

Rock Creek Community Academy

Food Service Department Policies

Created 7/23

- **Adding Funds to an Account**
 - In Person
 - Payment to a student's account may be made in person using any of the following ways (either by the parent/guardian, or by the student, please make sure the payment includes a note stating which student the money is to be applied to.):
 - Cash
 - Check
 - Please ensure that all student payments are brought to the Food Service Director either first thing in the morning, or while numbers are being taken for either breakfast or lunch.
 - Online
 - Payment to a student's account may be made by credit/debit card online through the Parent Portal of Harmony at <https://harmony.rccasi.org/familyaccess.nsf/hello.xsp>

- **Account Balances**
 - All account balances are stored securely within a database at Rock Creek. The Harmony Parent Portal is simply a web portal to view the balances stored at Rock Creek and make payments to student accounts. Actual money is not stored on this website. This is why all refunds and transfers are processed through the Rock Creek Business Office. All refunds and transfers are initiated by emailing Karen Rogers at kr Rogers@rccasi.org
 - Accessing Balance Information:
 - Account balance information is accessible to parents and employees in the following ways:
 - Utilize the Harmony Parent Portal to monitor balance and purchase history.
 - Contact the Food Service Director for the current balance.

- **Balance Notifications**

- All parents/guardians with an email registered for their student will receive an email every week on Friday with the balance of their student's food service account on it, whether their balance is positive or negative. This is done in an effort to keep everyone apprised of how their student's account is looking.
 - No one is required to have money on their account, if you receive emails telling you that your student has \$0 on their account and you know that your student will not be purchasing any food or milk from the cafeteria, there is no need to apply funds to their account. The same goes for if your student was approved for free meals either by the free/reduced application, or by being directly certified from the State of Indiana.
 - Please ensure that you have an email registered with your student that you do not mind receiving notifications to as this is the email that will be receiving all of the communication from Rock Creek.

- **Charges (Purchasing Without Money on Account)**

- When a student attempts to purchase a meal with either a \$0 or negative balance on their account, they will be allowed to continue to purchase meals until their balance reaches or exceeds \$-30. At that point and for each lunch they purchase after, they will be provided with an alternative lunch at a cost of \$2 each. Middle and High school students who receive an alternative lunch will still have access to the salad bar.
 - An alternative lunch will consist of the following:
 - Peanut Butter and Jelly Sandwich
 - Bagged Carrots
 - Fruit Cup
 - Milk
- Students who attempt to purchase a breakfast with either a \$0 or negative balance on their account will receive the regularly planned breakfast.
- Students who have been approved for reduced price meals, will not receive an alternative lunch, regardless of the balance on their account.

- **Discrepancies or Questions**

- Discrepancies in purchases charged to your student's account must be brought to the attention of the Food Service Director as soon as possible from the date of the purchase in question in order to anticipate any type of credit to the account. Parents/Guardians are encouraged to apply for meal assistance at any point in the school year if needed. Rock Creek will attempt to collect all money owed.

- **Purchasing Extra Food**

- When it is determined that there is extra food available for sale in the cafeteria, an announcement will be made and students may purchase what they would like.
- Students must have a positive balance on their account in order to be able to purchase extra food. Students with a \$0 or negative balance will be discreetly notified that they are unable to purchase extra food when they attempt to.
- Any student with cash will be able to purchase extra food, regardless of the balance of their food service account.

- **Remaining Food Service Account Balance**

- When a student leaves Rock Creek during a school year, parents/guardians have 10 days to select one of the below options for any remaining funds in their student's food service account. **When a student leaves Rock Creek after the school year has concluded, parents/guardians must select one of the following options by the final student day of school:**
 - Have the balance transferred to a sibling/family member that also attends Rock Creek.
 - Request a check refund for the remaining balance of the account.
 - Donate the remaining balance to the Angel fund to help students with negative balances on their food service accounts.
- **If a parent/guardian has not selected an option either by the end of the 10 day period, or by the final student day of the school year, whichever comes first. The balance will automatically be transferred to a sibling at Rock Creek. If the student does not have any siblings at Rock Creek, the balance of their food service account will automatically be donated to the Angel fund to help students with negative balances on their food service accounts.**
- To make a selection for your student's food service account, simply email Karen Rogers at krogers@rccasi.org with your selection and she will take the appropriate actions with your student's account.
- If your student is not leaving Rock Creek, their balance, whether negative or positive will automatically be carried over from one year to the next with no action needed on your part.

- **Angel Fund**

- Rock Creek has an Angel Fund to help alleviate the burden from students with negative balances on their food service accounts.
- Distribution is based solely on need as determined by the Business Office and the Food Service Director.
- Families may not apply for, or request that their balances be paid through the Angel Fund.
- As funds become available, they are distributed to those determined to be at greatest need.
- If you would like to make a donation to the Angel Fund, you may do so by cash or check with a note indicating that the funds are directed to the Angel Fund.

- **Dietary Restrictions**

- Rock Creek will make reasonable accommodations for students who have medical dietary restrictions.
 - To register a dietary restriction with Rock Creek, please provide a doctor's note to the Nurse, Megan Dunn at mdunn@rccasi.org she will then notify the Food Service Director and the accommodations will begin.
 - Once a dietary restriction has been registered with Rock Creek, the student will continue to receive accommodations until a parent/guardian notifies the Nurse that they are no longer needed.
- Accommodations for students with religious or lifestyle dietary restrictions will be made on a case by case basis. For further information, please contact the Food Service Director, Joseph Paro at jparo@rccasi.org

Staff Only Policies

- **Staff Charge Policy**

- As of the 2023-2024 school year, staff members will no longer be able to charge meals to their account if they do not have funds in their accounts.
- This is being done in an effort to help keep staff members from unknowingly or accidentally charging their accounts to high amounts.
- Staff members may add funds to their accounts in person by making a payment to the Food Service Director.