

90 years of experience

Each spring, Children's Hospital Boston honors employees and staff who have worked at the hospital for a multiple of five years. The Service Awards recognize the dedicated employees who, each day, contribute to Children's tradition of excellence in pediatric care, research, training and service to the community.

New this year, *Children's News* sat down with a few of the 2005 Service Award recipients to find out a little bit about their time at Children's.

John Costello
Director of the Augmentative Communication Program



John began his 20-year career at Children's volunteering with Howard Shane, PhD, director of the Center for Communication Disorders. "I observed Dr. Shane's work as an undergrad," he recalls, "which made me really passionate about augmentative communication and led to my graduate work in speech pathology."

John continued to work with Shane throughout his graduate training, eventually joining what was then known as the Communication Enhancement Center as a speech pathologist in May of 1985. While the bulk of his work was in the outpatient setting, over the years, John began to get more and more requests for inpatient visits.

Through his work with inpatients, John helped to develop a model for augmentative communication intervention in the acute/intensive care setting at Children's in the mid-1990s. And today, that model has transitioned to a formal program, with a full-time speech pathologist. "It's so exciting to see our inpatient work transition into an actual program," he says. "It's so important to support the communication of critically ill patients. And fortunately, the culture at Children's is such that it's something we value here."

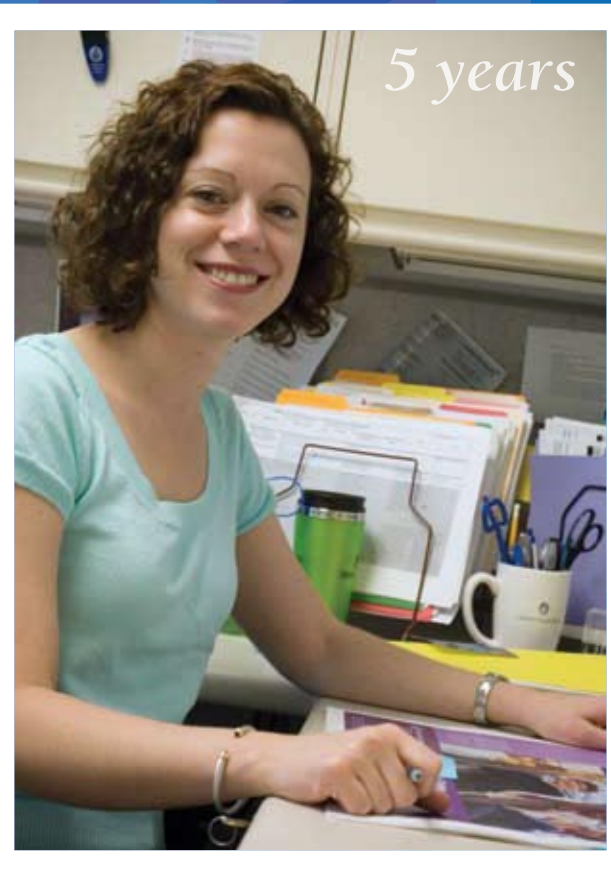
John hopes he has at least another 20 years at Children's ahead of him. "The things that are accomplished at Children's and the people who work here are so amazing," he says. "I'm so honored to be a part of it."

Jennifer Fine
Communications Manager for the Office of Child Advocacy

Jennifer spent her first few years at Children's as the Program Funds coordinator in what was then known as the Community Benefits office. She worked closely with community health programs and the Children's Hospital Trust, writing proposals and fundraising.

Dedicated to community health but ready for a new challenge, Jennifer transitioned into her current role as Communications manager in 2004, overseeing the Office of Child Advocacy's overall communications efforts. From talking to the local press to editing brochure copy, Jennifer does it all with a keen eye toward promoting Children's community health mission.

"I've really enjoyed watching our community health efforts grow over the years," she says. "I'm so proud of how far we've come. And it's been personally very rewarding to go out into the community and see the kids we're helping with all that we do."



Paul Williams Director of Engineering

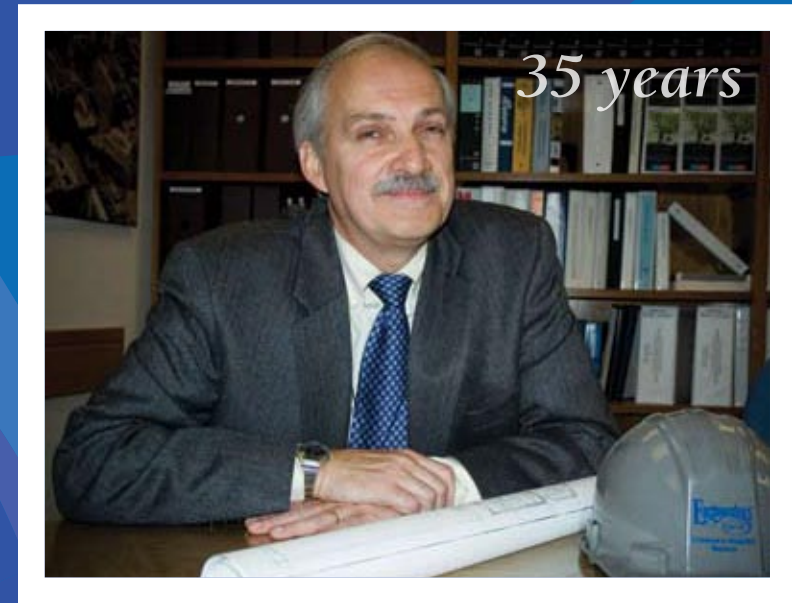
Paul began his 35-year stint at Children's in the plumbing shop. A pipe fitter by trade, he focused on the heating and cooling aspects of the facility, eventually becoming night shift supervisor, then project manager and today, director of Engineering.

Through the years, Paul has worked closely with the entire Facility Operations team on many infrastructure and capital improvement projects, including the Main building, the Enders building expansion, the Karp building and most recently, Main South.

"I work with incredible people every day," says Paul. "They're all highly energized, and in most cases, the best at what they do. It's truly wonderful."

But what really keeps Paul going from year to year is the mission of the hospital. "There's a wonderful culture here that everything we do is 'for the kids,'" he says. "It's the energy that fuels this place and reminds us all why it's such a blessing to work here."

"It's the little things we do, like jumping in the car at 3 a.m. to shovel snow so families can access the hospital, that make this place so special," he adds. "It's very inspiring."



Marguerite David, RN 10 Northwest

Marge has been taking care of Children's patients and their families for the past 30 years. A level-three nurse, she began her career on the Infant/Toddler and Surgical Intensive Care Unit, then known as Division 24, in the Farley building. The ICU eventually separated with the advent of the Main building, and Marge continued on with her infant/toddler patients.

"It's amazing to think how different things were back then," she says. "The main entrance to the hospital has even changed three times since I've been here."

Through her years at Children's, Marge co-founded and continues to run a patient and family support group with Rosemary Grant, RN, in Urology. She was also one of the first champions for creating the Center for Families.

Today, Marge is piloting a new position on the Surgical Service, which includes 10 South, 10 Northwest and 8 West, acting as a patient/family liaison. "I sit down with families who are being discharged on a given day and ask them questions about their experience at Children's," she says. "I'm learning volumes about the various issues families have while they're here. But overall, the feedback has been more positive than negative."

"My heart has always been with the patients and their families," adds Marge. "So, this role is a perfect fit for me. Not a day goes by that I don't learn something new here, even though it's been 30 years. I really feel valued as part of the care team here. There's great camaraderie and collaboration."

