

# Chez nous

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MCH EMPLOYEE NEWSLETTER

November 26, 2009

*News*

## MUHC Newborn Hearing Screening Program winner at Director General's Awards

The MUHC Newborn Hearing Screening Program, a joint initiative between the MCH and RVH, was a winner at the inaugural Director General's Awards presented on Saturday, November 21.

"We started to push newborn hearing screening in the Well Baby Nursery at the RVH three years ago. This is the nursery where newborn babies are placed post birth," says Anne-Marie Hurteau, audiologist and professional coordinator of the MCH Audiology Department. "Then with the help of the MCH and RVH foundations, we were able to implement the Universal Newborn Screening Program within the MUHC over the last year."

According to Anne-Marie, this program permits the MUHC to act on hearing loss right away, which greatly improves child development. One out of 1,000 babies is born with a significant hearing loss. Without this screening, the average age of diagnosis was two and a half years old.

This cross-site team effort between the MCH and the RVH has proved to be successful. "It is a very rewarding experience to work in this manner," says Jill Harrison, manager of speech pathology and audiology at the RVH. "The screening is done at the RVH and then the follow-up is performed at the MCH. A computer database, a program handout and direct communications, and the link between the two sites have all contributed to making this program a success. Plus, the team brings a variety of skills and expertise and a strong devotion to help children with hearing loss."

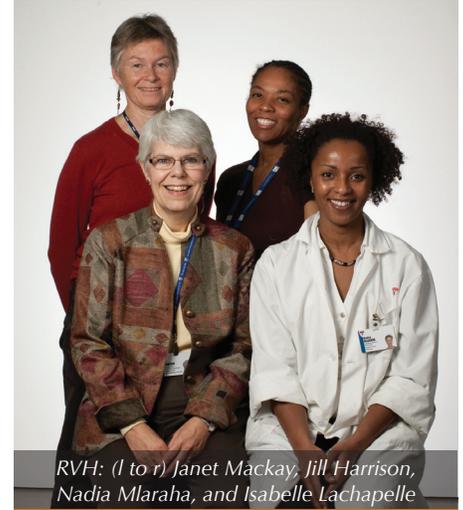
According to Anne-Marie, it has not yet been a year and the program has already exceeded quality care standards.

Most recently, this program was instrumental in encouraging the government to implement a province-wide Universal Newborn Screening Program.



MCH: (l to r) Barbara Zavalkoff, Audrey Hardy, Anne-Marie Hurteau, and Suzel Julien

Photo: Daniel Héon



RVH: (l to r) Janet Mackay, Jill Harrison, Nadia Mlaraha, and Isabelle Lachapelle

Photo: Pierre Dubois

**Lucy Zinno Cokay**, mother of long-time patient Erik Cokay, recently wrote a letter to the editor of The Gazette in response to a feature article on our PICU, "Intensive care, kids-style", which appeared in the paper's October 25 edition. Here is the letter, reprinted with her permission.

*Your article on the Montreal Children's Hospital's intensive-care unit brought back many sad but also cherished memories of the several years my son Erik spent there.*

*He is no longer with us, but seeing the picture of one of his primary nurses, Monica, and of the other staff reminded me of the wonderful medical care he received, and the extra special care that went beyond the call of duty – all those tiny details that could otherwise have been neglected, but greatly brightened Erik's life.*

*Thank you all.*

## Start your own online fundraising campaign!

Our Foundation recently launched [www.buildthenewchildrens.com](http://www.buildthenewchildrens.com), a site that gives each of us the opportunity to help us build the new Children's by starting a personal fundraising campaign.

It's easy – in just a few minutes, you can create your personal page, and start collecting. Not only will you help raise much-needed funds, but it will also give you a chance to learn more about this extraordinary project.

Over the past weeks, dozens of people have taken up the challenge at [www.buildthenewchildrens.com](http://www.buildthenewchildrens.com). More than \$14,000 has already been raised.

Whatever amount you are able to raise, The Foundation will be extremely grateful. Every dollar counts! Thank you for helping us build a brand new Children's!



