

## 2019-20 Meal Account Procedures for Elementary Students

Parents or guardians are responsible to ensure their child(ren)'s nutritional needs are provided for during the school day. In doing so, parents or guardians can complete an application establishing eligibility for free or reduced-price meals, prepay for school meals or send a meal from home for their child(ren).

### Student Meal Accounts:

- Students are assigned a PIN (personal identification number) to access their meal account. Cash and checks are accepted in school cafeterias (payable to your child's school cafeteria) for meal payments. Please include the student's name and PIN on all checks sent to school cafeterias. All cash received will be deposited into the student's meal account. No change is made by Nutrition Services staff.
- Vancouver Public Schools (VPS) is pleased to offer parents or guardians an easy way to add money to their child(ren)'s meal account through the Skyward Family Access portal. VPS has partnered with RevTrak, a national debit/credit card payment processor, to provide a secure site for making meal payments. There is no transaction fee for this service at this time.
- A student's meal account, purchases and payments, can be viewed online 24/7 through the Skyward Family Access portal via the district website @ <https://vansd.org>.
- Contact Nutrition Services at (360) 313-1190 for more information.

### Accounts with Low Balances:

- When a student's meal account balance falls below \$5.00, Nutrition Services staff will begin friendly reminders to the student that money is running low in his/her account when the student comes through the cafeteria line.
- Students may be given a note to take home, either by the teacher or Nutrition Services staff, as a reminder the student's meal account balance is running low.
- Families can also receive automatic email notifications when their child(ren)'s meal account balance is under \$5.00. This option can be selected through the Skyward Family Access portal.
- If a temporary family hardship is suspected, Nutrition Services staff may consult with building administrators and/or Family-Community Resource Centers coordinators to determine if a meal account, funded by private donations, is available to use as needed.

### Accounts with Negative Balances:

- All students will be offered the same meal, regardless of a negative meal account balance, until it has been determined the student is not eligible for meal benefits.
- Charge limits only apply to students determined to be not eligible for free or reduced price meals. The principal or associate principal will be notified if a student with a negative meal account balance is coming to school without the family providing funds or a meal from home.
- Efforts to collect debt shall not negatively impact students, but rather focus on parents or guardians. A reminder phone call or email to the parent or guardian concerning the unpaid account will be made and will be documented by Nutrition Services staff.
- If it is determined a third party collections referral is necessary, a thirty (30) day written notification will be mailed to the parent or guardian, as the final attempt to collect on money owing. Once submitted to the collection agency, additional fees will increase the amount due.