

## **POLICIES AND PROCEDURES**

# **SCHOOL LUNCH POLICY**

### **1.1 Nature and establishment of the service**

The school canteen at ISCS-The British School of Zug is a complementary service established by the institution that owns the centre as an educational and service instrument for families, on a voluntary basis.

The use by students of the school canteen service will be governed by the rules set forth in the corresponding internal and kantonal regulations.

### **1.2 Objectives of the dining service**

The School Canteen is a complementary educational service that serves the following objectives:

#### **2.1. Health Education**

- a) Encourage and develop personal hygiene and good nutrition habits as a basis for proper Health Education.
- b) Put into practice hygienic and sanitary standards studied in class, acquiring personal hygiene habits before, during and after meals.
- c) Maintain correct behaviour at the table.
- d) Assess the importance of a balanced diet.
- e) Initiate healthy eating habits appropriate to their age.
- f) Acquire and put into practice habits related to basic education standards at the table.
- g) To interest families in the benefits that can be obtained from a joint collaboration with those in charge of the Dining Room, both with regard to their nutritional education and the development of healthy habits.
- h) Make the family aware of the behavioural patterns acquired in the dining room of the Educational Center and the importance of continuing with them at home.

#### **2.2. Education for Coexistence:**

- a) Acquire and put into practice habits of coexistence and cooperation in common tasks.
- b) To awaken in the students the spirit of cooperation, involving them, according to their possibilities, in the tasks of dining room service: setting up and removing the service, helping the little ones ...
- c) Encourage camaraderie and attitudes of respect and tolerance towards all members of the School Community.
- d) Achieve an environment without much noise, avoiding shouting and talking in a relaxed way.
- e) Take care of and respect the premises, furniture, fixtures and utensils of common use.

#### **2.3. Education for Leisure:**

- a) Create habits and provide strategies for the correct use of free time.
- b) Plan leisure and free time activities that contribute to the harmonious development of the personality and the promotion of participation, companionship, respect, and tolerance.

#### **2.4. Comprehensive education of the person from the identity.**

- a) Promote adequate nutrition out of respect for the physical dimension of the person.
- b) Value food as a gift, a need that not all children / young people have covered.
- c) Encourage appreciation for the food each day.

- d) Promote recognition of the work done by different people so that they can enjoy that meal.
- e) Educate students in the experience and expression of gratitude.
- f) Value the moment of meals both in school and in the family, as a privileged space for communication, around the table and also as a sign of welcome to other people.

## **2.5 Education in good habits**

- a) Use cutlery properly.
- b) Encourage good table behavior

## **1.3 Regime of use of the dining room**

**3.1.-** The use of the complementary school canteen service implies acceptance by users of these regulations, the internal regulations of the centre and the fees approved by the Center at the proposal of the owner.

**3.2.-** The school canteen service will begin on the first school day in August and will end on the last school day in June, in accordance with the provisions of the school calendar approved each year by the educational administration.

**3.3.-** All students enrolled in the centre who request it and whenever there are vacancies can take advantage of the school canteen service.

**3.4.-** The students of the centre may use the dining room service in any of the following ways:

- a) By school year.
- b) For single, specific or sporadic days.

**3.5-** School year use

Enrollment in the school canteen service will be formalised before the end of June of the previous year or at the time of formalising the enrollment in the centre for new students, for which the documentation established in article 4 must be completed.

### **3.6.- Sporadic or occasional use.**

Students who request it may make possible use of the school canteen service, as long as there are vacant places and notifying the center's secretary before 10 in the morning. A dining room registration sheet will be established which, according to an established order, will be passed from class to class, noting possible variations by the teachers of the first hour of the day, and the sheet will be delivered at the end of the first hour to the secretary. Payment will be made by tickets that can be purchased at the secretariat.

The use of the dining room is not contemplated, alternating the two modalities (annual and sporadic / one-off) for organisational reasons.

### **3.7.- Dining hours**

The dining room service hours will run from 12:00 p.m. to 13:30 p.m., within which the following shifts will be established:

- First shift of the Dining Room: Primary School (12: 00-12:45 p.m.)
- Second turn of the Dining Room: Middle and High School (12:45-13:30 p.m.)

The school canteen service will offer a single menu, with the only exceptions indicated in article 7.

**3.8** The canteen service is provided by a concession company, hired and selected by the owner of the centre.

## **1.4 Registration, modification and withdrawals. Limit of places**

### **4.1 - Registration**

All students who wish to use the school canteen service must request it in writing in the form that will be provided to them in the centre's administration, within the period indicated, accompanying the request with the authorization document for direct debit and the form of complementary information that will be provided by the centre.

