



Procedures for School Cafeteria Meal Accounts

Canby School District Nutrition Services takes pride in providing students with delicious, high quality, nutrient-rich meals to support learning. Under no circumstance will a child go without a meal. It is the responsibility of a parent or guardian to prepay for school meals, provide a breakfast/lunch from home or complete a meal application to receive free or reduced meal benefits.

How to Fund Cafeteria Meal Accounts

Families have several payment options to fund a student meal account:

1. Enroll and use the online payment service Mealttime Online (<https://www.mymealtime.com>) which includes a minimal convenience fee. Credit cards can be used online but are not accepted in our cafeterias. Single payments can be made for multiple students in a household in one transaction;
2. Bring a check made payable to CSD Nutrition Services and include the student's name and student ID number to the cafeteria;
3. Provide a cash prepayment to the cafeteria. Cash back is not provided. Any remaining change will be added to a student's account balance;

How to View Cafeteria Meal Account Balances

Families have several options to view funds in a student meal account:

1. Enroll and use the online payment service Mealttime Online (<https://www.mymealtime.com>). This will show available balances and transaction history for any students added to your account;
2. Enroll and use ParentVue to view current balances only;
3. Call CSD Nutrition Services at 503-266-6742.

We understand families have busy schedules which is why we make every effort to communicate with families about the status of their student's meal account balance.

Accounts with a Low Balance

Communication procedures begin when meal account balances fall below \$5.00, for students in any grade level. There are two types of contact that families will receive:

Automated Phone Calls	Every Tuesday at 7:00PM
Automated Emails	Every Thursday at 7:00PM

Accounts with a Negative Balance

Meal accounts with a negative balance will receive all of the contact listed above plus phone calls and balance slips directly from cafeteria staff. If payment has not been received after two personal phone calls, the balance is communicated with the building administrator to assist with collection. This level of contact will continue until payment has been received in full. Negative balances will rollover from year to year. **Meal accounts must be in good standing at the time of students' graduation or when leaving the district. In accordance with Board Policy JN student records will be withheld if all fees are not paid in full. The district also reserves the right to send outstanding balances to collections.**

If you have questions, please contact the Nutrition Services office at 503-266-6742 or email the Director of Nutrition Services, Galina Dobson, at dobsong@canby.k12.or.us