

CCS Food Services & Lunch Procedures

PRESCHOOL–10TH GRADE

Learners must remain on campus during lunch periods unless they are signed out through the school office by a parent, guardian, or authorized adult.

TK–12TH GRADE FOOD SERVICES

CCS offers an online account program through FACTS for each learner. Once enrolled, learners may make purchases using their first and last name. Every learner attending CCS 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 must be communicated directly by parents to their learners. The kitchen staff cannot enforce individual food preferences established by parents. For example, if parents/guardian prefer their learner to purchase only healthy options or to buy lunch on specific days, these expectations should be clearly discussed at home.

Snack and lunch menus are posted on the school website. Parents and guardians are strongly encouraged to discuss lunch and snack expectations with their learners.

CCS FOOD SERVICE POLICIES

- Breakfast is available for purchase from **7:30 a.m.–7:50 a.m.**
- Learners in **1st–8th grade** may purchase up to **three items during snack break** (one drink and two snack items).
- Water bottles are the only items available for purchase outside designated snack and lunch times.
- Learners in **1st–5th grade** may not purchase snack items during lunchtime.
- Learners in **6th–8th grade** may purchase snacks, à la carte entrées, or a complete meal during lunch.
- Learners in **6th–8th grade** may purchase only **one additional entrée** at lunch.

Any additional purchasing limitations must be communicated between the parent and learner.

PAYMENTS

Parents are encouraged to check their learner's lunch account balance weekly through FACTS and replenish funds as needed using a credit card. Visit <https://factsmgt.com>. Monitoring account balances regularly helps prevent disruptions in lunch service.

Parents wishing to pay by cash or check may do so as follows:

- TK and Kindergarten families may submit payments to the front office.
- Learners in 1st–8th grade may submit cash or checks at the kitchen window before school or during snack or lunch periods.

Any payments submitted to the front office will have a written receipt attached to the payment.

Checks should be made payable to **Crossroads Christian School**.

Funds submitted to the kitchen will be added to the learner's account or applied to outstanding balances by the following business day.

Parents and guardians may choose to opt their student out of cafeteria purchasing privileges. The Kitchen Department will not maintain a cash-only list and is not responsible for restricting student purchases based on payment method. To opt out, please email ccskitchen@crossroadsschool.org, and your student will be restricted from all purchases.

ORDERING LUNCH

Parents of learners in grades 1st–8th may preorder lunches through their FACTS account by selecting desired menu items. The lunch menu is updated monthly, and orders for the entire month may be placed beginning on the first day of each month.

Orders may be submitted daily, weekly, or monthly.

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

Monthly menus are available on the school website and in the school office.

If a learner does not have lunch or has insufficient funds in their account, lunch will still be provided, and the account will be charged accordingly.

- Standard lunch: **\$8.00**
- Upgrades or additional items: additional charges apply

Lunches include:

- One entrée
- Two sides
- One drink

Sports drinks and additional food items are available for an extra charge.

NEGATIVE BALANCES

Lunch accounts operate on a prepaid basis and should not be used as an invoicing system.

Accounts may not exceed a negative balance of **-\$50.00**. Once an account falls below this amount, purchasing privileges will be suspended.

Once a cafeteria account is suspended due to exceeding the allowable negative balance, the full outstanding balance must be paid in order to reinstate charging privileges. Partial payments will not reinstate a suspended account.

While an account is suspended:

- Learners will no longer be able to make purchases from the kitchen.
- If a learner does not have a lunch, a parent will be contacted to bring one to school.

Account balances are reviewed daily, and restrictions take effect each Tuesday and Thursday.

If payment is made after **7:00 a.m.** on the day restrictions begin, parents must contact the school to notify staff of the payment so purchasing privileges can be restored.

Once the balance is paid in full, purchasing privileges will resume.

After the 5th of each month, balances exceeding **-\$50.00** may be transferred to an invoice and assessed a late fee.

Balances will not be discussed with learners unless they specifically ask for their account balance. It is the responsibility of parents and guardians to monitor their learner's account through FACTS.

