

# Bulletin



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## La Conférence à Montréal, Toute Une Réussite

by Karen M. McCaffrey, Program Director, Child Life Council

Five hundred and fifty nine child life professionals gathered in Montreal May 23-25 for the Child Life Council's 21st Annual Conference on Professional Issues. The Hôtel Wyndham Montréal was the site of conference, which provided educational and networking opportunities for the attendees, who ranged from students to founding CLC members.

Some highlights of the conference included:

- Emma Plank Keynote Address presented by the Honorable Judge Andrée Ruffo, a judge at the Court for Youth in the province of Quebec, who spoke on the importance of adults serving as advocates for children.
- Attendees were welcomed to Montreal by the Honorable Madame Lise Thibault, Lieutenant Governor of the province of Quebec. By virtue of a Royal Commission, the Lieutenant Governor has all of the constitutional powers of a head of

state and gives force of law to the policies determined by the government. We were honored by Madame Thibault's presence and warm welcome.

- The Exhibit Hall featured some new faces; vendors who were excited about discovering – or rediscovering – the child life market. Be sure to let us know if there are vendors you use who might appreciate information on the possibility of exhibiting at future conferences. Suggestions can be emailed to Stacy Berkowitz ([sberkowitz@childlife.org](mailto:sberkowitz@childlife.org)).
- The Research Competition Award was presented to Mary E. Tietjens, BS, CCLS, Heidi Vacik, MS, CCLS, Shannon Gleditsch, BS, CCLS, Dorothy Syblik, MS, MBA of Texas Children's Hospital in Houston, for "Pediatric Preoperative Anxiety Study: The Effects of Child Life Interventions." Information on the 2004 Research Competition

(See **MONTREAL**, p. 5)

## Utica College Welcomes National Child Life Archives

From academic papers to video interviews with the pioneers of the child life profession, the National Child Life Archives document the evolution of the profession. This special collection is now housed in the Frank E. Gannett Memorial Library at Utica College.

During Utica College's 25th Psychology-Child Life Reunion held April 11, a special ribbon-cutting ceremony was held for the archives. The collection is available to those who are interested in the archives, including Child Life Council members, child life specialists, educators, and students.

(See **ARCHIVES**, p. 6)



Melodee Moltman (left), Associate Professor and Director of Psychology-Child Life and Civita Brown (right) Internship Coordinator with Danielle Lemiere; (left) and Erin Panzella, (right) the co-presidents of Utica College's Psychology-Child Life Society at the ribbon cutting for the Child Life National Archives.

## Inside ...

2

From the President

3

From the Executive Director

4

Needs Assessment Survey Results

5

Distinguished Service Award to Kathie Moffatt

## FROM THE CLC PRESIDENT

# The Value of Play in Our Practice

by Melissa Hicks, MS. CCLS, PCS, NCC, RPT

That was an underlying theme of our conference this year. And what an incredible conference it was. It is always so revitalizing to network with colleagues. This year's conference was packed with so many wonderful educational offerings. Many sessions addressed the fundamentals of child life practice encouraging each individual to reflect on his/her own practice. Dr. Leora Kuttner delivered a powerful closing plenary session validating the use of play in our interactions with children and stressing how child life specialists should be proud of their roots in child devel-

opment and the use of play. Frequently, child life specialists shift their priorities to focus on procedures in treatment rooms and other clinical areas while at the same time decreasing the amount of time they spend in the playroom. There were many possible scenarios offered for this shift. However, if the goal is to help children establish coping skills, maintain developmental milestones in the midst of stress and be self-efficacious, should we not be spending time with children in the environment that is most conducive to that growth? I would encourage each child life specialist to evaluate the time he/she spends in the playroom and the significant value of that time. Play sessions are so empowering for children and can provide significant insight into their experiences. I am hopeful that some of our

colleagues will contribute articles about this very important topic for future issues of the *Bulletin*.

Additionally, I would like to thank each of you who responded to our membership needs assessment survey. We had an incredible response and reported on some of that feedback at the All Members Meeting in Montreal. You will find some of the results in this issue of the *Bulletin*. All of the feedback will be considered while we continue with the strategic planning process. The Child Life Council's purpose is to support you as the professional, so your input is extremely valuable to shape the direction of the organization. So again, many thanks for your time filling out the survey. I look forward to sharing the strategic plan for our organization with all of you in the near future.

