



Killarney Seniors Centre Lunch Program Guidelines

NEW Seniors Centre Lunch Program Guidelines

Additional information providing our new guidelines for the Seniors Centre Lunch Program Operation during COVID Times.

1. **When does the Seniors Centre Lunch Program start?**
 - a. *This session runs from November 4th to December 23rd, 2020*

2. **What are the Seniors Centre Lunch Program days & hours of operation?**
 - a. *Wednesdays & Fridays 11:30am-12:45pm*
 - i. *There are 2 intake times; 11:30am & 11:45am*

3. **What is the fee for a Seniors Centre Lunch?**
 - a. *\$6.67/per lunch + GST = \$7*

4. **What's included in my Lunch?**
 - a. *Entrée & dessert with coffee, tea or juice*

5. **What's new about the Lunch?**
 - a. *Pre-registration is now required to attend the lunch. Only 4 spots will be reserved for drop-in at the 11:45am intake.*
 - b. *The lunch is a sit-down served meal. Self-service is not available during COVID.*

6. **Can I use my Killarney Seniors Centre Lunch 10 Visit Card?**
 - a. *Yes*
 - i. *10 Visit Lunch Cards are still valid and can be used.*
 - ii. *You will need to call 604-718-8201 in order to register with your 10 Visit Lunch Cards (preferred method) or visit in-person. On-line registration is not available.*

7. **Can I reload my Killarney Seniors Centre Lunch 10 Visit Card?**
 - a. *No, we will not be selling any 10 Visit Lunch Cards at this time.*

8. **How many family members can I register at the same time?**
 - a. *All forms of registration are limited to you and family members attached to your account*

9. How do I register/book my Lunch date?

	Pre-Registration (begins 10 days prior & ends 8 PM the day before lunch date)	Drop-in
On-line	<ul style="list-style-type: none"> To register visit <ul style="list-style-type: none"> Ctrl/Click Vancouver Recreation Or type recreation.vancouver.ca Search "GHD" 	Not Available
In-person @ Killarney Centre	<ul style="list-style-type: none"> Monday-Friday 9:00am-7:30pm & Saturday & Sundays 9:00am-4:30pm Payments accepted are; Visa, Master Card, American Express, Cash, Interact, Killarney Seniors Centre Lunch 10 Visit Card 	Not Available
In-person @ Other Community Centres	<ul style="list-style-type: none"> Payments accepted are; Visa, Master Card, American Express, Cash & Interact 	Not Available
Phone-in @ Killarney Centre ONLY	<ul style="list-style-type: none"> Call 604-718-8201 between Monday-Friday 9:00am-7:00pm or Saturday & Sundays 9:00am-4:00pm Payments accepted are; Visa, Master Card, American Express, Killarney Seniors Centre Lunch 10 Visit Card 	Not Available
Drop-in @ Killarney Centre ONLY	Not Available	<ul style="list-style-type: none"> 10% or 4 spots/per 11:45am lunch will be held for drop-in patrons Spots are based on a first come first served basis Payments accepted are; Visa, Master Card, American Express, Cash, Interact, Killarney Seniors Centre Lunch 10 Visit Card

10. Can I get a refund for a booked lunch date?

- Refunds are only available when requested by 3pm two days prior to the lunch date*
- If you do not show up for your session, there will be no refund*
- If you arrive after 11:55am you will not be allowed to enter the Seniors Grand Hall, no refunds will be given.*

11. Can I just get a soup & sandwich?

- No, we are not offering substitutions or additional menu items at this time*

- 12. I don't want to eat in. Can I just get take out?**
- a. *No, sorry we are unable to offer a Take Out service.*
- 13. Do you have take out containers for me to bring my leftovers home in?**
- a. *No, we are unable to supply take out containers to the public*
 - b. *Please bring your own clean containers and be prepared to pack leftovers yourself*
- 14. Where do I enter & exit the facility?**
- a. *Enter in ONLY through the main entrance doors of the Community Centre*
 - b. *Exit through the Seniors Centre east hallway door*
 - i. *Mobility limited patrons can use the "Accessible Only Exit"*
- 15. How many people can sit at one table?**
- a. *Two*
 - i. *Due to COVID-19 protocol we have to maintain a 2 metre distance for all patrons*
- 16. Can I sit beside my friend(s)?**
- a. *Yes, at a 2 metre distance. However, you will need to position yourself with your friends in the line up to enter the facility*
- 17. Can we Volunteer in the Seniors Lunch Program?**
- a. *Unfortunately, no.*
 - i. *At this time volunteers are not accepted as per our COVID Safety Plan, however we look forward to when our volunteers can work with us again.*
- 18. Face Masks are not mandatory in our Lunch Service Program**
- a. *However, we encourage all patrons to wear a face mask and other PPE to protect themselves and others when they are not eating*
- 19. Pre-registered patrons arrive no more than 10mins before & no later than 10mins after your scheduled session**
- a. *Patrons will be lead through the Facility to the Grand Hall and seated by our staff*
 - b. *You may be asked to wait outside if you arrive too early for your booked session*
 - c. *You are not allowed to enter the Seniors Grand Hall if you arrive 10mins after your scheduled lunch date. No refunds will be given for latecomers.*
- 20. Follow all posted signage**
- a. *All areas have directional travel or maximum capacities*
- 21. Maintain 2 metre distance from other Lunch Service participants at all times**
- a. *Social distancing is the best way to prevent the spread of COVID-19*
- 22. Patrons exhibiting COVID-19 symptoms will be asked to leave the facility**
- a. *Each Community Centre features an isolation room*

- 23. Customers who don't follow the rules and safety guidelines of the Seniors Lunch Service may be asked to leave without a refund or prevented from registering for future lunch dates**

- 24. Take your time to enjoy your hot lunch. However, please be prepared to leave when you have finished to allow staff to properly clean and sanitize equipment and high touch points**
 - a. The lunch program ends at 12:45pm*