

NORWALK PUBLIC SCHOOLS
Food Service Department
352 Main Avenue
Norwalk, CT 06851
Phone: (203) 899-2990; Fax: (203) 899-2994

Procedures Recommended for Elementary, Middle and High School Lunch charges:

Elementary School:

Step 1. After 3 days of no payment a list will be given to the school Principal or his/her designee (social worker, outreach worker etc.). The Principal or designee will contact the parents of the outstanding balance and ask for payment.

Step 2. When a student has still not paid for 5 days the principal or designee will receive another list of names. Again, contact will be made to the parent reviewing the outstanding balance. Also, an email will be sent to the home to inform the parent of the outstanding balance and again ask for payment. The parent will be informed if payment is not received that an alternate lunch will be provided at the full meal price (\$2.65). (This could be extended to the 10th day)

Note: **Alternate meal consists of a cheese sandwich, fresh fruit or vegetable and milk.**

Middle School:

Step 1. When a student, for the **first** time, does not have money in his/her lunch account:

- The student will be informed of the negative balance by the cashier at the time of checkout. A hot lunch will be provided and charged to his/her account (\$3.25)
- No A la Carte items, only the hot lunch meal will be served.

Step 2. When a student, for the **second** time, does not have money in his/her lunch account:

- The student will be informed at the register he /she must bring in money tomorrow or they will receive an alternate lunch.
- At the end of the lunch period the café manager will inform the Principal or his designee of the unpaid balance. The Principal or designee will make contact with the parent to inform them of the outstanding balance and ask for payment and inform the parent that an alternate meal will only be served.
- Central Kitchen will email families to inform the parent of the outstanding balance and again ask for payment. The parent will be informed that if payment is not received that an alternate lunch will be provided and their account will be charged (\$3.25).

Step 3. When a student, for the **third, fourth and fifth** times, does not have money in his/her lunch account:

- The student will be informed at the register that they can only have the alternate lunch meal.
Note: **Alternate meals at the Middle School will consist of cheese sandwich, hot vegetable and or fresh fruit and milk.**

- Central Kitchen will email a letter home to inform the parent of the outstanding balance and again ask for payment. The parent will be informed that after the fifth non payment **no lunch will be served** until the account is cleared.

Step 4. When a student, for the **fifth** time, does not have money in his/her lunch account:

- Student will receive the alternate lunch meal, their account will be charged (\$3.25) and the student will be informed by the Principal or designee that they will no longer receive any meals until the debt has been paid.

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High School:

Step 1. When the student, for the **first** time, does not have money in his/her lunch account:

- The student will be informed of the negative balance by the cashier at the time of checkout.
- A hot lunch will be provided and charged to his/her account (\$3.85).
- No A la Carte items, only the hot lunch meal will be served.

Step 2. When the student, for the **second** time, does not have money in his/her lunch account:

- The student will be informed at the register that they can only have the alternate lunch meal and the Principal or designee will be informed and take appropriate action.

Note: Alternate meals will consist of a cheese sandwich, fresh fruit, hot vegetable and milk.

Step 3. When the student, for the **third** time, does not have money in his/her lunch account:

- The student will be informed at the register that they can only have the alternate lunch meal. The student will also be informed that the Cafeteria Manager has requested that the School Principal make contact with the parent or guardian informing them of the negative account balance and that **NO ADDITIONAL MEALS** will be served until the account is paid in full (the Principal will determine how this contact will be made, i.e. guidance counselors, social worker or other staff). Central Kitchen will also email families notifying them of the negative balance.

Additional Remarks:

- At the Elementary, Middle and High school level, students must use the pin number or student ID issued to them at the beginning of the school year, for each transaction.
- Food Service debt should be included in any school procedures regarding obligations, i.e., dances, field trips, graduation ceremonies.
- If a debt is owed, absolutely **No** discounts will be available for **ANY** programs, i.e., child care, summer school, parks and recreation, etc.