Over three decades ago, a small group of people realized that specialized paediatric care was a necessity for the communities of Eastern Ontario and Western Quebec. As the hospital celebrates its 30th Anniversary, we look back on the thousands upon thousands of children, youth and families who have been helped by CHEO.

Through this time, every admission, every emergency visit, every diagnosis, every overnight stay, was testament to how prudent their vision was. The initial fundraising efforts by this concerned group paved the way and started CHEO down the path to 30 years of care... 30 years of making a difference in the lives of children and youth.
Everyone here at CHEO and the CHEO Foundation are thankful that our community shared their vision. Our children are fortunate to live in a community that realizes the importance of providing excellence in health care for our kids. This common passion has resulted in unwavering support and as a generous supporter, you can take pride in the fact that your children’s hospital has grown, and will continue to grow, to meet the needs of our children and youth.

CHEO has seen plenty of change since 1974. In recent years, new expansions have been made to our hospital, a new wing housing rehabilitation services and clinical and laboratory space of the genetics department was built. This wing was named in honour of CHEO’s greatest ambassador, Max Keeping. Our Research Institute is also undergoing rapid change and progress, with a new research building scheduled to open early this year. Construction will begin this year on a new east wing which will include the expansion and modernization of our emergency department. All of these changes have been made possible due to tremendous community support.

This year, The CJOH Telethon for CHEO will take place on June 5 and 6, and will be happening hot on the heels of CHEO’s 30th birthday on May 17. This year’s edition of the telethon promises to be extra special as we weave patient and staff stories from the past 30 years in with the powerful words and images that will introduce you to children and families who are facing current medical challenges at CHEO.

What started back in 1968 with some fundraising tea parties, fashion shows, and other small events has grown into the CHEO that we know today. We invite you to learn more about CHEO’s past, present and future by watching the CJOH Telethon for CHEO on June 5th and 6th, on CJOH TV, Rogers Television 22, Star Choice 311 and Bell ExpressVu 197.

Tour Nortel

With spring in the air, it’s time to start thinking about the CHEO Foundation’s annual Tour Nortel event. This year McDonald’s will be sponsoring the Dream Team—three of CHEO’s courageous cancer patients. On May 2, 2004 come out to support Cassandra, Mitchell, and Steven and help them as they represent the thousands of children and youth that need CHEO’s services each and every year.

The 12K, 30K and 60K cycle tours will be back, as will the 2K and 4K walks. Many options are available to allow for families of all ages to participate. Event day will once again have a wonderful assortment of games, activities and displays to ensure everyone has a great day. For more information please visit: www.tournortel.com.
A new endowment fund honours the memory of a beloved colleague at CHEO

Ginette Potvin spent her entire professional life as a nurse helping to make a difference in the lives of the people around her. As a well-loved member of CHEO’s team, Ginette was devoted to the children and families who came into her care, and she had the gift of being able to forge special bonds with those most in need of comfort. When she passed away suddenly in 2001 at the age of 53, her family and friends mourned the loss of a beloved sister, aunt, colleague and teacher.

In Ginette’s honour, her family and friends have established The Ginette Potvin Memorial Endowment Fund at the CHEO Foundation to provide assistance for programs related to Spina Bifida and Urology—two areas which were of special interest to her. The endowment fund will help to continue Ginette’s legacy of commitment and caring for many generations of children and youth at CHEO.

Right from the start Ginette showed that she would excel in her chosen profession. Never one to sit still, she went far beyond the requirements of her job by her involvement in numerous nursing associations, and by her presentations at national and international meetings. For more than 30 years her special skills helped to bring comfort to hundreds of people, young and old, at the Ottawa General Hospital and at CHEO. With her unique combination of wisdom and humour, she had the ability to make people laugh even in the most difficult situations.

For ten years Ginette ran CHEO’s Urodynamics Department. She was known and respected for her skills as a nurse and administrator, and she was a favourite with the children, their parents, and her colleagues for her ability to raise the spirits of everyone who came into contact with her.

In recognition of her many contributions, her colleagues and friends arranged for the CHEO laboratory where she worked to be renamed The Ginette Potvin Urodynamics Suite.

La belle Ginette! She had clear blue eyes, untamed curls of black hair, and one heck of a golf swing. She was loved by all.

By establishing an endowment fund, supporters of CHEO can help our doctors and nurses continue to care for the children and youth of our community for generations to come. 🌟
Prayers are answered

The night before CHEO’s grand prize draw, Joel Lalonde of Limoges asked his wife to pray that they would win the dream home and their prayers were answered. They won the grand prize package worth over $1.1 million. “I’ll remember that phone call as long as I live,” says Mr. Lalonde. “I was driving when I got the call on my cell phone and I had to pull over.”

Mr. Lalonde, his wife, Julie and two children are now the proud owners of a fully furnished and landscaped Minto home, a Buick Rendezvous CX, $20,000 cash, groceries for one year, and a trip for two to Mexico. The prize also includes moving and legal services. The Lalondes have been purchasing Dream of a Lifetime tickets for four years.

