

Free Food in Alberta Directories

Frequently asked questions

What are the Free Food in Alberta Directories?

Free Food in Alberta Directories lists information about where to find free food including food banks, food hampers, and free meals. The information is found under directories section of InformAlberta.ca.

How were the Free Food in Alberta Directories developed?

Free Food in Alberta Directories were developed by registered dietitians in Alberta Health Services Nutrition Services (NS) in partnership with InformAlberta.ca, 211 Alberta, and Health Link. NS dietitians conducted stakeholder consultations and contacted eligible agencies to determine their interest in being included in the directories. The project purpose was to establish a sustainable approach to connect individuals, families, community agencies and health professionals to information about free food programs in Alberta.

I don't see the food bank, food hamper, or free meal program in my community. Why is the program not included?

There are multiple reasons an agency may not be listed in the Free Food in Alberta Directories. These include:

- **Agency declined to be included**

The most common reason given for declining inclusion was current demand already exceeding available resources. Other reasons were agencies being uncertain of program continuation and not wanting to further advertise their programs.

- **Unable to contact**

Agencies were contacted a minimum of three times and voicemails were left when possible. These agencies are still eligible to be included should they express interest in the future.

- **Did not return application**

Contact was made with the agency and they agreed to be included, however at this time have not returned their application for inclusion. Two reminder emails were sent. These agencies are still eligible for inclusion when their applications are received.

- **Does not meet inclusion criteria**

To meet the inclusion criteria, organization and services have to be publicly funded and/or not-for-profit, must not require a membership, be open to the general public and directly provide free food services (not referral services). An example of a program that does not meet the inclusion criteria would be a school breakfast program.

How can food programs or agencies be added on to the Free Food in Alberta Directories?

The food program or agency can contact the 211 Community Resource Department for free:

- by phone (780-392-8722), or
- database@ab.211.ca

What is InformAlberta.ca, 211 Alberta, and Health Link?

InformAlberta.ca is a collaborative database used by 211 Alberta and Health Link.

InformAlberta.ca

- Provincial on-line database and directory of community, health, social and government organizations that offer services either at no direct cost or on a sliding scale.
- Maintained by many partners (Alberta Health Services, City of Calgary, St. Albert Community Information and Volunteer Centre, Canadian Mental Health Association – Edmonton Region, and United Way Central Alberta).
- Current coverage area: Alberta-wide
- Available features: database search, public directories, and private/personal directories.

Maintains community and government service listings

Maintains health services listings

211 Alberta

- Free 24-hour information and referral service that connects people to community, government, and health services.
- Current coverage area: Service coverage varies throughout Alberta. Visit [communities served](#) to learn more.
- Available features: website search, online chat (12–8 pm daily), and telephone service dial 211 (24 hours daily, 7 days weekly).

Health Link

- Health advice and information service available to all Albertans, 24 hours daily, 7 days weekly, through telephone.
- Current coverage area: Alberta-wide
- Available features: telephone service dial 811. Support available in more than 240 languages.

I found another food directory on InformAlberta.ca. What's the difference between this one and the Free Food in Alberta Directories?

Other food directories on InformAlberta.ca are created and maintained by their community partners (e.g., City of Calgary or United Way Central Alberta). They may have a different scope and purpose than the Free Food in Alberta Directories. Alberta Health Services' NS population and public health dietitians created the Free Food in Alberta Directories and will maintain the directories in partnership with Health Link and 211 Alberta.

What is the best way to share the Free Food in Alberta Directories?

We recommend that you share the directories online using weblink to ensure access to accurate and up-to-date information. The directories are updated in real time and there will be no notifications of updates, changes, and removals of listings. An email button located at the top right of the InformAlberta.ca (see below) helps users to share easily.



A print-friendly version of the directory includes partial listing information. Please click and print individual listings for complete service description, hours of service, and contact information.

