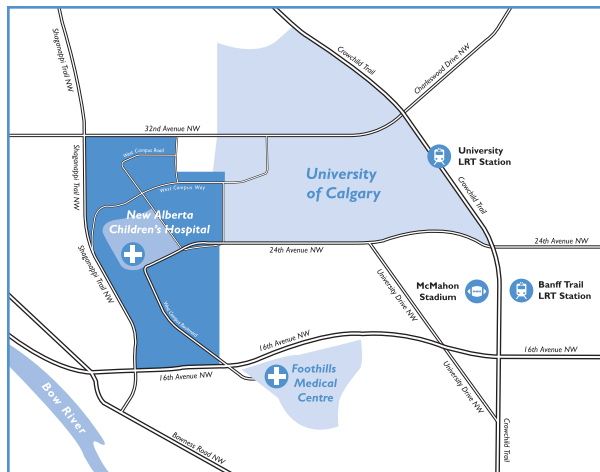


The Family & Community Resource Centre is committed to:

- 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



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 955-FCRC (3272)

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

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

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

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

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

For **Therapeutic Clown Services** contact 955-7629

For **FCRC Child Life Services** contact 955-2788

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

For the **FCRC Manager** contact 955-7762 or 955-7082

www.fcrc.sacyhn.ca



Family & Community Resource Centre



calgary health region

leaders in health - a partner in care

Southern Alberta Family & Community Resource Centre

Located at the Alberta Children's Hospital, the Southern Alberta Family & Community Resource Centre is one of the essential components of the Southern Alberta Child & Youth Health Network. The *Network* is committed to facilitating access to information as a way of building family and community care capacity across child-serving sectors.

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 regions.

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

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 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
- Dedicated space for the Family Liaison Council and the *Network's* Child and Youth Advisory Council

