



Seattle Children's Craniofacial Center
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Family Faces Newsletter

THE MOST IMPORTANT THING YOU WEAR IS YOUR EXPRESSION (Bus shelter graffiti in Seattle)

By Dr. Emily Lovegrove

If I had a dollar for every time someone has said to me, "It doesn't matter how you look, it's the person you are inside that counts," I'd be very, very rich! And if I could earn another dollar for every time I've replied, "Sadly that's not quite true," I'd be *at least* a millionaire by now! The reason I say it's not quite true is because of the way our brains work and how they process what we see... please let me explain....

First, the concern with appearance. How we look *is* important for lots of reasons. Depending on how we look, other people decide not just if we're gorgeous but what we may be like as people too! Do we look kind or mean? Can we be trusted? Do we look friendly or not? I need to make sure that at this point you know, and keep remembering, that *how we look depends on how we feel about ourselves*. If you feel sad, you will look sad. If you feel angry, you will look angry. And if you think other people are jerks that will show in your face too!

Back to our brains! We process what we see in each of our three brains. Did I mention that you and I and everyone else have three brains? These three brains have some interesting differences in what

they do, and once we understand what happens it makes it much easier to understand what's happening and why!

We have a basic brain that keeps us alive — it controls things like keeping our hearts beating and our lungs breathing and dealing with our "gut instincts." For instance, if something scary happens, this brain tells us whether to run away or stay and fight. This brain has developed to work really fast because it could mean the difference between life and death. For instance, if we're crossing the road, we need to *instinctively* process whether a slow-moving bike or a speeding truck is coming before we cross over! And it's the same when you see somebody new — our basic brain does a real quick check (Do they look like me? Are they friendly? Should I run away or should I fight them?)

I've already said that the way we *feel* has an impact on how others see us; thus, you will have quickly worked out that if we look very different *and* we're feeling unsure of ourselves. *(Continued on Page 2)*

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(Continued from page 1) things may not be looking too good for us, socially! We feel fed-up and awkward... the “gut reaction” is likely to be anxiety....

The next brain, the middle brain, then deals with our emotions. Once it has recognized that we’ve seen someone who just might be a threat, this bit of brain now decides if we are scared or amused or sad. This is the part when people look at us and say “Eurgh!” or snigger or say “Poor you” before they’ve even thought about how that will affect us. And if we were feeling unsure of ourselves before... well, now we feel a whole lot worse! Notice the thinking part of the brain has still not come into play.

But finally the third, thinking brain, kicks in and deals with tricky decisions like “Do I want to be friendly or do I want to keep my distance?” It’s worth pointing out that at this stage lots of people feel ashamed of their first emotional reactions. But by then, of course, we’ve gone back into our shells and feel the whole world is against us. We feel bad because someone judged us just on the way we look. And that person probably feels bad too because they’ve behaved badly — based on feelings they don’t really understand or know how to cope with. Often, they don’t even realize that what they’ve done feels like bullying to us.

Not a good start! In an ideal world, we’d all understand that everyone is different and that that’s OK. It was understandable in man’s early history, but we aren’t cavemen afraid of other competing tribes any longer. We aren’t afraid of people because they are from a different country or culture — are we? We know it is who you are that matters and not how you look! But until everyone understands that, if we at least understand how ours’ and everyone else’s brains work, we can see that to make those first impressions count to our best advantage we have to work on *ourselves*. Start checking out, each time you go out, how your feelings about yourself affect how other people respond to you. If I’m right (and what I’ve said is based on years of research by me and hundreds of other scientists over many years), you’ll find that when you feel bad about yourself and others, you may not be treated so nicely and you will end up

feeling even worse about things. On the other hand, *when you feel good about yourself and good about other people, you are likely to get treated as a nicer, more popular person.* It’s got to be worth a try, hasn’t it?

I know that at Seattle Children’s there is a great team (I visited a few years back) ready to help you — such as staff social workers for support with bullying issues. And if it would help, I’ve written a book that describes lots of strategies to use if you get teased and bullied — and believe me, *everyone* does! You’d be amazed at the number of really good-looking, trendy people who come to me because they get bullied about their appearance. *You* now know this is because however good-looking they are, if they don’t feel good about themselves the rest of us pick up on this... so now *you’ll* be able to help *them* on this one! You can also visit my website for more information: www.thebullyingdoctor.com.