#### **4.2 - Cancellations and modifications**

Cancellations and modifications to the use of the service must be notified to the centre's secretariat before the 20th of the month prior to the one in which they are to take effect. Otherwise, the corresponding monthly payment will be paid in the same conditions as the previous month.

Cancellations and modifications to the service will be formalised in the corresponding cancellation or modification document, which will be provided in the administration of the centre.

#### **4.3 - Suspension of the right to attend the dining room for health reasons**

Students will refrain from using the school canteen service in the event of suffering from any illness that may spread to other users (chickenpox, flu, etc.).

### **1.5 Rights and obligations of the parents and/or guardians of user students**

#### **5.1 - Obligations of fathers, mothers or guardians.**

- a) Cooperate in the adequate compliance with the established norms, respecting these regulations, as well as the RRI of the centre.
- b) Encourage attitudes of collaboration, solidarity and coexistence in their children or wards.
- c) Be up to date with quota payments, and carry out the same through the system established by the owner of the centre.
- d) In the case of No dining room, they must Pick up / Take their children with maximum punctuality.
- e) Notify the Center, in writing, of possible food allergies, special diet for dietary reasons or for other reasons, and any other incident that may affect the correct provision of the service.
- f) Communicate in advance the assistance to the dining room, in the case of sporadic or occasional attendance.

#### **5.2 - Rights**

- a) Parents or guardians of user students have the right to know in advance the menus that will be served in the dining room.
- b) The fathers, mothers or guardians will have claim forms. A person in charge of the dining room service will be appointed by ownership, in order to coordinate and control the correct operation of the service.
- c) Know, in the way determined by the centre, the development and behavior of their children in the dining room service.

### **1.6 Rights and duties of the users**

#### **6.1. All users of the school cafeteria have the following rights:**

- a) Receive the school menu under the conditions established in these regulations and according to current regulations.

#### **6.2. Duties of dining room users**

- a) Behave in a polite manner, respecting the facilities, other users and following the recommendations of the monitors.
- b) Respect the basic rules of coexistence and observe correct behaviour at the table
- c) They may not leave the school grounds during the period between the morning and afternoon class sessions.

#### **6.3. Rules of behavior in the school cafeteria**

- a) The meal will take place in an atmosphere of order and tranquility. The conversations that take place during it will be carried out in a normal tone and without shouting, avoiding insults and scandals in general. Children should sit sensibly throughout their meal.
- b) The Early Childhood Education students will be served food and the monitors will help. Students from the 1st year of primary school will collect their food, return the trays once the meal is finished,

taking charge of collecting all the utensils that have been used during the meal, and classifying them if so determined.

c) Students from primary school will have the obligation to collaborate in the service and order of their table.

d) Food will not be manipulated with the hands or thrown on the floor, and the students will behave at the table appropriately.

e) Students may not throw away the leftovers without prior review by the supervisors in charge.

f) It is not allowed to leave the dining room with food, or prepare sandwiches with them.

g) The students will treat the cafeteria staff with respect, as well as the teaching staff who voluntarily participate in the tasks of attending and caring for the students in the cafeteria service.

h) Students must respect basic hygiene rules.

i) Students are obliged to take care of the material and the premises of the center, and the dining room equipment.

j) Any incident will be communicated to tutors by the staff on duty, and tutors will be in charge of communicating it to the families of those affected.

## **1.7 Menus offered in the school dining room**

### **7.3 - Daily school menu**

The menu is selected from the offer given by a professional external provider, and always aligned with the corresponding regulations, covering also different needs by different possible users.

### **7.2 - Soft diets for temporary gastrointestinal complaints:**

For students with transitory gastrointestinal problems, under medical prescription and giving due notice to the Center's secretary (before 10:00 am).

### **7.3 - Students with allergies and intolerances:**

They will be able to make normal use of the dining room, consuming the menu established for all students who use the service, except on days when the menu includes any of the components to which they are allergic, in which case they will have an alternative menu. They must present the pertinent medical certificate in the Secretariat of the Center when registering the student to the dining room service.

## **1.8 Administration of medicines in the dining room**

Once a health problem is known in a student who uses the dining room that requires the administration of medication before, during or immediately after meals, the responsibility for its administration will be the family, allowing the centre access to the family or person in whom they delegate, for the administration of the medicine.

For justified cases, the family may choose to have the centre staff provide said medications. In this case, they must request it in writing to the centre, accompanying the corresponding medical certificate stating both the health problem and the dose to be administered and how to do it. In this case, the medication must be delivered by the family to the respective tutors of the course in which the student is enrolled, who will deliver it to those responsible for the dining room. The family will be responsible for controlling the validity of the medicine and its non-expiration, as well as its correct replacement in a timely manner. In any case, the parents will exempt the person in charge of the dining room from any responsibility derived from its administration.

