

## CNS Responsibilities Related to the Meal Charges Policy

All meals and other items must be paid for at the time of purchase. Students and adults cannot charge meals or other items. The Manager and Cashier are responsible for not allowing charges. Only cash, checks, money orders, or credit card payments to the student/adult's prepaid account using CNS's 3rd party provider, are accepted. Adults must pay at the point of sale or have a prepaid account.

If a student does not have adequate funds to pay for their meal,

The Cashier shall:

- 1) Discreetly inform the student that a Manager's assistance is needed and ask the student to step out of line and wait momentarily while the Manager is located.
- 2) Take care to prevent student embarrassment.
- 3) Never grab a tray from the student or dispose of any meal components within the view of a customer.

The Manager or designee (Assistant Manager, Multi-Campus Assistant) shall:

- 1) Assist the student away from other students.
- 2) Place the student's tray and all its contents in the kitchen.
- 3) Verify the student has no funds available.
- 4) Verify there are no funds available in a sibling's account.
- 5) Ask the student if he/she wants to call his/her parent to see if funds can be added to the account through MySchoolBucks.com
- 6) Determine if funds are available in a SCHOOL account set up to accept donations to cover the cost of meals when students do not have sufficient funds. Sometimes the PTA will fund this type of account
- 7) Ask the student if he/she can borrow money from another student.
- 8) If funds are still not available for the student to purchase a meal, tell the student he/she may:
  - a. Receive an Alternate Meal at no charge which consists of complimentary fruits and vegetables with water as a beverage.
  - b. Purchase milk if they have enough money available.
- 9) With a new tray, assist the student through the service line to make selections, if necessary. Remind the student they can come back for more if they are still hungry.
- 10) Never dispose of any meal components within the view of a customer. Discard any unwrapped and out of temperature items. If an item is wrapped or is still within the proper temperature, it can be reused.
- 11) Take appropriate steps to notify the parent/guardian that the student does not have adequate funds to purchase meals (prepare/send a low-balance letters for the student to take home, call the parent). Note: Wake County has historically used a, "need money" sticker however, they are not a best practice and will therefore not be used after the 2016-17 School Year.

CNS Central Office uses School Messenger to notify families in the early evening on Wednesdays that their student's account balance is low and they need to add money.

Notifications will not be issued for students that are eligible for free meals OR withdrawn OR currently tracked out. Notification will be issued for active students (not adults) that have ANY activity (prepayment, sale, etc.) in the most recent 9 calendar days and are:

- Enrolled in grades PK to 8 only
- Eligible for Reduced-price meals with an account balance between \$0.00 and \$1.20
- Eligible for Paid meals with an account balance between \$0.00 and \$5.50.

Any staff interacting with the student shall:

- 1) Handle the situation in a reassuring and discreet manner.
- 2) Provide reassurance that we will do all we can to help them.
- 3) Keep in mind that students may be embarrassed that they may not have adequate funds to purchase a meal. All students should be communicated to in a manner that helps control any embarrassment to the greatest extent practicable. Do not talk to the student in a loud voice and do not use a harsh tone.

CNS staff may not provide cash to a student who does not have money.

Some principals may have funds that are used to loan money to students. The PTA or other groups may provide such funds. Child Nutrition Services staff does not monitor such funds.

After the student has received three (3) alternate meals on 3 consecutive days the manager should inform the Principal that per Board Policy 6221, "the principal...shall determine the next course of action based on district best practices." Consult with your Area Supervisor to resolve any recurring situations.