

Eastern Lancaster County School District School Meal Charges and Accounts

To ensure the effective operation of the district's food service program, the district establishes the following guidelines for payments and accounts of learner school meals

-Individual accounts shall be assigned to each learner for accounting purposes for the purchase of meals served in school cafeterias, which ensure the identity of each learner is protected. Learners will have their ID's or pin numbers to use at the registers.

-Learners may purchase any meal, breakfast, and lunch, regardless of account balance UNLESS we have a letter on file from the parent. (See below, collection of unpaid meal charges)

-Learners who enter the negative (owe money) will not be able to purchase any a la carte which includes an extra milk with the account until their account has a positive balance; cash may be used.

-Learners may only be denied a meal if a parent/guardian provides us with written specific instructions to deny the meals.

-Food service staff may not engage in any communication about balance information to learners in grades K-8 UNLESS the learner asks about their balance. All responses are to be done discreetly. All account information must be communicated directly with parents/guardians in grades K-8.

-The district shall notify parents/guardians when the learner's account reaches a low/negative balance via E-mail. \$10.00 and under weekly.

-Letters will be mailed home every 2 weeks to families with a negative balance.

-The district shall provide parents/guardians with information on payment options and free and reduced-price meals via district website, e-mail, or mail.

-When funds are received, any meals owed will be immediately deducted.

-Learners and their parent/guardian staff members cannot share funds or accounts and will be assigned individual accounts.

-Families can apply for free/reduced meals at any time during the school year and can reapply at any time if their circumstances change. Applications can be completed online at www.schoolcafe.com. For assistance, please contact Jami Leisey at jami_leisey@elanco.org or 717-354-1581

-NSF (non-sufficient funds) Checks will occur a \$20.00 bank charge and will be asked to replace the funds with either cash or money order. Excessive NSF checks may result in requiring cash or money order payments for all account deposits.

-Donations received with the intent to help learners with a negative balance will be deposited into our donor account and transferred to learner accounts at the end of the school year.

Collection of Unpaid Meal Charges

Reasonable efforts shall be made by the district to collect unpaid meal charges from parents/guardians via e-mail, phone, or letter. Efforts taken in the collection shall focus primarily on the parents/guardians responsible for providing funds for meal purchases. Negative student debt cannot be paid for with food service funds.

If there are negative balances at the end of the school year every effort will be made to collect the debt prior to turning the outstanding amounts of -\$50.00 and higher over to collections.

Payment Options

- Options for food purchases include cash, check or online payment.
 - For Elementary school we strongly recommend you do not send them with cash and if you do please make sure that it is in a sealed envelope with your child's name, ID number, and amount.
 - Elementary learners can give their money to their teacher or bring to the cafeteria at breakfast or lunch.
 - Secondary learners will bring their money to the cafeteria at breakfast or lunch and hand directly to the cashier.
 - If you are paying by check please make it out to ELANCO SD Café with your child's name and ID number on the check.
 - You can fill out 1 check for multiple children if they are in the same building; please attach a note that the amount should be split.
 - If you would like to use the online payment system, please visit www.schoolcafe.com
 - An automated point of sale system in all cafeterias allows parents to set up an account and view what their child is purchasing and their current account balance. This can also be accomplished at www.schoolcafe.com as well as low balance alerts and automatic withdraws.
 - Learners use their ID to scan or their ID number to punch in the pin pad for purchasing all food items at the register.
- ***Please note you can add a statement on your child's account such as, "lunch only" or "breakfast only." Every learner has the opportunity to eat both breakfast and lunch unless we have a note on their account that says otherwise. ***