



Nutrition Services Department
1798 Limestone Road
Wilmington, DE 19804
(302) 992-5580
(302) 892-3259 FAX

RNS Student Meal Charge Policy

Red Clay School Nutrition Services is committed to providing nutritious school meals to students at a low cost. To assist for easy payment of meals, we offer PayPams, which allows you to pre-pay for your child's meals. You can also bring money personally or send it in with your student. Please place it in an envelope marked clearly with your student's name, their ID number, teacher's name, the money amount and the check number. Turn in prepaid deposits to the cafeteria cashier(s) or school office.

We do understand that sometimes life gets busy and your child's account may get depleted before you or your child realizes they need to replenish his/her account. Keeping that in mind, our program does permit meals to be charged temporarily to allow time to send in payment. Our meal charge policy is as follows:

Elementary Students without Money in Account:

- When students do not have money for meals, the meal will be run as a normal charged meal and the amount will be debited from the student's account. Students are not permitted to purchase a la carte items until their balance is in good standing.
- Managers/Leads will do their best to follow-up with building Principals and/or Nurses to see if there have been any notifications of a change to the child's family situation.
- School Messenger and PayPams are two programs that are used to notify parents of negative cafeteria balances. Printed charge notices are sent home with the student as a back-up to the School Messenger phone system for households not listing a current telephone number.
- When notified of a low balance or negative balance, please send a check directly to the School Cafeteria written out to the School's Cafeteria (please put student's ID # and name in memo) or you may go online to PayPams.com to deposit money into your student's account electronically or set up auto-replenish and balance reminders.

Middle and High School Students without Money in Account:

- Middle and High School students are allowed to charge a total of \$5.25 and \$3.50, respectively. After this threshold, students will receive a cheese sandwich, fruit, vegetable, and a milk and will be unable to choose their lunch or breakfast. Students are not permitted to purchase a la carte items until their balance is in good standing.
- Negative Balance Statements will be sent bi-weekly to the Principal or whoever is designated to accept the negative balance statements.
- Negative Balance Letters will be sent home weekly to any students with a negative balance exceeding the established charge cut-off amount for each grade level.
- Managers/Leads will do their best to follow up with building Principals and/or Nurses to see if there have been any notifications of a change to the child's family situation.
- Gluten Free and Allergy students are exempt from platter substitution.
- School Messenger and PayPams are two programs that are used to notify parents of negative cafeteria balances. Printed charge notices are sent home with the student as a back-up to the School Messenger phone system for households not listing a current telephone number.
- When notified of a low balance or negative balance, please send a check directly to the School Cafeteria written out to the School's Cafeteria (please put student's ID # and name in memo) or you may go online to PayPams.com to deposit money into your student's account electronically or set up auto-replenish and set up balance reminders.