

# Birth Resource Guide



**Royal Alexandra Hospital,  
Edmonton Zone**

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## Welcome!

We hope this guide will provide valuable information to you navigate the city and the health services before and after your pregnancy and birth.



## Land Acknowledgement

Public Health in Edmonton Zone sincerely acknowledges that Alberta is the traditional and ancestral territory of many indigenous people. First Nations, Métis and Inuit have lived in and cared for these lands for generations.

We are grateful for the traditional Knowledge Keepers and Elders who are with us today and those who have gone before us.

We make this acknowledgement as a small act toward reconciliation and in gratitude to those whose territory we reside on or are visiting.

**We are honoured to welcome those who are visiting our city for their birth journey.**

## Pregnancy Health

### Antenatal (Prenatal) Home Care

- Your health care provider may want to monitor your pregnancy in the community if you have diabetes or other health issues.
- If home monitoring is required, a nurse from the Antenatal Program will visit you where you are staying in Edmonton.

### Healthy Parents, Healthy Children

- Alberta's one stop shop for information about pregnancy, birth, and parenting.
- Visit: <https://www.healthyparentshealthychildren.ca/>
- Ask your doctor for a paper copy

### Prenatal Education

- **Free** Prenatal classes will be offered every Wednesday from 2 – 4pm via Zoom
- Please join us to share information and ask questions about what to expect during labour and delivery, how to care for your newborn and yourself in the first few days after birth.
- You will need a laptop, tablet, or cell phone with internet and/or Wi-Fi access to attend.
- If you would like to attend a class, scan the QR code →
  - Or call 780-735-8377 to register



### Health for Two

- If you need help getting support for pregnancy-related health, mental health and addictions, or getting community services. **Please call or text 780-720-7738 to sign-up.**

## Postpartum Health

### Healthy Beginnings Postpartum Program

- After the birth of your baby, Public Health will contact you within 24 hours of discharge and make arrangements to visit you and your baby.
- It is important for you to share your phone number and the address where you are staying in Edmonton with the hospital so the nurses can connect with you.
- Nurses can answer questions about how to care for yourself and your newborn.
- This visit usually takes about 1 hour and may help you to feel more confident about baby's health before the long journey home.
- If you have any questions about your health or your baby's health after you are discharged please call **780-413-7990**

# Royal Alexandra Hospital, Women’s Health

The Lois Hole Hospital for Women is in the Robbins Pavilion of the Royal Alexandra Hospital (RAH).

## Location, Getting Here, and Parking

10245 111 Avenue, Edmonton, Alberta T5G 0B6.



### LRT Metro Line - Kingsway/RAH LRT station

- Kingsway Ave and 105 St
- visit <http://etstriplanner.edmonton.ca>
- Call 311 for more information

### ETS Transit Centre - Kingsway/RAH

- 106 St NW and 111 Ave.
- Visit <http://etstriplanner.edmonton.ca>
- Call 311 for more information.

## HOSPITAL PARKING

- Public parking available in two Royal Alexandra Hospital parkades and near-by parking lots
- Parking rates apply 24/7
- Drop-off/pickup zones – At the front entrance of each building
  - Time limit of 10-15 minutes
  - Avoid emergency routes
- **For more information about parking locations and rates, visit**  
<https://www.albertahealthservices.ca/assets/info/park/if-pmap-royal-alexandra-hospital.pdf>

## Taxi Services

Co-Op ..... 780-425-2525  
Yellow Cab..... 780-462-3456

## Royal Alexandra Hospital Helpful Services

### Information Desks

- Information desks are located in the main lobbies of the Active Treatment Centre (of the Royal Alexandra Hospital) and Robbins Pavilion.

### Accessibility

Wheelchairs are available at:

- Basement floor entrance of the Active Treatment Centre
- Main entrance of the Robbins Pavilion
- 2nd floor of the South East Parkade.

### Wireless Internet

- Free Wi-Fi available.
  - Network “healthspot”
  - No password required
  - Open a browser, read acceptable use policy
  - Select “Accept”

## Food at and Near the Royal Alexandra Hospital

### Food Court

- Basement level of the Main building

### Trendz

- Robbins Pavilion main lobby

### Vending machines, available:

- Beside cafeteria entrance
- Emergency Department on the main level.

### Kingsway Mall Food Court

- Within walking distance
- 109 St and Kingsway Ave
- Large food court and several restaurants



## **Bank Machines and Coin Dispensers**

### **ATM**

- Main lobby
- Basement level of the Active Treatment Centre
- Main floor entrance of the Robbins Pavilion.