LEARNER LINE EXPECTATIONS

Learners will wait in designated lines during snack and lunch periods.

To ensure safety and fairness:

- Learners may not purchase food for other learners, as they may not be aware food allergies or restrictions.
- Learners should remain quiet and use appropriate indoor voices, so classes are not disturbed.
- Learners must wait behind the red line until called forward by kitchen staff.
- Learners may not save places in line for others.

Failure to follow these expectations may result in being sent to the end of the line.

If a learner demonstrates ongoing behavioral concerns after multiple warnings, kitchen staff reserve the right to deny service. In such cases, the School Principal will be involved, and parents will be notified.

PRESCHOOL LUNCH PROCEDURES

Parents may sign up preschool learners for lunch through the front office by providing:

- Learner name
- Classroom number
- Lunch choice
- Drink preference
- Method of payment

Payments may be made through FACTS or by cash or check.

Drink selections cannot be changed, as they are preselected by parents.

Kitchen staff will label lunches with the learner's name, classroom number, lunch selection, and drink choice before delivery to classrooms.

Accounts will be charged after lunches have been delivered.

TK/KINDERGARTEN LUNCH PROCEDURES

Parents may preorder lunches through FACTS, or learners may place orders in class with their facilitator.

Online ordering closes daily at **9:00 a.m.**

After 9:00 a.m., the kitchen begins recording lunches for the day.

If a parent needs to place an order after 9:00 a.m., the Elementary Office must be notified.

If a learner arrives after 9:00 a.m., parents should notify the office if lunch is needed.

Learners attending before-school daycare may sign up through the front office.

Drink selections cannot be changed because parents preselect beverages.

Available drink options include:

- Juice
- Chocolate milk
- Milk
- Water

Lunches will be labeled with the learner's name, classroom number, lunch selection, and drink choice before delivery to classrooms, and accounts will be charged after delivery.

1ST–5TH GRADE LUNCH PROCEDURES

Parents may preorder lunches through FACTS, or learners may order through their classroom facilitator.

Online portal ordering closes daily at **9:00 a.m.**

If an order needs to be placed after 9:00 a.m., the Elementary Office must be contacted.

Learners arriving after 9:00 a.m. should notify the office if lunch is needed.

Learners will pick up lunches at the designated kitchen window during their assigned lunch period.

MIDDLE SCHOOL LUNCH PROCEDURES

In addition to regular lunches, Middle school learners may purchase:

- Complete lunches
- À la carte entrées
- Additional portions

A limited option of different sides will be available with every preorder.

Parents may preorder meals or entrée options online, or learners may place orders with their teachers before 9:00 a.m.

Orders submitted after 9:00 a.m. must be called into the kitchen before lunch service begins.

Two serving windows will operate during lunch:

1. Snack purchases only
2. Preordered lunches

Learners who do not preorder must wait until all preordered meals have been distributed before placing an order.

HIGH SCHOOL POLICIES

High school learners may preorder entrées through FACTS or place orders during homeroom.

The preferred form of payment is using the FACTS account to ensure payments are collected and processed correctly.

Payment methods:

- FACTS account (preferred)
- Cash payments submitted to the high school or elementary offices

Cash will not be accepted at meal pickup.

Lunch orders must be submitted by **9:00 a.m.** to allow sufficient preparation and delivery time.

Meals will be delivered to the high school for distribution during lunch.

Any extra entrées delivered to the high school may be distributed to student volunteers or staff at the discretion of the high school administration.

STAFF LUNCH POLICIES

Lunch is available for staff purchase from **10:45 a.m.–1:30 p.m.**

A complete meal costs **\$8.00** and includes:

- One entrée
- Two sides
- One drink

À la carte entrées are also available at varying prices. Pricing of entrees and sides are listed on the staff menu in the kitchen.

Snacks may be purchased during kitchen operating hours from **7:30 a.m.–3:30 p.m.**

Payments may be made through:

- FACTS
- Cash
- Credit card
- Apple Pay