The second place prize of $100,000 went to Denis Carde of Nepean.

Thank you to everyone who purchased a lottery ticket and a big thank you to all our participating sponsors. Your support goes a long way in helping us provide first rate health care for our children and youth.

The Bear and CHEO Team Up!

106.9 The Bear and CHEO teamed up for the first ever Have a Heart for CHEO Radiothon. From February 25–27 Bear personalities broadcast live from the CHEO cafeteria. During the day many CHEO patients, families and staff shared their CHEO experiences with The Bear’s listeners.

A whopping $276,112 was raised during the Have a Heart for CHEO Radiothon. On behalf of the children and youth at CHEO we thank The Bear staff and everyone who phoned in pledges.
The Children’s Hospital of Eastern Ontario was ranked the best teaching hospital in the province by its patients in the 2003 Hospital Report, a report on how Ontario patients view the quality of care they received while in hospital.

When the surveys were completed CHEO patients proved they were more than satisfied with the level of care received at our children’s hospital. Patient satisfaction was broken down into eight factors: global quality (what patients think overall about their hospital stay), process quality (what patients think about the care and services), outcome of care, unit-based care (specific to a unit or ward), physician care, other caregivers, support services and housekeeping.

“Our patients are telling us that from the time they walk through the doors, they are extremely pleased with the personalized and individual attention they receive,” says Garry Cardiff, CHEO’s Chief Executive Officer. “Teaching hospitals handle the most complex cases and are facing increased workload and financial pressures. Yet despite these challenges, we remain focused on our number one priority—our patients and our families.”

As a teaching hospital, CHEO is affiliated with the Faculty of Medicine at the University of Ottawa, providing a hands-on environment for our upcoming doctors and nurses.

The Hospital Report Series represents one of the largest and most comprehensive studies on hospital performance in Canada. This joint study of the Ontario Hospital Association and the Ministry of Health and Long-Term Care provides a snapshot of Ontario’s hospital system and gives the public a better understanding of how their own hospital is performing.

Many studies in recent years have shown that Canadian children and youth are at a disturbingly high risk of developing mental health issues. Statistics show that 20 per cent of our children and youth worldwide suffer from at least one psychiatric disorder. Of that group it is estimated that only one in six of these diagnosed children will actually receive intervention.

CHEO and the Royal Ottawa Hospital are midway through a re-design of services which will improve psychiatric and mental health services for children and youth in Eastern Ontario. As an acute care hospital, CHEO will provide for patients who have the most complex and severe mental health problems. The restructuring of the services has seen CHEO’s inpatient capacity increase to 25 beds. A new children’s mental health inpatient unit was opened on the 6th floor of CHEO in mid-October as part of this expansion. Other enhancements of CHEO’s mental health services will include:

- intervention for patients who have serious medical conditions as well as specialized mental health issues;
- provision of acute psychiatric emergency care for children and youth up to 18 years of age;
- management of a central intake service for new referrals;
- specialized outpatient services and outreach services to the outlying regions;
- health promotion and early mental health intervention services.

Given the prevalence of mental health disorders in children and youth, as well as the significant under-resourcing in this area, the current restructuring and enhancement of CHEO/ROH services comes at a very important time.
David and Laura Storrie learned that even first-time parents should trust their parental instincts. Their new bundle of joy, David Joseph (DJ), arrived on December 10, 2003 after a difficult birth. He appeared to be fine after the emergency caesarean so he was sent home with mom and dad. Over the next five days, DJ was having trouble feeding, was vomiting, and was very sleepy. At his first week check-up his doctor was concerned about his symptoms, but since DJ was gaining weight and filling his diapers, it was decided that his condition would be monitored. But later that evening DJ began vomiting after every feeding. His parents became very concerned with this increased vomiting and slight changes in the consistency and colour of the vomit. Trusting their instincts, they headed to CHEO.

At CHEO, doctors took cultures and performed a spinal tap. He was admitted and had an upper gastrointestinal test in the morning. This showed there was some form of blockage which would require immediate surgery. Definitely a trying time for new parents, but Laura remembers the staff being exceptionally kind and comforting while she and David waited for news about their 10-day-old baby.

What began as a routine surgery ended with the discovery of multiple congenital anomalies that had gone unnoticed. The blockage was caused by his portal vein which normally grows behind the major organs, but in his case, had grown in front of the organs and caused a blockage in his intestines. Surgeons also discovered he was suffering from a condition called left isomerism, meaning he has two left insides. His appendix and gallbladder were on the wrong side and he has two left lungs. Additionally he has a condition called dextroacardia, which means his heart is on the wrong side of his body and is facing in the wrong direction. In addition his left and right ventricles are switched. This is a potentially serious condition because the smaller ventricle is doing the work of the larger, stronger ventricle. Doctors also discovered DJ has polysplenia, multiple spleens. Due to this condition, DJ takes antibiotics daily to ensure he doesn’t catch any viral infections.

