vision
Providing excellence in family-centred health care to women, infants, children and youth

mission
As a community partner, we advocate for and are committed to providing accessible, comprehensive, integrated and coordinated health services. Our services are enhanced through quality improvement, ongoing evaluation, research and public accountability.
The Alberta Children’s Hospital (ACH) is committed to family-centred care and to supporting your rights as your child’s caregiver and the rights of your child. While you are with us, you and your child will have the right to:

- ask for and receive help
- know what papers you are signing
- be informed about the treatment being given to your child in terms/language that you can understand
- be treated with respect and courtesy
- privacy
- confidentiality
- know when you/your child are participating in research and that you have the right to refuse
- read your child’s medical record
- ask questions
- ask for clarification about any treatment your child is receiving and to discuss this treatment with other providers; and
- be treated in a culturally sensitive manner.

In return, you and your child have the responsibility to:

- bring your concerns about the ACH to the appropriate staff
- identify your needs to a staff member
- keep appointments or give prompt notice if you are unable to do so
- carry out those parts of your child’s treatments that are to be done at home; and
- know your children’s whereabouts and watch their behaviour.

We are all members of the same team – parents, children, doctors, staff and volunteers. In order to make this team work, all members need to know what is expected of them. If you are uncertain about anything, please ask your child’s nurse or doctor.
**Cell Phones**
You are allowed to use your cell phone in areas where direct patient care is not provided. As a courtesy, please put your cell phone on vibrate so others do not hear it ring. When entering a clinical area of the hospital, please turn your cell phone off.

**Smoking**
Is not permitted on hospital grounds. Alberta Health Services-Calgary region offers all patients, visitors and staff a smoke free environment as part of our commitment to health and wellness. Those who wish to smoke can do so off hospital property.

**Visiting**
We encourage family and friends to visit patients and participate in their care because you are an important part of recovery. Visiting hours will vary depending on the unit the patient is located in and his or her condition. Please check with the nurse in charge for visiting times.

**Clean Hands... It’s what we all do.**
It is important to prevent infection. Health care workers, family, friends, and patients play an important role in stopping the spread of germs. The best way to control the spread of germs and infection is with clean hands. Use the Microsan hand sanitizer located throughout the hospital’s facilities or wash with soap and water - especially before and after visiting or working with a patient.

**Internet Access**
For Patients, Families & Visitors. Located in the Family and Community Resource Centre on Level 2. Open 24 hours seven days a week. Internet access is also available in patients' rooms.

**Interpretation and Translation Services**
Certified Health Care Interpreters are available for a variety of languages – ask your nurse or care provider for further information. Call 403-944-0202 or email interpreters@calgaryhealthregion.ca

For more hospital information, visit our website www.calgaryhealthregion.ca/hospitals/calgary
# Important Telephone Numbers

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<td>Emergency Department</td>
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<td>Aboriginal Liaison Program</td>
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<td>Child Health Computer Services</td>
<td>403-955-2252</td>
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<td>Child Health Education Services</td>
<td>403-955-7420</td>
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<td>Child Health Information Services</td>
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<td>Child Life Services</td>
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<td>Clinical Support Services</td>
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<tr>
<td>Diversity Program</td>
<td>403-955-7742</td>
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<tr>
<td>Dr. Gordon Townsend School</td>
<td>403-955-7004</td>
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<tr>
<td>Emily’s Backyard Play Area</td>
<td>403-955-2500</td>
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<td>Emily’s Window Gift Shop</td>
<td>403-955-7099</td>
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<td>Family and Community Resource Centre</td>
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<td>Family Liaison Council</td>
<td>403-955-7097</td>
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<td>Grief Support</td>
<td>403-955-7671</td>
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<td>Health Link (24 hour health information and nurse advice phone line)</td>
<td>403-955-LINK (5465)</td>
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<td>Parking Department</td>
<td>403-955-7947</td>
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<td>Pharmacy (outpatient)</td>
<td>403-955-7303</td>
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<td>Protection Services (security)</td>
<td>403-955-7600</td>
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<td>Public Relations (communications)</td>
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This booklet will help you and your family access services at the Alberta Children’s Hospital (ACH). We have included information to help you find your way around the hospital as well as tips to make your child’s stay here as comfortable as possible. This guide is also useful if your child will be making regular visits to our outpatient services. If there is anything you need help with while you are here, please ask. We are here for you!

