

Procedure for Student Meal Accounts

Prepayment for Cafeteria Purchases: To ensure a smooth meal service experience, all cafeteria purchases must be prepaid before service begins. Deposit money into your meal account using these methods:

1. **Online:** Visit www.mymealtime.com to deposit funds into your meal account(s).
2. **Cash:** Place cash in an envelope marked with the student's name, deposit amount, and date.
3. **Check:** Make checks payable to "Tri-Creek School Corp Cafeteria" and include the student's name in the memo section.

Payment Instructions for Cafeteria Purchases:

1. **Elementary Students:**
 - o Payments can be brought to the cafeteria cashier upon arrival at school.
 - o Alternatively, students may deliver payments to their classroom teacher.
2. **Lowell Intermediate and Lowell Middle School Students:**
 - o Payments should be taken to the school office upon arrival.
 - o Please place payments in the designated box provided in the school's office.
 - o No payments will be accepted at meal times.
3. **Lowell Senior High Students:**
 - o Payments may be brought to the cafeteria cashier upon arrival at school.
 - o Alternatively, payments can be handed directly to the cashier during meal service.

Student Meal Charging Policy:

- A student may charge up to a maximum of 5 meals (one charge per meal) provided they establish and maintain a good credit history of making payments on their food service accounts.

Student Charging and Purchasing Restrictions:

- Students who have charged a meal or have a zero/negative balance may not charge or purchase "a la carte" items, such as extra main entrees or milk.
- No student will be denied a reimbursable meal.
- Cups for water are available at every cashier station.

Staff Meal Charging Policy:

- A staff member may charge up to **\$10.00** as long as they establish and maintain a good credit history of making payments on their food service accounts.

Student Lunch Charges and Notifications Policy:

- If a student repeatedly comes to school with no lunch and no money, food service employees must report this to the building principal. This situation may be a sign of abuse or neglect, and the proper authorities should be contacted accordingly.
- The food service manager or other school personnel will coordinate communications with the parent(s)/guardian(s) to resolve the matter of unpaid charges.

- An automated email system will notify parents every Tuesday and Thursday of any outstanding negative balance in the student's lunch/meal account.
- Additionally, kitchen managers at the elementary level will send home notices each week to parents of students who carry negative balances of **\$10.00** and above.
- Cashiers will communicate with students at Lowell Intermediate, Lowell Middle, and Lowell High School to bring in funds for their meal accounts when their balances reach \$5.00 or less or have a negative balance.

End of School Year Account Settlement Policy:

- All negative meal accounts must be settled at the end of the school year. Letters will be sent home approximately **7 days** before the end of the school year to students who have any negative balances.
- Negative balances of more than **\$25.00** not paid in full by **June 15th** may prompt the Corporation to take action to collect unpaid funds through collection agencies, small claims court, or other legal means deemed necessary.
- Positive meal account balances will carry over to the next school year.

Handling of Balances for Graduating or Withdrawing Students:

- Students who graduate or withdraw from the corporation and have **\$10.00** or more left in their lunch/meal food service account will be notified by mail by food services at the end of the school year.
- They will be given options to transfer the funds to another student, donate to the district's Feed Them Forward fund, or request a refund. A Refund Request Application can be accessed at www.tricreek.k12.in.us/departments/food-and-nutrition-services.
- If no response is received within **30 days**, the student's lunch/meal account will be closed, and the remaining funds will be transferred to the Feed Them Forward fund.
- Students who graduate or withdraw from the corporation and have less than **\$10.00** left in their lunch/meal food service account will not receive a direct notification by mail.
- The household can contact **Julie Boyer** at jboyer@tricreek.k12.in.us or 219-750-1320 to request a refund.
- If no response is received within **30 days**, the student's lunch/meal account will be closed, and the remaining funds will be transferred to the Feed Them Forward fund.

Bad Debt/Uncollectible Debt:

Significant negative meal account balances that are not collected in the year when the debt was incurred shall be classified as bad debt. Bad debt incurred through the inability to collect meal payment from students is not an allowable cost chargeable to any Federal program. Once classified as bad debt, non-Federal funding sources shall reimburse the school lunch program account for the total amount of the bad debt. If funds to reimburse the Corporation for this bad debt are not available from another source, such as school or community organizations (like PTO) or any other non-Federal source, the funds to reimburse the Child Nutrition program shall be transferred from the Corporation operations fund or other State or local funding to make that reimbursement.

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race,

color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotape, American Sign Language), should contact the responsible state or local agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
Program.Intake@usda.gov

This institution is an equal opportunity provider.