

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
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Patient and Family Resource Centre

Mon–Fri 9:00 am–4:00 pm	Main floor	780-432-8456
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The centre provides information, referral and library services. You may borrow books or DVD's and CD's, chat with a knowledgeable volunteer or view web-based videos. We can help you with wayfinding around the centre or direct you to nearby restaurants or pharmacies.

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.

 Mon–Fri, 9:30 am–2:30 pm

Gift Shop and Bookstore

Mon–Fri 9:00 am–4:00 pm	Main floor	780-432-8334
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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 9:00 am–3:00pm	Level 0, Room 0102, by the elevators	780-432-8334
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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)



General Information

Cross Cancer Institute

11560 University Avenue
Edmonton, Alberta
T6G 1Z2

780-432-8771
(Main Switchboard)



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 Resource Centre for directions.

Parking passes can only be used on the surface lots marked "CCI Patient and Visitor Parking." **You cannot use them in the underground parkade.**

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 Drop-off 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
💰	Cash or debit		
📅	Mon–Fri 8:30am–2:00pm	Mon–Fri 7:30am–3:30pm	Mon–Fri 9:00am–4:00pm
📍	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 9:00 am–4:00 pm	Main floor near the Trendz Cafe	780-432-8710
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