About Alberta Children’s Hospital (ACH)

ACH provides a wide range of services in outpatient and inpatient care for children in southern Alberta, south eastern British Columbia and south western Saskatchewan. We use a team approach to health care, bringing together groups of professionals to care for your child - both at the ACH site and on Unit 31 at the Peter Lougheed Centre. You are an important part of the team! We welcome and encourage your involvement in your child’s care.

A Teaching Hospital

Alberta Children’s Hospital is considered a centre of excellence in pediatric health care. We assist in the training of student doctors, nurses and other health care professionals from teaching programs around the world. While these students are working in the hospital, they are under the supervision of hospital staff and your child’s physician.

One or more of our students may approach you and your child. You can help us by allowing them to care for your child. However, you have the right to refuse treatment from a student.
Q: Is there a change machine/bank machine in the hospital?
A: There is a 24 hour Royal Bank cash machine in the main gathering area across from the entrance to the Mountainview Café.

Q: Where do I pay for parking/where is the parking office?
A: The parkade features a “pay on foot” system where visitors take a ticket on arrival, keep it with them during their time at the hospital and pay at the parking office on their way out. The parking office is located in the covered link between the parkade and the hospital. All outdoor parking lots have pay and display machines.

Q: Where are the washrooms?
A: The main washrooms are located on every floor next to the main bank of elevators. Other washrooms are located throughout the building. Ask any staff member for directions.

Q: Where is there a water fountain?
A: There are none in the hospital. They can be a health hazard and contribute to the spread of diseases and infections.

Q: Where is there a pay phone/courtesy phone I can use?
A: Pay phones are located outside the hospital’s main entrance while there is a courtesy phone across from the Mountainview Cafeteria.

Q: How do I get to Market Mall?
A: Market Mall is across Shaganappi Trail, northwest of the hospital. Follow West Campus Drive north to West Campus Way, turn right (East) and then make your first left (North) on 36th St. NW. Turn left (West) at 32nd Ave. NW. Cross Shaganappi Trail and take your first right into the Market Mall parking lot.

Q: How do I get to the Trans Canada Highway?
A: Follow West Campus Way south to the 16th Ave. (Trans Canada Highway) interchange.

Q: How do I get over to Foothills Hospital?
A: Follow West Campus Way south to the 16th Ave. (Trans Canada Highway Interchange). Go East on 16th Ave. and turn right at 29th St. NW. The Foothills Hospital will be on your right.

Q: Is there a gift shop in the hospital?
A: Yes. Emily’s Window Gift Shop is located on the main level across from
the Good Earth Café. Emily’s Window accepts Visa, MasterCard and Interac.

**Q: Where can I feed my baby?**
**A:** There are designated breastfeeding rooms located throughout the hospital. To find out the locations of these rooms, contact the Family and Community Resource Centre at 403-955-3272.

**Q: Where can I make a donation?**
**A:** By giving to the Alberta Children’s Hospital Foundation, you are helping over 76 thousand kids who rely on care from the Alberta Children’s Hospital each year. You can donate through the ACHF website, by phone or mail. To make a secure online donation to the Alberta Children’s Hospital Foundation visit our website at [www.childrenshospital.ab.ca](http://www.childrenshospital.ab.ca). Call 403-955-8818 or 1-877-715-KIDS (5437) to make a donation over the phone. By mail you can send your donation to:

The Alberta Children’s Hospital Foundation  
2888 Shaganappi Trail NW  
Calgary, Alberta  
T3B 6A8

Please make cheques payable to the Alberta Children’s Hospital Foundation. Charitable receipts will be provided for donations of $20 or more.

