The Grand Opening, Continues
Family Resource Center Opens at GCH
Editor’s Note: The new Family Resource Center is now open on the 12th floor of the GCH. Melissa McElroy-Elve shared the details of this wonderful new facility:

The UPSTATE Health Sciences Library is continuing a tradition of excellent service to the Central New York community by expanding its consumer health information services to an additional location with expanded hours. We are pleased to announce that starting on 1/20/10, the Family Resource Center in the Golisano Children's Hospital is open seven days a week from noon to 8pm.

The Health Information Center (HIC), our service for consumer health questions for over 15 years in Upstate's Weiskotten Hall, is growing and changing. Now a vital member of the health care team on the 12th floor of Upstate Golisano Children's Hospital, HIC has been renamed the Family Resource Center (FRC), and is designed to be a warm, welcoming environment for patients and families as they research health questions with the support of professional librarians, nurse educators, and volunteers.

Complete with a fireplace, the FRC also features a business center that provides computers and printer, fax, scanner, copier services to help families take care of life's everyday demands during their child's stay. Another FRC site is being planned for the main Hospital as well.

Concierge information is also available to the many patients and families who travel long distances to UPSTATE and Syracuse and need assistance in getting around an unfamiliar campus and city.

The FRC's collection of approximately 300 volumes in pediatric consumer health and the entire range of databases provided by the Health Sciences Library are available. The health literacy expertise of professional library staff ensures that patients and families will find reliable, current and credible information. Our Family Resource Center staff acts as a "bridge" between the patients, families and their healthcare providers. This supports our shared goal of patients making well-informed choices with their team of doctors and clinical staff, leading to better outcomes. In other words, Knowing Changes Everything.

To learn more, please visit: http://www.frc@upstate.edu

Dinosaurs

Something old; Something new

The GCH may be brand new but its first exhibition now on display in the Tree House is prehistoric. Mesozoica: The Age of Dinosaurs features laboratory cast specimens of fossils and dinosaurs and will be on display through March 31th for patients and their families. The exhibit is on loan from the International Museum Institute of New York. While some of the creatures give new meaning to a toothy grin, they are all quite harmless (though, just to be safe, spectators are encouraged to keep their distance).

(more info on Mesozoica:)
http://creativecoralent.ning.com/photo/album/show?id=2046053%3AAlbum%3A2159&xg_source=activity

GCH - Alive with the Sound of Music

By Ann Minton

You can probably imagine the friendly comments I hear from people as I push my cart full of instruments in and out of elevators and down long hallways here at University Hospital. They ask, “Are you the music lady?” “Are you doing a gig for the patients?” and, even more interesting, “Can you come play for us?”

These comments tell me that even though a guitar or keyboard or any other instrument may seem at first glance out of place here, there is at the same time a great receptivity to the idea of inviting music into the sterile walls of a hospital. I believe this receptivity comes from the deep appreciation that all of us as human beings have for that mysterious and magical gift of music that is so powerful and moving to us. (see full article online)

Hospital Hears a Horton

One of the many exciting features of the new GCH is having its very own Tim Hortons and Cold Stone up on the 11th Floor. The Crier had the honor of an exclusive interview by the store’s managers, Dave and Joan Pelz.

The Pelzes tell the Crier that the GCH has the exclusive privilege of having the first and only Tim Hortons located in a Children’s Hospital and the only Cold Stone located in any hospital anywhere. That makes another first for the GCH (and a very nice one, at that).

The Pelzes were both former employees at GM in Buffalo, NY. When the plant downsized they decided, being the self-proclaimed top two patrons of the local Tim Hortons, to look into purchasing a franchise. After spending two months in Canada training for their new career, they packed up their seven kids and moved to Syracuse to open a Tim Hortons in Cicero/North Syracuse. Shortly after getting their first store up and running, they were approached by Headquarters and asked if they would be willing to open another store in the new Children’s Hospital (they were given 24 hours to make their decision). They obviously decided to give it a go, and the rest is history-in-the-making.

When asked who their typical customers are at this 24-hour operation, their first response was that they are the friendliest customers ever. They have a wonderful rapport with their customers...
who range from patients and their families, to construction workers, to staff. Many are regulars. Compared to their other store, the Pelzes said that their GCH customers are generally much more relaxed than the typical on-the-way-to-work customer at the drive-thru window in Cicero. And unlike outside stores, weather has no effect on sales. As far as sales go, they are doing very well, 24-hours a day. As Dave put it, “we have a captive audience.” Not surprisingly, they say that their best selling items are coffee and ice cream. However, gift cards have been going very well as have their travel mugs (first cup comes free). In fact, they mentioned that over the holidays a few of the nurses bought them in cases as gifts. Think green caffeine.

