



Mealtime Memo

for Child Care

Please Help! Help-Desk Team at Your Call

Have you ever had a nutrition-related question about the Child and Adult Care Food Program (CACFP) but didn't know who to ask? Maybe you had a question but were embarrassed to ask your colleagues or someone at the state agency office? Look no further, the Institute of Child Nutrition (ICN) has a Help-Desk Team, equipped to answer those nutrition-related questions.

ICN was established by Congress in the Child Nutrition and WIC Reauthorization Act of 1989. It is funded by a grant administered through the United States Department of Agriculture (USDA), Food and Nutrition Service (FNS). The Institute's mission is to provide information and services that promote the continuous improvement of child nutrition programs, such as the help-desk service.



ICN's Help-Desk Team is designed to answer questions and provide information or referrals related to a variety of topics. More specifically, the Help-Desk Team is well diverse in over 18 areas, such as:

- CACFP
- Planning healthy meals
- USDA recipes
- Computer applications
- Procurement
- Food production
- Meal service equipment
- Facility design
- Financial management
- Personnel management
- Marketing
- Quality assurance
- School wellness
- Food safety
- Special nutritional needs/Food Allergies



Additionally, the Help-Desk Team is designed to assist you with finding your regulatory requirements as outlined by your state or local agency. For example, if you have questions regarding food temperatures, breastmilk storage, or other regulatory based questions, ICN will work with you to identify the correct answer and a point of contact for your state. Above all, the Help-Desk team is designed as a resource to help you meet optimal success while participating in the CACFP and other child nutrition programs.

There are three ways to reach the Help-Desk Team. First, you can call 1-800-321-3054 and speak to a Help-Desk Team Member between 8:00 am - 5:00 pm (CST). Secondly, you can email your questions to helpdesk@theicn.org, and a team member will respond to your email within 24-48 hours. Lastly, you can fax your questions to 1-800-321-3061, and a team member will respond via fax, phone, or email.

Regardless of the question, ICN Help-Desk Team is there to help you find the answer. Therefore, as questions arise, utilize this service as a tool for meeting your overall program needs.

References

Institute of Child Nutrition. (2015). ICN help desk. Retrieved from <http://nfsmi.org/Templates/TemplateDivision.aspx?qs=cELEPTU2>

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