Coping with things like not being able to chew easily or speak clearly is tough. Being popular rather than bullied? Easy! And now you know why the title of this article is based on graffiti I saw when

I last visited Seattle! The most important thing you wear *is* your expression!

Help! I’m Being Bullied by Dr. Emily Lovegrove and published by Accent Press is available through Amazon.



Dr. Emily Lovegrove holding her book, Help! I’m Being Bullied.

Liaison Link

By Catherine Rogers, Seattle Children's Craniofacial Center Family Liaison and Family Faces Editor

This issue I am pleased to include an article submitted by Dr. Emily Lovegrove. Some of you may be familiar with Dr. Lovegrove because she spoke at an event for families from Seattle Children's Craniofacial Center a number of years ago. She is an internationally recognized authority on bullying. She offers an interesting perspective that uses empathy in understanding why a bully behaves in an aggressive manner. A short and common definition of empathy is "stepping into another person's shoes" to try and understand their perspective. In other words, if we try to understand how another person is thinking and feeling we can share concern and make choices about personal behavior. The choices we make about our own behavior will be an educated one if we know how our own behavior affects others.

Now, I'm not saying that choosing behavior in the heat of the moment is easy. I know it is not. I remember as a new mom with a child with a facial difference I was ready to confront any person who happened to rudely stare or state an uncaring comment. Let's just say my baby protection impulse was alive and thriving. As time went on I realized that a smile and a hello went a long way to ease any situation. It took practice but, I got better at choosing my behavior. The fact that Emily named her article after graffiti she saw during a trip to Seattle only adds meaning to her message. I hope you enjoy her friendly article.

The Craniofacial Center and its families will benefit from the opening of the Seattle Children's Whale 4 Dental Clinic located on the 4th floor of the Whale building in W4891. This location change offers more conveniently located dental appointments on clinic day. Please ask your family service coordinator for details.

Camp Korey is a summer highlight for kids who attend. For more information about Camp Korey please contact Laura Gehmen: lgehmen@campkorey.org (425) 844-3226

Keep up to date on what is happening at Seattle Children's by computer by visiting www.seattlechildrens.org. And, visit the Craniofacial Center at <http://www.seattlechildrens.org/clinics-programs/craniofacial/>. Feel free to email me at Catherine.rogers@seattlechildrens.org with your story, event, comment or question.

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Family Feedback: Craniofacial Center wants to hear from you.

By Catherine Rogers

In an effort to create better partnerships with families, Seattle Children's Hospital provides many methods families can use to voice their opinion. The Craniofacial Center would like to remind families to take advantage of these various family feedback methods. The Craniofacial Center welcomes suggestions, comments, compliments or complaints from families about patient care or services. Be assured that input from families is taken seriously and is highly valued.

As Jason Jio, Director, Clinical Services and Programs (Craniofacial Center, Plastic Surgery, Neurosurgery) states, "our entire clinical team is here for a core purpose, to provide the best team care to any child that needs us and to help every child to live his or her best possible life. This is the reason every member of our team is happy to come to work each day, dedicate long hours and provide the utmost attention to making this a reality for every child." Jio reviews each piece of feedback that pertains to the Craniofacial Center. He brings particularly meaningful comments to the weekly team meetings and reads them aloud to the group. There is tremendous value to this type of feedback, which Jio says "can represent the single point in the year we can look back to as a specific example of 'This is why we're here' and serves to encourage the team to continue to do their best each day."

The best method to provide feedback is directly to the caregiver or provider. In fact, the Craniofacial team will often receive feedback directly, as Jio puts it, "in the moment, as care is delivered." Staff members are encouraged to document this valuable and meaningful feedback by entering it into the staff feedback database. Jio states that this in-person feedback is "valuable and meaningful, though what are often missed are those anecdotes or stories of impact made beyond the hospital environment." To that end, the hospital provides more options for families to give feedback.

