



## OUR SERVICE

Santropol Roulant is a community organization located in the Plateau Mont-Royal neighborhood that offers a meals-on-wheels service as well as community events to its members, including clients of its meals-on-wheels program.

Our Meals on Wheels service consists of the delivery of warm meals, these are made daily in our community kitchen and are then delivered to the door of our clients by volunteers between 3:30 p.m. and 6:30 p.m. Each meal has a main course and a side dish of the client's choice (various options are available\*).

You can take a look at [our meal calendar](#) if you want to know more about the type of meals we offer and their rotation.

As much as possible, we take into account dietary restrictions related to health issues, religious beliefs and/or cultural reasons. Thus, if a client can't have one of the ingredients present in the meal of the day, we will make adjustments to their meal. For our clients who are vegetarian, alternatives using vegetable proteins such as tofu, tempeh, legumes are also made. Finally, it is possible to ask for cut, mince or puree meals.

## REGULAR DELIVERIES

Deliveries are made by volunteers and take place between 3:30 p.m. and 6 p.m. on Mondays, Tuesdays, Wednesdays, Fridays and Saturdays (no deliveries on Thursdays and Sundays).

It is possible to receive between 3 and 5 deliveries per week and to order up to 2 meals and 2 side dishes with each delivery. During referral follow-ups, we prioritize people who need the service at least 3 times a week due to the fact that the number of requests we receive exceeds our capacity to accept new clients.

## MEAL CHOICES

Each meal costs \$6.00 and includes:

A main dish and a side vegetable;

An accompaniment to choose from: dessert, pudding, compote without added sugar, diabetic dessert or seasonal side dish\*.

For low-income people, a \$4.50 rate is available.

\* Seasonal accompaniments will be offered during the year depending on their availability. We will send a note through your meal delivery to share this information with clients.

## **MONTHLY BILLING**

At the beginning of each month, clients receive by post the invoice corresponding to the orders they received during the previous month.

## **MODIFICATION OR CANCELLATION OF ORDERS**

It is possible for clients to cancel their order up to 24 hours in advance. It is also possible to put the service on hold when necessary, for example in the event of hospitalization, vacations or when the client receives occasional outside help.