



CITTA' DI TORINO

DIREZIONE SERVIZI EDUCATIVI

SCHOOL CATERING SERVICE – GESTIONE RISTORAZIONE SCOLASTICA

SCHOOL YEAR 2017- 2018

SOME FREQUENT QUESTIONS AND INFORMATION ON DIETS AND ALTERNATIVE MENU

1. THE DIFFERENCE BETWEEN DIET AND ALTERNATIVE MENU

The diet is the specific food rule to be followed due to a disease. For that reason, in addition to the application to get the diet, a medical certificate is also required.

The alternative menu can consist of a meal without pork meat or without meat or without meat and fish or without animal proteins; it involves exclusion of some foods because of ethical and religious reasons. Excluded foods are replaced with other foods with similar nutritional value.

2. HOW CAN I ASK FOR THE DIET?

To ask the DIET you must fill out the form M045 and attach a medical certificate drawn up on a special form (Allegati 1a-1b-1c-1d). Forms can be found at: a) the bursar operating into the nursery school or the day care centre (scuola dell'infanzia/nido d'infanzia) operated by the Turin City Council (Comune di Torino); b) clerks operating at office n. 7 on the ground floor - Direzione Servizi Educativi – V. Bazzi 4 on monday from 9.00 to 12.00 and from 14.00 to 16.00; from tuesday to friday from 9.00 to 13.00; c) website www.comune.torino.it/servizieducativi/ristorazione scolastica/menualternativi/index.htm.

In case of a first request, the diet will be provided within ten days.

3. HOW CAN I ASK FOR THE ALTERNATIVE MENU?

To ask the ALTERNATIVE MENU you have to register on the website named TORINO FACILE www.torinofacile.it/ by choosing your personal username and password and following this path: *tutti i servizi servizi educativi-scelta pasti alternativi*; then you have to follow the path indicated on the site until you will find the surname/name (cognomen/nome) of your child. Finally you'll have to choice.

The menu alternative you have chosen will be provided by the 5th following working day.

4. HOW CAN I REGISTER ON THE WEBSITE TORINO FACILE?

To be registered on the website TORINO FACILE you have to be in possession of your the tax code (codice fiscale), your identity card, your telephone number, your e-mail address. Then you have to follow the instructions on the website.

5. FOR WHICH SERVICES CAN I USE THE PASSWORD OBTAINED BY MY REGISTRATION ON TORINOFACILE WEBSITE OR BY MY REGISTRATION ON MY ELECTRONIC WALLET (BORSELLINO ELETTRONICO)?

You can use your username and your personal password both to access the Educational Services provided by Comune di Torino, your electronic wallet and to choose the alternative menu. You can choose the alternative menu also by using your password obtained to access your electronic wallet. We therefore recommend you to keep both username and password with the utmost care.

6. WHAT I CAN DO IF I HAVE LOST MY PASSWORD TO ACCESS TORINO FACILE?

If you have lost your password you can't register again immediately to the website. First of all you have to send a message e-mail to: info@torinofacile.it; the object of this mail will be: revocation password (revoca password). In the message you have to write your name and surname, your identity card number with the date of issue and your tax code (codice fiscale). Some days later (maximum five), you will receive an e-mail confirming the cancellation of the previous registration; in this way you will be able to proceed to a new registration by choosing your new password. For more information you can call the free green number 800450900.

7. FOR THE SCHOOL YEAR 2017/2018 DO I HAVE TO REQUEST AGAIN THE ALTERNATIVE MENU EVEN IF MY CHILD HAD AN ALTERNATIVE MENU IN THE PREVIOUS SCHOOL YEAR 2016/2017?

No, for the next school year 2017/2018 you don't have to request again the alternative menu: every school year the menu chosen the previous school years is renewed automatically, even if your child will change the kind of school.

8. FOR THE SCHOOL YEAR 2017/2018 DO I HAVE TO REQUEST AGAIN THE DIET EVEN IF MY CHILD HAD A DIET IN THE PREVIOUS SCHOOL YEAR 2016/2017?

Yes, for the next school year 2017/2018 you have to request the diet again, because the diet you have chosen in the previous school years can't be automatically renewed every school year.

9. MY CHILD HAS A CELIAC/ FAVIC DISEASE: DO I HAVE TO SUBMIT A NEW MEDICAL CERTIFICATE TO ASK FOR RENEWAL OF THE DIET FOR THE NEXT SCHOOL YEAR 2017/2018?

No, you don't have to submit a new medical certificate; in case of celiac or favic disease, to renew your request of the diet for the school year 2017/2018 you have just to fill out the form M045

10. MY CHILD NEEDS BOTH THE DIET AND THE ALTERNATIVE MENU: WHAT SHOULD I DO FOR THE NEXT SCHOOL YEAR 2017/2018?

You only have to fill out the form M045 in which you will indicate also the alternative menu in addition to the request of the diet

11. WHO CAN HELP ME TO CHOICE THE DIET OR THE ALTERNATIVE MENU?

If your child goes to a nursery school or a day care centre (scuola dell'infanzia/nido d'infanzia) operated by the Turin City Council (Comune di Torino), the bursar operating into the nursery school or the day care centre will help you.

If your child goes to a to a nursery school operated by Italian State, or a primary school or a secondary school (scuola primaria/scuola secondaria di primo grado), you can ask for help to the clerks operating at office n. 7 on the ground floor - Direzione Servizi Educativi – V. Bazzi 4 on monday from 9.00 to 12.00 and from 14.00 to 16.00; from tuesday to friday from 9.00 to 13.00.

12. HOW TO GET FURTHER INFORMATION ON THE SCHOOL CATERING SERVICE?

From monday to friday, from 9.00 to 16.00, you can call this phone number: 01101127566. You can call also these phone numbers from monday to thursday from 9.00 to 16.00 and on friday from 9.00 to 13.00: 01101139774; 01101139772; 01101127518.

You can see the website www.comune.torino.it/servizieducativi/ristorazione.scolastica/