The corresponding medication will only be administered if the procedure described in the preceding paragraphs has been followed, and in cases where there are reasons that justify it.

If a student brings a medicine to the cafeteria without authorization, it will be withdrawn by the person in charge of the cafeteria, who will inform the family.

## **1.9 Infractions and sanctions**

See Discipline Policy.

## **1.10 Actions against non-payment of receipts**

**10.1.-** Invoices will be sent to the parents/guardians of those user students. The amount indicated in the invoice will depend on the payment selection made by the family (monthly, termly and yearly).

**10.2.-** In the case of unpaid invoices after the due date, those responsible for the payment will be warned that, if the payment is not carried out within the term conferred, the student will be dropped from the dining room service.

**10.3.-** Unless there are justifying causes that motivate the delay, the non-payment of a receipt will be cause to cancel the service as of the fifth day after the communication of the non-payment.

**10.4.-** Any student who, due to non-payment of a receipt for the dining room service, is terminated, may reuse the service once the amounts owed up to that moment have been paid.

## **1.11 Total or partial return of fees**

**11.1.-** Registration and cancellation of the service will be formalised in accordance with the provisions of article 4 of these Regulations. If the communication of the voluntary withdrawal occurs once the month in which the use of the service is voluntarily started, the accrued fees corresponding to that month will not be returned in any case.

**11.2.-** Temporary leave from the service due to absences caused by the student's illness, due to the student's participation in school or complementary activities of the centre itself, or for any other duly justified cause, must be communicated in writing and prior to termination in the use of the dining room service. In this way, no amounts will be accrued for the dining room service from the day following the effective date of the temporary withdrawal or, where appropriate, from the day following the written communication if the absence occurs before. Outside of these assumptions, temporary dropouts from the service will not be accepted in the case of students who use the dining room for the entire school year.

**11.3.-** The fees paid corresponding to the period of temporary withdrawal (greater than five school days) will be returned or compensated with the last receipt of the school year, or at the end of the monthly service corresponding to the month of communication of the temporary withdrawal.

Absences equal to or less than five school days will not generate the right of the user to obtain a refund of any amount.

**11.4.-** Both in the case of unjustified absence and in the case of unreported justified absence, the withdrawal will not be effective until the School receives that information and, therefore, fees will continue to accrue for the dining room service. However, the student will be automatically withdrawn from the service once the period of one month of continuous absence not communicated has elapsed, with effect from the month immediately after the end of that period, prior communication to the parents or guardians of the student.

**11.5.-** In no case will the fees already paid be returned, in the event that the suspension of the dining room service is due to a penalty imposed as a correction for the commission of an infraction provided for in these Regulations or in the School Policies. In the same way, as long as the suspension due to sanction persists and except in the event of definitive expulsion from the dining room service, the fees will continue to accrue in full.

**11.6.-** In the outings for complementary activities, students will take a school picnic. In the event that the company offering the activity inevitably includes food, there will be no discount.

**11.7.-** In the outings in which the dining room service provides a picnic to the users of the service, the rejection of this will not imply the refund of the amount of the meal for that day / s.

## **1.12 Responsibility of staff**

**12.1** During lunch hours, the students of this service will be accompanied by their monitors and

teachers on duty, before, during and after eating.

**12.2** The monitors will carry out certain activities with the students or will supervise them when they play free games. These activities must be previously known and authorised by the School.

**12.3** They will pay attention to the cleanliness and hygiene of school children, before and after eating.

**12.4** Teachers/staff will encourage children to eat the menu.

**12.5** The monitors / teachers will check that the students with declared allergies eat the alternative menus.

**12.6** The monitors / teachers will not be responsible for the administration of medications, and only in cases where it has been determined with parental authorization and with a medical report.

**12.7** The monitors will attend to the children in the event that they suffer any mishap and will immediately notify the coordinator of the Dining Room.

**12.8** The monitors will educate regarding behaviour at the table, promoting appropriate behaviours: sit well, use the cutlery properly, eat with your mouth closed, do not take food off the plate, use the napkin, talk in a low voice.

**12.9** The monitors will inform the person responsible for the dining room of all serious and repeated incidents, both in relation to activities and eating habits.

**12.10** After eating, they will monitor the games and activities so that they develop normally, proposing games or group activities, respecting the areas of the Center for this purpose, both indoors and for recreation. Access to the rest of the premises of the School will not be allowed unless expressly authorised.

**12.11** They will inform the tutor, who will contact the family when they detect that a child has symptoms of illness or other situation in which they see the need to make said call for their own safety and attention to the student.