

# Community Education Services

- Education presentations and workshops for families and community professionals on a wide range of child health topics.
- Video-conferencing capability and in-person sessions allow families to receive education as close to home as possible.
- Space for internal and external partners to showcase their services.
- Online community education calendar of free programming offered at ACH or at family friendly community sites.

## FCRC Hours

- The Centre is open 24 hours a day, 7 days a week.
- Staff are available Monday through Friday from 8 am to 6 pm, excluding statutory holidays.
- Therapeutic Clown schedule is posted in the FCRC.



Family & Community Resource Centre  
Alberta Children's Hospital  
28 Oki Drive NW Calgary T3B6A8  
403-955-FCRC or Toll Free 1-877-943-FCRC

Child Health Computer Program  
403-955-2252

Child Health Information Services/FCRC Library  
403-955-7745

FCRC Family Support Specialists  
at 403-955-FCRC (3272)

Community Education Services  
403-955-4747

Emily's BackYard  
403-955-2500

Family to Family Connections  
403-955-2456

FCRC Manager  
403-955-2297 or 403-955-7082

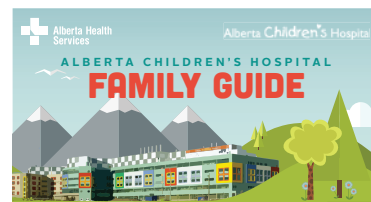
Indigenous Liaison Services  
403-955-7034

Patient and Family Engagement/PFCC  
403-955-2396

Therapeutic Clown Services  
403-955-7629

Youth Participation and Gifts in Kind  
403-955-2632

[fcrc@ahs.ca](mailto:fcrc@ahs.ca)



Everything you need to know about the Alberta Children's Hospital!

Please ask in the Family & Community Resource Centre on the second floor for your copy!

# FCRC

Family & Community Resource Centre

Committed to providing information, resources and support to families



\*Located on the second floor at the top of the stairs

Alberta Health Services

Alberta Children's Hospital

# Family & Community Resource Centre (FCRC)

Located at the Alberta Children's Hospital on the second floor, the **Family & Community Resource Centre is committed to helping you find information, resources, and support.**

Our vision is universal access to comprehensive and reliable health resources, information, and education for families, service providers, and community members. The mission of the Family & Community Resource Centre is to **increase access to health related and community resource information** by:

**Creating a comfortable, friendly location at the Alberta Children's Hospital where families, service providers, and community members can receive information, education, and support on child health and well-being.**

**And, building connections (in person or through technology) with other related information services across zones for Alberta Health Services.**



# FCRC Services Offered

## Library Services

- Consumer health resources for families, staff, and community to borrow.
- Child Health Information Specialists to help families to find information about **an illness or procedure** for parents, teens, and children.
- Children's books for **leisure reading** to use while in the hospital.
- Alberta Children's Hospital (ACH) information and **directions**.

## Phones and Computers

- **Computer and free Internet access** for families.
- **Charging station.**
- **Private telephone booths** for local or long distance calls.
- **Free WiFi** via Healthspot network (no password necessary).

## Other Offerings

- Therapeutic play for children and families through our **Therapeutic Clown Services**.
- **Complimentary coffee** Monday through Friday from 8:30 — 10:30 am.



# Family Support and Advocacy

- **Family Support Specialists** offer personalized support, help with connections within the hospital or community, and assist with accommodations, orientation, and directions.
- **Indigenous Liaison Staff** support Indigenous families while in the hospital or when going home.
- **One-to-one support** provided to families wishing to connect with a peer mentor about a child health concern.
- **Facilitation and promotion of care** which acknowledges and respects different cultural beliefs, values, and perceptions of health and illness.
- Strong commitment to **Patient and Family Centred Care** including promoting patients and families as equal partners in healthcare delivery.

