

Meal Charge Procedure

PURPOSE: The purpose of this procedure is to establish consistent meal account practices throughout the district. The goals of this procedure are:

- To establish a consistent district procedure regarding charges and collection of charges.
- To treat all students with dignity in the serving line regarding meal accounts.
- To support positive interactions between district staff, district business procedures, students and parent/guardian to the maximum extent possible.
- To encourage parent/guardian to assume the responsibility of meal payments and to promote self-responsibility of the student.

ADMINISTRATION:

1. Students with free lunch status will not be allowed to have a negative account balance. Free lunch status allows a child to receive a free meal every day. A la carte items do not qualify as part of the federal meal program. A la carte items may include bottled beverages and snack items.
2. A la carte items are not part of the USDA meal program and cannot be charged. A complete meal includes choice of entrée, grains, milk, fruit, and vegetable options.

BALANCES OWED:

1. Parents can select to receive a low balance email notification on their MySchoolBucks.com account.
2. Parents whose children owe money to the Food Service Department will receive a phone call from the food service department after the third meal charge. Families will receive a monthly letter home if their children have an outstanding food service balance.
3. In May, any Parents/Guardians whose students have an outstanding balance will be sent a written request for "Payment in Full." If families need assistance in paying outstanding balances, they should contact the Food Services Department at 847-755-6680 to discuss alternative payment arrangements.
 - a. All charges not paid before the end of the school year will be carried forward into the next school year.
 - b. Graduating seniors must pay all charges in full.

REFUNDS: A parent may request a refund of any remaining account funds by emailing foodservice@d211.org or completing a request at: <https://adc.d211.org/Page/6670> All refunds must be requested within one year.

INFORMATION ON FREE & REDUCED MEAL APPLICATIONS: Free and reduced meals are provided for families meeting federally established income guidelines. Information on how to apply for the program is available on the District's website link below or families may contact the Food Service Department. <https://adc.d211.org/Page/6669>

DISTRICT CONTACT: All food service accounts are handled by the Food Service Department and can be contacted at 847-755-6680. Prepayment checks can be mailed to the food service department's attention at 1750 S. Roselle Road, Palatine, IL. Please include child's name and ID number. Credit card prepayments are accepted online by logging into MySchoolBucks.com.