### **Change machines:**

- Basement level of the Main Building
- East entrance of the Community Services Centre

### **Telephones**

- Cell phones can be used in general public areas, but not all patient care areas
- Watch for signs that show where cell phone use is NOT allowed



### **Language Interpretation**

- Interpreters speaking many different languages are available to assist you, including an “Interpreter on Wheels” services for medical interpretation in 240 languages.
- Hospital staff will make the necessary arrangements

### **Hearing Impaired Assistance**

- A TTY machine is available from the Admitting Office or hospital staff can make the necessary arrangements. Video interpretation of American Sign Language is available.

### **Northern Health Services Network**

- Healthcare professionals based out of the Royal Alexandra Hospital who work with families from Northwest Territories and Nunavut. This team helps with discharge planning and acts as a liaison for healthcare professionals in your home community (if required). They are also available to support you when meeting with healthcare staff in hospital.
- To speak to the Northern Health Services Network, ask your nurse at the hospital, or call 780-735-5761.

### **Psychological Support**

- Access to a psychologist is available during your hospital stay, Monday to Friday. Please discuss your needs with your nurse.

## Quiet Spaces

Multiple quiet spaces are available to you, including:

### **Ted & Lois Hole Healing Garden**

- 2nd floor of the Robbins Pavilion
- A peaceful haven for patients, their families, and hospital staff
- A spiritual sanctuary and sacred place set aside for private prayer, sacred services and practices.

**Atriums** - seating, vending machines, plants, and pianos

- Main Floor
- Second Floor - The outdoor walkway and seating is located between the Active Treatment Centre and the Robbins Pavilion.

### **Teepee (seasonal)**

- Located on the outdoor walkway between the Active Treatment Centre and the Robbins Pavilion.

### **Bird Nest**

- Robbins Pavilion 5th and 6th floors windows provide the best view of the birds nest sculpture.

## Spiritual Care

- Several sacred spaces are available that may be accessed by people of any faith or cultural background, 24/7.
- Contact
  - Hospital switchboard 780-735-4119
  - Information Desk for more information
- **Multi-faith Chapel**
  - Inside main entrance of the Main Building (Room 1408)
- **Robbins Chapel**
  - 2nd floor Robbins Pavilion across from the Ted and Lois Hole Healing Garden
- **Spiritual Health Practitioners**
  - Available to provide emotional and spiritual support.
  - Available Monday to Friday, 8-4.



# Health Services



## General Health

### Health

**Link**.....Call 811

- Speak with a Registered Nurse about health concerns or questions, 24/7

## Mental Health

**Access 24/7** .....780-424-2424

- Addictions and Mental Health support, 24/7

**Mental Health Helpline**.....1-877-303-2642

- Confidential mental health support and information, 24/7

**Addiction Helpline** .....1-866-332-2322

- Confidential addiction support and information, 24/7

## Pharmacies near Royal Alexandra Hospital

*Some pharmacies may have delivery services available.*

- Rexall Pharmacy – Royal Alexandra Hospital main entrance lobby.....780-735-5296
- Royal Pharmacy – 9711 108 Ave NW .....780-426-0872
- The Medicine Shoppe Pharmacy - 10130 111 Ave.....780-479-5646
- Shoppers Drug Mart - 1 Kingsway Garden Mall NW #192.....780-474-8237
- Shoppers Drug Mart - 11720 Jasper Ave (open until midnight).....780-482-1011
- Rexall Pharmacy - 11811 Jasper Ave .....780-482-2360

## Indigenous Wellness Clinic

**Anderson Hall, #204, 10959 102 St NW** .....780-735-4512

A culturally informed and safe environment for patients and their families to receive care and work towards their best possible health. All services are free and done through self-referral.

For more info, visit

<https://www.albertahealthservices.ca/findhealth/Service.aspx?id=4838&serviceAtFacilityID=1045311>

- Please contact them if you would like access to:

- Indigenous Health coordinator - to refer to you services within the city and liaise for clients where needed
- Mental Health and Addictions Cultural Helper - for yourself or your partner
- A Dietician – to help with prenatal nutrition and cooking on a budget
- Physiotherapy
- Doctor – Dr. Weekes is accepting new patients and can see your partner if needed.

## Health Care Coverage

During your time in Alberta, your newborn will be given a *ULI* (unique lifetime identifier) to receive health care. Hospital staff will assist you in the online application to *register your baby's birth*. This process can take 2-3 weeks and must happen before you apply for a birth certificate.

