

Frequently Asked Questions

What do I do when the request line is busy?

Please be patient as our phones are very busy. If your call is disconnected, please keep trying. The phone lines are the busiest in the morning. You may have to call back or leave one (1) voicemail message and someone will call you back as soon as possible.

The food bank only takes hamper request through the Hamper Request Phone Line. We cannot process hamper requests from social media or voicemails on administration lines. Please be patient, we'll get to you as soon as we can!

What happens if I miss my pick-up time?

It is extremely important that you arrive only at your assigned pick-up time!

- If you arrive earlier than the assigned time you will be asked to wait.
- If you arrive later than the assigned time, you will be asked to reschedule for another time.
- If you arrive without an appointment, you may be asked to exit the line, call the hamper request line and return at your designated time slot. We understand this is not ideal but we are focusing on trying to meet the demand in an unprecedented scenario

Hamper Distribution Hours

Tues: 9am—12pm
Tues: 1:20pm—4pm
Wed: 9am—12pm
Wed: 6:20pm—8pm
Fri: 9am—12pm
Fri: 1:20pm—4:00pm
Sat: 9am—12pm

Hamper Request Lines

Tues: 8:30am—12pm
Tues: 1:20pm—4pm
Wed: 8:30am—1pm
Wed: 6:20pm—8pm
Fri: 8:30am—12pm
Fri: 1:20pm—4pm
Sat: 8:30am—12pm

Parkland Food Bank Society

105 Madison Cr.
Box 5213
Spruce Grove, AB
T7X 3A3

780-962-4565

www.parklandfoodbank.org



New to Parkland Food Bank?

Please call 780-962-4565 so we can register you and book your appointment.

Be prepared

When you are registering, we will ask some personal questions like:

- Income;
- basic expenses, including rent, mortgage, utilities, childcare;
- ONE ID number for each household member (such as: drivers license, AB Health, Birth Certificate, etc.)
- Once you have called and been approved for a food hamper, we will book you a specific time to pick-up your hamper.

Booking your Appointment for you Monthly Hamper

- The Hamper Request online booking is the fastest and easiest way to book if you are a registered client. <https://parklandfoodbank.org/need-help/>. OR
- Call 780-962-4565 ext 1. Please be patient as our phones are very busy. You must book online or call first as **Monthly Hamper distribution is by appointment only.**
- Be on time: Please be in the parking lot before your appointment time.
- Look for your name: There will be a sign attached to the side of the building with your name on it. Be standing in front of your sign 1-2 minutes before your appointment time. A volunteer will come out and give you instructions and let you in at your appointment time.
- Monthly Hamper Delivery: If you need delivery of your monthly hamper, call 780-962-4565 ext.1 to book your appointment. Do not book online as we need to work with our partner agency to set up a delivery time. Delivery appointments are limited.
- If you arrive without an appointment for a Monthly Hamper: you will be asked to call the hamper request line/book online and return at your designated time slot. We understand this is not ideal but we are focusing on trying to meet the demand in an unprecedented scenario.

Food Hamper Program

Monthly Hamper

Monthly Hamper is available once every calendar month, by appointment only;

Monthly Hamper consists of:

- Box of pantry items;
- Milk, Meat, Eggs;
- Produce;
- Frozen goods;
- Bread and Pastries;
- Household supplies as available;
- Personal supplies as available.
- If there are babies on file, we can also include diapers, baby food, and formula as available.



Top-Up Hamper

Top-Up Hamper is available with voucher only. No appointments will be booked for a Top-Up Hamper. A voucher will be distributed to you at every Monthly Hamper Appointment, for one (1) use and will have specific dates the voucher will be valid between. You will be responsible to take care of your voucher, it will NOT be replaced if lost.

Voucher is good for one Top-Up Hamper of all shopping items in front reception area of food bank:

- Specialty breads;
- Items from cooler and freezer;
- Feminine hygiene products;
- Baby supplies for babies listed in the household.

There will be a maximum of two (2) clients every twenty minutes for a Top-Up Hamper. First come-First served. Monthly Hamper Appointments will take priority.

No Top-Up Hampers will be available for the month of December.

H2 Hamper

Available once a week to clients that are homeless or do not have access to refrigeration or cooking. No appointment necessary.

Other Food Resources

WE CAN Food Basket Society

Fresh Nutritious Affordable Food Basket

For more information about joining WeCan as a participant, call: 587-338-1101

Community Meals

Auggies Café

131 Church Rd, Spruce Grove
Drop-in for Bagged Lunch Take Out
Tuesdays 12-1 PM

Food For the Soul—Garments of Praise

49 Boulder Blvd, Stony Plain
Drive by Meal to Go Free Clothing Store
First and Third Saturday 10AM—1PM

Grace's Table

250 Century Rd, Spruce Grove
Meal to Go
Second Friday 5PM—6:30PM
www.sgac.net/eventregistration or 780-962-4700

Community Table

180 Century Rd, Spruce Grove
Hot Meal to Go
Last Friday
www.sgconline.breezechms.com/form/communitytable
or 780-962-5611

*For a full list of
Community Resources
Call 2-1-1
Text INFO to 211
Visit <https://ab.211.ca/>*

Community Resources

Parkland Pregnancy Support Centre

Crisis Pregnancy Support—for pregnant women, new mother, and families with toddlers.