**Q: I inadvertently parked in the Emergency lot for an outpatient appointment, will I be ticketed?**
**A:** No. As long as you have paid for a ticket and it hasn’t expired, you can park in the Emergency lot.

**Q: The parking meter is not working, will I be ticketed?**
**A:** No.

**Q: Who can I complain to about parking?**
**A:** Complaints can be made at the hospital’s parking kiosk, located in the link between the parkade and the hospital. Tel: 403-955-7497.

**Q: I’m here for a few days with my child, where can I park my RV?**
**A:** There is no designated RV parking; however the staff at the parking kiosk will be able to direct you to where you can park your RV. Tel: 403-955-7497.

**Q: How do I get to the park at the back of the hospital?**
**A:** There is no public parking at the rear of the hospital. Public parking is available in Lot 3 (32 stalls) near the outpatient clinic doors in the southwest corner of the grounds, Lot 8 (66 stalls) in front of the Emergency Department and in the Parkade (459 stalls).
Outpatient Services

The Alberta Children’s Hospital promotes a philosophy of family centred care and recognizes that often children heal better at home. The hospital has a clinical outpatient area bigger than a football field on each of five floors to serve the more than 60 per cent of patients who are treated as outpatients. These patients have an appointment with specialist and health care teams and then return home at the end of their visits.

The health care teams for each patient are able to confer easily and quickly regarding a patient’s care. This unique system has been in place at the Alberta Children’s Hospital since the 1970s and continues to be modeled worldwide at other centres as a leading edge method of providing outpatient care.

Inpatient Services

Inpatient services provide care to children who need to stay in the hospital overnight or longer. There is an inpatient unit located on every level of the hospital. Each inpatient unit includes a playroom for patients and their siblings to play, read or participate in crafts and games organized by hospital volunteers and Child Life specialists. The playroom is open at scheduled times.

Accommodation for a family member to stay overnight is available in each general unit inpatient room. Each room features a private washroom and a window with a view of the river valley, mountains or nearby Nosehill Park.

The Emergency Department

The Emergency Department at Alberta Children’s Hospital is open 24 hours a day to meet the urgent health care needs of children. Children with the most serious cases are treated first. Emergency staff make every effort to see your child in a timely manner.

Remember, if your child is seriously ill or injured call the City of Calgary’s emergency medical services for an ambulance (dial 911). This allows for early intervention and quick transportation to the hospital. There is parking for emergency patients next to the emergency entrance off West Campus Drive.
Family and Community Resource Centre

The Southern Alberta Family & Community Resource Centre is one of the essential components of the Southern Alberta Child & Youth Health Network (SACYHN). The Network is committed to facilitating access to information as a way of building family and community care capacity across child-serving sectors.

The Family and Community Resource Centre is open 24 hours and is located on the hospital’s second floor and offers many programs and services to assist families during their time at the hospital.

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

Other programs offered include:

- The Child Health Computer Program 403-955-2252
- Child Health Information Services 403-955-7745
- Community Education Service 403-955-7420
- Aboriginal Liaison Service 403-955-7034
- Cultural Diversity Services 403-955-7742
- Therapeutic Clown Services 403-955-7629
- Family to Family Connection Service 403-955-2456
- FCRC Manager 403-955-7762 or 403-955-7082

Grief Support Program

The Grief Support Program is available to provide support to families when a child dies. Bereavement support is offered in many ways to fit the unique needs of the family, such as individual, family and/or group counselling, resourcing/education and referrals to community agencies. If you would like to find out more about our program or speak to one of our Grief Support Counsellors, please call 403-955-7671.

health link (health information & nurse advice phone line)

If you are not sure whether your child needs to come to the emergency department or have a question about your child’s health, call our Health Link advice line. Health Link is staffed by registered nurses and operates 24 hours a day, seven days a week. Call 403-943-LINK (5465).
Child Life Programs

Child Life Specialists provide a variety of group and individual programs to help patients and their families cope with their hospital experience. Group programs include: scheduled playroom programs, family night programs (Movie Night, Bingo, Pet Night), and special events.

