

Lunch Policies and Procedures

PRESCHOOL – 10th GRADE:

Learners must stay on campus during lunch periods unless their parents, guardian, or authorized adult signs them out through the school office.

TK– 12th FOOD SERVICES:

CCS offers an online account program through FACTS for each child. Once the learner is enrolled in the school, they can make a purchase using their first and last name. Every learner attending the school is automatically enrolled in a lunch account through FACTS. Learners may use their lunch account to purchase breakfast, snacks, and lunch.

Any restrictions on purchases need to be made by parents to their learners. The kitchen cannot enforce the food preferences parents put on their learners. For example, if parent/guardian want their learners to purchase healthy options or only purchase from the school kitchen on certain days, it will be on the parent to clearly communicate that to their learner. The snack and lunch menu are posted on the school website. It is highly recommended that parents or guardians discuss lunch and snack expectations with their learners.

CCS FOOD SERVICES POLICIES:

School policies are as follows:

- Breakfast can be purchased before school between the hours of 7:30am-7:50am
- 1st through 8th Learners can purchase up to **three** items during their snack break (one drink & two snack items)
- Water Bottles are the only item that can be purchased outside of the designated snack and lunch times.
- 1st through 5th cannot purchase snack items at lunchtime
- 6th through 8th can purchase snacks, a la carte entrees, or a meal at lunchtime.
- 6th through 8th will only be able to purchase up to one additional entree at lunch

Any additional limitations on purchases must be communicated between the parent and learner

PAYMENTS:

It is recommended to visit <https://factsmgt.com> to check the learner's balance on a weekly basis, and replenish the account with a credit card once the funds are low. This proactive measure will eliminate any disruption in the learner's lunch service. If parents wish to pay by cash or check, **TK and Kindergarten** parents can turn it in at the front office. For learners in **1st grade through 8th grade**, cash or a check can be brought to the window before school or during their snack or lunch break. Any payments turned in at the **front office** must have a written receipt attached to the payment. Checks are payable to Crossroads Christian School. All funds turned into the kitchen will be added to the learner's lunch account for future purchases or to pay off negative balances by the following business day.

ORDERING LUNCH:

Parents of learners in 1st-8th grades can order lunches in advance by logging into their FACTS account and selecting the desired lunch items. The lunch menu on FACTS is updated monthly, and preorders for the entire month can be made starting on the 1st. Orders can be placed on a daily, weekly, or monthly basis.

Preorders will also be done in the classrooms at the beginning of the day or at the kitchen window before school.

The monthly menu is available on the school's website and the main office. If a learner does not have lunch or has depleted the money in their account, lunch will be provided, and you will be billed accordingly. Lunches are \$7.00, and any upgrades to the lunch will be an additional charge. Lunches include the main item, two sides, and a drink. Gatorade, sparkling ice, and additional food items have additional costs.

<https://www.crossroadsschool.org/kitchen/>

NEGATIVE BALANCES:

Students must prepay into their lunch accounts. The lunch accounts should not be used as an invoicing system. Account balances will not be allowed to be debited below -\$50.00. If an account goes below -\$50.00, the account will be paused. Learners will no longer be allowed to make purchases of any kind from the kitchen window until the

balance is paid in full. Balances are checked daily, and suspensions will go into effect every Tuesday. If the account is paused due to a negative balance and a learner does not have lunch, a call home will be made, and lunch will need to be brought to the school. If payments are made after 7:00am on the day of the restriction, a call must be made to the school to inform them of the paid balance so that further purchasing can be allowed. Once the balance is paid in full, the suspension will be lifted, and regular purchasing can resume.

After the 5th of each month, past due balances over -\$50.00 will be moved to an invoice, and a late fee will be charged. Balances will not be discussed with learners unless they ask how much is in their account. It is the parent's responsibility to check their FACTS account to ensure their learner's account is current and not in a negative balance.

