



## FAQ for HC Food Finder Users

### 1. How do I find food near me?

*Answer:* Simply enter your ZIP code, city, or current location into the search bar at the top of the map. The map will instantly show pins for the closest food pantries, mobile markets, and hot meal sites. If you do not know your current location use the icon to geo-locate your current location. You can also limit the search to a set radius to pull sites closest to you.

### 2. Do I need an ID, proof of income, or legal documentation to get food?

*Answer:* Sometimes. Many locations on the map do not require ID or additional documentation, but some do. Please check in with the specific distribution sites “requirements” prior to arrival to ensure you have what you need. Additionally, some sites may not require documents, but may collect minimal information on you or your family such as household size just to ensure they give you enough groceries.

### 3. What if I can’t get a ride to the site?

*Answer:* The Henderson County Food Finder includes information about the Apply Country Transit bus lines. Check the box that says “Bus routes & stops” and it will overlay the three bus routes, and names of stops. You can determine the best stop for the site you would like to visit using this feature. Additionally, some sites listed offer delivery service. You can sort by delivery availability using the proper “Food Filters”. **Carrying assistance is also available under these filters.**

### 4. Are there options for specific dietary restrictions?

*Answer:* Yes. You can sort by types of food service and dietary restrictions, depending on what you need. Use the filters to selected you are looking for and the map will respond by showing you all the Henderson County sites that can possibly meet those needs. The map does not currently provide information on allergens.

### 5. Can I go to a food pantry outside of my neighborhood or city?

*Answer:* Generally, yes, but please check first. For mobile pantries and pop-up markets, anyone can attend. A few brick-and-mortar pantries are tied to specific ZIP codes, school districts or neighborhood boundaries; if a site has restrictions, it will be clearly listed under the “restrictions” section of its map profile. The map is only made to include sites in Henderson County (though a few lie immediately outside the county line). You will not be able to use this site to find food sites in other counties.

### 6. How do I know if the hours listed are accurate?

*Answer:* We work directly with sites to update their hours regularly. However, hours can change due to holidays or extreme weather. We highly recommend calling the phone number listed on the site’s map pin before making the trip. Some closure data can also be found of a site’s website or social media page.

7. Is the map available in other languages?

*Answer:* Yes. This is possible through your browsers translation function. In the top right corner of your browser you should find a dropdown menu, scroll down to “Translate Page” and all data can be translated in to the language of your choice. **Map filters can also be used to show which sites speak Spanish. Use the language filter to determine what site might meet this need best for you.**

8. Can I drop off food donations at the locations on the map?

*Answer:* Most of the food pantries listed accept direct product donations, but their needs change weekly. Please use the contact information on their map pin to check what items they are currently accepting before dropping them off.

9. How can I volunteer?

*Answer:* Because the map is made up of dozens of independent organizations, volunteering is handled directly by each site. If you find a pantry nearby where you'd like to help, use the phone number or website listed on their map pin to get in touch with their volunteer coordinator.