

Dear CCA Parents,

It is a privilege and a joy to be able to serve the student body at CCA yet again. I look forward to all that the Lord has in store for us this school year. My heart and vision for the Cougar Café and Elementary Hot Lunch Program is to provide the best possible lunch options for your children at a price point that is affordable. We look to have options available daily for everyone to enjoy. Our kitchen is fully staffed each day with a team that loves your children and this school and who work incredibly hard each day.

We have sought to make our program accessible and easy to use for all who come to the school. In the Elementary School, students purchase hot lunch using their family lunch account number. In the Jr./Sr. High School, students can pay with cash or use the family lunch account number. The family lunch account is set up through an online payment system. This account needs to be funded prior to students purchasing lunch. Parents can fund the family account either by cash, check, electronic check or credit card. Weekly statements are sent home to alert families of purchases made and the current account balance.

The family lunch account is designed to be used as a debit system (add funds and then use) and not a credit system (use system and pay off debt). If your family utilizes our lunch program regularly, please be sure that the kitchen@ccphilly.org email address is not marked for spam and take note when you receive an email from us. This will be our primary means of communication to you. Please be diligent to keep your family account funded throughout the school year.

If your lunch account goes into the negative, our process is as follows:

1. When the lunch account balance goes into the negative, you will receive an email alerting you. You will receive this email every day that the account is used while in the negative.
2. If the lunch account balance reaches **-\$50**, you will receive a separate email alerting you of this high negative balance and requesting you to make a payment. We will give a grace period from that point until the coming Monday to make a payment that brings the account balance into a positive standing. On that Monday, if the lunch account balance is still in the negative, please have your child pack a lunch. We will communicate with your Jr./Sr. High child that they are not permitted to use the account until it is taken care of. We are asking Elementary parents to please communicate to your child that they are not to purchase hot lunch.
3. If the account is used again at any time without the balance being fully taken care of, you will be called to a meeting with the administration and pastoral oversight to determine how we move forward.

Thank you for understanding and for your support. It is a joy to serve you in this way and we will continue striving to do our best. We want to work alongside you in every way possible so do not hesitate to reach out with any questions you may have via phone 215-372-1482 or email jgibbs@ccphilly.org

In Christ,
Jim Gibbs - Café Manager