

White Hall School District Administrative Guidelines  
Child Nutrition Department  
School Meal Accounts

**A copy of this written procedure will be distributed at the beginning of each new school year, given to new students transferring in, be listed on the school district website ([www.whitehallsd.org](http://www.whitehallsd.org)), and either sent and/or referred to in any written notices or calls made to the parent/guardian. Copies of this notice will also be distributed to administrators and school personnel who may need to enforce this policy.**

Meals and ala carte items are available for purchase in every school cafeteria every school day. (Ala carte items offered may vary per school building). Meals and ala carte sales are tracked using an electronic debit Point of Sale system (POS). The amount of the purchase is subtracted from each student's account at the time of sale. To access student meal accounts, each student is given a Student ID number when they register in the district. This number will be used every time a purchase is made. It is the parent or guardian's responsibility to provide adequate funds to cover their child's daily purchases.

#### WELLNESS POLICY

White Hall School District has updated their Wellness Policy, a document written to share goals and standards as well as establish requirements to help strengthen and promote student health, well-being and ability to learn. This policy is available on the district website or a paper copy available upon request. Please contact the Child Nutrition Department to obtain a copy.

#### FREE/REDUCED MEAL PROGRAMS

If financial difficulty exists in the household resulting in a negative balance on a student's account, completion of a Free/Reduced Price School Meal Application should be immediately considered. Programs such as these are made possible through the National School Breakfast and National School Lunch Programs. Paper applications are available throughout the school year at each school office or the Child Nutrition Department and on the WHSD Website Child Nutrition page. The parent/guardian is responsible to pay the full price for meals until an application is approved. All charges to the student's account are the responsibility of the parent/guardian. If negative charges accumulated before or during the application process, the parent/guardian is responsible for paying that debt up to the date that the free lunch status is approved.

#### LOW MEAL ACCOUNT BALANCES:

Parents/Guardians are urged to use My School Bucks to track their child's meal activity. This software allows you to make online payments (\$2.50 convenience fee charged by provider); choice to set up to receive low balance e-mails at no charge and/or the option to add funds automatically so that your child will never reach a negative balance. The website for this is [www.myschoolbucks.com](http://www.myschoolbucks.com).

Money may also be sent to school with your child for deposit in their meal account. Checks (preferred) should be made payable to WHSD with the child's student ID number on the memo line. If a check is returned for any reason by the bank and not paid in a timely manner, the information will be forwarded for collection. Cash may also be sent. For K-5 students, it is recommended that money be put in an envelope with the student's name on the envelope.

## END OF SCHOOL YEAR BALANCES:

Balances will remain in the account at the end of each school year and will be ready for use when the student returns at the beginning of the following school year. A “Refund Request” form will be given to each graduate with a positive balance. Parents/Guardians may request the remaining balance be transferred to a sibling, receive a refund (check issued for more than \$10.00; cash given to student at graduation practice for \$10 and under) or donate anonymously to the “Bulldog Angel Account” fund. Please note that if your child received reduced priced meals, all money, no matter the amount, will be refunded to you.

UNCLAIMED BALANCES: All unclaimed balances will be moved over to the Bulldog Angel Account and proper documentation noted when that has been done after a prescribed period of time.

## MOVING OUT OF THE DISTRICT/WITHDRAWAL:

When moving out of the District or when withdrawing from White Hall School District, parents/guardians should complete the proper form at the school at which their child attends or to review their child’s account and to receive a refund for any funds left in the account or pay any outstanding balance owed. Parents/guardians should complete a “Refund Request Form” when withdrawing their student from the district and the WHSD Staff will process the request to the Child Nutrition Department.

