



Killarney Seniors Centre

SPECIALTY Take Out Meal Service Guidelines

NEW Seniors Centre **SPECIALTY** Take Out Meal Service Guidelines

Additional information providing our new guidelines for the Seniors Centre SPECIALTY Take Out Meal Service Operation during COVID Times.

1. **When does the Seniors Centre Specialty Take Out Meal Service happen?**
 - a. *Take Out Meals will happen during special event time, such as, but not limited too Chinese New Year, Valentines Day, St. Patrick's Day, Easter, etc.*
 - b. *They will happen on different days of the week, depending on the special event date.*

2. **Can I buy more than 1 Take Out Meal?**
 - a. **Yes**
 - i. *You can buy as many meals as you like, however the recipients of these meals must be 55yrs+*

3. **What is the fee for a Seniors Centre Take Out Meal?**
 - a. *\$9.52 per lunch + GST = \$10*

4. **I do not want Take Out. Can I Dine In?**
 - a. *No, sorry we are unable to offer a Dine In service at this time.*

5. **Can I use my Killarney Seniors Centre Lunch 10 Visit Card?**
 - a. *No, as this is a special Take Out Meal with additional value added in.*

6. **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.*

7. **What is included in my Lunch?**
 - a. *Culturally themed Entrée, dessert and some special benefit items based on the special event theme.*
 - b. *Served in a NON-Microwavable container.*
 - i. *Please place your take out meal in a casserole dish or plate when re-heating.*

8. **Can I just get a soup & sandwich?**
 - a. *No, we are not offering substitutions or additional menu items at this time*

9. **Where do I pick up my Take Out Meal?**
 - a. *The pick up line for your Take Out Meal starts at the flag pole at the entrance of the Community Centre.*
 - b. *Once your Take Out Meal order is confirmed you will proceed to the big blue tent located on the west sidewalk at the main entrance of the Community Centre.*

10. How do I register/book my Specialty Take Out Meal?

	Pre-Registration	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" Payments accepted are; Visa, Master Card, American Express 	Not Available
In-person @ Killarney Centre	<ul style="list-style-type: none"> Monday-Friday 9:00am-7:00pm & Saturday & Sundays 9:00am-6:30pm Payments accepted are; Visa, Master Card, American Express, Cash, Interac 	Not Available
In-person @ Other Community Centres	<ul style="list-style-type: none"> Payments accepted are; Visa, Master Card, American Express, Cash & Interac 	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-6:30pm Payments accepted are; Visa, Master Card, American Express 	Not Available

11. Can I get a refund for a Specialty Take Out Meal?

- a. Refunds are only available when requested by 3pm two days prior to the lunch date
- b. If you do not show up for your Take Out Meal, there will be no refund given

12. Can we volunteer for the Specialty Take Out Meal Service?

- 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.

13. Face Masks are not mandatory to pick up your order

However, we encourage all patrons to wear a face mask and other PPE to protect themselves and others.

14. Pre-registered patrons arrive no more than 10mins before & no later than 10mins after your scheduled pick up time

15. Follow all posted signage

- a. All areas have directional travel or maximum capacities

16. Maintain 2.5 metre distance from other Specialty Take Out Meal participants at all times

- a. Social distancing is the best way to prevent the spread of COVID-19

17. Customers who do not follow the rules and safety guidelines of the Seniors Take Out Meal Service may be asked to leave without a refund or prevented from registering for future lunch dates.