

Family Library

- Our resources are available to families, staff, and community members to borrow for FREE.
- The family library contains books and DVDs on a range of child health topics. We also have children's books and e-readers for leisure reading while in the hospital.
- The Family Librarian can help you find information about your child's health condition, illness, or medical procedure.
- Provides Alberta Children's Hospital (ACH) information and directions.



Phones, Computers, and Technology

Services for families and patients include:

- computer and other technology access
- charging station for phones and popular devices
- private telephone booths for local or long-distance calls
- free public wireless network – Healthspot – no password required

Other Offerings

- Activities for ACH patients and families are posted in the FCRC. Ask for details.

Child & Youth Interactive Media Program (CHIMP)

403-955-2252 | chimp@ahs.ca

Child Life and Therapeutic Arts

403-955-2593 | child.life@ahs.ca

Emily's Backyard (complimentary child minding)

403-955-2500 | eby@ahs.ca

Family Library

403-955-7745 | childhealthinfo@ahs.ca

Family to Family Connections

403-955-7187 | f2fconnections@ahs.ca

Family Support Specialists

403-955-3272 | fcrc@ahs.ca

FCRC Manager

403-955-5978 | 403-955-7082

Indigenous Hospital Liaison Services

403-955-7034

Patient and Family Centred Care

403-955-2396 | achpfcc@ahs.ca

Spiritual Care Services

403-955-7868 | 403-955-2906

Therapeutic Clown Services

403-955-7629 | sparkle@ahs.ca

Youth Participation (CAYAC)

403-955-2456 | cayac@ahs.ca

Youth to Adult Healthcare Transition

403-955-7252 | wellonyourway@ahs.ca

28 Oki Drive NW Calgary, AB, T3B 6A8

fcrc@ahs.ca | 403-955-3272

Toll-free 1-877-943-3272



Family & Community Resource Centre

Committed to providing information, resources and support to families



Visit us on the 2nd floor of the Alberta Children's Hospital at the top of the stairs.

FCRC Hours

The library space is open 24/7
Staff is available Monday through Friday from 8 am to 4 pm, excluding statutory holidays.

Our Purpose

The FCRC is a welcoming place at ACH.
A place where you can relax.

Staff in the FCRC help families connect with resources, supports, and services available at the Alberta Children's Hospital (ACH), within Alberta Health Services (AHS), and in the community, that is related to their child's health.

We Can Help You with Services

We provide information about:

- our child's health condition
- available services at ACH for families and siblings
- managing basic needs during hospital and clinic visits
- connections or referrals to helpful agencies and programs



The **Family Guide** has everything you need to know about the Alberta Children's Hospital.

Please ask for a copy in the Family & Community Resource Centre



Get Involved

Gifts in Kind donations of toys, books, crafts, and other items are needed for children newborn to 17 years old.

Patient and Family Advisors partner with healthcare providers to help improve the quality of our hospital's care for everyone.

Support & Advocacy for Families

The Family & Community Resource Centre is committed to helping you find information, resources, and support.

Family Support Specialists offer personalized support, help with connections within the hospital or community, and assist with accommodations, orientation, and directions.

Indigenous Hospital Liaison supports 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.

Interpretation support – ask your healthcare team.

Emily's Backyard (EBY) is a playroom for patients and siblings of patients. It is designed for a short term stay, and parents must be on-site while their child is visiting Emily's Backyard.

Strong commitment to **Patient and Family Centred Care** including promoting patients and families as equal partners in healthcare delivery.



Support for Children & Youth

Child and Youth Advisory Council (CAYAC) a group of youth aged 12 to 18+ who provide a voice to the development and delivery of health programs.

Child & Youth Interactive Media Program (CHIMP) uses computers, video games, and other digital technologies in therapeutic ways to support the care of patients and their families.

Therapeutic Clown Sparkle uses child-directed play and humor to minimize stress, deflect fear, and provide comfort and support.

Youth to Adult Healthcare Transition helps youth aged 12 and up, prepare to move from pediatric to adult healthcare.



Community Education Service



CES provides parents/caregivers access to free evidence-based education sessions on child and youth emotional wellness and health topics.

Sessions are delivered in many formats including in-person, telehealth (broadcast from ACH Kinsmen Theatre), audio line, pre-recorded and webinar.

Please visit <http://community.hmhc.ca> or call 403-955-4730 for more information.