## "Lullabies of the World" launch

First row (l. to r.): Jennifer Rose Lapointe, Christine Steele, Pascal Comeau, Christelle Jacquet, Shayna Palevski, Evelyn Constantin, and Sonia Benedetto  
Second row (l. to r.): Pascal Colpron, Leider Beisan, Anne-Marie Pilon, Isabelle Milette, and Sean-Paul O'Brian



Pascal Comeau and Christelle Jacquet, music therapists at the MCH, along with a number of other artists, recently launched "Lullabies of the World", which features 12 songs in a number of languages. In time for the holidays, the album is available online through Zik.ca, iTunes.ca and Puretracks.ca. The CD is also on sale, through the MCH Foundation web site, and at various Archambault locations.

MCH Trauma has a new banner outside the ER entrance to the hospital. Have a look next time you pass by the ER.

# CENTRE DE TRAUMATOLOGIE TRAUMA CENTRE



L'Hôpital de Montréal pour enfants  
The Montreal Children's Hospital

Centre universitaire de santé McGill  
McGill University Health Centre



## Consider your colleagues for the Foundation's Awards of Excellence

Each spring, ten members of the MCH family are selected to receive an Award of Excellence for their exceptional contributions to making The Children's the great Hospital that it is. The ten recipients are selected by a committee of their peers, comprised of the previous year's award winners. A person becomes eligible for this award if their colleagues (or patients) submit a nomination form supporting their candidacy. The call for nominations

will be opening on December 1 so it's time to start thinking about who among your devoted colleagues you would like to nominate. All employees of the hospital are eligible to be nominated.

This year, in order to maximize every dollar raised, the Foundation chose not to distribute the nomination form in hard copy. It will instead be available electronically. To nominate one of your outstan-

ding peers for an Award, you must visit the hospital website and print out a copy of the form, which will appear in the section [thechildren.com/en/news](http://thechildren.com/en/news). This new method is greener and will save costs. The nomination form will also soon be available on the intranet. Once completed, forms should be sent to the attention of Valerie Frost at the MCH Foundation. Thank you for participating and contributing to excellence at The Children's!



It is now time to start thinking about the 2010 Awards of Excellence. Seen here are last year's ten recipients with representatives from the Foundation's corporate sponsors.

### *Awards and Nominations*

At the annual convention of the *Association d'oto-rhino-laryngologie et de chirurgie cervico-faciale du Québec* held October 30 to November 1, the MCH's **Dr. Melvin Schloss** was honoured by being named "A Pioneer" in the society.

**Dr. Alice Chan-Yip** presented a paper at the 20<sup>th</sup> World Congress on Psychosomatic Medicine in Turin, Italy (September 23-26, 2009). She was nominated to membership of the International Congress of Psychosomatic Medicine in 2007. The congress has been incorporated since 1970; the membership has wide representation of different disciplines of the medical professionals. In August this year Dr. Chan-Yip was awarded the Certificate of Psychosomatic Specialist by the College.

**911**

**24/7**

**365**

[www.hopitalpourenfants.com/trauma](http://www.hopitalpourenfants.com/trauma)

[www.thechildren.com/trauma](http://www.thechildren.com/trauma)

**Dr. Janet Rennick** received the Poster Award for Clinical Research at the Canadian Association of Paediatric Health Centres (CAPHC) annual meeting in October. The award includes the Canadian Institutes of Health Research (CIHR) IHDCYH-CAPHC 2009 Poster Award, and the McMaster Child Health Research Institute (MCHRI)-CAPHC 2009 Poster Award.

***Assessing psychological distress in children following PICU hospitalization: Development of the Young Children's Critical Illness Impact Scale***

**Investigators:** J.E. Rennick, D. Stack, S. Ghosh, J. Rashotte, C. Chambers, B. Stevens, S. Wood-Dauphinee, C.C. Johnston, J-C. Tanguay, J-A. Trempe, T. Tewfik, D. Laforte

Dr. Rennick is the Principal Investigator on the study, which is funded by the SickKids Foundation/IHDCYH-CIHR National Grants Program. The objectives of the study are to develop and test an illustrated self-report measure of psychological distress for children aged 6 to 9 years following pediatric intensive care unit hospitalization. It is being conducted across four Canadian children's hospitals: The Montreal Children's Hospital, The Hospital for Sick Children, The Children's Hospital of Eastern Ontario, and the IWK Health Centre.

