options to accommodate a variety of allergies (i.e., nut free, dairy, gluten). Ultimately, it is up to the parents to determine if specific items on the menu are safe for their child to consume. Ideally, a family knows from experience and is familiar with each vendor, their products and food handling practices. An ingredient list and nutritional information can be requested from the vendors and is often available online.

If there are allergies to be accommodated, special requests will be considered on a case by case basis and are highly dependent on the limitations imposed by the vendor and their food handling standards and product offerings. Menu options may be limited.

In cases of extreme allergies, please send the hot lunch coordinator an email (KF.hotlunch@wmems.ca) with a detailed description of what the allergy is and the requested food handling practice for the supplier. If the supplier is able to accommodate that allergy then these instructions can be forwarded with the order to the supplier.

Refer to our 'Allergy Statement' document for more informaiton.

Volunteer Sign-up

How can I sign-up to serve hot lunches in the classroom?
Visit the KF PA webpage at kfpa.wmems.ca to access to link to the online Volunteer Sign-up feature.

Who can volunteer to serve hot lunches in the classroom?
Family (Grandparents, Aunts, Uncles, etc…) and family friends may volunteer to distribute food in the classrooms.

Are there instructions for the volunteer hot lunch servers?
Yes, instructions are available on the KF PA webpage at wmems.ca and at wmemskf.hotlunches.net. There is also a folder in the hot lunch bin associated with each classroom that contains a page of instructions as well as a list of students who have food allergies.

Why do I have to register a few different places?
Hotlunches.net, wmems.ca and Renweb are all different and independent tools that serve different functions. All users/families create their own username and password for each application. If you forget your password it can be reset yourself by selecting the 'Forgot Password' link on each respective login/registration page.