

## **SCHOOL DISTRICT OF SHIOCTON**

### **Standard Procedure: Unpaid Balance Notices.**

The lunch program at The School District of Shiocton is a prepaid account program. Funds need to be in the account prior to purchases being made. Any student who attends the School District of Shiocton may charge one reimbursable breakfast and lunch each school day up to a negative balance of \$30.00. If money is not in the account the following procedures will be followed.

The School District of Shiocton will make every effort to keep families informed regarding their family meals accounts. Parent's/Guardians are responsible to maintain a positive balance in their account so the district can continue to provide meals to their student (s).

1. The School District of Shiocton has an automated calling system and an automated e mail system to inform families of low and negative balances. The Skylert system will notify parents of a low balance on Tuesday and Friday, negative balances on Monday and Thursday. E mails will be sent daily for low and negative balances in the effort to collect funds. Families will receive automated calls and e mails until the balances are paid in full. Parents are able to check balances or purchase activity at any time through skyward family access.
2. When the family account goes below \$-30.00 a letter from the Nutrition Program Director notifying the families their student (s) will be offered an alternate meal. No ala carte items, additional milk, second servings will be allowed to be purchased when the balance is \$-30.00 or more. The alternate lunch will be provided to the student (s) for one week. At that time if payment has not been made meals will no longer be provided. Students will be provided a meal if they have money in hand to purchase a meal for that day, even if there is a negative balance. Standard meal pricing will apply.
3. The alternative meal will consist of peanut butter sandwich, fruit and a choice of milk. If the student (s) has a peanut allergy a cheese sandwich will be offered.
4. If a student is to receive an alternate meal the student's teacher will be notified. Alternate meals will be given to the student in a discrete manner. No student will be identified for their negative balance.
5. Students who are eligible for free meals will not be denied a meal due to a negative balance, they will not be allowed to charge ala carte items, additional milk or second servings. If the student (s) have money to pay for the ala carte item, a la carte purchases will be allowed.

6. As a last resort if the family food service account cannot be reconciled the account will be flagged as “Cash only”
7. Student (s) who are graduating. from the School District of Shiocton their parent or guardian will be refunded any money left in the food service account if no siblings are attending the Shiocton School District. Families have the option to donate the positive funds to a family account for students in need. Negative balances need to be paid prior to graduating. Refunds will be made after the school year is completed.
8. A family that no longer has a student (s) attending the School District of Shiocton, moves out of the district will be refunded if there is a positive balance in the family account.
9. Family food service balances will be carried over to the next school year. Families are able to find out the remaining balance for 1 week after school is out for the year by contacting Heather Knops Foodservice Director at [hknops@shiocton.k12.wi.us](mailto:hknops@shiocton.k12.wi.us) or calling between the hours Monday-Friday 6:00 am-2:00 pm. 920-986-3351 x816
10. All parents and guardians are encouraged to apply for free or reduced meals. Applications are mailed to families prior to the start of the school year, available in the school offices, and nutrition program directors office throughout the school year. Applications can be mailed if you contact the nutrition program director.
11. Parent and guardians are encouraged to pay on line through e funds for schools on line payments. Information can be found on the School Districts website [www.shiocton.k12.wi.us](http://www.shiocton.k12.wi.us).

This institution is an equal opportunity provider

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