## Events

### MCH Auxiliary Gift Wrap 2009

Our very successful Gift Wrap fundraiser is currently being organized. From December 3 to 24, we have three sites to choose from for any of you who have a 4-hour block and would be willing to donate your valuable time and gift-wrapping skills. The three sites are Simon's at metro level / food court (Carrefour Industrielle Alliance), Place Montréal Trust and Promenades Cathédrale.

Please email [lucette.bennett@muhc.mcgill.ca](mailto:lucette.bennett@muhc.mcgill.ca), Administrative Officer Auxiliary MCH, or [rosemary\\_gallant@hotmail.com](mailto:rosemary_gallant@hotmail.com) Chairperson, Gift Wrap 2009 with your name, telephone number and email.

The Auxiliary of the MCH thanks you for your participation!

### The Telethon of Stars: raising money for research into children's diseases

Watch the 33<sup>rd</sup> annual Telethon of Stars, broadcast live on December 5 on CTV-Montreal from 6:30 to 11:00 p.m.. The telethon, which raises funds for research into children's diseases, raised more than \$5.2 million last year. The MCH is one of four leading Quebec-based hospital research centers to receive funding thanks to the Telethon.

Tune in and give generously!

### Montreal Children's Hospital 5<sup>th</sup> Annual Family Literacy Day Let's Celebrate!

On January 27, 2010, MCH staff and volunteers, in partnership with the Centre for Literacy will be giving books out to children and their parents in the 2B waiting area. Information on literacy related topics will be provided by staff from the Centre for Literacy of Quebec. MCH Child Life Services will provide reading related activities.

**Wednesday, January 27, 2010**

**9:00 a.m. to 2:00 p.m.**

**2B Area**

Please encourage parents and children to drop by 2B. After 2:00 p.m., hospital staff may pick up books for their units or clinics.

**Info:**

Linda Stephens  
Project Coordinator  
Imagine: Lire/Read  
[linda.stephens@muhc.mcgill.ca](mailto:linda.stephens@muhc.mcgill.ca)

Lynn Kiraly-Batist  
Family Resource Library  
[bibliofam@muhc.mcgill.ca](mailto:bibliofam@muhc.mcgill.ca)  
ext. 22383

Remember, there's still time to submit papers to the **Second National Transcultural Health Conference: Multiple Voices for enhancing health equity through research, policy, education, and clinical practice** to be held from May 2 to 4, 2010 in Calgary, Alberta.

**Please visit**

**[www.sacyhn.ca/2010transculturalconference/](http://www.sacyhn.ca/2010transculturalconference/)  
for more information.**

## A Place Alexis Nihon and Espace Urbain Event: Say Cheese!

To add a special touch to the festive season, Place Alexis Nihon is joining hands with Espace Urbain, a Montreal photo studio, to lend their support to the fundraising drive Say Cheese!, a photo event designed to raise funds for The Best Care for Children Campaign.



All proceeds from the event will go towards purchasing a piece of equipment for the Neonatal Intensive Care Unit of the new MCH. For as little as \$40, the full amount of which will be turned over to our Foundation, family and friends will be entitled to a personalized photo session at Espace Urbain ([espaceurbain.com](http://espaceurbain.com)), as they give to a worthy cause.

Bring your children, your partner, your parents, relatives, colleagues or best friend to Place Alexis Nihon, from November 26 to December 13, and get natural studio portraits set against a white backdrop that will capture the very essence of your personality... **Say Cheese**, please!

Space is limited; reserve yours now by calling 514 797-DONS. Information at [souriezdon.com](http://souriezdon.com).

## Pilates for employees at the MCH - Winter session

A new session of Pilates at the MCH begins the week of November 30. Do something good for yourself and enroll today!

Sign up for one or both of the following classes:  
Mondays starting **November 30** or Wednesdays starting

**December 2**  
**5:00-5:55 p.m.**

**Rm. D-292**

**11 weeks**

- Men and women are welcome
- \$110 for one session/week (special price of \$200 for two sessions/week)
- **REGISTRATION:** Contact Karen @ 514 489-7717 or email [karenkunigis@hotmail.com](mailto:karenkunigis@hotmail.com)

Please note that there will be no classes during the Christmas and New Year's weeks.

