

Norma Rose Point PAC Lunch Policy

Purpose: The purpose of the policy is to establish consistent guidelines for the children/parents/staff that order lunches; for the volunteers who receive and distribute lunches and for the caterers with whom the PAC contracts to provide the lunches. The program is managed by the PAC and NOT the school or VSB.

General:

1.1 Lunch ordering will be done through an on-line ordering system that allows parents the ability to order lunches for one or many children; to be able to change and cancel orders within a fixed time period and to pay via credit card in through secure protocols. The system must allow for orders to be submitted but remain unpaid to allow for cheque/cash payments. The system must be able to send email reminders to parents outlining orders/date.

1.2 All payments for outstanding orders must be made within 2 weeks of an order; cheques may be dropped off to the school office staff and cash payments must only be made by parents (not children) through an appointment made with the Lunch Coordinator.

1.3 Any accounts with an amount overdue after 2 weeks of non-payment may have lunch orders cancelled – communication with parents will happen prior to any lunch cancellations.

1.4 Any accounts with an amount overdue over \$50 will have ordering privileges suspended until the amount outstanding is paid.

1.5 The Lunch Coordinator will email parents periodically to the email listed within the on-line ordering system; emails will be related to payments, field trips or other reasons for potential need to change lunches and to request feedback about the program/pass on information about the program.

1.6 The Lunch Program can only exist through the availability of volunteers; volunteers can sign up for specific days and will be contacted by the Volunteer Coordinator as to schedules and procedures.

1.7 Lunch Volunteers will review the food deliveries, by caterer and division to ensure accuracy in delivery; any discrepancies will be emailed on the same day to

the Volunteer Coordinator and the Lunch Coordinator. The Lunch Coordinator will review discrepancies with the caterer and if appropriate will contact parents of affected children and credit their account.

1.8 Where a child has identified that a lunch is missing they should tell their teacher and then, if directed, tell a Lunch Volunteer for guidance.

1.9 Where a child in K-5 is missing a lunch but a lunch was not ordered, the volunteer will direct the child to phone home from the school office and if spare food is available, every effort will be made to see that the child does not go hungry.

1.10 Where a child in K-5 is missing a lunch that was ordered and delivered, the volunteer will help search for the food order and ensure that the child does not go hungry; the volunteer will report the issue to the Volunteer Coordinator and the Lunch Coordinator for follow up with the parents and the teachers within the child's community if the lunch is not found.

1.11 Where a child in Middle School is missing a lunch but a lunch was not ordered, the volunteer will direct the child to phone home from the school office and if spare food is available, every effort will be made to see that the child does not go hungry.

1.12 Where a child in Middle School is missing a lunch that was ordered and delivered, the volunteer will help search for the food order and ensure that the child does not go hungry; the volunteer will report the issue to the Volunteer Coordinator and the Lunch Coordinator for follow up with the parents and the teachers within the child's community if the lunch is not found.

1.13 Any 'spare' lunches are really lunches that were not eaten due to a child being ill; children in the community where a lunch is uneaten should NOT view the lunch as available to eat – parents may pick up ordered lunch for sick children or the lunches will be distributed to children as per points 1.09-1.12