



Phone: 604-299-5754

Address: 2055 Rosser Avenue, Burnaby, BC, V5C 0H1

Fax: 604-299-3755

Website: www.burnabymeals.ca

DEAR PROSPECTIVE CLIENT;

Welcome to our Burnaby Meals on Wheels Society. A voluntary, charitable, community service (since 1968) that provides hot and frozen, nourishing, home delivered meals to people who for the reason of age, illness or disability are unable to prepare meals for themselves.

I have included the following information, which I hope you will find useful:

- **Meal Information** – please keep it for your reference
- **Client Registration form** – this form must be filled out and faxed or mailed back to the Program Manager along with a non-refundable advance payment of 2 weeks.
- **Storage and Re-heating instructions** – please keep for your reference
- **Client Rights & Responsibilities**
- **Confidentiality Policy**
- **Burnaby Meals on Wheels Society Donation form**

As a not-for-profit organization, providing low cost, tasty, healthy meals, Burnaby Meals on Wheels depends on the generosity of volunteers and donors to provide this service. Without these exceptional people, this program would not be able to get meals to your door.

We are happy and privileged to serve you as a client of Burnaby Meals on Wheels and will work to faithfully provide you with hot and tasty meals.

If you have any questions or concerns regarding any information in this package please call me at 604-299-5754

Kind regards,

Kim Mitchell

Kim Mitchell
Program Manager



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MEAL INFORMATION

Meals consist of the following:

\$7.00 - Hot Chinese Entrée: chicken / pork / seafood / or egg & vegetables, rice & soup

\$7.00 - Hot Western Entrée: meat, vegetables, rice / pasta / or potatoes, dessert & soup

\$7.00 - Hot Vegetarian Entrée: vegetables, rice / pasta / or potatoes, dessert & soup (fish only on Wed.)

\$6.50 - Frozen Meal Entrée: meat, vegetables, rice / pasta / or potato

\$4.00 - Bag Lunch: sandwich and a piece of fresh fruit

\$6.50 - Frozen Breakfast: egg dish, ham / sausage / or bacon, and hash browns

\$0.50 - Juice

Our caterer makes a variety of meals using fresh ingredients that are in season. Both Western and Chinese meals follow a four week rotation for variety. We are unable to accommodate allergies and specific dietary requests. All meals are low sodium and free of MSG with no added sugar.

- Delivery days are Monday, Wednesday, and Friday between 11:00 am and 1:00 pm.
- **Please note there are no meal deliveries on public holidays.**
- Clients must be home to accept delivery or make alternative arrangements.* The Program Manager must be notified regarding changes a minimum of 2 days prior to delivery day. **If the meal is undeliverable and notice has not been given, the client will be charged for the meal.**
- Billing is done monthly; payable by credit card, cheque or money order. Cash payments are only accepted at our office.
- Payment of invoices is due upon receipt. Please note that meal delivery will be suspended after 2 unpaid invoices or an outstanding balance of \$200.
- We require new clients to be on service for a minimum of 2 weeks, payable in advance (non refundable).
- **Meal delivery will continue following the first 2 weeks unless the client calls to discontinue service.**

*Due to health hazards, drivers cannot leave meals at the door if no one is home to accept the delivery. An exception is made if arrangements have been made with the building manager or a hard sided cooler with an ice pack is left in a designated spot for the driver.

**Advance payment for two week trial period is due upon starting service
For more information or to register, please contact Kim Mitchell at 604-299-5754**



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RE-HEATING INSTRUCTIONS

Please store your meal in the refrigerator if not eaten immediately.

Discard a refrigerated meal after 5 days.

If you choose to freeze your meal, place it in the freezer within 24 hours of delivery.

Discard frozen meals after 6 months.

When reheating your meal please follow these instructions:

TO REHEAT IN THE OVEN:

Poke 2-3 small holes in the plastic film before putting your meal in the oven. Bake at a maximum temperature of 325°F for 12-15 minutes.

CAUTION: Heating the container at temperatures greater than 325°F will cause the cover to smoke.

TO REHEAT IN THE MICROWAVE:

Poke 2-3 small holes in the plastic film, place your meal in the microwave and heat for 1-2 minutes. Check the temperature and heat for longer if necessary.

Use the same procedure for the frozen meals; however heat for 3-4 minutes.

****Please put Chinese meals in a different container to microwave****

TO HEAT FROM FROZEN:

Poke 2-3 small holes in the plastic film before putting your meal in the oven. Place the dish in the oven and bake at 325°F for 15-20 minutes. Check temperature of the food and continue for a few more minutes if necessary.

Please Note: Our western food containers are compostable, microwaveable and oven safe. There is no need to remove the plastic film for heating the meal. The chinese food containers are recyclable.

All meals for Burnaby Meals on Wheels are low in sodium and sugar.

Please handle all heated containers with care!



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CLIENT'S RIGHTS & RESPONSIBILITIES

Clients are advised of their rights and responsibilities as recipients of service as part of the intake process. The program staff ensures that the client rights and responsibilities are explained and that a paper copy will be mailed to the client.

Client Rights:

- To be treated with dignity and respect
- To receive service regardless of sex, race, religion or national origin
- To choose to refuse service
- To evaluate any / all services and have your comments and concerns addressed
- To expect service providers will receive ongoing training
- To ask questions about the service you receive
- To expect service to be completed in a safe manner
- To complain if you think your rights have been violated
- No information may be released to any agency or individual without the client's prior written consent

Client Responsibilities:

- To treat volunteers and program staff with dignity and respect
- To provide Burnaby Meals on Wheels with the necessary factual documentation necessary to process the application
- To refrain from the use of threat or violence
- To carefully read and understand any papers or documents that clients may be asked to sign in relation to the provision of their service
- To ask questions about any policy or procedure which they do not understand or with which they do not agree
- To speak and voice concerns or complaints to staff or volunteers



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CONFIDENTIALITY POLICY

Burnaby Meals on Wheels ensures that information concerning all clients is privileged and confidential.

1. Every Board Member, employee, volunteer and contractor respects the confidentiality of information related to your records, and will not copy, read, discuss, or distribute any portion of your records or information unless they are specifically authorized by the Executive Director to do so.
2. You have the right to have all information about you strictly confidential. No case record or any portion of a record will be transmitted or made available and no reports made on you unless:
 - You have given permission, in writing, for such information to be disclosed,
 - It is necessary for the proper administration of the organization in general, including continuous quality improvement,
 - It is necessary for providing services to you,
 - There is nothing in the information that will identify you, or is information requested by a funding agency and at the discretion of the Executive Director,
 - It is court subpoenaed,
 - If agency personnel believe you are of danger to yourself, others or the community, or
 - If agency personnel have reason to believe that a child has been or is likely to be abused or neglected.

When agency personnel believe that a child or youth is in danger or you are a danger to yourself or to others, personnel have the responsibility to inform the following (depending on the situation):

- RCMP – to report threats to a person or persons – including agency staff OR
- Your spouse, significant other, family member, or physician, where appropriate