



## Frequently Asked Questions About +Milk

### **Is there a cost to schools or parents to participate?**

There is NO COST to schools or parents to participate. The program is funded by the provincial government and dairy farmers of BC.

### **Where does the funding come from?**

Funding for +Milk is from a partnership between the BC Dairy Association and the provincial government.

### **Is +Milk from BC?**

All +Milk provided in the program is from BC dairy farmers.

### **What kind of milk is it?**

2% white milk from BC cows.

### **Will a milk alternative be made available, for students with dairy sensitivities?**

Yes, a fortified soy beverage will be available for students with a registered dairy sensitivity.

### **What if we don't have adequate refrigeration for +Milk and the fruits and veggies?**

The Ministry of Health is offering a fridge grant for any school that does not have adequate refrigeration in order to promote healthy eating in schools. This applies to the storage of the fruit and vegetables and +Milk delivered on the BCSFVNP. We recommend you refrigerate the fortified soy beverage only a short time prior to serving.

If you would like to apply for a Fridge Program Grant, please contact Laura McKenzie at [laura@aitc.ca](mailto:laura@aitc.ca).

### **How is +Milk being delivered to the school?**

It will be delivered on the same day, in the same refrigerated truck as the fruit and vegetable on the BCSFVNP.

### **How is the fortified soy beverage delivered?**

Since fortified soy beverage has an extended shelf life it will be delivered twice per school year; once in September and once in January. It does not require refrigeration for storage purposes, so does not need to be delivered with your +Milk delivery.

### **How big are the containers? Are they single-serve or 4 litre jugs?**

The +Milk comes in 120 mL foil top cups. One portion is provided per K to 5 student. Each +Milk crate has 4 trays with 16, 120 mL cups/tray. In total, each crate holds 64, 120 mL cups of +Milk. Each crate weighs approximately 10.28 kg.

The fortified soy beverage comes in a 250 mL/1 cup serving size. There are 24 units per case. Each case weighs 6 kg, and the case dimensions are L40 cm x W15cm x H12.5 cm.

### **Are the containers recyclable?**

+Milk containers are #5 plastic, which is recyclable. If your city does not pick up recyclables from your school, there are drop-off locations where you can recycle the #5 plastic free of charge through West Coast Plastic Recycling. For drop-off locations please visit their website [www.westcoastplasticrecycling.com](http://www.westcoastplasticrecycling.com).

The fortified soy beverage containers are recyclable at most bottle recycling locations.

### **How do I return the +Milk crates?**

The school receiver and/or BCSFVNP In-School Coordinator will work with the driver to remove +Milk from the crates and ensure +Milk is put directly into your refrigerator. The driver will take away the crates.

### **What if I have a split class i.e. grades 5/6? Do the grade 6 students get +Milk too?**

Yes, both grades in a split grade 5/6 class should receive +Milk. Please include these students in your population numbers that you provide to us in the online form.

### **What if there is a problem with our +Milk delivery?**

If there is an issue with the condition and/or quality of your +Milk, please record the issue and upload any pictures on the school login, via the "Complete Log" link next to the product in the delivery list. Follow up with a phone call to BCAITC Programs Office at 1-866-517-6225. Specifically, we need pictures of:

- the actual +Milk
- the outside of the boxes in which the +Milk arrived
- any expiry dates on the boxes or the packaging inside the boxes

Call the BCSFVNP office toll-free number as soon as possible after you've uploaded the pictures and steps will be taken to correct the problem. **1-866-517-6225**.

If the +Milk is frozen, it is still good to drink. Just thaw it in the fridge. If it separates upon thawing, beat it with a rotary beater or have the students shake the containers a few times before consuming. For more information go to <http://bcdairy.ca/milk/articles/keeping-milk-fresh>.

### **What do we do with expired +Milk?**

Throw out any expired +Milk and recycle the containers.

### **Do I need FOODSAFE certification to handle +Milk?**

No.

### **What are the safety requirements for storing and handling +Milk?**

- keep +Milk cold
- put +Milk in the refrigerator immediately after delivery
- store +Milk in the fridge at 4° C (40° F) or lower
- check the temperature of your refrigerator to make sure it maintains a temperature below 4° C
- check the best before date and consume +Milk before that date

Any quality issues should be recorded in the online Log Sheet on your school login and reported to the designated lead in your school and our office (see also: "What if there is a problem with our +Milk delivery?").

### **Why didn't our school get our +Milk delivery on a day when students aren't in session (Pro-D, District Closure Days, etc.)?**

Deliveries that conflict with any date when your school does not want or cannot accept deliveries, are automatically cancelled. As long as your school has notified us that there will be no one at your school to accept and properly store a delivery on these days, we cancel the delivery. If you know that someone at your school will be willing and able to accept our delivery, then we do not need to be advised (or cancel) that date.

### **If our fruit and vegetable delivery is cancelled due to a product allergy in the school, will our +Milk delivery be cancelled as well?**

No, your +Milk delivery will still arrive at your school on your scheduled delivery date. It's only the fruit and vegetables that won't be delivered on that date.

### **Where can we get more information on BC milk?**

Please visit [bcdairy.ca](http://bcdairy.ca) or call the BC Dairy Association at 1-800-242-6455.

Revised November 26, 2016