

“It has been said that ‘in patience ye shall win your souls,’ and what is this patience but an equanimity which enables you to rise superior to the trials of life?”

Sir William Osler

Hi Everyone

You may recall that I am introducing a new twist into our Departmental Acknowledgements this year. Every month I will ask one of the previous month's recipients to take responsibility for an Acknowledgement. A way of "paying it forward". I am setting no limits on who they pick and am giving carte blanche to what they write.

This week's Acknowledgement is by our Chief residents, Nina and Olivier.

We wish to give this week's Acknowledgement to **Josee Warda**.

We, unfortunately, do not know a lot about Josee's background, where she came from, what her educational background is or to be honest what her official title is here at the MCH.

We do, however, know that we would not survive without her. [Editorial Note; Josee has worked at the MUHC for 23 years. Before becoming in 2010, the Admin person for the Residents, she worked in molecular genetics. She is the proud mother of 3 children]

As we have often learnt to advocate for our patients, we as Residents seldom have people advocating for us. Josee, however, is one of the major expectations to this. Countless times she goes beyond her call of duty to ensure we take our vacation, get paid appropriately, and has even on multiple occasion made sure the Resident Room doesn't fall into complete disarray.

Personally, as new Chiefs, we found ourselves lost beyond words back in April. Having lost an Administrative jewel we often found ourselves overwhelmed with the work and unaware of all the background administration that needs to occur to keep the Resident group afloat. Josee not only responded to our emails and phone calls in a timely fashion, she frequently came to us to help us out personally as we waded our way through the unknown.

Most importantly, she never once thought anything we asked was beyond her description to help with, and always has such a humbling nature.

We, as Chiefs, but also as Residents here at the MCH, want to say thank you to Josee. We hope that she feels our appreciation and deep gratitude for everything she does for us. We sometimes forget that in order for us to do what we do well, there are hundreds of others standing by our sides helping us out, and every once in a while someone comes around that not only supports us but also makes this journey through Residency just that much easier - Josee is one of those.

Nina & Olivier

Have a great weekend

Michael

Hi Everyone

Last week's acknowledgement brought to my Inbox the following from Rima Rozen that I would like to share with the entire Department. To me it affirms the power of this simple gesture and the sense of community it helps to build.

Dear Michael,

I just read your acknowledgement to Josee Warda and hope that it is not too late to recognize her important contributions to the Molecular Genetics Service at the MCH. You mentioned this activity in the acknowledgement but it is unfortunate that I was not asked to contribute.

I first started the service in 1985 and continued to direct it until 2002. In the initial years, it was an R & D operation, with limited resources and minimal staffing. Josee was the first and only administrative assistant during my tenure as director. She managed a wide variety of tasks, most of which were not routine, and for which she was not formally trained. She generated intake sheets for families, results sheets, received samples (most of which were out-of-town) and coordinated with the technician, set up files, managed correspondence with physicians, generated the results letters, and even entered the molecular results into a database. Average volume grew to several hundred to approximately 1000 samples per year, and Josee continued to manage this high volume from the administrative side. This service was the first formal molecular genetics service in Quebec and there were few established rules in the early years, since molecular genetics was just emerging as a discipline. Josee just used her basic instincts and intelligence to support this important activity. This type of service is now routine but our venture into molecular diagnostics would not have been successful without Josee's dedication, resourcefulness, and concern for the patients.

Rima

Michael