

## VON MEALS ON WHEELS

VON Meals on Wheels is a voluntary community service that offers a nourishing meal at midday to those who need help with meal preparation. It began as a pilot project and on February 1, 1966 the first meals were delivered in Hamilton. VON Meals on Wheels delivers 5 days a week, Monday to Friday (except statutory holidays) throughout the City of Mississauga, Malton, Oakville and South of Etobicoke.

### OFFICE HOURS

The office hours for VON Meals on Wheels are from 8:30 am to 4:30 pm, Monday to Friday (except statutory holidays). We accept messages 24 hours a day, seven days a week.

To reach us, call **905-821-3254.**



### VON MISSION

VON Canada works in partnership with Canadians for a healthier society.

### VON VISION

Health Starts at Home

### VON CORE VALUES

Respect Participation Responsiveness Courage

### FUNDING

Funding for administration, subsidized meals and related costs are provided in part by the Mississauga Halton Local Health Integration Network



Name:

Start date:

Route:

## Welcome to



## Meals on *Wheels*

**VON PEEL**  
**78 William Street**  
**Mississauga, Ontario L5M 1J3**

**905-821-3254**

visit us at [www.von.ca](http://www.von.ca)

## ABOUT THE MEALS

### What do the meals consist of?

Each meal consists of soup, protein (meat, fish or poultry), vegetable, starch (potato, rice or pasta) and a dessert. Hot meals are available Monday to Friday. Frozen meals may be ordered for weekends, statutory holidays, for emergency situations when meals are cancelled (snowstorm) or if you would prefer to order frozen options for your convenience.

### Can I choose my menu each day?

The hot meals are prepared using a 4 week rotating menu. Hot meals are not chosen, the frozen meals can be chosen from a menu on a weekly basis.

### Are "Special Needs" diets available?

Yes, aside from the regular diet, we provide:

- Diabetic desserts
- Soft diets
- Kosher foods
- Low salt and low fat diets
- **We also accommodate for dietary restrictions**

### Can I receive the meals for 1 or 2 days a week?

Yes, you may choose how many days a week you want the meals delivered

## ABOUT THE DELIVERY

### When are the meals delivered?

Hot meals are delivered between 11:00 a.m. and 1:30 p.m. Monday to Friday except for statutory holidays.

### What happens on holidays?

You may order a frozen meal to be delivered along with your hot meal during the week before the holiday.

### What should I do if I cannot be home when the meal is delivered?

#### Our volunteers cannot leave your meal unattended.

If you are not going to be home, please call the office 905-821-3254 the day before or up to 8:30 a.m. on the day of delivery. With advanced notice, we can cancel your delivery and you will not be charged.

### What happens if I do not advise the office prior to 8:30 a.m. on the day of delivery?

You will be charged for the meal. VON must order your meal ahead of time.

### What should I do if I want to cancel VON Meals on Wheels entirely?

You should call the office 905-821-3254 and tell us the last day you wish to receive the service.

### What happens in the winter when it is stormy and the roads are icy?

On bad weather days, meal delivery is cancelled. VON will notify you promptly of meal cancellations in the event of inclement weather. Frozen meals are available to you to keep on hand for such emergencies. Please phone our office to make arrangements for frozen meals.

## SOME PRECAUTIONS

### If you have a pet...

Your dog/cat must be in another room or secured when the volunteer arrives with the meal on every delivery day.

### Never leave your meal sitting at room temperature.

If you do not plan to eat your meal immediately, put it in the refrigerator. You should lift one corner of the plastic covering so the steam may escape because the meal is hot when you receive it.

### Do not put plastic dishes in a regular oven!

## ABOUT PAYMENT

### How much do I pay for each meal?

- Full Meal (Entrée, Soup and Dessert)- \$6.75
- Regular Meal (Entrée, Soup or Dessert)- \$6.00
- Meal Only- \$4.75
- Package of 7 Entrees (Frozen only)- \$33.20
- Package of 30 soups or 30 Desserts (Frozen Only)- \$46.00
- Breakfast/Snack (Frozen only, 1 Juice & 1 Starch)- \$1.62

### How do I make payments?

At the end of month, an invoice will be sent to you for the meals you received that month. It will show the number of meals that you received and the amount you owe. Please do not send cash. Payments can be made by VISA or MasterCard, online banking, or by cheque or money order. Cheques can be made payable to **VON Meals on Wheels** and can be mailed to:

**VON Canada, Ontario Branch**  
**c/o Finance Department**  
**301- 2150 Islington Ave, Toronto, ON M9P 3V4**  
**1-866-817-8589 Option 2**