Wanting to clear up a longstanding rumor, we asked the Pelzes about the Canadian urban legend of Tim Hortons coffee being so addictive that they were accused of putting nicotine in it. Dave laughed that off and said that the rumors were all false saying, “It was actually Crack Cocaine.” We are fairly certain Dave was trying either to pull our leg or to perpetuate the urban legend.

As for any additional fun facts, they mentioned that Tim Hortons is so popular in Canada it has frequently been used for weddings and funerals. In fact, one man’s last request was for his funeral procession to go through the drive-thru window for one last time on the way to the cemetery. The request was happily met.

Within the next few months you will start to see tables, chairs and a sitting area across from the counter. Out of obligation to its readership, the Crier plans to closely monitor the situation with frequent visits.

What is a Tunnessen?

Editor’s Note: There has been some curiosity about the Crier it could answer the question for some people and also put a face to the name. Thanks.” (see online link).

Mid-Winter Party

On Saturday, January 23, 2010 over 100 residents, faculty and staff enjoyed the annual Pediatric Midwinter Party, at Traditions at the Links in East Syracuse. Thanks, largely, to the efforts of Beth Nelsen along with the generosity of the faculty who covered the costs of the residents, a wonderful time of food, dancing, music, fun and more dancing, was enjoyed by all.

Dr. Lebel’s Life of Crime

Editor’s Note: Ever since last month’s issue of the Crier we have been deluged with people wanting to know why the head of our genetics division spent two weeks in jail (as revealed in the True or Lies contest). After graciously accepting his prize (a mini-hacksaw and a copy of Bonhoeffer’s Letters and Papers from Prison), Dr. Lebel offered the following explanation in an attempt to clear his slightly tarnished reputation:

“There has been some curiosity about my two weeks in jail. It was 1973, and I was just completing a religious meeting with many other “persons of the cloth” in San Francisco the evening before. We were approached as a group by members of the Farm Workers Union movement, who were going to stage a major event. They sought volunteers to picket with them. We filled a bus and were on our way to Fresno, arriving in the morning. We were shown that there were two ways to participate, one of which would likely lead to arrest while the other would not. Many of us chose the former, and were taken into custody. The next day we were offered a chance to sign out “on personal recognizance”, which means a promise to show up for a court date. We’d been tipped off that this might be offered to those of us who were conspicuously NOT farm workers (no calluses on hands, no chronic sunburns). Most of us refused to sign unless assured that all those arrested were being given the same option. It took two weeks before the authorities tired of their over-crowded cell blocks being filled with song and laughter, and we thought it meant something to them that many of us also entered a liquids-only fast.

The entire affair was wonderful from my perspective; I enjoyed getting to know some of the workers, and believed that as a group we had done something useful with our time. It was more difficult for our families who had very little news about us during that time. National news media covered it somewhat spotlessly, and after the first phone call we had no opportunity to communicate. To this day, I think my parents have never quite figured out why they had to go through that while I had fun learning how to play dominoes and to count in Spanish. It’s my only jail time (so far). All charges were eventually dropped so there never was a court date or a "record". Of course, no one knows what the future may hold.

Viva la Causa!”

Robert Roger Lebel, MD, FACMG

Pediatric Star-of-the-Month

By Lisa Blystone

Congratulations to Gloria Kennedy, who is the Pediatric Star of the month. After paying to come to the midwinter dinner/dance (both for herself and to cover the cost of residents), at the last minute Dr. Kennedy found out several of the residents were unable to attend due to coverage so she covered both floors, herself and sent the residents to the dinner in her place. Dr. Kennedy, you are a true star. Please contact Patty Mondore or Lisa Blystone to pick out your Stars prize.

Medical Mission Update

Carol Christiansen and Lauri Rupracht’s medical mission trip to Ghana, Africa in Departure date – 2/26/10. Winner of the Flat Screen – Tina DeRocha. New raffle for Dell Laptop and two gift baskets. Winners announced at the Valentine Ball

Don’t forget the Father-Daughter Valentine Ball - Tuesday, Feb 9th

FEBRUARY BIRTHDAYS

2/3 Kevin Ragosta
2/11 Charlie Bergstrom
2/14 Steve Blatt, Greg Liptak
2/17 Trisha Tavares
2/18 Leonard Weiner
2/24 Manny Karjoo, Richie Cantor