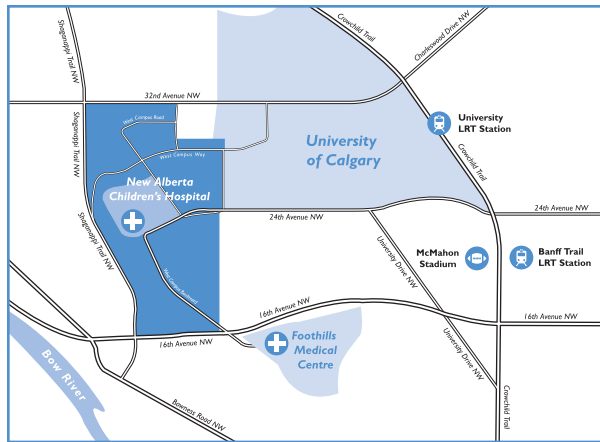


The Family & Community Resource Centre is committed to:

- personalizing support and information to meet the resource needs of all families, service providers and community members
- providing credible, general through to specialized, health related information so families can make informed decisions and advocate regarding their child's care
- providing age and developmentally appropriate support to young people
- providing information in a variety of formats, and ranging from basic to complex
- promoting parents as resources for other parents and service providers
- sharing information resources across services and systems
- building on existing information and resource services
- encouraging partnerships between families and professionals
- meeting the needs of diverse populations
- respecting the privacy of users

Toll Free 1-877-943-FCRC (3272)



Family & Community Resource Centre
c/o Alberta Children's Hospital
2888 Shaganappi Trail NW, Calgary, AB T3B 6A8
403-955-FCRC *or* Toll Free 1-877-943-FCRC

For **Clinical Support Services** contact the FCRC Family Support Specialists at 403-955-FCRC (3272)

For the **Child Health Computer Program** contact 403-955-2252

For **Child Health Information Services** contact 403-955-7745

For the **Community Education Service** contact 403-955-7420

For **Aboriginal Liaison Services** contact 403-955-7034

For **Cultural Diversity Services** contact 403-955-7742

For **Therapeutic Clown Services** contact 403-955-7629 or 403-955-2673

For **Youth Participation & Gifts in Kind** contact 403-955-2632

For **Family to Family Connections** contact 403-955-2456

For **Emily's BackYard** contact 403-955-7998

For the **FCRC Manager** contact 403-955-2297 or 403-955-7082

fcrc.albertahealthservices.ca



Family & Community Resource Centre

Alberta **Children's** Hospital

Family & Community Resource Centre

Located at the Alberta Children's Hospital and on the web, the Child Health Family & Community Resource Centre is one of the essential components of Alberta Health Services. We are committed to helping you find information, resources and support.

Our vision is universal access to comprehensive and reliable child 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 the use of technology, with other related information services across sectors and zones for Alberta Health Services.

Family & Community Resource Centre Services

Child Health & Community Resource Information

- Child Health Information Databases
- Family library composed of child health consumer information
- Health information and community brochures from all regions in southern Alberta
- Linkages to the medical library
- Linkages with ACH Pharmacy for drug information
- Information prescriptions on a wide variety of child health topics
- Virtual access to the FCRC through our website at fcrf.albertahealthservices.ca

Clinical Supports

- Support to families so they can participate knowledgeably in health and treatment related decision making, provision of care and health promotion
- ACH information and orientation
- Assistance in organizing family accommodations, transportation and meal arrangements as needed
- Computer and internet access for children and their families
- Access to business services for families: phone, photocopying & fax
- Access to Child Health Computer Services which help hospitalized children, and their families connect with home, school and friends

- Aboriginal families are supported by Aboriginal Liaison staff while in the hospital, or when going home after a hospital stay
- Facilitation and promotion of care which acknowledges and respects different cultural beliefs, values and perceptions of health and illness through Cultural Diversity Services
- Facilitation of therapeutic play for children and families through our Child Life and Therapeutic Clown Services

Community Education Service

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

Family Support and Advocacy

- Strong commitment to Family Centred Care including promoting parents / family as equal partners in health care delivery
- One to one support provided to families wishing to connect with a volunteer family about a shared child health concern
- Patient & Family Centred Care Committee and the Child and Youth Advisory Council (CAYAC).