Child Life Specialists also assist in providing emotional and educational support to help prepare children for medical procedures and surgeries. Medical play/teaching, distraction and orientation to the hospital can help reduce the stress and anxiety that can be associated with hospitalization.

Pet Therapy and Visitation Program

Pet Therapy is offered every Wednesday evening through the Child Life Program. The Pet Access League Society (PALS) provides two teams of trained pets and owners who visit children and their families.

The Pet Visitation Room is a designated space for visits between hospitalized children and their family pets. Restrictions do apply on the type of pets allowed to visit. The pet room is located on the west side of the lower level. Pet visits to the hospital can be co-ordinated through Child Life staff. For more information please phone 403-955-2593.

Therapeutic Arts Program

The Art Studio is a designated space for group and individual programming and is located on Level 4.

The Therapeutic Arts team offers a variety of programs including art and music therapy which provide the opportunity for self expression and creativity for children and their families. Special performances from community entertainers are also coordinated through this program. For more information please phone 403-955-2593.

The Healing Gardens

The Healing Gardens is an outdoor space where children and their families, staff and visitors can wander, explore and experience the therapeutic benefits of a healing, horticultural environment. The gardens provide a place for reflection and discovery away from the hospital setting to regain
a connection with nature. There are six distinct garden spaces surrounding the hospital. The Healing Gardens Program offers a combination of group and individualized programming for both inpatient and outpatient children and their families. This program is coordinated by an Art Therapist and Horticultural Therapist who provide gardening and nature-based art programs. For more information please phone 403-955-2593.

Volunteer Resources

The 500 volunteers who contribute approximately 45,000 hours of service a year to the Alberta Children’s Hospital form an important part of our team, supporting staff in the care given to our children and their families. Volunteers are active in a number of hospital programs, both on an inpatient and outpatient basis, and can be identified by their red jackets. Volunteer Resources is centrally located on Level 2.
By Bus

Three Calgary Transit buses service the Alberta Children’s Hospital:

**Route 9 Varsity Acres/Bridgeland**
This bus connects with the LRT at Brentwood and Sunnyside Stations

**Route 91 North Hill Centre/Foothills Hospital**
This bus runs from North Hill Centre (Lions Park LRT Station) to the Foothills Hospital, then travels over the 16th Ave. interchange to the Alberta Children’s Hospital before carrying on to the Brentwood LRT Station.

**Circle Route 72/73**
This bus runs from the northeast (Whitehorn LRT Station) to the southwest (Glamorgan).

By Car

If you are coming to the Hospital from:

**The North:**
- proceed south on Deerfoot Trail (QEII Highway)
- take 16th Ave. west exit
- follow 16th Ave. to the Alberta Children’s Hospital interchange
- follow the directional signage to the Alberta Children’s Hospital.

**The South:**
- proceed north on either Deerfoot Trail or Macleod Trail to Glenmore Trail West. Drive West on Glenmore Trail
- take the Crowchild Trail north exit
- follow Crowchild Trail north
- turn left on 24th Ave.
- take 24th Ave. to West Campus Way
- turn right on West Campus Way
- follow the directional signage to the Alberta Children’s Hospital.

**The West:**
- follow the Trans-Canada Highway (16th Ave. NW) to the
Alberta Children’s Hospital interchange
• follow the directional signage to the Alberta Children’s Hospital

The East:
• follow the Trans-Canada Highway (16th Ave. NE) to the Alberta Children’s Hospital interchange
• follow the directional signage to the new Alberta Children’s Hospital.

In the Parkade
There are 459 visitor parking stalls located in the parkade. The main level of the parkade has a clearance of 3.1 metres to accommodate overheight vehicles. A heated walkway connects the parkade to the hospital.

