

# Volunteering at Santropol Roulant

[www.santropolroulant.org](http://www.santropolroulant.org)

## ***What is Santropol Roulant?***

Santropol Roulant is a not-for-profit community organization based in the Plateau neighbourhood in Montreal. It was started in 1995 by two waiters from the Santropol restaurant. They wanted to help people in their neighbourhood, so they started a “Meals-on-Wheels” service. The idea of Meals-on-Wheels is volunteers bring hot meals to people who can’t leave their homes or cook for themselves. Last year, they delivered over 25,000 meals.

## ***Where is it?***

The address is 111 Roy Est, on the corner of Coloniale, in the heart of the Plateau Mont-Royal neighbourhood. You can get there by taking the #55 bus from Saint Laurent Metro on the green line, or by walking from the Sherbrooke Metro on the orange line.

## ***Who are the clients?***

Santropol Roulant’s clients (customers) live all over the city. There are about 130 regular clients. Many are seniors (older people). Some are handicapped, and some are sick. Some of them get the service every day, some just once or twice a week. Clients are referred to Santropol Roulant by doctors or social workers. For some of the clients, the Santropol Roulant volunteers are the only visitors they get every day.

## ***What are the meals?***

The clients pay \$4.50 for each delicious, nutritious meal, which is low in fat and salt. It includes a main dish and a dessert or salad. The clients can have special meals (because of their diet) or order extras, too.

## ***Who are the volunteers?***

Santropol Roulant has many volunteers and most of them are young and friendly. Many are students at Concordia or McGill or at a college. They volunteer a few hours a week to help people but also to meet new friends and get to know the city. Almost everyone speaks English, though, like everywhere in Montreal, both English and French are used. When you volunteer at Santropol Roulant, you meet a lot of interesting people, and you will have a great place to practice your English, and learn about Canadian culture and life.

## ***What can I do?***

You can do delivery shifts or kitchen shifts.

Delivery shifts could be on foot, on a bicycle, or in a car, depending on the neighbourhood of the city. Volunteers usually go in pairs (two) on delivery routes. When you start, you will go with an experienced volunteer. All the delivery shifts begin and end at Santropol Roulant. You begin by getting your delivery list and packing your bag with meals. If you are walking, you take a special insulated backpack to carry 8-10 hot meals in, and you walk around the route, delivering the meals to the clients. If you are cycling you can use your own bike or one of the bikes at Santropol Roulant. If you are on a car route, you go with an experienced driver in one of Santropol Roulant’s cars. When your route is finished, you return to Santropol Roulant to clean the backpack and to talk to the delivery manager, to say if the clients were home or not, or if they seemed to be OK.

For a kitchen shift, you help with the cooking or packaging of the meals, and with cleaning up after. In the summer, you can also help out at their organic garden, where they grow fresh vegetables for the kitchen.

### ***When are the shifts?***

Santropol Roulant runs five days a week, every day except Sunday and Thursday. A “shift” is a period of work. There are three volunteer shifts each day, at 9:30, at 1:30, and at 2:45.

Shift Start Time	Where?	Doing What?	Volunteers needed
9:30	Kitchen	Cooking, Preparing	6
1:30	Kitchen	Packaging, Cleaning	4
2:45	The city	Walking, Cycling or Driving Delivering	14

Students at CELI can do delivery shifts on Friday afternoon, or any shift on Saturday. Unfortunately, the other shifts happen during your class time.

The length of the shift is between 1½ and 3½ hours, depending on what you are doing.

### ***Do you want to volunteer?***

1. If you want to volunteer, you must first attend a “Volunteer Orientation” meeting. These happen every second Saturday at Santropol Roulant. At this meeting, they explain more details and give you a tour of the building and kitchen.
2. After the meeting, you have to fill out and sign a form. For the form, you need an emergency contact person and a reference. They can be the same person, but the reference person can’t be a relative (in your family).
3. Then, you sign up on the wall for shifts in the weeks ahead.
4. When you do a delivery shift, it is very important that you respect the privacy and confidentiality of the clients. Their names, addresses and other personal information must be kept secret.
5. This is a food service, so everything has to be clean and healthy, like a restaurant. If you are sick, you must **NOT** come in. Call and cancel. The clients must be protected.
6. If you have to cancel your shift, please call as early as possible (**514-284-9335**) to tell them. Santropol Roulant depends on its volunteers to deliver food to its clients. Also call if you are going to be late.

The next Volunteer Orientation meeting is on \_\_\_\_\_  
I will meet you here at \_\_\_\_\_. We will take the metro and bus to go there. The orientation will take about one hour.

For more information and pictures, visit their website: [www.santropolroulant.org](http://www.santropolroulant.org)  
If you have questions for me (Kevin) e-mail me: [concordia.kevin@gmail.com](mailto:concordia.kevin@gmail.com)