## November 2003 Exam Sites

August 31, 2003 is the post-mark deadline for those applying for the November 8, 2003

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the Child



Life Professional Certification Examination. The Candidate Manual is available online at [www.childlife.org](http://www.childlife.org) or by calling 800-CLC-4515.

Exam locations: Akron, OH; Boston, MA; Cincinnati, OH; Halifax, NS; Kansas City, MO; Los Angeles, CA; Nashville, TN; New York, NY; San Antonio, TX.

## Child Life Council

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## FROM THE EXECUTIVE DIRECTOR

# Conference Kicks Off Defining Year

by Susan Krug, CMP, CAE

I enjoyed being a first time attendee (along with about 100 other first-timers) at Child Life Council's 21st Annual Conference on Professional Issues in Montreal. I took away a greater understanding about who our members are and why the gathering remains an important medium for education, networking and creative thinking. The meeting may have ended on May 26, but the energy, enthusiasm, and resulting actions have only just begun!

What makes the CLC conference so empowering for those who attend? They forge lifelong relationships, advance their careers with learning and networking opportunities and access child life resources, products and services. This year's planning committee utilized membership suggestions to expand the program and better meet the needs of attendees. In addition, all the elements of a classic CLC meeting were experienced in Montreal: quality, real-life education, great networking, committee work that advances professionalism and best practices, and intense, fun-filled and rewarding activities

As we conclude the debriefing process from one of the most successful annual conferences ever, we look ahead to exceed expectations for our 2004 gathering in Seattle, May 28-30. Among the many goals for 2004, we want to continue to use your feedback and more effectively use the meeting planning expertise of the CLC staff to continue to offer compelling educational programming, expanded networking opportunities and an all around positive experience!

Exciting ideas that will refresh next year's conference are emerging

from the 2003 conference evaluations as well as the CLC Membership Needs Assessment Survey. The 2004 Conference Planning Committee chaired by Ellen Hollon, MS, CCLS, Director, Child Life, Children's Medical Center of Dallas will be implementing some of the membership's recommendations. Her dynamic leadership and desire for excellence promise to take the Seattle program to even greater heights!

Just as we are reinventing the way we plan and conduct our conference, so too, are we re-evaluating the delivery of CLC's programs and services. Our shared goal, of course, is excellence across the board. Over the past few months, we have been conducting an intensive organizational realignment, following analysis and reassessment of staff and headquarters resources. All of our efforts are designed to expand and enhance member services and connect to your ongoing and changing needs. Again, using the information received from

our valued members in response to the needs assessment survey, the CLC leadership and staff, are mobilizing resources and information to build a stronger and better positioned association that is more responsive to its members. Here's what we're doing at CLC right now:

- Expanding and deepening our conference program to enhance the educational, networking and overall value to participants.
- Creating more and better ways for members to network and build vital and rewarding relationships.
- Refining our products and services so that they make a real difference for members.

More projects will be identified in detail as the strategic plan is finalized. In the meantime, we are heading in a positive direction, guided by our membership. The year that will define the future of the Child Life Council is off to a dynamic start!



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Published quarterly, bulk-mailed the 12th of January, April, July and October. Articles should be typed, double-spaced and submitted by the 17th of November, February, May, and August.

**Advertisements:** Ad orders must be received by the 15th of the month before issue is mailed.

**Classified Ads:** Typeset by CLC (e.g., program or conference announcements), max. 50 words, size may vary depending on space restrictions: \$40 member/\$60 nonmember

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# CLC Member Needs Assessment Survey Results – Part I

The Child Life Council launched a strategic planning initiative this year, to ensure that resources are being applied effectively to produce the products and services desired by CLC members and customers. A key component of the strategic planning process is determining members' needs and interests as well as their perception about the future of the profession. A Member Needs Assessment Survey was sent to all members in May via email. This is the first of a series of reports on the results.

## Demographic Information

As of June 15th, 860 members or 34% of the membership responded to the web-based survey. 90% of the respondents reside in the U.S. with 7% in Canada. A handful of members were from Europe, Asia, Australia and New Zealand. The overwhelming majority was white (91%), female (96%) and in the field for less than 10 years (71%).