The parkade features a “pay on foot” system where visitors can take a ticket on arrival and pay at a convenient location when they leave.

The parkade is attended from 7:30 a.m. to 10 p.m. seven days a week.

If you would like a Protection Services officer to walk you to your car, please call security at 403-955-7600 from any internal phone or ask for assistance at the security desk on the main level located near the main entrance.

Please note: the parkade cannot accommodate propane vehicles. These vehicles must be parked in visitor lot No. 8 in front of Emergency or visitor lot No. 3 on the south side (entrance off 24th Ave. NW).

Outdoor Parking Lots
Visitor parking is located in different areas of the hospital to suit the different needs of our visitors. Thirty-two parking stalls are available in parking lot No. 3 located close to the outpatient clinic door on the southwest corner of the site.

Sixty-six parking stalls are available in parking lot No. 8 which is located in front of the Emergency Department on the east side of the site. All outdoor visitor parking lots have pay and display machines.
Handicapped Parking

Handicapped parking is available on each level of the parkade, near the entrances to the hospital. If no space is available, ask for assistance from the parking attendant in the kiosk.

checking in

The Admitting desk is located next to the main entrance. You must check in at Admitting if your child is being admitted to the hospital or coming for a clinic appointment. The Admitting department staff will complete the necessary paperwork and point you in the direction. If it is your first visit, please come about 15 minutes early so the registration won't make you late for your appointment.

Payment

Not everything related to your child’s care is free of charge. Some goods and services provided to your child are not covered by the Alberta Health Care Insurance Plan and must be paid for before you receive the goods or services. This may include drugs and medical supplies for use on outpatient basis. Residents of Alberta are required to cost-share some supplies such as those bought through the Alberta Aids to Daily Living (AADL) program and the Home IV Therapy program. Deposits and rental charges are required for medical appliances such as walkers and wheelchairs. Crutches can be bought at the hospital or at your local pharmacy after hours. For your convenience, payments can be made at the business office on the main level near the main entrance. Cheques, Visa, MasterCard and bank debit cards are accepted. Payment plans are available.

staying with your child

Parents/caregivers are encouraged to be with their children at all times. You play a key role in your child's health and happiness while he/she is in the hospital. We encourage you to be with your child as often as possible and to take an active part in his or her care. But please remember you need your rest. Parents are responsible for supervising their other children in both the inpatient and outpatient areas and must not let them wander throughout the hospital.
Non-family Visiting Hours

Non-family members may visit until 8:30 p.m. Exceptions may be considered. Sometimes the number of visitors is limited, depending on a child’s medical condition. Family members are responsible for restricting non-family visitors to one or two visitors at a time.

Family Accommodation

Families are encouraged to stay with their child during admission. All general unit inpatient rooms have overnight accommodation for one parent/caregiver, a bedside chair and a private washroom.

Sleeping at the bedside is not permitted in the Pediatric Intensive Care Unit (PICU). PICU features two overnight accommodation suites that include a private bathroom. Comfortable chairs are available in every PICU room for family members wanting to stay at their child’s bedside.

To arrange use of the PICU room, contact the Family and Community Resource Centre at 403-955-3272.

The Family Centre

The Family Accommodation Suite has five sleeping rooms each with a full washroom. It is attached to the Family Centre lounge area where both inpatient and outpatient families can relax, have lunch or play a game. The Family Centre has a TV with an Xbox, lots of books, magazines and games. It also has a fridge, microwave and laundry facilities.

To find out more about the Family Centre, contact a Family Support Specialist at 403-955-3272.
Ronald McDonald House® Southern Alberta

Ronald McDonald House® Southern Alberta provides a home away from home and support for sick children and their families in a compassionate and comfortable, home-like atmosphere.

The House can accommodate up to 23 families, each with their own suite and private bath, while sharing kitchen facilities and common areas. The House also has a library, media rooms, teen room, laundry facilities and large indoor and outdoor play areas.

