

SUMMARY OF PROCEDURAL CHANGE: NUTRITION SERVICES MEAL ACCOUNT BALANCES STUDENT WELLNESS PLAN: EFA-AR

PROCEDURES UPDATE February 21st

The purpose of this document is to communicate changes to Nutrition Services procedures and regulations concerning meal account balances, meal benefits and meal benefit applications.

This document establishes consistent “meal account” procedures throughout the District in the provision of meals to students and staff and to ensure that meal account balances do not impact the quality of education for RSD students. Meal account balances procedures will focus on communication with parents and guardians per Oregon HB 3454.

PARENT/HOUSEHOLD RESPONSIBILITIES

Parents are responsible for providing meals for their children and ensuring there are adequate funds to cover their child's meals each day. This includes:

1. Monitoring their child’s meal participation and checking the meal account balance regularly. Meal Account transactions can be accessed online at the Redmond Schools website under Nutrition Services, MealTime.
2. Discussing with their children any limits on the purchase of second meals and ala carte foods.
3. Households are responsible for paying all negative meal account balances for meals and ala carte purchases.
4. It is the responsibility of the household to fully complete the application and ensure that meal benefit applications are received by Nutrition Services and that the household is aware of the determination of their eligibility.
5. Parents are encouraged to sign up for MealTime on the district website under Nutrition Services page to make deposits, check available funds and review their child’s daily participation history.

NUTRITION SERVICES PRACTICES

Nutrition Services will conduct the following practices:

1. Free and reduced-price meal benefit applications are available at each school building, at the district office and on the district website. Meal benefit applications must be completed each year.
2. Meal applications will be processed within 10 school days of receipt, and notification to all applicant households will be made. When households **have not** received a benefits determination letter within 10 days, they should contact the RSD Nutrition Services Department at the District Office.
 - a. Phone: 541-923-8238
 - b. Email: nutrition@redmondschools.org
3. Each year, a packet is made available to all households that explains the meal program payment system, meal account balances policy and procedures.
4. Households can make deposits to meal accounts by:
 - a. Online Payment through <https://www.mymealtime.com/>
 - b. By check or cash at the school before or after meals service

- When deposits are made during meal service, the cashier will not be able to make change, so the entire amount will be applied to the account after meal service.
5. Student account balance policies are available on the Nutrition Services website and are provided to households at the beginning of the year: <http://www.redmond.k12.or.us/departments/nutrition/>.
 6. Negative balance alerts will be sent to households every two weeks by email and by mail for those who do not have an email account on file.
 7. Low balance alerts will be sent to households by email regularly as a friendly reminder.
 8. Negative and positive meal account balances are carried forward to each new fiscal year.
 9. NSLP Reimbursable meal participation is granted to all students regardless of their ability to pay at the time of the purchase per Oregon HB 3454. However, meals will be charged to the students account for those students on paid-meal status.
 10. The only time a child will be denied a meal is when there is a written and signed request from a parent or guardian on file restricting meal participation per Oregon HB 3454. A letter needs to be submitted each school year.
 11. Second meals and a la carte purchases will be charged at full price for all students including students on free and reduced price benefits.

PREVENTING HIGH NEGATIVE BALANCES

1. Free and reduced lunch applications are made available throughout the school year at each site that serves school lunches. Free and reduced lunch applications are also available at the district office in multiple languages. NS staff will offer assistance in completing applications including providing translated applications. Households will be reminded throughout the year applications for free and reduced priced meals are available.
2. Once a middle school or high school student's account becomes negative by \$17.50, that student will be informed when they come to the point of sale at the end of the meal service line that they cannot purchase a la carte or second meals. If they have already selected a la carte or second meals, the NS staff will charge those to their account.
3. Parents may also request to put a limit on the amount of student ala carte or second meal purchases.
4. Nutrition Services staff will not alert students to negative balances per Oregon HS 3454. However, staff may tell a student their account balance if the students requests that information in a non public setting such as the School Office or NS Office.

HOUSEHOLD NOTIFICATION OF LOW AND NEGATIVE MEAL ACCOUNT BALANCES

1. Low and negative lunch account statements will be sent to households every one to two weeks by email or mail for those who do not have an email account on file.
2. When an account balance is greater than -\$20 and greater than 30 days past due, additional communication will be made by email or phone to discuss the issues related to the balance. Payment plans and debt reductions are available.
3. These households continue to receive bi-weekly notices.

PAYMENT OPTIONS

Nutrition Services will work with households to find the best option for payment of negative balances over time. Payment plans and debt reductions are available. Please contact our office and we will be happy to work with you to resolve any negative balances

COMMUNITY DONATIONS

An "Acts of Kindness" account has been established. Community members and RSD staff can donate money to this account to be used to pay for meals for students and households who demonstrate unusual financial need.

To make a deposit to this account, contact the Nutrition Office.

Phone: 541-923-8238

Email: nutrition@redmondschools.org

POLICY AND PROCEDURAL ACCOUNTABILITY

1. All staff directly responsible for enforcing the unpaid meal policy will be trained on the policy yearly and reviewed on compliance with policy.
2. Policy changes will be made and reviewed with the Wellness Committee and reviewed by the RSD School Board.