

Welcome to Burnaby Meals on Wheels!

This service is for those who reside in Burnaby and are having difficulty preparing meals for themselves at home. As a non-profit organization, Burnaby Meals on Wheels depends on the commitment of our volunteers and the generosity of our donors to provide this service. Without these, our program would not be able to continue to deliver meals to members of the community.

We deliver on Mondays, Wednesdays, and Fridays between 10:30 am and 12:30 pm, but may arrive before or after this time window, depending on the volunteer driver. Our meals follow a four-week rotation, and we ask participants to choose regular days to receive deliveries. Please note that this is a volunteer based service, and we ask that you be patient in the case of mistakes.

Please place a bag or cooler outside your front door (house or unit) for the volunteer to place the meal in. The volunteer will call/knock/ring the doorbell to notify that they have delivered the meal and will wait for you to answer the door. This acts as a wellness check at home, but if you would like to opt out of this please let us know and the volunteer can deliver the meal without waiting. If a volunteer arrives for delivery and is unable to reach you, they will bring the meals back to office and we can freeze and redeliver meals at a later date.

We are closed on Statutory holidays and do not do deliveries those days. You will receive notices in advance for anyone who would like to order extra meals in preparation – you will need to email or call the office to make these additions. Unfortunately, we are unable to accommodate specific orders, allergies or dietary requests at this time.

If you need to cancel or make changes, you will need to notify the office at least 2 working days in advance. For any later cancellations, we will charge you for the meal, freeze and redeliver the meal during your next delivery.

Invoices will be sent at the end of every month/beginning of following month by mail or email and payments can be made by credit card, e-transfer, cheque or cash. Payment of invoices is due upon receipt. Please note that meal delivery can be suspended after 2 unpaid invoices.

Burnaby Meals on Wheels is under the umbrella of the Burnaby Neighbourhood House. All participants will automatically be registered as members of the Burnaby Neighbourhood House which will be renewed every September. Members are welcome to access other services provided by the neighbourhood house.

If you have any questions regarding any information in this package please call 604-299-5754 or email mealsonwheels@burnabynh.ca

Kind regards,

Emily Chan

Program coordinator

604-299-5754