



Unpaid Meal Charge Policy

The purpose of this policy is to establish consistent meal account procedures throughout the district. Unpaid charges place a financial strain on the food service department.

The goals of this standard of practice are:

- To treat all students with dignity in the serving line regarding meal accounts
- To establish policies that are age appropriate
- To encourage parent/guardian to assume the responsibility of meal payments and to promote self-responsibility of the student
- To establish a consistent district policy regarding charges and collection of charges

Procedures:

If a student does not have money to purchase their meal, the following steps will be taken:

Elementary school

- The reimbursable meal will be given to the student and that meal will be charged to their account.
- Only meals will be charged – no a la carte items will be charged.
- Parents are made aware of their child's negative account balance by:
 - Weekly letters sent home in student packets
 - Weekly emails sent to the email on the student's account.
 - Weekly automated phone calls to households whose meal accounts have a negative balance greater than or equal to \$10.00
 - Monthly letters mailed home for negative balances over \$10.00
 - Nutrition Services office may contact parents by phone.

Secondary School

- The reimbursable meal will be given to the student and that meal will be charged to their account.
- Once their account has incurred a negative balance that is greater than \$20.00, the student will no longer be given a complete meal until this balance is paid down. In lieu of a complete meal, students will be given 8oz of milk and a choice of fruit and/or vegetables.
- Only meals will be charged – no a la carte items will be charged.
- Parents are made aware of their child's negative account balance by:
 - Cafeteria staff will discreetly remind students regarding their negative meal account when their meals are charged to their account.
 - Weekly emails sent to the email on the student's account.
 - Weekly automated phone calls to households whose meal accounts have a negative balance greater than or equal to \$10.00
 - Monthly letters mailed home for negative balances over \$10.00
 - Nutrition Services office may contact parents by phone.

Payments to Nutrition Services

- Parents are encourage to make payments with a check or through our online payment company www.MySchoolBucks.com
- If paying by check, please write the student's last name or permanent ID on the memo line.
- www.MySchoolBucks.com allows parents to pay online and to monitor the balance in their child's account.
- Parents may pay by cash but it is not recommend that the students pay their accounts with cash in the lunch line.

Free or Reduced Meal Program

- If a household is unable to pay for their child's meal, they are strongly encouraged to apply for the free and/or reduced meals.
- Applications are accepted at any time throughout the year.
 - Parents are encourage to apply online at <http://tustin.healtheliving.net/>. Online applications are processed within 1-2 days.
 - Parents can also apply by completing a paper application. Paper applications can take up to 10 school days to process.
 - Households will be held accountable for any charges incurred until the application is approved. Application result emails are sent for online applications and letters are mailed home for paper applications.

Policy Communication

- Families will receive a written copy of the Unpaid Meal Charge Policy at the beginning of each school year or when the family transfers to the District.
- School Administration will receive a written copy of the Unpaid Meal Charge Policy at the beginning of each school year.
- Nutrition Services staff will receive training and review of the policy at the beginning of year meeting. All new hires will receive training during their new hire orientation.

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