The House is located across the street from the Alberta Children’s Hospital. Families must live outside a 45 km radius of the hospital and require a referral in order to meet admission requirements. Families pay a nominal fee of $12 per night. Calgary families who are using the Alberta Children’s Hospital are able to use the House for day and program use.

A referral to stay at the House can be obtained from:
- the Alberta Children’s Hospital Family and Community Resource Centre or on weekends from the Admitting desk; or
- a social worker or medical services personnel from any other hospital in Calgary.

Return visits do not require a referral; families can call the House directly to make arrangements. Please note that a referral does not guarantee admission.

Rooms are allocated on a priority system based on the child’s medical condition.

Phone: 403-240-3000
Website: www.rmhsouthernalberta.org

food service

The Nutrition and Food Services department provides meals and snacks to patients according to the diet ordered.

At the Alberta Children’s Hospital, patients or their parents make their food choices from a menu one day in advance. All food restrictions a patient may
have are recorded in the patient’s record. Food Services team members are available to consult with patients about their food choices if requested.

If a patient’s diet restrictions change after they have already placed their order, the main computer will flag the change and alert the people preparing the food.

**Bringing Food to the Hospital**

You may bring food into the hospital for your child after you have checked with the nurse. You need to ensure the food you bring will not conflict with your child’s tests, allergies or diet restrictions. As there is limited refrigerator space, please bring food for one meal at a time.

**The Mountainview Café**

The Mountainview Café is located in the main gathering space on Level 1. The open-concept design offers a spectacular view of the foothills and the Rocky Mountains. It also features a sheltered patio, enclosed by eight-foot glass. The café menu offers healthy food choices. All major credit cards and Interac are accepted as payment.

Hours of operation:

- Monday to Friday: 6:30 a.m. to 12:15 a.m.
- Saturday and Sunday: 7:30 a.m. to 11:15 p.m.

**Good Earth Café**

The Good Earth Café is located on Level 1, across from Emily’s Window Gift Shop.

**Vending Machines**

Vending machines are located in the Emergency Department and the central gathering space and offer beverages and light snacks.
Bank Machines
There is a 24-hour Royal Bank cash machine located near the Mountainview Café, under the main stairwell in the central gathering space.

Lockers
There are lockers available on a first-come, first-serve basis next to the bank machine.

Washrooms
The main washrooms are located on every floor next to the main bank of elevators. Other washrooms are located throughout the building. Ask a staff member for directions.

Smoking
Smoking is not permitted on Alberta Children’s Hospital property. This includes the inside of the hospital, the hospital grounds and Healing Gardens.

Emily’s Window Gift Shop
The gift shop is a volunteer co-ordinated and operated store that sells toys, games, reading material, giftware for children and adults, cold beverages and sundry items. Emily’s Window Gift Shop accepts Visa, MasterCard and Interac.

Telephone orders are accepted (by credit card) for delivery within the hospital. Gift certificates are also available in $5 denominations.

The gift shop has donated more than $1 million to the hospital to support care.

Hours of operation:
- Monday to Friday: 9:30 a.m. to 5:30 p.m.
- Saturday and Sunday: 1 to 4 p.m.

Emily’s Backyard Child Care
Emily’s Backyard (EBY) is a play area at the Alberta Children’s Hospital,
located just inside the main entrance. Both outpatient and inpatient families may access this free service for patients and siblings. Professional staff and volunteers engage children in fun activities in a safe and caring environment.

EBY is a friendly and popular play/waiting area where children can choose from a variety of activities including, arts and crafts, books, cars and trains, electronic and board games and everyone’s favourite Adrienne’s playhouse. This play area meets the needs of all age groups from newborns to early teens.

The Emily’s Backyard playroom is designed for a short-term (1.5 hours max) stay, and is not intended to be a daycare. Parents must be onsite while their child is visiting EBY. Since food and beverages are not permitted in the play area, please inform staff or volunteers if your child has any special needs (i.e. diabetic patient needing a snack).

