



3000 - Finance

30 - Meal Account Balance Policy

1. Purpose

The purpose of the Providence Hall Charter School (PHCS) meal account balance policy is

- 1.1. to permit the orderly establishment of consistent practices regarding meal account charges and collection of charges.
- 1.2. to provide adequate and consistent communication among staff, administrators, employees, students and parents/guardians.
- 1.3. to establish fair practices to be used throughout at all PHCS schools.
- 1.4. to treat all students with dignity and confidentiality in the serving line regarding meal accounts.
- 1.5. to encourage parents/guardians to assume the responsibility of meal account payments.
- 1.6. to promote self-responsibility of the student.

2. Standards

- 2.1. Skyward will automatically send out low or negative account balance email notices starting at the amount of \$5.00. A parent/guardian may opt out of this email through Skyward Family Access.
- 2.2. The designated school clerk will send out hard copy low balances at least once per week (more often if parent/guardian does not have an email address).
- 2.3. Food service staff will call a parent/guardian (leave a voicemail), send an email to a parent/guardian, and mail a letter to a parent/guardian to make notification when a student's meal account balance has reached a negative amount of \$30.00 (-\$30.00).
- 2.4. The school administrator will address further collection efforts with the assistance of designated personnel at each school as needed.
- 2.5. Any uncollectable deficit meal account balance will become the responsibility of the school and paid by the school administrator at the time a student transfers between schools or at the end of each school year for closed student accounts and student accounts who are graduating or moving up to another school (i.e. 5th to 6th, 8th to 9th, and seniors.)
- 2.6. The school administrator may use any collection agency or their choosing.
- 2.7. No student will be denied a meal. Cafeteria cashiers will document and inform the designated school clerk when a student charges a meal. The designated school clerk will call a parent/guardian when a student account balance is in the negative.
- 2.8. A la carte items will only be sold if funds are available on a student's meal account balance, and a student's meal account balance will never be allowed to go into a negative balance for the purchase of a la carte items.
- 2.9. A student will not be asked to call home regarding negative meal balances. Calls regarding meal account balances will be made by the designated school clerk or by the school administrator.
- 2.10. If a student withdraws or transfers to another school during the school year, a parent/guardian can request a refund for any positive balance remaining in the student's meal account up until June 15th of that same school year. Any positive meal balances for such students remaining after June 15th will be added to the lunch program donation fund.