

Preventing and responding to unpaid meal charges in the Cafeteria

The Coldwater School staff and board want all children to be able to enjoy a meal each day in an atmosphere that is pleasant and respects the dignity of each child. In order to continue to maintain the financial integrity of the non-profit foodservice account, payment is expected from paid and reduced meal students for the cost of their meals. The following measures have been adopted to help parents to recognize this need and to keep current with payments for their child's lunches.

Preventative Measures:

1. Inform the public and students of the availability of the free/reduced meal program.
2. Keep parents informed of the amount of money on the account through the following means:
 - A. They can sign up through the website www.payschoolscentral.com
 - B. Sending out Weekly balance emails
 - C. Weekly balance lists to the elementary teachers to inform the students discreetly that they need lunch money.
3. Allow and encourage students to look at their balance as they walk through the line.
4. List the amount of money to send for a month of meals on each menu.
5. Verbal quiet reminders from the cashiers. We will not tolerate lunch shamming.
6. Set the charge limit on the debit system at one meal for high school students, two meals for middle school and ten meals for elementary.
7. Deny extra items through a note on the account at the request of the parent.
8. Parental permission needed for Elementary children to purchase bottled water.

Remedial Measures:

1. Borrow from a sibling's account for a meal, when an account is in the negative.
2. Stamp a student's hand with a Cavalier image when their balance is low.
3. Disallow any extra items when a student's balance falls into the negative.
4. Attempt to contact parents via phone or note when the charge limit is exceeded.
5. Send extra emails indicating a negative balance has been reached.
6. In extreme cases of neglect, provide an alternate meal of cheese sandwich and milk at no charge until money is brought in.
 1. Elementary students will be informed ahead of time by their teacher if they are to receive the alternative meal. No meals will be physically removed from an elementary student's hand at the point of sale.
 2. Older students may have meals removed and replaced with an alternative meal at the point of sale.