

Unpaid Meal Account Policy

Parents and guardians must plan for their child to have sufficient access to food at school on each school day and must actively monitor and manage their child's school food service account. The designated Food Service Payor – (One parent or guardian only) may access all meal account status and activity on the parent portal of Skyward Family Access. If parents or guardians do not have access to Family Access they should request their user id and password from the building secretary. Any parents or listed guardians may also contact their child's school or the District Office to inquire about their account.

The student's household will begin receiving low balance notifications when the account falls below \$10.00 (normal price)/\$3.00 (reduced price) via the automated phone/email messaging system. The student's household will begin receiving negative balance notifications when the account falls below - one cent (\$0.01) via the automated phone/email messaging system. Automated phone/email messages will not run on Saturday or Sunday. All parents and guardians associated with any child on the account will receive a notification. Notifications to families may be copied to the Building Principal, school guidance counselor, and school social worker, and/or school psychologist as deemed necessary.

Non-payment will result in the Interruption of Service as determined by the Director of School Nutrition. Ala Carte purchases are not allowed to be charged. For purposes of this policy, a milk with a cold lunch is not considered an Ala Carte purchase.

Students who qualify for free meals will not be denied a reimbursable meal even if they have accrued a negative balance on their cafeteria account.

Students who have money to pay for a reduced-price or full-price meal at the time of service will be provided a reimbursable meal, regardless if they currently have a negative balance in their account. If the student intended to use the money for that day's meal, the cashier will not use the money to repay a negative balance or other unpaid meal charge debt unless intended by the parent.

Payments may be made to family meal accounts by bringing a check or cash to their child's school office, by making online payments through Skyward Family Access or by mailing payments to the District Office c/o Nutrition Services, 405 East Hamlin Street, West Salem, WI 54669.

This policy and any implementing guidelines shall be provided in writing to all households at the start of each school year and to households transferring to the school or School District during the school year. The policy and implementing guidelines will also be provided to all District staff with responsibility for enforcing the policies. The policy and guidelines will be posted on the District website.

Additional Information and Assistance to Households For assistance with all issues and questions related to the District's food service program, including eligibility and applications for free or reduced-price meals, student food service accounts, payment methods, the District's online account management system, as well as the specific issues addressed in these procedures, school families can refer to the Director of School Nutrition, or contact the Superintendent's Office, housed at the District Offices; 405 East Hamlin Street West Salem, WI 54669.