To ensure space is available, it is recommended that parents call or email to pre-register their child. Children may be pre-registered up to two weeks in advance. To register, please call 403-955-2500 or e-mail eby@calgaryhealthregion.ca

Please provide the following information when booking: child’s first and last name and if they are a patient or sibling, age, time needed (max. time limit is 1½ hours), appointment location, patient’s name, name of parent or guardian bringing in child and any special needs the child may have.

Hours of operation:

Monday to Thursday: 8:30 a.m. – 4:00 p.m.
Friday: 8:30 a.m. – 3:00 p.m.

As space is limited for families requiring our service, please ensure we are notified of cancellations.
Breastfeeding Rooms

There are designated breastfeeding rooms located throughout the hospital. To find out the locations of the breastfeeding rooms, contact the Family and Community Resource Centre at 403-955-3272.

Waiting Tips

- only bring brothers and sisters if absolutely necessary
- bring toys and other activities for your child and, unless your doctor has ordered otherwise, snacks to help pass the time
- supervise your child while you wait
- stay in the hospital – if you must leave the waiting area, please let the receptionist know; and
- be prepared for care providers who may be delayed due to emergencies.

Feedback

The Alberta Children’s Hospital invites you to share your concerns or messages of thanks with us. We value your feedback and will assist you to work through any issues that may concern you. We would be pleased to forward any messages of thanks to our staff as well. Please ask to speak with the charge nurse, assistant manager or manager in your area. Contact information will be provided to you. Alternatively, you can contact Alberta Health Services through Patient Relations Services.

Contact Alberta Health Services through Patient Relations Services:
Phone: 403-944-2028 or 403-944-2077
Fax: 403-944-8955

If you require immediate information and your call is outside of normal business hours, please call Health Link at 403-943-LINK (5465).

Mail:
Patient Relations
10101 Southport Rd. SW
Calgary, AB
T2N 3W2
Family Liaison Council

The Council’s mandate is to support, promote and advance high-quality, family-centred child health care. The council consists of parents, hospital and community representatives who meet once a month. To contact the council please email family.liaisoncouncil@calgaryhealthregion.ca

Spiritual Care

Chaplains at the Alberta Children’s Hospital are professionals who have received specialized education and clinical training in providing spiritual and religious support. They respect and have an awareness of spiritual values from various faith perspectives and cultures that allows them to openly discuss what is important to families and children from a spiritual and religious point of view.

Chaplains are available to offer a compassionate presence through listening, prayers, rituals and spiritual counsel within one’s own belief system in a respectful, multi-faith and non-denominational environment. Referrals can also be made to any of the religious communities in Calgary, if needed.

Chaplains are available weekdays from 8 a.m. to 4 p.m. After hours and on weekends chaplains can be contacted in case of emergency through the hospital switchboard.

The Sacred Space

The Alberta Children’s Hospital also features the Sacred Space, a room designed to be a quiet and comfortable place to get away from the stresses of hospital life and to allow for rest, meditation and prayer. All faith groups are welcome. The Sacred Space can also be reserved for special religious occasions, such as baptism, sweet grass ceremonies, group prayer and meditation. For more information, contact the Chaplains or the Family and Community Resource Centre.

Pharmacy

An outpatient pharmacy is centrally located on Level 1, across from Emily’s Backyard.
Lab

The lab is located on Level 3, directly across from the main elevators.

Hours of operation:
Monday to Friday, 8 a.m. to 5 p.m.

preparing your child

A hospital stay can be difficult for children. Your child may have a tough time understanding why he or she must be in the hospital. Here are suggestions to help prepare your child for a visit to the Alberta Children’s Hospital:

• discuss the visit with your child in advance. It will help if you describe the hospital as a place where he or she will be helped or made well. Be honest about where your child is going and about how long he or she may have to stay
• when you come to the hospital, bring some of your child’s favourite things from home. A favourite book or toy and some of your child’s own clothing will make him or her feel more comfortable in unfamiliar surroundings. Please label your child’s belongings and leave valuable items at home. The hospital is not responsible for personal property; and
• Child Life and nursing staff can assist parents in preparing a child for hospitalization and for settling into the hospital once admitted.