780-962-5505

Bredin College/Worksource

- Employment Assistance
- Workshops for resumes and cover letters, interview skills, job search.
- Available computers, fax machines, photocopier for use.

780-960-4861

Searle Turton—MLA Parkland

Provincial matters: AISH, Income Support

780-962-6606

Dane Lloyd—MP Parkland

Federal matters: Child Tax Credit, Pension, Income Tax

780-823-2050

Kinette/Kinsmen Christmas Hampers

Gift Hamper: Available for families with children 17 years or younger.

Registration Start Date: October 15, 2022

Register Online or Phone at: 780-962-4565 ext. 1

Registration Cut-Off Date: TBD

Hamper Pick-Up Date: TBD

Food Bank Standards

We are honoured to serve you and we are doing our very best. We agree to:

- Keep your personal information confidential (unless we need to share your information to enhance your services such as registering you for a Kinsmen/Kinette Christmas Hamper, or arranging a volunteer to deliver your food hamper).
- Make sure we give food that is inspected and sorted to the highest standard available to us. We receive the food we give to you either through food purchasing, community food donations or food rescue (gleaning unsaleable food from grocery stores and distributors). That being said, we are a volunteer organization, and occasionally you may accidentally end up with a food item that isn't up to the standard we strive for. Please use your best judgement.
- Work very closely with many other community agencies in our community, we will do our best to give you referrals to other supports that may assist you.
- Make your experience as helpful and welcoming as possible. We realize that this is a very stressful time for you and want to do what we can to help make your comfortable.
- Make sure we follow standards set out by our local health authority, keeping our facility clean and handling all food in a safe manner.

Guideline for Distributing Food—Past the Best Before Date

<https://parklandfoodbank.org/wp-content/uploads/2021/02/Food-Shelf-Life-Posters-ENFR.pdf>

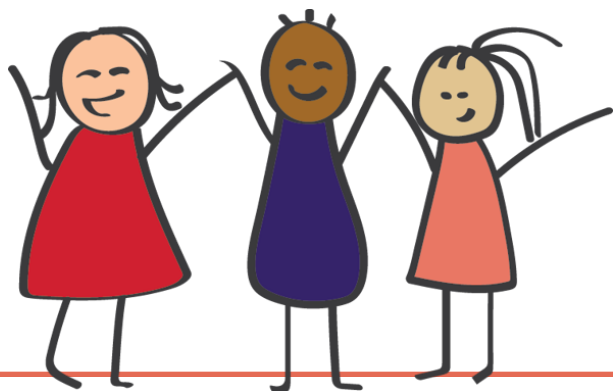
**Client must now bring
their own grocery bags!**

Whenever possible, please return cardboard boxes as well. That would help save us \$\$!

Client Understanding

By using our services, you are agreeing with the following statements:

- I understand that Parkland Food Bank is community supported and relies completely on donations.
- I understand that some food may be past its best before date. I can choose to accept that food or leave it behind. (Parkland Food Bank Society follows Past Best Before Date standards set by Food Banks Canada—a copy can be requested by clients. All food is sorted by volunteers to the highest standards we have available to us).
- I understand that food given to me is for my personal use and is not for resale.
- I understand that there is zero tolerance for verbal or physical abuse to food bank volunteers.
- I understand that if I am late for my appointment time, I may forfeit my hamper. If I miss three appointment times without notifying the food bank, I may lose all access to the food bank.
- I understand that there is absolutely NO SMOKING on food bank property!
- I understand that any falsehood or misrepresentation on my part could lose me all access to food bank services.
- Yearly Profile Review: Everyone must re-register with us at least once every calendar year. If your situation is more temporary, we may check in with you a couple of times a year to make sure you are getting proper assistance.



Community Resources

Alberta Support Services

Financial support while:

- Looking for work, or
- Working but not earning enough, or
- Unable to work for a short time, or
- Need help to access training to find a job, or unable to work due to chronic health problems or other concerns

<https://www.alberta.ca/income-support-how-to-apply.aspx>

Family and Community Support Services

- Counselling services
- AISH Application Assistance
- Housing Guide
- Income Tax Clinic
- Home Support Services
- Community Kitchen

Spruce Grove
780-962-7618

Stony Plain
780-963-8583

Adult Community Connector

- Dementia service navigation
- Finding a Doctor
- Basic Housing Resources
- Community Connecting
- Basic Elder Abuse Resources
- Advance Care Planning
- Financial Benefits Forms Assistance

Neighbourlink Parkland

- Volunteer Transportation
 - Assistance with utilities
- 780-960-9669
neighbourlink.parkland@telus.net

Money Mentors

- Credit Counselling
 - Debt Management Programs
 - Money Coaching
- 1-888-294-0076

Victim Services Society

- Crisis Intervention:
 - Emergency transportation to a shelter
 - Police liaison
 - Court Support
- 780-968-7272

