

Frequently Asked Questions

What do I do when the request line is busy?

Please be patient—our phones are very busy, especially in the mornings.

- If your call is disconnected, keep trying.
- Leave one clear voicemail with your name, phone number, and purpose of the call. A staff member will return your call as soon as possible.
- Requests are accepted only through the Hamper Request Phone Line or the online booking system.
- We cannot process hamper requests from social media or administration voicemails.

What happens if I miss my pick-up time?

It is extremely important to arrive only at your assigned pick-up time.

- If you arrive early, you will be asked to wait.
- If you arrive late, you will need to reschedule.
- If you arrive without an appointment, we cannot guarantee a hamper. You will be asked to leave the line and call the Hamper Request Phone Line to rebook if a slot is available.

We understand this may be frustrating, but it allows us to serve as many families as possible during high demand.

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

www.parklandfoodbank.org



New to Parkland Food Bank?

Registering for Food Hampers

Call 780-962-4565 ext. 1, to register and book your first appointment.

You will need:

- Income and basic expenses (rent, utilities, childcare, etc.)
- One ID number for each household member (Driver's License, AB Health Card, Birth Certificate)
- Proof of address from the primary household member (bring to your appointment)

Booking Your Monthly Hamper Appointment

By appointment only – no walk-ins

- Fastest; book online at parklandfoodbank.org/need-help (registered clients only), OR
- Or call 780-962-4565 ext. 1. Leave a clear message; staff will return your call.

Picking Up Your Hamper

- Arrive only at your scheduled time. Check door sign for current appointments being served.
- Late 20+ minutes? You must rebook. No exceptions.
- Bring your own bags. Food may not be pre-bagged/boxed.
- Leave items you cannot use in the cart and return to staff.

Monthly Hamper Delivery

Delivery is only for clients with no way to get to the food bank.

To request delivery, call 780-962-4565 ext. 1. (Do not book online.)

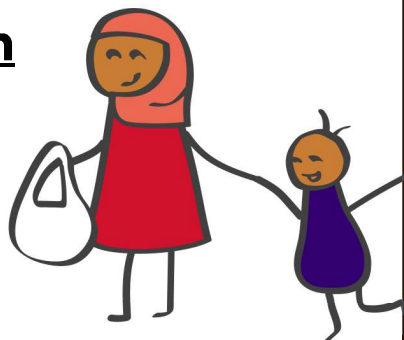
Food Hamper Program

Monthly Hamper

Available once per calendar month, by appointment only.

Includes:

- Box of pantry items
- Milk, meat, eggs
- Fresh produce
- Frozen goods
- Bread and pastries
- Household & personal supplies (as available)
- Diapers, baby food, and formula (if babies are registered on file)



Top-Up Hamper

- Available with voucher only – no appointment needed.

Voucher is provided at your Monthly Hamper appointment and lists valid dates/times. Lost vouchers cannot be replaced.

Includes:

- Specialty breads
- Cooler & freezer items (fruit and vegetables)
- Feminine hygiene products
- Baby supplies (if registered on file)

Note: Monthly Hamper appointments take priority. Top-Up is first come, first served.

No Top-Up Hampers in December.

H2 Hamper

For clients who are unhoused or have no access to refrigeration or cooking.

- Available once a week
- No appointment required

Food Resources

Community Meals

Auggies Café—Drop-in for Bagged Lunch Take Out
Tuesdays 12-1 PM

131 Church Rd, Spruce Grove—780 962 5131

Food For the Soul—Drive by Meal to Go
49 Boulder Blvd, Stony Plain—780 963 3110
First and Third Saturday 10AM—1PM

Garments of Praise—Free Clothing Store
First and Third Saturdays 10AM—1PM
49 Boulder Blvd, Stony Plain— 780 963 3110

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

Community Table — Hot Meal to Go
Last Fridays in the month
180 Century Rd, Spruce Grove
www.sgcconline.breezechms.com/form/communitytable
or 780-962-5611

Wecan—Fresh affordable Food Basket
(Columbus Academy) 4904-52 Ave., Stony Plain, AB
www.wecanfood.com

For a full list of Community Resources

Call 2-1-1 Text INFO to 211

Visit <https://ab.211.ca/>

Community Resources

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

Residents of Spruce Grove, Stony Plain or Parkland County – up to and including RR34

Food Assistance: Your Monthly Hamper in December will automatically be increased to include your holiday food. Just book in your December appointment as usual!

Children's Gift Hamper: (You must be primary parent or legal guardian of children 17 years or younger): Registration to be announced for 2026.

If you need to cancel or get further information on your Gift Hamper, please call 780-962-4565 ext. 1.

Wabamum Christmas Hamper:

Residents of Wabamum and Parkland County – RR35 to HWY 759
Registration: To be announced for 2026.

wabamunchristmashamper@gmail.com 780-237-6135

Yellowhead Santa's Anonymous Christmas Hamper

Parkland County – Highway 759 to Highway 32
Registration To be announced for 2026. 780-325-3782

Paul First Nation

Contact Band Office

Food Bank Standards

We agree to:

Keep your personal information confidential, unless it must be shared to enhance your services (e.g., registering you for a Kinsmen/Kinette Christmas Hamper, or arranging delivery).

Provide food that is inspected and sorted to the highest standard available to us. As a volunteer organization, mistakes can happen—please use your best judgment.

Work closely with other community agencies and provide referrals to additional supports when possible.

Make your experience as helpful and welcoming as possible. We know this can be a stressful time and want your visit to be comfortable.

Follow health authority standards, keeping our facility clean and handling all food safely.

Past the Best Before Date Distributing Food Guideline



**Client must now bring their own grocery bags!
Whenever possible, please return food items that
you wont use and cardboard boxes. That would
help save us \$\$!**

Agreement of Service

By using Parkland Food Bank services, you are agreeing to the following:

- I understand that Parkland Food Bank is community-supported and relies on donations.
- I understand that some food may be past its best-before date. I may choose to accept or decline these items. (All food is sorted to the highest standards available.)
- I understand that food provided is for my personal use only and is not for resale.
- I understand that there is zero tolerance for verbal or physical abuse toward volunteers, staff, or other clients.
- I understand that if I am late for my appointment, I forfeit my hamper and may need to rebook.
- I understand there is no smoking on food bank property.
- I understand that falsehoods or misrepresentation may result in loss of access to services.

Yearly Profile Review

All clients must re-register once every calendar year. Reviews also occur if services have not been used for 6 months, or when household membership changes.

Privacy Policy

Parkland Food Bank and Food Banks Canada are committed to protecting your privacy. We collect and use your personal information to:

- Manage programs
- Assess eligibility for support
- Understand needs and improve services

Your information is collected through Link2Feed Client Intake Software and handled under strict confidentiality standards.

You have the right to access your personal information and request corrections to errors or omissions.

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



Family and Community Support Services

- | | |
|----------------------------|-----------------------------------|
| • Counselling services | • Adult Community Connector |
| • AISH Application Assist. | • Finding a Doctor |
| • Housing Guide | • Basic Housing Resources |
| • Income Tax Clinic | • Basic Elder Abuse Resources |
| • Home Support Services | • Advance Care Planning |
| • Community Kitchen | • Financial Benefit Forms Assist. |

Spruce Grove

780-962-7618

Stony Plain

780-963-8583

Neighbourlink Parkland

- Volunteer Transportation
- Assistance with utilities

780-960-9669

office@neighbourlink.parkland.ca

Money Mentors

- Credit Counselling
- Debt Management Programs
- Money Coaching

1-888-294-0076

Parkland Pregnancy Support Centre

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

780-962-5505