## This winter, my choice is public transit You could win \$200!

The winter months are already difficult for driving conditions and the traffic problems are only becoming worse. Why not avoid such stress and try public transport? Participate in the draw "This winter, my choice is public transit". Return your permit for a minimum of 4 consecutive months this winter and register for the draw of a \$200 prize per site. For more information about the draw please contact your parking office or call 32911. The draw will take place on December 1, 2009.

## December 3 is Holiday Safety Awareness Day at the MCH

As a trauma centre, our primary responsibility is to provide excellence in pediatric and adolescent trauma care to the children and teens of Quebec. We also have an important role in injury prevention, which is truly the desired treatment of choice for trauma.

On December 3 members of MCH Trauma will be in the 2B clinic area, from 9:30 am to 2:00 pm, to answer questions about various holiday safety topics. We will distribute our "Holiday Safety" and "Safe Fall and Winter fun" pamphlets, as well as "Le guide des jouets 2009" from Protégez-Vous. We will also provide information about new regulations and recommendations for ski helmets and other winter sports equipment. Participants will have an opportunity to take part in interactive activities and games and will have the chance to enter a draw for exciting prizes. Get in the holiday spirit and come join us for an informative and fun-filled activity.

**December 3**  
**9:30 a.m. to 2:00 p.m.**  
**2B clinic area**



All information or announcements must be sent to Public Relations and Communications no later than 5:00 p.m., Friday, December 4. Remember: the texts must be in English and French, sent by e-mail: [info@thechildren.com](mailto:info@thechildren.com). Info: ext. 24307



L'Hôpital de Montréal pour enfants  
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Centre universitaire de santé McGill  
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## MCH Staff @ work



**Gisèle Goguen**

Administrative Technician  
Council of Physicians, Dentists and Pharmacists (CPDP)  
6½ years at the MCH

Gisèle says she really likes the warmth and friendliness of the MCH. Outside work, she and her husband once participated in a dance marathon to support research on Friedreich's ataxia. "We danced for 27 consecutive hours!"



**Mailyn Woo**

Administrative Assistant  
Hospital Services  
19 years

When not at the MCH, Mailyn enjoys spending time with her in-laws, 7 nieces and nephews. Her hobbies include baking for family and friends, something she finds relaxing and therapeutic. Mailyn also volunteers as a communication facilitator for the hard-of-hearing.



**Carolle Legault**

Administrative Technician, Northern Health / Telehealth  
13 years at the MCH

Carolle enjoys doing both crafts and gardening. And she and her husband built their country house – themselves! Carolle enjoys the variety in her work and really likes the team spirit.



**Mario Provost,**

Electrician, Material Installations  
21 years at the MCH

Mario works with two other electricians on his team. "We work very well together." He is also a union representative. Several years ago, he played hockey for the first time, a big challenge but one he enjoyed a lot!

## How to Deal with an Over Demanding Boss

Bosses and managers have different managing styles. Some are jovial and lenient whereas others are demanding and strict. For those who have a demanding and strict boss, they may wonder what the best way is to deal with an over demanding boss. There are a few ways to go about pleasing one's boss without having to sacrifice integrity or pride while doing so.

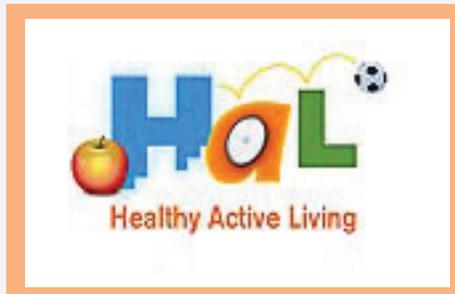
### Evaluate the Demands

The first thing an employee needs to do with regard to taming an over demanding boss is to evaluate the demands which are put upon them. It is important to look at the demands and see whether they are unrealistic in nature. By evaluating the demands, you will be better prepared to take the next step which deals with accepting the work.

### Consider the Workload

Once the demands have been evaluated, the next step is to consider your current workload and see if they are able to complete the given job in a timely fashion which will yield the

highest quality work. No boss wants poor quality work. If you are unable to complete the work in an adequate manner and time, it is important to discuss this with your boss.



