Programs & Services at the CCI



Classes and Workshops



Various classes are available on a variety of topics, at different times and days. To find out more, pick up the seasonal brochure

Classes for Patients and Families at:

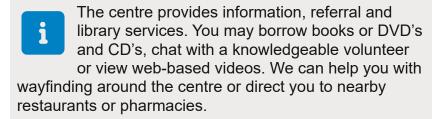
Visit the Patient
and Family
Resource
Centre Mon-Fri
9:00 am-4:00pm

bit.ly/ ccaclassesandevents

780-432-8456

Patient and Family Resource Centre

Mon–Fri 9:00 am–4:00 pm	Main floor	780-432-8456
----------------------------	------------	--------------



If you are new to the CCI, call or stop by to arrange a personalized patient orientation. The orientation is customized to your needs and takes 20-50 minutes based on areas covered.



Gift Shop and Bookstore

Mon–Fri	
9:00 am-4:00	pm

Main floor

780-432-8334



The Gift Shop and Bookstore are open to patients, families and staff. Food, gifts and things to wear, read or do, are available.

All proceeds are used to enhance patient care and comfort at the CCI.

Learning Through Love



This program helps school-aged children understand the experiences of family members who have cancer. Staff and volunteers take children on a tour, a snack is served and each child gets a memory book with information.

780-643-4303

Hostess Cart



Volunteers offer a beverage and cookie service weekdays in various waiting room areas. Donations to support the service are appreciated.

Wig Services

Mon–Fri	Level 0, Room 0102,
9:00 am-3:00pm	by the elevators

780-432-8334



Staffed by volunteers, we provide wig fittings, head shaves and head washes in a comfortable, caring environment at no cost. Wigs are available to borrow for as long as you need. Donations are gratefully accepted.

Look Good Feel Better



This free workshop helps women manage the appearance-related side effects of cancer. Tips, techniques and tools about skin care and how to manage side effects are presented.



lgfb.ca 1-800-914-5665



Getting to Know Your Cancer Centre

Cross Cancer Institute (CCI)



Cross Cancer Institute

11560 University Avenue Edmonton, Alberta T6G 1Z2

> 780-432-8771 (Main Switchboard)

General Information



This pamphlet will help you get to know key things about your Cancer Centre. It is meant to be used with the Newly Diagnosed with Cancer book. Please bring the book with you to your appointment if you have one. If not, we will give you one at your first appointment.

You can access the book online at www.cancercontrolalberta.ca > Just Diagnosed.

Where do I park?



Parking Lots

Surface lots or underground parking is available.

- Surface lots are found on the east side or front side of CCI (P2 and P3 in the map). Please buy a ticket from the ticket dispensers found around the parking lots or main reception and place the ticket on your dashboard.
- The underground parkade entrance is located on 117th Street, behind the Centre. Vehicle clearance is 6'8". You will take a ticket when you enter the parkade. Keep your ticket with you so you can pay by cash or credit card on the way out. (Note: no propane vehicles allowed).

Parking Passes

You can get a monthly patient/visitor parking pass through the CCI Billing Office. Ask at the Patient and Family Parking passes can only be used on the surface lots marked "CCI Patient and Visitor Parking." You cannot use them in the underground parkade.

Resource Centre for directions.

Drop Off and Pick Up

There are 2 drop off and pickup areas at CCI:

- The main entrance (on the south side)
- In the underground parkade—use the "Patient Dropoff only" lane

Checking in for your first appointment



If you parked in the parkade, take the elevator up to Level 1 and follow the signs to the main reception desk, located on the main floor, near the front entrance of the building.

When you check in, you will be directed to the registration desk where you will receive an identification card. A volunteer will then take you to your first appointment.

Your nurse will give you a Newly Diagnosed with Cancer book during your clinic visit, if you don't already have one.

Places to stay



If you live outside of the Edmonton area and need a place to stay for your appointments or treatments, the Patient and Family Resource Centre has a list of nearby accommodations. Several of these have volunteer shuttle service to and from the CCI.

Pick up the accommodation list at the: **Patient and Family Resource Centre**

780-432-8456

Volunteer Shuttle Service

CCI volunteers operate a shuttle van service for patients who are staying in nearby hotels or Bed_and Breakfasts to help get you to your appointments. 780-432-8334

What do I need to bring with me?

Find a checklist of items to bring in the orange section of the Newly Diagnosed with Cancer book.



Can I bring electronics?



Yes, you may bring your cell phone, laptop, tablet or other devices. Please be respectful and:

- · Put your phone on vibrate
- Bring earphones for entertainment devices



It's a good idea to bring something to read or do while you wait for your appointments.

Where can I eat?



• •				
	Cafeteria	Trendz Café	Sun Room Café	
6	Cash or debit			
2222	Mon–Fri 8:30am–2:00pm	Mon–Fri 7:30am–3:30pm	Mon–Fri 9:00am–4:00pm	
<u>Q</u>	3 rd floor	Main floor	Main floor, near main entrance	



The cafeteria is closed on holidays and weekends

Other Options

- Vending machines are available.
- Volunteers offer beverages and cookies on weekdays in waiting rooms and treatment areas.

Where can I get my prescriptions filled?



Our cancer centre pharmacy provides your cancer treatment medicine. Prescriptions for support medications should be filled at your regular, retail pharmacy.

Mon–Fri	Main floor near	780-432-8710
9:00 am-4:00 pm	the Trendz Cafe	700 102 07 10