

RIO COMMUNITY SCHOOL DISTRICT

NEGATIVE ACCOUNT POLICY

Lunch Account Policy

The District uses an automated meal accounting system to record food service payments and to monitor food transactions. The system functions as a debit system. Families and Staff are expected to maintain their meal account in a positive status.

Parents/Guardians who can not afford to pay for the cost of their children's meals may fill out an application for free or reduced priced meals in accordance with the United States Department of Agriculture Child Nutrition program regulations.

Administrative Regulations

1. Account Deposits

- Online payments may be made using credit cards or debit cards. The district is utilizing efunfsforschool..... to process online transactions with the assistance of a secure third party payer.
- A standard transaction fee is charged to the parent and paid to the secure third party payer for using the online payment option. The district does not benefit from this service.
- Parents may make payments at either school at no cost to them. Payments may also be mailed to Rio School District, 411 Church Street, Rio, WI 53960.

2. Insufficient Student Accounts

- Unless they have opted out, parents will be notified by an automated email daily once their account balance reaches positive \$10 until it is brought above this balance.
- Parents will get a personal phone call and a personal email once their balance reaches negative \$10. Parents are expected to pay in full or contact the school to set up a payment plan.
- If a student reaches negative \$20 with no payment arrangements in place, the student(s) will be served an alternate lunch of a Turkey/Cheese Sandwich, Fruit and a Milk for \$1.50 charged to the student account.
- If a student reaches negative \$30 with no payment arrangements in place, the student(s) may be turned away from receiving lunch until it is paid in full.
- If a student reaches negative \$30 with no payment arrangements in place, the District may file a claim with the small claims court or utilize the services of a collection agency, credit bureau and/or legal counsel to secure collection on unpaid debts not paid within 30 days of notification. The charges for filing claims with small claims courts or for securing the services of a collection agency shall be added to the unpaid debt due to the District.
- In accordance with USDA regulations students receiving *free meal benefits* cannot be denied a meal for any reason, including failure to maintain funds in their lunch account. Also, *paid and reduced eligible* students must also be provided a meal if they have the cash to pay for a current day's meal, even if their lunch account includes a delinquent amount.

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, 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) Email: program.intake@usda.gov.