### Speak with the Boss

Prior to speaking with the boss, it is important to consider the type of individual he/she may be. If bringing up the topic of excessive workload might cause you to be fired, it is best to try another way. However, if the boss is demanding yet fair, it might be beneficial to speak with them about the project and discuss the ramifications of completing the project in a speedy manner, such as less than adequate results.

### Find a Way to Get It Done

If speaking with the boss with regard to their demands and employee workload is not a possibility, the other option is to find a way to get the work done. Look at your current workload and reorganize your work schedule. See which jobs can be put off until the highest priority job issued by the boss has been completed. Reorganizing your work schedule will help you to meet all of the boss' demands without having to speak with the employer and possibly risk their job by doing so.

An over demanding boss is not a rare occurrence. There are many individuals in the workforce today who find themselves having to deal with an over demanding boss on a daily basis. By reviewing the aforementioned tips, one may find that one or more of these hints will work wonders when it comes to taming the beast which is the over demanding boss.

*From: Mama's health.com*

## Marianna Simeone and Rémy Girard speak out for The Children's

Longtime spokespersons of The Children's, journalist Marianna Simeone and actor Rémy Girard recently took action for our Foundation. With the energy they are known for, they recorded two promotional messages (radio and TV), with the aim of creating awareness in Quebec about the construction of our new Hospital. See their messages on the big screen at Guzzo Theatres, or watch them on the Foundation's website, at [childrenfoundation.com](http://childrenfoundation.com).



## When the diagnosis is autism: what's next?

By Maureen McCarthy

Photo: Courtesy Stephen Wark



When Ben turned two years old, his vocabulary consisted of only a few simple words which all began with the letter 'b'. "We knew that boys often start talking later than girls, but something didn't seem right," says Ben's dad, Stephen Wark. "There were other signs too. We had noticed that Ben liked to isolate himself and he often played by himself."

On the advice of their pediatrician, the Warks made an appointment to get Ben's hearing checked at the Montreal Children's Hospital (MCH) of the McGill University Health Centre. The test results brought good news: Ben's hearing was fine, but it still left some unanswered questions for Stephen and his wife. One of the audiologists suggested they make an appointment in the Autism Spectrum Disorders Program (ASDP) at the MCH. They followed through on the advice, hoping that it might provide some answers.

A few months later, Ben was seen by several ASDP team members. After conducting a series of tests, which included the Autism Diagnostic Observation Schedule (ADOS), the Autism Diagnostic Interview (ADI), occupational therapy, speech pathology and cognitive assessments, they concluded that Ben had autism.

### A relief to get the diagnosis

Stephen says hearing the news was difficult, but they had a sense of relief too. "There was the possibility of a plan now to help Ben," says Stephen. They met with therapists in the program to talk about what that plan might involve. "At first, our thoughts were running ahead of us," he says, "but the team helped reel us in a bit explaining that autism is a spectrum which goes from mild to severe. We learned that there are no magic formulas with regards to a treatment plan, but there were things to focus on that could help Ben."

While the MCH Autism Program has a mandate to provide diagnostic services, therapies for children with autism are provided by CLSCs, CRDIs (*Centre de réadaptation en déficience intellectuelle*) and schools. Ben's autism is mild but his language skills posed a problem for him. His parents learned that the wait times for services such as applied behaviour analysis (ABA) therapy can be long, so to make the most of the wait they enrolled Ben in several studies that were offered at the time by the Autism Program of the MCH, including the 'Trajectory' study and the 'More than Words' study, conducted by Dr. Eric Fombonne, Director of Psychiatry at the MCH, and Catherine Hambly, Speech Pathologist.

"The studies really allowed us to see how Ben was progressing," says Stephen. "Every six weeks we were at the hospital for two weeks solid while Ben did tests. The therapists did baseline measures and then followed up on these during subsequent sessions. We were always in the room with him during the tests and we could see his strengths and weaknesses, and where he was improving." Stephen and his wife also followed the clinic's advice to enroll Ben in daycare as part of his therapy.

Last fall, Ben started school and he shares an aide with another boy with autism. The aide helps Ben manage his free play time and his social interactions at lunch and recess. Stephen says it was a good year. "Ben generally has no real trouble sitting still and focusing on his work. The ABA practice has helped him learn to keep his focus. Overall, he's doing great. We're looking forward to a seamless transition to grade one."