When you return to your home community, **you must apply for healthcare coverage in your territory**. Please see below for information from your territory:

### North West Territories

<https://www.hss.gov.nt.ca/en/services/applying-health-care-my-newborn-child>

### Nunavut

<https://gov.nu.ca/health/information/health-care-card>

## General Services

### Food and Groceries

#### Grocery Services

- Safeway, 11410 104 Avenue NW ..... 780-424-1087
- Save-On-Foods, 10180 109 St NW ..... 780-423-5678
- Real Canadian Superstore, 11541 Kingsway NW..... 780-733-1400
- Freshco, 8118 118 Ave NW ..... 780-477-6459

## Grocery Stores with Delivery or Pick-up Service *Delivery fees may apply*

- **Real Canadian Superstore**  
Order groceries online at [www.pcxpress.ca](http://www.pcxpress.ca)
- **Save-On-Foods**  
Order groceries online at <https://www.saveonfoods.com/sm/pickup/rsid/987/shop-online-how-it-works/>

## Food Delivery Services *Delivery fees may apply.*

- **Edmonton Meals on Wheels**
  - Fresh-cooked or frozen meals
  - Delivered over lunch hour on weekdays
  - Prices starting from \$9.50 per day with free delivery
  - For more information, visit: <https://mealsonwheeledmonton.org/pages/daily-meals>

## Restaurants

- **Skip the Dishes**  
Visit <https://www.skipthedishes.com> or download the SkipTheDishes app
- **Uber Eats**  
Visit <https://www.ubereats.com> or download the Uber Eats app
- **DoorDash**  
Visit <https://www.doordash.com> or download the DoorDash app

## General Services

### Laundry

- The Laundry – 10808 107 Ave NW ..... 780-424-8981
- True Value Laundromat – 10610 105 St NW ..... 780-420-0555

### Banking

- BMO Bank of Montreal – 208 Kingsway Garden Mall
- RBC - Unit 102, 10111 104 Ave

- TD Canada Trust – 10205 101 St
- CIBC – 11504 104 Ave
- Servus Credit Union – 10303 107 Ave

## Recreation

- **Commonwealth Recreation Centre** - 11000 Stadium Rd NW ..... Call 311
  - Fitness center and pool, drop-in group classes. For more info, visit: [https://www.edmonton.ca/activities\\_parks\\_recreation/commonwealth](https://www.edmonton.ca/activities_parks_recreation/commonwealth)
- **Don Wheaton YMCA** - 10211 102 Ave NW ..... 780-452-9622
  - Fitness center and pool, drop in group classes. For more info, visit: <https://northernalberta.ymca.ca/YMCA-Locations/Edmonton-Region/Don-Wheaton>
- **Stanley A Milner Public Library** – 7 Sir Winston Churchill Square ..... 780-496-7070
- **Sprucewood Edmonton Public Library** - 11555 95 St..... 780-496-7079

## Shopping

- Kingsway Mall ..... 109 Kingsway NW
- City Centre Mall ..... 10025 102A Ave NW
- West Edmonton Mall ..... 8882 170 St NW

## Need additional supports or resources?

**211 Alberta** ..... Call/Text 211

- Helps you find the right help when you need it
- 24/7
- visit <http://ab.211.ca>

# Family and Indigenous Resources

**Norwood Child and Family Resource Centre** – 9516 114 Ave NW ..... 780-471-3737

- Provides programs and services designed to support children, youth, parents, and families. For more info, visit: <https://www.norwoodcentre.com>

## Family Resource Networks

- Visit : <https://www.alberta.ca/family-resource-networks.aspx>

**Bent Arrow Traditional Healing Society** – 11648 85 St NW ..... 780-481-3451

- Provides programs, services, and cultural supports for children, youth, parents, and families. For more info, visit: <https://bentarrow.ca>

**Alberta Native Friendship Centres Association** – 11728 95 St NW ..... 780-761-1900

- For more info, visit <https://anfca.com/> or <http://www.cnfc.ca/>

**Edmonton Heyoka Healing Society** – 10722 92 St NW ..... 825-440-0671

- Provides direct support with items like food hampers and hygiene supplies, and access to Social Work support, counselling resources, and cultural support and ceremony.

**Indian Residential School Survivors and Family Crisis Line** ..... 1-866-925-4419

**Goba** – 10526 Jasper Ave ..... 587-545-5908

- Provides a supportive, effective, culturally safe healthcare and medical travel experience for northerners receiving care in Alberta. This includes offering healthcare and community support navigation, advocacy, connection and cultural programs. Goba is a non-profit organization. All services are free. For more info, visit: [www.gobacare.ca](http://www.gobacare.ca)

## Childcare Resources

Availability of childcare spots are **not guaranteed** and **may or may not** be able to provide advanced bookings.