LEARNER LINE BEHAVIOR:

Learners will wait in one of two lines during snack or lunch to make purchases. We do not allow learners to purchase items for others, as they may not be aware of the food allergies or restrictions of those they are purchasing for. Learners should wait in line quietly and use inside voices so that other classes are not disturbed. Learners must wait behind the red line until the kitchen staff call them forward. Learners cannot save spots for other learners in the line as it is unfair to others who have been waiting. If these rules are not followed, the kitchen staff will send learners to the end of the line.

If a learner has ongoing behavior issues in line and has received multiple warnings, the kitchen staff reserves the right to deny service. If this does occur, the School Director will be involved and parents will be notified.

PRESCHOOL LUNCH PROCEDURE:

Parents will sign up their preschool students in the front office, providing their name, room number, lunch choice, drink preference, and method of payment. Cash or Checks can be turned into the office, or payments can be made online through the FACTS account. Drinks cannot be switched out since parents have preselected their choice. Kitchen staff will write names, room numbers, drink and lunch choice on boxes to be delivered. Lunch accounts will be charged after lunches are dropped off to the classrooms.

TK / KINDERGARTEN LUNCH PROCEDURES:

Parents can sign their learners up for lunch online through the FACTS website, or learners can place orders in the classroom with their Facilitator. Lunch orders from the online portal will be closed each morning at 9:00am. At this time the kitchen will begin recording lunch numbers for the day. If a parent needs to place an order after 9:00am, the Elementary front office must be notified so the learner is added to the lunch list. If a student arrives after 9:00am, please inform the front office if a lunch order needs to be placed. Learners dropped off before school for daycare can sign up at the front office. Lunches and drinks cannot be switched out since parents have preselected their choices. Drink options for TK/Kinder are limited to juice, chocolate milk, regular milk, or water.

Kitchen staff will write names, room numbers, drink, and lunch choice on boxes to be delivered. Lunch accounts will be charged after lunches are dropped off.

1st- 5th LUNCH PROCEDURES:

Parents can sign their learners up for lunch online through the FACTS website or learners can place orders in the classroom with their Facilitator. Lunch orders from the online portal will be closed each morning at 9:00am. At this time the kitchen will begin recording lunch numbers for the day. If a parent needs to place an order after 9:00am, the Elementary front office must be notified so the learner is added to the lunch list. If a learner arrives after 9:00am, please inform the front office that a lunch purchase is needed.

Learners will come to the kitchen windows to pick up their lunch orders during the assigned window for their grade.

MIDDLE SCHOOL LUNCH PROCEDURES:

In addition to regular lunches, middle school students can buy a la carte entrees or add an additional portion to their meal. A limited option of different sides will be available with every preorder. Parents can preorder the full meals or entrée options online or learners will be able to preorder with their teacher before 9am. If an order is placed after 9:00am, it will need to be phoned into the kitchen before lunches start. At lunchtime there will be two different windows: one for snack purchases only, and the other for preorders. If a learner does not preorder, they will need to wait until all pre order lunches have been picked up before they can place an order.

HIGH SCHOOL POLICIES:

High School learners will be able to preorder entrees in the morning through their FACTS account. Lunch orders will be taken in their home room at the start of the day. Orders can also be placed online through FACTS. Learners can pay using their FACTS accounts. Cash cannot be collected at the time of pick up. Cash will only be taken at the High School / Elementary front offices. The preferred form of payment is using the FACTS account to ensure payments are collected and processed correctly. Their orders will be delivered to the High School for pick up at lunchtime. Lunch orders need to be placed by 9:00am so that the kitchen staff can prepare and deliver the orders to the High School. Any extra entrées sent to the High School may be given to student volunteers or staff, at the High School staff's discretion.

STAFF LUNCH POLICIES:

Lunch for all staff is available for purchase between 10:45am and 1:30pm. The cost for a meal is \$7.00. This will include the entrée, two sides, and a choice of drink. A la carte entrees are also offered at varying prices. (Pricing of entrees and sides are listed on staff menu in the kitchen). Snacks may also be purchased anytime during the kitchen's operating hours (between 7:30am - 3:30pm). Prepayments can be made using FACTS, or purchases can be made daily in the form of cash, card, or Apple Pay.