### Age

18-25	28%
26-30	25%
31-40	27%
41-55	16%
55+	3%

### Position

Administration	13%
Clinician	61%
Child Life Assistant	2%
Educator	6%
Student/Intern	10%
Not working right now	8%

### Years in the Child Life Field

Less than 3	39%
3-9	31%
10-15	15%
16-24	11%
25+	3%

## CLC Membership

The majority of respondents were active members who are satisfied with their membership. 92% of respondents agree that CLC benefits the child life profession and 84% feel that CLC membership is a good investment for child life professionals and students. An overwhelming majority (97%) said they plan to renew their membership for 2004!

### Years Member of CLC

0-1	18%
2-3	27%

4-10	35%
11-15	10%
16+	9%

### Type of CLC Membership

Active	73%
Associate	8%
Student	14%
Lifetime	2%
Unsure	3%

### How Satisfied with CLC Membership

Very Satisfied	16%
Satisfied	51%
Somewhat Satisfied	29%
Not Satisfied	4%

	Excellent	Good	Fair	Poor	Bad
1. How do you rate the overall quality of CLC services?	15%	57%	25%	3%	0%
2. How relevant is information from CLC to your professional interests?	27%	51%	19%	3%	0%
3. How would you rate the customer service provided by the CLC staff?	21%	47%	24%	6%	2%
4. How efficiently and accurately are membership transactions handled?	22%	51%	24%	3%	1%
5. How useful is the Bulletin newsletter to you?	20%	48%	29%	3%	0%
6. How informative are the pre-conference mailing and program you receive?	36%	47%	14%	2%	1%

## Why Members Maintain CLC Membership:

1. To generally support the profession (79%).
2. To stay up-to-date on the latest trends, research, and professional issues (78%).
3. To get information on professional matters and research (71%).
4. For the opportunity for professional development at the annual conference (68%).
5. To support the dissemination of child life viewpoints/matters (67%).
6. To expand my circle of colleagues through networking (56%).
7. To communicate with colleagues through the CLCForum list serve (51%).

**MONTREAL***(continued from p. 1)*

can be found on our website at [www.childlife.org](http://www.childlife.org).

- Tricia Hadley of Wheelock College was the recipient of the B.J. Seabury Child Life Scholarship, which is funded by the Toys R Us Children's Fund.

Child Life Council elections were held on-site in Montreal and

through absentee ballots in the weeks leading up to the conference. Just as this newsletter is a benefit of your CLC membership, so is the ability to vote for the leadership of the Council. Election results are as follows:

- Treasurer (2003-2005): Kelly Gleason, CCLS, Child Life Specialist I, Cincinnati Children's Hospital Medical Center;
- Member at Large (2003-2005): Linda Skinner, CCLS, Chief of Child Life Services, IWK Hospital in Halifax;

- Certification Chair (2003-2006): Amanda Littlejohn English, CCLS, Child Life Specialist, The Hospital for Sick Children in Toronto.

The Conference Planning Committee will be meeting shortly to plan the 2004 conference. The Call for Papers can be found on the website ([www.childlife.org](http://www.childlife.org)), deadline for submission is **postmarked August 15, 2003**. Mark your calendar and plan to attend the 22nd Annual Conference, in Seattle on May 26-28, 2004.

## Many Thanks to Our Generous Conference Sponsors:

**Contributor Level**

- Wheelock College, Boston, MA
- Montréal Children's Hospital Foundation, Montréal, QC

**Friend Level**

- Children's Hospital Boston, Boston, MA
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- Rainbow Babies & Children's Hospital, Child Life Department, Cleveland, OH
- Children's Hospitals and Clinics, Minneapolis/St. Paul, MN
- CHRISTUS Santa Rosa Children's Hospital, San Antonio, TX
- Wonders & Worries, Austin, TX
- Allergan, Markham, ON
- McMaster University Child Life Studies Programme, Hamilton, ON
- Shriners Hospitals for Children, Montréal, QC

## CLC Distinguished Service Award to Kathie Moffatt, Posthumously

Each year since 1988 the Executive Board of the Child Life Council presents the Distinguished Service Award to recognize an individual's ongoing contribution to the child life profession. Previous winners have included Emma Plank, Evelyn Oremland, BJ Seabury and Muriel Hurt. Kathie Moffatt was posthumously honored with this award in 2003.

Steven Fletcher, Linda Skinner and Ann Hebert shared poignant memories of Kathie as friend, co-worker and mentor. CLC President Melissa Hicks presented Kathie's son Brady with the award plaque. It was an emotional time of closure for many.

The following was written by Canadian Association of Child Life Leaders president Kathy Payette and sums up why Kathie was a very deserving recipient of the 2003 Distinguished Service Award.

