



Oak Grove School District

Mindy Hampton – Superintendent of Schools

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Student Meal Account Policy for Oak Grove R-6 Food Service Programs

(Revised 11/26/2019)

In an effort to reduce or eliminate negative meal account balances in the district, the following policy has been implemented for the district food service programs.

Student Meal Account Policies

Food Service Department Meal Account Management Guidelines

Families are expected to provide money for each student's meal account in a regular and consistent basis. In the event this does not occur, the following stipulations apply:

High School (Grades 9-12)

Cashiers will remind student's daily of account balances. Students whose account has reached \$10.00 negative (the schools limit) will not be allowed to purchase meals unless they deposit money in their account. Parents will be contacted by Lisa Reader via telephone, letter and/or e-mail when the account falls negative. In the event a student's account reaches **negative** \$-10.00 (the school's limit), the parents will be notified that an alternative meal will be given.

Middle School (Grades 6-8)

Cashiers will remind student's daily of their account balance. Parent's will be contacted by Lisa Reader via telephone, letter and /or e-mail when the account falls negative. In the event a student's account reaches \$ -10.00 (the schools limit), the parents will be notified that an alternative meal will be given.

Students with a **negative** balance will not be allowed to purchase any a-la-carte items, including milk to go with a sack lunch from home.

Elementary School (Grades 3-5)

Students and parents will be informed of account balances through reminders sent to the parent when the account balance falls negative. Parents will be contacted directly by Lisa Reader via telephone, letter and /or e-mail when the account falls negative. In the event a student's account reaches \$ -10.00 (the schools limit), the parents will be notified that an alternative meal will be given.

Students with a **negative** balance will not be allowed to purchase any extra milk to go with a sack lunch from home.

Automated reminders:

Full Pay Students – All full pay students will receive reminders during the week through the District's Automated Messaging System in the event their account balance falls below negative \$0.01. Automated reminders will be issued twice a week.

Reduced Lunch Students – All reduced lunch students will receive a reminder through the District's Automated Messaging System in the event their account balance falls below \$0.01.

Free Lunch Students – All free lunch students will receive a weekly reminder through the District's Automated Messaging System in the event their account balance falls below \$0.01.

How to pay for student meals – The Food Service Department accepts cash, checks or online RevTrak payments through your parent portal.

How to set up payment options for negative balances – Parents can call Lisa Reader and set up payment arrangements on a weekly basis. Payments need to be made on time and fill amount agreed or payment arrangements will be cancelled.

Returned Checks & Insufficient Funds - Account balances will be reduced by the amount of any check returned by the bank resulting from insufficient funds or account closed. Cash must be deposited in the student's account for the amount of the returned check or insufficient funds check before any more checks will be accepted.

What happens when a student's balance exceeds the school's negative limit?

When a student's account balance reaches the school's negative limit, students will be provided with an Alternative Grab & Go Meal selected by the student consisting of a Cheese Sandwich along with a serving of fruit and vegetables a serving of yogurt or cheese stick and milk.

After three alternate sandwich meals, every effort will be made to contact the parent(s) and inform them of the situation.

Inactive Accounts with Positive Balances

Students or Families, who withdraw from the district, may request a refund for any balances equal as long as the request is made within 60 days of the withdrawal date. Refund request forms will be made available on-line or at the school offices. After 60 days, all inactive account balances will be forfeited.