



## Meal Account Balance Policy

### I. PURPOSE

- The purpose of the Providence Hall Charter School (PHCS) meal account balance policy is
- A. to permit the orderly establishment of consistent practices regarding meal account charges and collection of charges.
  - B. to provide adequate and consistent communication among staff, administrators, employees, students and parents/guardians.
  - C. to establish fair practices to be used throughout at all PHCS schools.
  - D. to treat all students with dignity and confidentiality in the serving line regarding meal accounts.
  - E. to encourage parents/guardians to assume the responsibility of meal account payments.
  - F. to promote self-responsibility of the student.

### II. STANDARDS

- A. Skyward will automatically send out low or negative account balance email notices starting at the amount of \$5.00. A parent/guardian may opt out of this email through Skyward Family Access.
- B. The designated school clerk will send out hard copy low balances at least once per week (more often if parent/guardian does not have an email address).
- C. The designated school clerk will call a parent/guardian when the student account balance is negative.
- D. The school administrator will call or send a letter (or both) to a parent/guardian with account balance on or before a deficit of \$25.00.
- E. The school administrator will address further collection efforts with the assistance of designated personnel at each school.
- F. Any uncollectable deficit meal account balance will become the responsibility of the school and paid by the school administrator at the time a student transfers between schools or at the end of each school year for closed student accounts and student accounts who are graduating or moving up to another school (i.e. 5<sup>th</sup> to 6<sup>th</sup>, 8<sup>th</sup> to 9<sup>th</sup>, and seniors.)
- G. The school administrator may use any collection agency or their choosing.
- H. No student will be denied a meal. Cafeteria cashiers will document and inform the designated school clerk when a student charges a meal. The designated school clerk will call a parent/guardian when a student account balance is in the negative.
- I. No a la carte items will be debited. Cafeteria cashiers will offer a student who tries to debit a la carte items a reimbursable meal.
- J. A student will not be asked to call home regarding negative meal balances. Calls regarding meal account balances will be made by the designated school clerk or by the school administrator.
- K. If a student withdraws or transfers to another school during the school year, a parent/guardian can request a refund for any positive balance remaining in the student's meal account up until June 15<sup>th</sup> of that same school year. Any positive meal balances for such students remaining after June 15<sup>th</sup> will be added to the lunch program donation fund.