

Departmental Acknowledgement

"I've forgotten more than you will ever know"
Bob Dylan

Hi Everyone,

This week's Departmental Acknowledgement was put forward by a collective that included the Chief Residents (Sam Freeman, Caitlin Prendergast), members of the Division of General Pediatrics (Mylene Dandavino, Nadine Korah) and B9 Nurse Manager Josie Rivuelta. The Acknowledgement is reproduced in toto below. I find it a heartfelt well-written Acknowledgement that highlights one of the many folks that enable health care professionals to do their work.

"The Departmental Acknowledgment has been, more often than not, an opportunity to highlight a physician from our community who has achieved excellence or exemplifies certain qualities that we find worthy of recognition: excellence in research, dedication to clinical service, rewards or recognition from professional organizations, national prizes, or a lifetime of service to our institution or to children's health more broadly. Once in a while, allied health or administrative professionals from our hospital are recognized. Although much attention is given to the accomplishments of those professionals who are on the "front lines", some of our most stellar professionals ply their trade behind the scenes.

One such outstanding member of the MCH community and the subject of this week's acknowledgment is **Bernard Riel**, the longstanding unit coordinator of the medical wards (the former 6Cs and current B9s). After 30 or so years of service, Bernard is moving on from the medical wards to a new position in the PACU, which hitherto had done without a unit coordinator. As such, Bernard will bring in the skills and expertise he has honed over many years to a unit that will certainly be grateful to have him. His absence will also be a great void on the medical wards.

Indeed, Bernard had been a constant presence on the wards, and in many ways the chugging engine that keeps them running. He was simply everywhere at once, all the more so since the move to the Glen, where Bernard was taking care of all three pods on the ninth floor, and managed to span this vast territory by being a one-man, mobile office, armed with a Spectralink phone and a head full of crucial information about the day's business. Every admission, discharge, transfer and follow-up visit crossed Bernard's "desk". He acted as the collective brain for the nurses, physicians, and myriad trainees who work to take care of patients on the wards. Many staff physicians at the Children's first met Bernard in their medical infancy, as clinical clerks in their pediatrics rotation. The number of trainees Bernard has helped along over the years is far too great to count.

Beyond his competence, reliability and infinite patience, Bernard's manner is certainly what has made him beloved of all those who have had the privilege to work alongside him. His exemplary professionalism, calm under pressure, and excellent sense of humour make any interaction with Bernard a distinct pleasure, often in the thick of a

stressful and chaotic day. It is these qualities, perhaps more than any others, that will be missed on the 9th floor.

People like Bernard, whose work is often done behind the scenes, do more than simply support those on the front lines. They contribute in countless ways to the fabric of our institution. They show us that any job can be done to the highest standard. They make us proud to work in a place where every contribution is valuable and valued, and every employee is a member of the team. We wish Bernard the best of luck in his new endeavour in the PACU, which will be lucky to have him. Meanwhile the work will continue on on the medical wards, where there will always be a place for Bernard.”

I encourage all readers of these weekly acknowledgments to consider putting forward and writing an acknowledgement for someone they feel is deserving.

Have a great weekend everyone!

Michael

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