## MEAL CHARGE PROCEDURES:

- Grades K-5: A telephone call will be completed weekly sharing with parents/guardians that they need to check their child’s meal account balance online at [www.myschoolbucks.com](http://www.myschoolbucks.com) or call the school at which your child attends or the Child Nutrition Office at 870-247-2171.
- Grades 6-12: A telephone call will be completed weekly sharing with parents/guardians that they need to check their child’s meal account balance online at [www.myschoolbucks.com](http://www.myschoolbucks.com) or call the school at which your child attends or the Child Nutrition Office at 870-247-2171.
- The Child Nutrition Office will review meal accounts twice a month (15<sup>th</sup> and last day of the month) and mail confidential letters to parents notifying them of outstanding balances of \$15 or more.
- Upon reaching a \$30.00 or more limit, the district will submit to collections.
- Every effort (setting up a payment plan, reviewing the free/reduced meals program, etc.) will be made to collect payment prior to taking further action.
- If a child’s meal account is in the negative, he/she will not be denied a reimbursable meal at any time; however, meal accounts will continue to be charged and accrue accordingly if purchases are made.
- A student who requests a school meal will not be denied a reimbursable meal option.

- No student, who owes money or does not have money for a school meal, will be publicly identified, stigmatized or be required to do work or chores.
- A student will not be asked to discard a school meal after it is served due to the student's inability to pay for the meal or the amount of money owed by the student for prior school meals. The meal will be charged to the child's meal account.
- **WHSD allows no charging for a la carte items. If an a la carte item is selected, WHSD reserves the right to deny the purchase of a la carte item.** If a student has cash in hand and has a negative balance, students will be able to purchase a la carte item.
- Direct communication regarding money owed will be made to the parent or guardian only.
- Parents are urged to sign up at [www.myschoolbucks.com](http://www.myschoolbucks.com) to monitor meal accounts and activity. They may also contact the school at which your child attends or the Child Nutrition Department at 870-247-2171 for balance or other meal information.
- Parents can establish limits or prohibit the charging of food items. This request **MUST** be done in writing. When those restrictions are in place, food can be removed from the child at the register.
- When meal components to make up a reimbursable breakfast or lunch are not selected by the student, the cashier must charge a la carte prices for each food item.
- Free/Reduced Meal applications will be sent home at the start of each school year. Application and/or information will be available on the school website throughout the year.
- Translated meal applications are available upon request.
- When purchases are made with cash in the line, all monies will be applied to that student's account. No change will be issued to the student in order to serve all the students during the allotted lunch time.
- Cafeteria staff will be trained annually on the guidelines and meal charging procedures.
- All adults, including employees, are not permitted to charge meals or ala carte items.

#### **END OF YEAR NEGATIVE BALANCES:**

- Parent/guardian will be notified by mail 3 weeks prior to the end of the school year. If a balance due is still owed, parent/guardian will again be notified by the district at 1 week prior to the end of the school year by mail. If the negative balance is greater than \$10.00 on the last day of the school year and at least two notices have been sent to the parent about the delinquent debt, the Food Service Office will mail (certified) a final notice giving the parent/guardian ten (10) days to pay the delinquent balance. If parent/guardian does not contact the Food Service Department within 10 calendar days of the date of the letter - either to set up a payment plan or make payment, the delinquent debt will be turned over to begin collection procedures.

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**WHITE HALL SCHOOL DISTRICT CHILD NUTRITION OFFICE – 870-247-2171**

**E-MAIL: Patsy Garner, Child Nutrition Director; [pgarner@whitehallsd.org](mailto:pgarner@whitehallsd.org)**

**DISTRICT WEBSITE: [www.whitehallsd.org](http://www.whitehallsd.org); [www.myschoolbucks.com](http://www.myschoolbucks.com) MY SCHOOL BUCKS:**

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, sex, disability, age, or reprisal or retaliation for prior civil rights activity in any program or activity conducted or funded by USDA.

Persons with disabilities who require alternative means of communication for program information (e.g. Braille, large print, audiotape, American Sign Language, etc.), should contact the Agency (State or local) where they applied for benefits. Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, (AD-3027) found online at: [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), and at any USDA office, or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter 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;
- (2) Fax: (202) 690-7442; or
- (3) E-mail: [program.intake@usda.gov](mailto:program.intake@usda.gov).

This institution is an equal opportunity provider.

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