Feedback options include:

- Fill out a comment card. Cards are located throughout the hospital in elevator foyers, patient check-in desks and waiting room walls. Look for blue boxes or Plexiglas holders. You can turn the card in while at the hospital or mail it back using the prepaid return option.
- Fill out an electronic feedback card by visiting <http://seattlechildrens.org/patients-families/family-feedback/>.
- Call Patty Prado, Patient and Family Relations Coordinator (bilingual in Spanish and English), at 206-987-2550.
- Fill out and return the Family Experience Survey you may receive in the mail. This survey is randomly sent to families who have had a recent visit to the hospital. Surveys are sent to families who speak English, Spanish, Russian and Vietnamese seeking input, because every family is unique and we need a way to capture what is most important to them.

"Thanks to all of you who have chosen to contribute feedback (both the positive and the constructive!)," says Jio. From this feedback Seattle Children's Hospital and the Craniofacial Center hope to learn what happens to patients and families during their visit and what families think is important. What is done well? What can be done better?



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Craniofacial Center Annual Family Picnic

By Catherine Rogers



The 2010 Craniofacial Center Annual Family picnic was another success this year. It was attended by families who annually attend the picnic and also by many families who were first-timers. It is always fun to see and visit with familiar families, and it is just as fun to meet new friends. Each year we are fortunate to have Erik Stuhaug, "Flash," take photos. He does a great job recording the event as shown below. Erik and his son, Finn, are regular attendees of the picnic and they are certainly an asset to the family community.

Special thanks to Lori Poliski and Erika Satterlund for helping with the picnic. They were on hand to greet families as they arrived. Their time and dedication is much appreciated! They did a great job assisting families with filling out the photo release forms, making name tags and signing in. The process was streamlined and more efficient than years past. If you have an interest in helping with the picnic next year, let me know.

I also want to take this opportunity to thank my family for assisting with the picnic the last few years. My brother, Charlie, organizes the field events. He brings balls, goal posts, etc. that are always popular with the kids. My sister, Monica, takes charge of the arts and crafts table. Her creative supplies are enjoyed by all. My brother-in-law, Mark, and my husband, John, are on barbeque duty. Over 100 hotdogs are barbequed - nothing like a hot dog consumed along the shores of Lake Washington! The annual picnic is truly a family friendly, community event. I hope to see you at the next picnic. The picnic is typically held in late August. The date will be set soon so stay tuned!



Spotlight on:

Marti Davis, Craniofacial Center Administrative Senior Assistant

You may have had the honor of speaking with Marti Davis on the phone when calling the Craniofacial Center. Her kind and friendly demeanor is apparent immediately, and you quickly will find that she is someone special who enjoys the work that she does. When asked what she enjoys most about her work, she answers, "Using my helping skills to assist families by giving them information about the Craniofacial program and helping direct them to the right place." Using her department knowledge and experience, she is able to effectively assist families in getting them the information they need. She states, "I like to facilitate communication to get answers from providers." In addition to assisting families, her keen organizational skills greatly benefit the Craniofacial team.

Marti began working at Seattle Children in 1986 and started at the Craniofacial Center full time in 1998. As a senior administration assistant and program coordinator, she supports Dr. Michael Cunningham and all Craniofacial team doctors. In addition, she supports the Craniofacial team nurses, schedulers and all team members. Marti acts as the program coordinator for the SKATKA (Seattle-Kumasi Advocacy for Team Cleft-care) project and traveled on the first trip with the team to Africa. In this role she arranges for hospital approvals, flight and hotel reservations, visas, necessary shots and medical supplies for the team traveling to Africa and also for the doctors visiting the Craniofacial Center from Africa.

Seattle Children's Hospital encourages using alternative methods to commute to work, and throughout Marti's career at Children's she has

used a variety of commuting methods, including van pool, metro bus, car pool and bike. Marti qualifies for a hospital-issued bike, which she has maintained for three years. Currently, she tries to ride to work two times per week by driving (or riding metro) part way, parking and then riding. She carools on Fridays with her "van pool folks." It must be noted that Marti had a hip replacement in September 2009 but this has not slowed her down!

Marti was born and raised in Seattle. She holds a bachelor's degree from Western Washington University in park and recreation management. Marti's hobbies include bird watching (her passion), gardening, and hiking with trekking poles with her dog, Jack, and her husband, Jay.



*Marti Davis after the "Chilly Hilly Ride,"
Bainbridge Is., WA, 2009*

Nurse Desk

Tips for a Healthy Mouth

Source: The Center for Children with Special Needs <http://cshcn.org/childcare-schools-community/oral-health-and-children-special-needs/tips-healthy-mouth>

Many parents have questions about when and how to brush their child's teeth. For ideas to help fit your child's unique situation, please see our tips below.

