



Procedures Title: Food Service Meal Account Maintenance

Introduction: To provide clear guidance on procedures for meal account maintenance in the provision of meals to students.

Policy Context: Policy 534 is the current board approved policies related to meal account maintenance.

Responsibility: The Director of Business Services is responsible for the oversight and maintenance of the meal account maintenance procedure(s).

Procedures:

If the student account is less than adequate to pay for breakfast and/or lunch, a student and/or family will receive the following communication regarding the account:

- A. **Skylert Call** - An automatic skylert call is sent out to each meal account on Thursday evenings when balance is below \$1.00.
- B. **Weekly Emails and Staff Phone Calls** - Food service staff send weekly emails or make weekly phone calls to all families once they are negative \$5.00 or more.
- C. **Breakfast** - No breakfast charging is allowed on an account that is negative.
- D. **A la Carte or 2nd meal**- No A la Carte or 2nd meal purchasing is allowed on accounts unless they have the funds to cover the expenses.
- E. **Negative \$25.00 or more lunch account balance** - Food Service staff send out a letter and an Educational Benefits Form to the household.
 - a. School Counselors are contacted to assist in communicating the need for lunch money.
- F. **Negative \$50.00 or more lunch account balance** - Food Service Director sends a letter via email to the household indicating they need to provide lunch from home until the negative balance is paid.
 - a. Principals are contacted to assist in communicating the need for lunch money.
 - b. Families are given 7 days to make a payment or to contact the Food Service Director to set up a payment plan.
- G. **Negative \$100.00 or more lunch account balance** - Director of Business Service sends a letter via email indicating they need to provide lunch money or the account will be sent to collections.
- H. **Senior students end of year lunch accounts under \$100.00**-Director of Business Service send a letter via email and any negative debt owed must be

paid by August 1 of that calendar year. Any balance not paid is sent to collections.

08.01.17 Reviewed by Superintendent, Julia Espe

Director of Business Services, Michelle Czech

Director of Human Resources, Sarah Marxhausen

09.06.18 Revised by Director of Business Services, Michelle Czech

Food Service Director, Deanna Cooley

12.20.22 Updated by Director of Business Services, Michelle Czech

Food Service Director, Deanna Cooley