

Meal Charge Procedure for Rush Henrietta
Effective February 2020

Procedure for Meal Charge in the Rush Henrietta Schools

When the student goes to the register and has a low balance on their account:

-Elementary schools- The cashier will give the student a low balance note to take home to their parents.

-Secondary schools- The cashier will inform the student that their balance is getting low.

The criteria for **low** balance is \$5.00 for full pay and left on the student's account after they have gone through the line that day.

1. If a student did not have enough money in his/her account for the day, let the child have a regular breakfast and/or lunch.
2. A student is allowed to charge the available reimbursable meal at both breakfast and lunch
3. After all the students have gone through the lunch line and our registers have closed, the cafeteria manager will generate a charge list report. Those students highlighted are students that have a negative charge of \$30.00 or more.
A copy of the report will be kept on file in the cafeteria and a copy will be given to:
-Elementary schools -the school principal secretary or designee
-Secondary schools- Social worker or designee
4. The Food Service office will send an email to parents daily, of students with negative balance based on the criteria of -\$10.00 for full pay.
5. Every Friday, the district will send out a Robocall to parents with a negative balance of \$10.00 or more.
6. Using the highlighted report generated by the cafeteria (Step 3), **The School's Social Worker or designee** will be responsible for calling and alerting the parent that their child has a negative balance. The **criteria** that will generate a call home by the Social worker or designee will be \$30.00. These parents have been robo-called at least 3 times. If applicable, suggest that the family apply for free and reduced price meals.
-Suggested script- "Hello, I'm _____ calling from _____ school. This is a courtesy call to let you know your child has a negative balance on their lunch account Would you please send money, either cash or check, tomorrow with your child or replenish your account by going on-line to mealpayplus.com."

7. If School Social Worker or Designee is not getting any response from the family, they are to report it to the School Principal. School Principal, in coordination with the Food Service Director, will determine what the next course of action will be.

****A child with a charge balance will not be allowed to purchase snacks until the charge is cleared.****