

## Linn-Mar Meal Account Collection Procedures:

Linn-Mar monitors student meal accounts electronically on a daily basis. Our system notifies families of low balances via email. When an account balance falls below a specific level determined by family size and meal status, an email is sent every day until the balance is paid.

The Nutrition Services Department follows up individually with families who do not respond to our email notification and have a negative balance over \$20.00. We use phone messages, personal phone calls, and written communication sent home with students or sent through the mail to remind parents of the negative balance. We make every effort to collect and assist families in need with completing free/reduced meal applications. We work with families to create payment plans. A great deal of time and energy is spent in collections on a weekly basis.

Key components of the policy are:

### Elementary students:

- No snacks or a la carte items may be charged if there is a negative balance, with the exception of milk.

### Middle school students:

- No snacks or a la carte items may be charged if there is a negative balance, with the exception of milk.
- When the charge limit is reached, a substitute sandwich, such as peanut butter or cheese, will/may be served until charges are paid in full.
- Allergies will be taken into consideration

### High school students:

- No snacks or a la carte items may be charged if there is a negative balance, with the exception of milk.
- When the charge limit is reached, a substitute sandwich, such as peanut butter or cheese, will/may be served until charges are paid in full.
- Allergies will be taken into consideration

### Adults:

- No charges are allowed.