

Food Service Account Procedures

Food Service Program Goal

It is the goal of the Festus R-VI Food Service Program to provide wholesome and appetizing school meals to district students. School meals contribute to good nutrition, which is vital to mental and physical growth during the formative years.

The school food service program operates on a non-profit basis and is self supporting. Local food service revenue is local district revenue used to offset program expenses. Parents are responsible for their child's balances.

Food Service Account Information

Meal prices for the 2017-2018 school year are as follows Breakfast: Grades K – 3rd \$1.15, Grades 4th – 12th \$1.20.

Lunch Grades K-12th \$2.30.

Students in grades K-8 will not be allowed to accumulate more than \$23.00 in food service charges.

Students in grades K-8 with \$23.00 or more in food service charges will be informed to bring their lunch until the debt is paid or the student will receive an alternate meal. Their account will be charged the actual price of the alternate meal.

Students in grades K-8 who have accumulated \$23.00 or more in food service charges will not be allowed to charge breakfast. Students will be notified to eat breakfast at home prior to coming to school until the charges are paid. Students will not be allowed to purchase ala-carte items or extra items without adequate money in their accounts to cover the cost of the items.

Students in grades 9-12 will not be allowed to accumulate more than \$4.60 in food service charges.

Students in grades 9-12 with \$4.60 or more in food service charges will be informed to bring their lunch until the debt is paid or the student will receive an alternate meal. Their account will be charged the actual price of the alternate meal.

Students in grades 9-12 who have accumulated \$4.60 or more in food service charges will not be allowed to charge breakfast. Students will be notified to eat breakfast at home prior to coming to school until the charges are paid. Students will not be allowed to purchase ala carte items or extra items without adequate money in their accounts to cover the cost of the items.

The Food Service Department and the child's building attendance center will work with any family having financial difficulty who expresses such and establishes an agreed upon time line to makeup payments that may be in arrears. In such instances, the student will receive a Type A lunch until any previously agreed upon payment is missed. Once an agreed upon payment is missed, the student will receive an alternative meal and the student's account will be charged the actual cost of the meal. The alternative meal may consist of a peanut butter sandwich and a milk.

Food Service Account & Notification Efforts

Students will be provided with their balances at the register following a sale. Students may inquire as to the status of their food service account balance anytime. Parents may access their child's food service account and other pertinent information via the internet at www.festus.k12.mo.us . Click on the parent link and select the parent portal. The information is password protected. To be assigned a password go to the parent link and select parent portal sign up form. When a student has a negative account balance an automated school reach call is sent to parents phones on Sunday evening for K- 12th grade and also on Wednesday for 9-12th grade. For grades K- 8th a negative balance letter will be sent home weekly. Negative balance conversations and any correspondence of the same will be handled with discretion.

The principal of each attendance center will be notified of those students in grades K-12 with charges exceeding the credit limit. Principals are encouraged to assist in the collection of charges or to communicate any known information that may be of assistance to the Food Service Department.

After three written and/or verbal notifications to parents regarding delinquent accounts with no response or deposit of funds, the Division of Family Services may be contacted.

A Free and Reduced Meal benefit application will be offered to any child who exceeds the accumulated charge limit or who demonstrates consistent payment difficulties. A Free and Reduced Meal application may be submitted anytime during the school year.

Food Service Payment Information

All student money deposits should be brought to the child's school attendance center in envelopes. The envelope should have the students name, grade, teacher, and amount of money written on the outside of the envelope. Grade K-3 students should give their money to their teacher at the beginning of the school day. Students in grades 4-12 should turn their money into the food service cashier in the

morning before school begins. High school students must turn their money into the cashier by 9:00 am in order to be given credit on their account that day. Payment may be made in the form of cash, check(post dated checks will not be accepted),money order or cash, however sending cash is discouraged. The school is not responsible for money sent with your child, especially cash. Checks or money orders should be made payable to Festus R-VI Food Service. When making deposits to a meal account the entire amount of the check or cash will be deposited to the student's meal account. No portion of the deposit can be given to the student or entered into another school account. The district parent portal also offers an online payment option as another means for depositing funds into your child's account.

Instructions for the on line payment portal are as follows:

You must have the following to pay online:

- Parent Portal Account
- Internet Access
- Debit/Credit Card/check account information or PayPal account

****online payment is available using the Tyler Technology App only****

Please contact the Food Service Office if you have questions regarding Parent Portal Access or using the online payment.

Online Lunch Payment Instructions

Step 1: Login to the SIS K12 parent portal

Step 2: Choose 'Meal Service' tab or 'Online Payment' Tab

Under 'Meal Service' the Online Payment button is in lower right corner.

Step 3: Insert amount to deposit for each student

Step 4: Select 'proceed to verification step' & 'proceed to PayPal'

Step 5: Follow the steps in PayPal to complete transaction. A notification email will be sent once the transaction has been processed.

In the event a check is returned for insufficient funds, the person responsible will be contacted. Arrangements will need to be made to repay the insufficient funds check either by cash payment or money order, there is a \$15.00 fee for each check that is returned. This payment will need to be made directly to the District Food Service Office located in the Elementary building. Failure to take care of an insufficient funds check will result in the check being turned over to the prosecuting attorney's office.

In order to maintain service, money cannot be deposited into students accounts during lunch. Money deposits received after the days deposit is complete for the day will be entered into the students account the following morning.

At the close of the school year, any credits or debts will be carried into the next school year. In the event that a student leaves the District, the parent may request a refund of the student's balance. A check will be mailed to the parent from the Central Office. Seniors with credit will be refunded on their last day of attendance unless the parent requests that any remaining funds be transferred to a sibling.

Free and Reduced Meal Application Process

Parents are encouraged to apply for free or reduced priced meals. Approval is determined by household size and income. A Free and Reduced Meal application may be submitted anytime during the school year. All information contained in the application is considered confidential. Applications may be obtained through any building attendance center or the Food Service Office in the Elementary School.

Contact

Questions regarding the Festus R-VI Food Service Program may be directed to the Food Service Department located in the Elementary Building. Phone: 636-937-7747

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- 1.) mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410
- 2.) fax (202)690-7442 or
- 3.) email: **program.intake@usda.gov**

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