

## **Cafeteria and Lunch Policies**

(taken from parent student handbook) - updated Jan. 2023

Should our CEP status change, Holy Family School will follow the below policies regarding charging breakfast and lunch:

### **Cafeteria Past Due Account Policy**

Holy Family School believes that all children need proper nutrition in order to grow and learn properly. We do not believe that a child should go without eating. This being said, Holy Family School must also be realistic about the loss of money that occurs in our school lunch program when families accumulate debt on their lunch accounts. After weighing both of these issues, Holy Family School has adopted the following policy for unpaid meal charges.

### **Charging Meals**

Holy Family School will allow students to charge meals (breakfast and lunch included).

- When a student has a balance over \$20.00 on their account they will be served an alternate option. Once a payment has been made on your account to return to a balance to under \$20.00 (optimally returning to a zero balance) your child will be able to receive the regular school meals.
- The alternate meal is not charged to the student account in an effort to help families minimize their expenses and help them to return to a zero balance.
- The alternate meal is made to look like a regular reimbursable meal to minimize overt identification.
- Water is always available for both meals.

### **Notifications/Forms/Payments**

- Free and Reduced forms will be available in the school office. Free and reduced lunch applications can be filled out at any time during the school year.
- For help completing the Free and Reduced forms please contact the cafeteria manager or the school office (513) 921-8483.
- Balance notifications will be sent out monthly. Any student who carries at least a \$1.00 balance will receive a letter. This is done in an effort to notify parents before the debt becomes unmanageable.
- The school will make phone calls to families of students who have made no attempt to repay debt or at communication for a payment schedule.
- The food service director is responsible for monitoring student accounts. Parents are encouraged to communicate with the director about student balances and payment plans.
- Families may make payments via homeroom teachers or the school office. Please send funds in a clearly marked envelope with the student(s) name, and grade.
- Records will not be released for a student who carries a balance in the cafeteria.

## **Cafeteria Menu**

- Our school menu is posted monthly on OptionC for parents and students to access.

## **Civil Rights Complaint Procedure**

Complaints should be submitted to the Food Service Director or to the Ethics Point Hotline if the complainant wishes to remain anonymous.

If submitted to the Food Service Director, the Food Service Director will review the complaint and send it to the Principal within 24 hours . The Principal will launch an internal investigation within 48 hours of receiving the complaint and will respond within 7 days. If the complainant wishes to escalate the issue, then the complaint is forwarded to the Pastor. The Pastor will respond within 3 days. If the complaint is still not resolved, it will be forwarded to the Superintendent of the Archdiocese of Cincinnati in the Catholic Schools Office.

If submitted to the Ethics Point Hotline, the complaint will be confidentially dealt with by the Ethics Point team at the Archdiocese of Cincinnati Catholic Schools Office.

If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form found online at [http://www.ascr.usda.gov/complaint\\_filing\\_cust.html](http://www.ascr.usda.gov/complaint_filing_cust.html), or at any USDA office, or call (866) 632-9992 to request the form. You may also write a letter containing all the information requested in the form. Send your completed complaint form or letter to us by mail at U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410, by fax (202) 690-7442 or email at [program.intake@usda.gov](mailto:program.intake@usda.gov).

Individuals who are deaf, hard of hearing or have speech disabilities may contact USDA through the Federal Relay Service at (800) 877-8339; or (800) 845-6136 (Spanish).

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