

### **Unpaid Meal Accounts**

The policy of the Dubuque Community School District is to offer breakfast and lunch to all students within the district. As a student's account approaches a zero balance or becomes negative, the attached administrative guidelines will apply.

Each school will:

- Not deny students meals because of low account balances;
- Not allow students to purchase a la carte when their meal account is at zero balance;
- Allow a student to charge meals up to a negative balance of \$8.85. After the charge limit is reached, an alternate entrée and milk will be served for breakfast and lunch until the charges are paid in full. This alternate entrée and milk will not be charged to the student's account.

## Administrative Guidelines

### Elementary School

- Once students have reached a zero balance, they may charge any combination of meals (breakfast or lunch) up to a negative balance of \$8.85
- When the negative \$8.85 charge limit is reached, an alternate sandwich, fruit and milk will be offered for lunch, and graham crackers and milk for breakfast, until the charges are paid in full. This alternate lunch or breakfast will not be charged to the student's account.
- Payment envelopes indicating the student's account balance, for those accounts with less than \$5.00, will be sent home with the students on a weekly basis.
- Parents will receive low balance notification via email through the Meal Magic system.
- Parents will receive a weekly phone call when accounts fall into a negative balance.

### Middle School/High School

- Students may charge any combination of meals up to a negative balance of \$8.85.
- Snack or a la carte items may only be purchased with a positive account balance.
- When the negative \$8.85 charge limit is reached, an alternate sandwich, fruit and milk will be offered for lunch, and cereal and milk for breakfast, until charges are paid in full. This alternate lunch or breakfast will not be charged to the student's account.
- If a student with a negative balance attempts to purchase a la carte items with cash, the money must first be applied to the negative balance.
- Students are verbally notified of their account balance at the cash register when the balance falls below \$8.00.
- Parents will receive low balance notification via email through the Meal Magic system.
- Parents will receive a weekly phone call when accounts fall into a negative balance.

### Employees

- Employees may also establish meal accounts. An employee's meal account balance may not fall below zero.
- Employees will receive low balance notification through the Meal Magic system.

### Outstanding Meal Accounts

- The Food and Nutrition Department will make every attempt to notify families of outstanding accounts through email, telephone calls or letters sent via US mail. The department will make every effort to work out a payment plan or help families apply for assistance.