Kathie Moffatt lived for her work, her son Brady, her co-workers and her friends, but mostly, Kathie lived for children and families. She was determined, even with limited resources, to alleviate the pain and

psychosocial stress of children and their families. Kathie first trained as a pediatric nurse but returned to school early in her career and obtained degrees in early childhood education and educational psychology. She established the child life program at the Montreal's Shriners Hospital. In 1987, Kathie became the first president of the Canadian Association of Child Life Leaders and was one of three Child Life Consultants to work with the Canadian Council of Health Facilities Accreditation to establish accreditation standards for child life programs.

Kathie's efforts to support children and families extended to Bosnia where she worked with a CIDA(Canadian International Development Agency)-supported program aimed at psychosocial care for ill and traumatized children. For those who knew her, Kathie was on one hand, intensely alive, with high expectations of those around her yet always willing to listen and to mentor others. But on the other hand, she

*(See AWARD, p. 6)*

## Child Life Month Celebrated

Child life professionals joined together to celebrate, honor, and promote child life during Child Life Month this past March. Designating a month gave programs flexibility to choose when best to promote child life, as a result the dates for promoting child life varied among programs and hospitals.

Just a few of the ways departments marked the occasion:

- all month with two or three activities every week,
- a day of the week throughout the month to promote child life,
- one week out of March to celebrate,
- one week to promote child life to the hospital and community, and the following week to celebrate and recognize the child life specialists within the department for their commitment.

Although Child Life Month was observed in many ways by child life programs and hospitals, most activities fell into at least one of three categories.

### Activities for patients/families

- Spirit Week (dress-up days)
- Band-Aid decorating
- Fortune Cookies
- Movie Day
- T-shirt painting with syringes
- Decorate cookies with syringes
- Scavenger Hunt for medical supplies

### Education/Community Outreach

- Table tents
- On the hospital's Internet/Intranet web site
- Appearance on local TV stations talking about child life

- Inservices for interns, residents, nurses, and psych fellows
- Displays about child life (coping, distraction)
- Clouds hanging from ceiling at nurse's station saying, "Top reasons to contact child life"
- Booth set up describing child life services, display of medical items, therapeutic clown program
- Who we are (picture and fun facts about staff)
- Growing Years poster (developmental milestones)
- Helping Kids Through Unique Experiences (positioning, kid-friendly communication)
- Informational article in hospital newsletter

### Activities for Staff

#### Appreciation/Team Spirit

- Spirit Week (dress-up days)
- Donated/catered appreciation lunches and treats
- Massages/Healing Touch from Holistic Health department
- Laminated phone lists for unit staff
- Child life lanyards
- Games for staff to play ("Name three reasons to contact child life other than for toys or Nintendo," and give out bubble pens as prizes for the right answer)

This first year of promoting Child Life Month has been a great success. Congratulations to all who worked hard to plan and carry out Child Life Month on their local level.

—Public Relations  
Committee

### AWARD

(continued from p. 5)

was gentle and caring; a person who loved books, music and close companionship. Those of us who had the honor to work with Kathie often smile and think of her as we strive to meet her vision for excellence in family-centred care.

As a result of her commitment to the Child Life Council and the Canadian Association of Child Life Leaders, Kathie will always be remembered for her contribution to the child life profession.

### ARCHIVES

(continued from p. 1)

"The National Child Life Archives serve as the record of the profession," says Civita Brown, coordinator of internships for psychology-child life at Utica College. Brown is the co-chair of the Child Life Council's History Committee, which has been charged with maintaining and adding items to the archives. "Faculty members at UC consider having the archives here to be a great honor."

The National Child Life Archives reaches back approximately 20 years, and includes papers, articles, videotaped interviews with program founders, books that are no longer in print, history of academic and clinical programs, and history of the child life profession in U.S. hospitals Brown says. The archives also contain original teaching dolls used in a hospital setting to education children on different procedures.

If you are interested in submitting items to the archive, please contact Civita Brown at (315) 792-3380 or e-mail cbrown@utica.edu. Items will be placed in the archives after review and at the discretion of the Child Life History Committee.