When You Cannot Be There

We encourage you to stay with your child as much as possible, but we also recognize parents have many responsibilities and demands on their time. We understand if you have to go to work, if you have other children at home or if you simply need a good night’s sleep to cope with an ill child. It’s common for children to cry and feel upset when their parents leave. There are things you can do to help your child through the separation:

• be sure your child understands the separation will only be temporary
• be honest about when you will return and do your best to be back when you say you will
• it often helps younger children if they keep something that belongs to you, such as a scarf, to keep until you return; and
• make your child’s nurse aware of your child’s distress.

Feelings

Most children and their families cope well with the stress of a hospital stay. Even so, it can be upsetting for both you and your child, despite the best attempts of staff to be supportive. Children may fear abandonment or think they are at the hospital because they have done something wrong. They certainly feel that strangers cannot look after them as well as mom, dad or a primary caregiver. Sometimes children may be afraid, angry or cry. Try to show your child that you understand how they are feeling.

You may also feel uncomfortable if your child has to stay in the hospital. Many parents have their own unpleasant memories of what it was like to be in a hospital, or they may feel guilty or angry about their child’s situation.

As parents, you may have a difficult time trusting people you don’t know well to care for your child. Keep in mind that you are important members of our team. We rely on you to make informed decisions about the care and
treatment of your child. You have a right to information about your child’s condition and how your child will be treated.

If you are not comfortable with your role on the team, whatever that role may be, please talk to us and we will do our best to make things more comfortable for you. A nurse, Child Life Specialist, social worker or our invaluable volunteers can be particularly helpful.
The Alberta Children’s Hospital Foundation is the official fundraising body for the Alberta Children’s Hospital. The Foundation is dedicated to raising funds to further the pursuit of excellence in child health and family-centred care.

The Foundation is committed to supporting the Alberta Children’s Hospital in its vision to lead the nation in four key areas:

- child cancer
- neurosciences
- research
- family-centred care.

The Foundation encourages individuals, corporations, service clubs and community foundations to invest in child health programs, life-saving equipment, advanced research and education. Through these efforts, the Foundation raises nearly $25 million annually.

A granting committee, comprising representatives from the Alberta Children’s Hospital Executive team, the Research Institute for Child and Maternal Health and the Alberta Children’s Hospital Foundation, reviews submissions from the Alberta Children’s Hospital. Their recommendations are submitted for approval to the Foundation Board of Directors.

To make a donation or share your story please visit our offices on Level 2 of the hospital.

Call 403-955-8818 or visit us online at www.childrenshospital.ab.ca
Unit Two

Sacred Space

Volunteer Resources

Family and Community Resource Centre (FCRC)

ACH Foundation

FCRC / Pre-Op Teaching Room

Sensory Clinics

Dental Clinic

Library

Family Accommodation

Vision Clinic

Elevator

Stairs

Handicapped Washroom

Men's Washroom

Women's Washroom
Looking for a way to say thank you?

Families who receive exceptional care often ask if there is anything they can do to thank their caregiver – something that is extra special. Here is your chance!

Please consider making a donation in honour of the Alberta Children’s Hospital caregiver or staff member who made a difference in your life. Your gift is a thoughtful way to recognize the excellent care that your child has received at the Alberta Children’s Hospital. All gifts help to fund family centred child health programs, specialized life-saving equipment and advanced pediatric research and education.

It’s easy to make a donation or to share your story. Here’s how:

- Visit us in person on the 2nd floor of the Alberta Children’s Hospital
- On-line at www.childrenshospital.ab.ca
- Call 403-955-8818
- By mail:

  The Alberta Children’s Hospital Foundation
  2888 Shaganappi Trail NW
  Calgary, AB T3B 6A8
Our Family Guide is made possible by community donations to the Alberta Children’s Hospital Foundation. Thank you!