

ZCS FOOD SERVICE DEPARTMENT
MEAL ACCOUNT CHARGING PRACTICES
2026-2027 SCHOOL YEAR

1. These charging and related practices are district wide in the ZCS Cafeterias.
2. When purchases are made:
 - a. If a negative balance pre-exists or is generated as part of the transaction, any purchase, regardless of type or amount, is allowed.
 - i. The only exception to this is in the case of a parent/guardian setting purchase limitations.
3. No “meal” is taken from students, nor are alternate meals required for negative lunch balances.
 - a. A “meal” consists of qualifying components as per the National School Breakfast/Lunch Programs.
4. Notification of account balances by the Food Service Department will occur in the following ways:
 - a. Verbally, by customer request.
 - b. Via phone calls, emails, text, etc. to parent/guardian.
5. Parents/Guardians may access meal account balances and transactions via the Meal Magic Family Portal.
 - a. <https://zionsville.familyportal.cloud/>
6. Please note: Any debt owed to ZCS may be sent to a collection agency. (The ZCS Business Office gathers and arranges the district’s delinquent account submissions to collections.)

USDA Nondiscrimination Statement

In accordance with federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), disability, age, or reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication to obtain program information (e.g., Braille, large print, audiotope, American Sign Language), should contact the responsible state or local agency that administers the program or USDA’s TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339.

To file a program discrimination complaint, a Complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form which can be obtained online at: <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant’s name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by:

1. **mail:**
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410; or
2. **fax:**
(833) 256-1665 or (202) 690-7442; or
3. **email:**
program.intake@usda.gov

This institution is an equal opportunity provider.