## BOOK REVIEWS

### Little Tree: A Story for Children with Serious Medical Problems

*Author:* Joyce C. Mills, PhD

*Illustrator:* Michael Chesworth

*Publisher:* Magination Press, 1992, Washington D.C., 34 pp

*ISBN:* 0-945354-51-7

This book allows an opportunity for children to work through their fear and confusion during an overwhelming experience such as a serious illness or an accident and how they can cope with these challenges. One night, during a terrible storm, Little Tree's branches are hurt. Her friend Amanda the squirrel calls upon the Tree Wizards (Imageen and Fixumup) of the Forest to help, and they explain that they will have to remove Little Tree's branches in order to save her life. With Amanda's help and support, Little Tree overcomes her fear, self-blame and worries, and learns to accept her new, changed self.

*Little Tree* can be read aloud to young children, provided to school age children and will likely prove to be a wonderful resource for child life specialists. Joyce Mills is a fabulous writer who can touch the lives of old and young alike with very sensitive issues. Medical procedures such as examinations, surgeries, setting of bones, amputations, and skin grafting are symbolically mentioned in this book. Through the enlightening journey taken by Amanda and Little Tree, children can discover the strength and ability that they still possess within themselves.

The author provides other resources that may be of benefit to the child, family or professionals

to provide better ideas for coping and further education on the topic. The book demonstrates coping strategies such as imagery and magic breaths, while delicately preparing Little Tree for her repairs.

This book was written for children facing overwhelming life challenges, but provides a message of hope to all who read it through the offering of optimistic and encouraging words.

### Gentle Willow: A Story for Children about Dying

*Author:* Joyce C. Mills, PhD

*Illustrator:* Michael Chesworth

*Publisher:* Magination Press, 1993, Washington D.C., 30 pp

*ISBN:* 0-945354-53-3

This book provides tender and comforting support to a very difficult subject for many to deal with - death. Following the inspirational story of Little Tree, *Gentle Willow* arrives. This book was written for children who may not survive their illness, and for the children who knew them. Amanda the Squirrel and Little Tree reappear in a story for children who are facing death - their own, a close friend or a loved family member. Amanda calls upon the Tree Wizards of the Forest, Imageen and Fixumup to help Gentle Willow, who is suffering from a mysterious ailment, but the Tree Wizards are unable to help. Amanda struggles with loss, confusion, anger, and finally, hope, as she helps Gentle Willow understand and accept her death. This sensitively written story is brought to life by the beautiful watercolor illustrations.

*Gentle Willow* can be for chil-

dren of all ages, as well as a resource for health care professionals working closely with children suffering loss. *Gentle Willow* takes the metaphor of a dying tree and displays how the sadness and fear of death can be transformed by the healing power of love and memories.

The author provides further resources to help work with children through this sensitive topic. With her delicate writing, Joyce Mills gently reminds us that there may not be a medical cure for everything, but through a loving atmosphere, healing can occur emotionally and spiritually. Joyce Mills couples tenderness with reality quite well and is sure to offer comfort to all who read this beautifully articulated book.

*Reviewed by Laurie McGuire, CCLS, The Hospital for Sick Children, Toronto, ON*

[Editor's note: Reviews are of first editions, second editions of both books will be available this year.]

### Goodbye Mousie

*Author:* Robie H. Harris

*Illustrator:* Jan Ormerod

*Publisher:* Margaret McElderry; (September 2001)

*ISBN:* 0689832176

*Goodbye Mousie* is a beautifully written and illustrated book about a young child's experience of losing a loved one, in this case a pet mouse. The main character is a preschool-aged boy who discovers that his mouse "won't wake up." Throughout the book the author portrays the boy's reaction with a great deal of sensitivity and realism. The reader accompanies the boy through his struggle, initially denying, then expressing anger and

(See **BOOK REVIEWS**, p. 8)

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## BOOK REVIEWS

*(continued from p. 7)*

sadness at the news. Both parents respond honestly and supportively to their son's experience, answering his age-appropriate questions and helping him understand and cope with the situation. Questions like "why?" and "now what?" are discussed, and his parents help the boy bury Mousie with sentimental treasures including food, toys and a picture so that the mouse would not be hungry, bored or lonely. These interactions between the child and his parents provide a wonderful model of supportive care-giving and allow the readers a less-threatening context in which to discuss issues and emotions relating to loss. For children dealing with these issues, this book could help them to understand and cope with loss, facilitate emotional expression and to validate their own emotional experience. I would recommend this book for use with children between the ages of three and eight.

*Reviewed by: Ceilidh Eaton, CCLS, The Hospital for Sick Children, Toronto, Ontario*