Even with all of these anomalies, everything appears to be functioning. The surgery was deemed a success and DJ has fully recovered. DJ spent a total of 21 days at CHEO: 16 of those in the neonatal intensive care unit.

David and Laura remain very positive that DJ will lead a happy, healthy and non-restricted life. They are so happy with the care their son has received at CHEO. “I just felt like CHEO was the best place to be,” says Laura. “We were treated so well by all the staff. DJ had to spend Christmas at the hospital and the staff truly made the best out of a terrible situation. I can’t say enough how grateful we are.” DJ will be followed at CHEO on a regular basis to monitor his conditions. He is a strong baby and each day continues to get better. 🙏
To the CHEO Foundation:

On May 2, 2002 our son Will Sawyer was born at the Queensway-Carleton Hospital. Within minutes of his birth, the staff and paediatrician there knew that something was wrong with Will. The NICU Transport Team arrived and took our precious cargo to CHEO for further evaluation. A short time later we were told that Will had a congenital heart defect called Transposition of the Great Arteries (TGA) and would require a balloon catheterization the following day and then open heart surgery on May 6. We were in shock and disbelief but happy that it was a condition that could be fixed.

Will came through his surgeries and one by one pumps, drugs and equipment were removed and finally we were able to hold him on May 18. On June 1 his story was captured on the CJOH Telethon for CHEO and we were able to bring our bundle of joy home on June 3.

It was quite a year to say the least. To see our busy little guy now, you would never know that there had been anything wrong with him, let alone something so serious. We decided to have a big party for his birthday and to raise some money for CHEO. It was held in a park on May 10, and was complete with a BBQ lunch and a magician. We are happy to say that this party was a great success with $990 being raised for CHEO.

Janis, Wes, and Will 🎉

Donor Dollars Well Spent

The kindness and generosity of our donors help us purchase much needed equipment for many of the departments throughout the hospital. Here are some examples of recent equipment purchases made by the hospital:

- A very generous donation of $30,000 allowed the hospital to purchase neuroendoscopy equipment. This equipment uses a telescope that is guided into the brain making surgery less invasive. In addition to causing less damage it allows for faster diagnosis, and quicker recovery.
- Thanks to donor dollars, the recovery room purchased a portable ECG monitor.

This $8,000 piece of equipment monitors blood pressure, temperature, heart rate and oxygen saturation of patients in the recovery room after surgery.

These are just a few examples of how your generous donations help CHEO deliver the excellence in health care we expect for our children and youth. We thank you for your support. 🎉

The inaugural Hbc Run for Canada will be held in Ottawa on Canada Day, July 1st, and will be an exciting kick-off to an unforgettable day.

Presented by Hbc, this fun-for-all 10 km Run and 3 km Family Walk is an exciting way for Canadians to put their best foot forward and celebrate the mosaic of life we all enjoy in Canada. Proceeds will help support The CHEO Foundation and the Hbc Foundation. For more information please visit www.hbcrunforcanada.ca.
Thirty Years of Making a Difference

CHEO’s history belongs to our patients and their families. Although the brick and mortar of the hospital is a landmark in this community, it is the stories of each and every patient that walked through CHEO’s doors in the last 30 years that are the focal point of our celebrations this year.

We want to take the opportunity to celebrate the journeys of thousands of patients who have traveled through our hallways. We want to hear from you! Tell us how our care has made a difference in your life. Testimonials of care will be posted on the CHEO web site throughout the year. Thirty testimonials will be featured in a special anniversary publication.

You can share your story by submitting it online at www.cheo.on.ca.

Mark your calendars...

Tour Nortel
On Sunday, May 2nd bring the whole family to enjoy refreshments, music, a children’s stage and more. The McDonald’s Dream Team—three courageous CHEO patients—will be out to lend their support to raising money for other kids and youth suffering from cancer. All tours start and finish at Nortel Networks, 3500 Carling Avenue. Get your team together and help the community help CHEO.

Teddy Bears’ Picnic
Calling all bears! The annual Teddy Bears’ Picnic will be held July 10th, 2004 at the Governor General’s Residence. This event features a celebrity breakfast, bears and clowns, rides, and a continuous stage show. Whether it’s stitches or a new pair of eyes your teddy bear needs, the B.A.S.H. (Bear Ambulatory Surgical Hospital) will fix him up!

17th Kiwanis Duck Race For Tiny Hearts
On Saturday, June 5th, CHEO’s ducks will once again take to the waters on the Rideau Canal beside the National Arts Centre for another great race. Be sure to get your tickets and head downtown to cheer on your duck. It’s a whole lot of family fun with tons of fantastic prizes to be won. Come and enjoy one of the region’s favourite family outings. Proceeds from your Duck Race ticket purchase will go to help the children and youth at CHEO.

Many thanks to all those who have volunteered, attended, donated, or participated in any of our events. Your love and support for our children is greatly appreciated. We look forward to seeing you at our upcoming events.

Special thanks to St. Joseph Digital Solutions, whose support of CHEO Foundation projects throughout the year helps make this beautiful newsletter possible.