Tips for daily tooth and mouth care

- Start cleaning your infant's gums with a soft baby toothbrush or cloth and water.
- Begin brushing twice daily with fluoride toothpaste when your child's teeth begin to come in.
- Use a *very* thin smear of toothpaste on the toothbrush.
- Rinse or spray your child's mouth with water after a meal if you are out and about and after each dose of medicine.
- If your child wants to brush, make sure you do a thorough cleaning at the end of the day (have your child brush and then you "check" with the toothbrush and finish with a thorough cleaning).
- Review toothbrush and flossing tips from the National Maternal and Child Oral Health Resource Center.

Tips for challenges with brushing

- Brushing does not have to happen in the bathroom.
- Brush with your child's head in your lap or have your child lie on a bed or sofa (helps you see the teeth better and may make it easier for your child to hold still and keep their mouth open).
- Keep your child occupied as you brush. Give your child something to hold while you brush, have your

child brush your teeth as you brush his/hers, sing a song while brushing, or let your child watch in the mirror.

- If your child is sensitive to toothpaste, try dipping the toothbrush (or cloth or cotton swab) into fluoride mouth rinse.
- For children who might gag, try letting your child get used to a toothbrush slowly. Let your child "teeth" or chew on a toothbrush or NUK toothbrush trainer for a few weeks to get used to the feel of it in their mouth. You can then slowly take over and work toward the actual brushing.
- If your child cannot spit try wiping her mouth with a cloth after brushing.
- Ask for professional help to decrease mouth sensitivity and increase tolerance.
- View the oral hygiene aids and different positions for toothbrushing PDFs from the National Maternal and Child Oral Health Resource Center.
- Find every day dental care tips for parents and caregivers from the National Institute of Dental and Craniofacial Research.



Craniofacial Center Welcomes:

Hitesh Kapadia, DDS, PhD

Seattle Children's Craniofacial Center is pleased to introduce Dr. Hitesh Kapadia, craniofacial orthodontist in the new hospital on-site dental clinic. Dr. Kapadia grew up in Houston, Texas. He received his bachelor's degree from University of Texas at Austin and obtained his dental degree from University of Texas Health Science at Houston, Dental Branch. He obtained a PhD with a focus in genes and development and human molecular genetics at the University of Texas Health Science Center at Houston and MD



Anderson Cancer Center. During this time, he completed residency training in orthodontics, also in Houston. After this, he took a position as assistant professor at Baylor College of Dentistry in the Department of Biomedical Sciences in Dallas, Texas. After a few years he decided to pursue fellowship training in craniofacial orthodontics at The New York University Medical Center, Institute of Reconstructive Plastic Surgery.

Dr. Kapadia is excited about the new on-site dental clinic. He looks forward to working with the craniofacial team, who he says is a "dynamic team with diverse interests." He states that this team will give him many opportunities to engage in clinical, translational and basic science research.

About living in Seattle Dr. Kapadia shares, "I love the natural beauty of Seattle, outdoor activities, and easygoing nature of its residents." His interests are travel, photography and hiking.

Theresa Polletta-Gaston, Craniofacial Orthodontic Family Service Coordinator

The Craniofacial Center is pleased to introduce Theresa (Terry) Polletta-Gaston, Craniofacial Orthodontic Family Service Coordinator for the team. Terry is a native of Seattle. She grew up in a farm-like setting in the north end of Seattle near the city limits. She graduated from Bishop Blanchet High School before attending college. She has spent her career in dental administration, gaining experience in a wide array of dental fields, including general dentistry, orthodontics and periodontics. Her career highlights include being one of the top 10 treatment coordinators on the West Coast. As a treatment coordinator, Terry traveled regularly with a core



group of professionals to establish guidelines and protocols for orthodontic offices on the West Coast. She states that she has enjoyed dentistry and "all the different aspects involved."

Terry enjoys working with families and values the opportunity to be part of a diverse team "that makes a difference in the lives of the people we are helping." Her interests include sewing, reading, gardening and her new hobby is knitting. She is physically active and has run the Dublin Marathon twice. She and her husband of 30 years like to spend time with their two grown children and getting away to their cabin.