- **Norwood Parent Respite Program** ..... 780-471-3737
  - Free respite daycare services for families experiencing challenges. Families will need to do a phone intake with the program. Advanced booking is required. Open Tuesday-Friday, 0830-530.
- **Bissell Early Childhood Development Centre** ..... 780-429-4126
  - Provides free daycare services for low-income families. Families will need to do a phone intake with the program. Advanced booking is required. Open weekdays, 8-5pm
- **Child Care Respite Program** ..... 780-422-2001\*
  - Provides temporary childcare to families who are experiencing challenges. This program may have space available in local dayhomes during weekdays, daytime hours. For more info, call 780-427-3390, select option #2, option #3.
- **Kids Kottage**..... 780-944-2888
  - Provides free 24 hour care in a homelike setting for children when families are crisis, such as needing to go to the hospital for medical care and not having childcare available. Children can stay 24-72 hours, however *spaces are limited and cannot be guaranteed or booked in advance*. Families must complete a phone intake process.
- **Birdie Break**.....
  - A private company offering on-demand, pay-per-use childcare services from independent childcare providers. Please review the website for costs, booking process, and screening process, at <https://www.birdiebreak.com/>



# What to Bring for your Birth

Refer to information resources provided by your NWT/NU health care provider.

## Hospital Bag

You may already have your “hospital bag” packed, but here are a few suggestions you might have missed or might find helpful:

- A copy of your birth wishes, including traditional teachings and practices, such as smudging or drumming
- NWT/NU Personal Health Card and other insurance cards
- Prenatal Health Record – from your health care provider
- Housecoat, slippers, pajamas or other comfortable clothing
  - Wear hospital gowns during birth to avoid soiling your own clothing
- 3 pairs of maternity underwear
- A nursing bra
- Unscented lotion, toothbrush, toothpaste, deodorant and shampoo
- 1 package of long feminine pads for heavier flows
- Loose-fitting clothing – maternity clothes will work for the first few days and will be more comfortable for the journey home
- Water bottle with your name on it
- Blood glucose monitor if you have one

### **BRING YOUR PHONE!**

- Staying connected with your family back home will be so important. They will want to see the baby ASAP ♥
- Access free prenatal classes while you wait for your baby to arrive!
- You can access computers at Edmonton Public Libraries if needed.
- Find services and information during your stay in Edmonton



### **Labour comfort supplies**

- Lip balm
- Sugar-free mints or hard candies to keep your mouth moist
- Focal Point - something you have chosen to focus on, like a picture or item
- Music – drumming, iPod, etc.
  - Massage tools such as a tennis ball, unscented oils or lotions
- Extra pillows - bright or patterned pillow cases, so they do not get mixed up with the hospital supply
- Warm socks and slippers or comfortable shoes
- Camera - ask permission from health care providers before taking their picture

### **Non-birth Parent/Support Person**

- 1-2 changes of clothes, comfortable footwear
- NWT/NU Personal Health Card and other insurance cards
- Water bottle with your name on it
- Bathing suit to give support in the shower
- Toothbrush, toothpaste, deodorant and other personal supplies

### **Baby Supplies**

- 3-4 receiving blankets
- 2-3 undershirts or onesies
- 2-3 sleepers
- 1 -2 Hats
- Newborn diapers
- Car Seat Cover or one extra blanket to cover car seat when outside
- Rear-facing car seat
  - Please review your car manufacturer manual AND the car seat manual to ensure proper installation.
  - Practice before you leave home if possible.

## When to go to the hospital

Most healthcare providers say to go to the hospital when:

- Contractions are becoming stronger, you're no longer comfortable at home, and
  - If you're having your first baby, contractions have been 5 minutes apart for 1 hour and last about 1 minute each
  - If this is not your first baby, contractions have been 7–10 minutes apart for 1 hour
- You're leaking fluid from your vagina (your membranes may be ruptured)
- You have bright red vaginal bleeding
- If you notice your baby is not moving as much or your baby's movements have changed

**When you develop these symptoms or have urgent concerns:**

Proceed to the 4<sup>th</sup> Floor Labour and Delivery Unit

Royal Alexandra Hospital, Robbins Pavilion, 10245 – 111 Ave

For non-urgent matters, you can call your physician's office during daytime hours or Healthlink at 811 (24/7).

# Important Numbers

## Health Related

- Emergency (Ambulance, Fire, Police) .....911
- Healthlink (Health Information) .....811
- Free Drop-in Prenatal Class.....780-735-8377
- Healthy Beginnings Hotline (Newborn/Postpartum health).....780-413-7990
- Access 24/7 (Mental health and addiction) .....780-424-2424

## Important Phone Numbers at the Royal Alexandra Hospital

- Information (Switchboard)..... 780-735-4111
- Labour and Delivery Unit ..... 780-735-4783

## Important Phone Numbers for you

Your Edmonton Doctor:	Name _____	Phone: _____
LARGA House	Name _____	Phone: _____
Isolation HUB	Name _____	Phone: _____
Hotel	Name _____	Phone: _____
Other	Name _____	Phone: _____
Other	Name _____	Phone: _____
Other	Name _____	Phone: _____