

## ***RCHS NUTRITION SERVICES MEAL CHARGE POLICY 2018-2019***

Rockwell Charter High School's Nutrition Services is committed to providing meals to all students; however, there is a responsibility on the part of parents and students to assure that there are funds in meal accounts, prior to meal service.

In order to provide students and parents at Rockwell Charter High School with the best possible service and accountability for school meals, the following procedures are in place regarding meal charges.

**Please note - meal charging is a courtesy and should not be a regular practice.**

- All students will be provided a regular school meal until their account reaches a negative \$25.00 balance.
- Complimentary food items will be provided when a negative balance of \$25.00 has been reached.
- For lunch – the student will be provided a peanut butter and jelly sandwich and a carton of 1% milk.
- The complimentary food items will continue to be provided until a payment has been made to bring the balance under the negative \$25.00.
- RCHS Business Manager will send a collection-warning letter to the parents of students that have reached the negative \$25.00, as an additional reminder that a payment is due, before being sent to collections.

### **Procedures - how parents and students are notified of low balances in meal accounts:**

- The Nutrition Services kitchen team will inform students when they receive their meal, that their funds are getting low (\$5.00 or less), and will continue to inform the student(s) if charges accrue.
- A courtesy phone call from the kitchen team will be placed when a student owes \$10.00 or more.
- Charge notice letters will be printed weekly by the kitchen team for all students that owe \$15.00 or more and will be mailed to the home of the student.
- Once a student reaches the \$25.00 charge limit, charge notices will be sent via email and USPS, to patrons by the front office– if a payment is not received the negative balance owed will be sent to a Collections Agency for collection.

We make every effort to request payment before a patron is referred to collections. We appreciate prompt responses to payment requests. Online payment can be made at [rockwellhigh.net](http://rockwellhigh.net), and is a free service and quick/efficient way to make payments to student meal accounts and check student balances.

**Thank you for supporting school meals!**