



WBFN: Supporting Families of The World Bank Group

mosaic

Special Edition
January 2010

いつでも救援に馳せ
参じる用意ができて
いる
清水・ピコン・ルイーズ



Louise Picon Shimizu

**Always ready to
ride to the rescue**

January 2010

Dear Louise,

As the following pages testify, words barely suffice to describe how the WBFN members feel about you and how sad we are that you are leaving us. Each anecdote and appreciative sentiment from people whose lives you've touched, even if only briefly, draws light to how helpful you are, what an amazing mentor you are, what a good friend you are, and to the incredible warmth you communicate with as little as a kind word, or a smile or a piece of advice.

To the question "who was Louise for you?" I received many answers... They ranged from Florence Nightingale to a Samurai to defender and preserver of the WBFN members to teacher and guide. And across the board, a great friend. I guess this goes to show that in our minds you represent strength and softness, courage and diplomacy, and more importantly unwavering loyalty, all at once.

You have helped me in so many ways. Sharing your knowledge and historical perspective of the organization, imparting wise advice and guidance, and offering constructive artistic and creative critiques of my work, which always resulted in more useful—and attractive!—communication tools for our members. You've helped me to better understand other people's points of view and always made time in your busy day to listen to my frustrations and concerns or just to share stories. You have been, and continue to be, a true friend.

I'm not saying it was always perfect... it's not easy to refuse to do something or to dismiss an idea outright and then have someone convince you that the something is not only an excellent idea, but also that it's somehow become a joint-idea. It takes an extra special skill to do that and you have it!

We hope with all of our might that you will stay on as a volunteer/consultant for the foreseeable future, not only because we rely so much on your knowledge and hard work, but mostly because a WBFN Office without Louise will just not be the same. So OK, you don't have to work 24/7 anymore, and you can even take some extended vacation to Australia to visit the grandkid(s), but just vacations, you hear? After your "breaks", you can come back and we can share more stories...

With all my affection,

Gilda Dadush, WBFN President 2006–2007

PS And by the way is it "Children Holiday Party" or "Children's Holiday Party"??

Louise and I have worked together on the MMMF since she arrived at the WBFN office. Her work with MMMF included overseeing often complicated travel plans for the recipients to come to the WBFN Annual dinner and reception, and coordinating the many other events in which they participated, and coordinating the multifaceted activities of the annual MMMF Arts and Crafts Fair.



Louise was thrown into the work of coordinating her first Fair almost immediately after she joined us. It was (and still is) an immensely complex undertaking – dealing with vendors, volunteers and Bank staff, all of whom needed to be kept happy. It was truly a baptism of fire. At times I think Louise was not sure how she would survive – but survive she did – the months of planning and the hectic week of calls from all sides – “Louise, we need more light, where’s the electrician?”, “Louise – we have run out of change”, “Louise – that vendor is invading my space – do something” and so on and on. (Her theme song that week could have come from *The Barber of Seville* – Figaro here, Figaro there.) She dealt with them all with extraordinary patience and grace – as she has with all succeeding fairs.

It was only later that I began to check when Louise’s emails were sent. I was appalled to see how many were sent, in the early hours of the morning or the late hours of the evening, or on weekends. Did she ever sleep?

It is no exaggeration to say that without Louise and her constant support and attention to detail the MMMF would not be in the strong position it is today.

Caroline Berney
President WBFN, 1991-1994 and President MMMF, 2008-2010

How best to describe Louise Shimizu’s role and in the WBFN community 10 years long? She was the center mast of the ship. Straight, strong, the most reliable element of the boat, braving the winds of change and surely keeping the boat on course despite the high waves stirred by HR reforms and the numerous styles and moods of the WBFN captains. As one of those captains, I often thought how privileged I was to have her as a companion Louise always had the time, patience and soft determination needed to face any situation bound to happen in such a big community of strong willed women. I have so many memories of those years spent together that I would not know where to begin. The endless hours spent in the office and Louise multi tasking to exhaustion, the endless hours spent over the computer trying to find the right sentence, or the right strategy to go on, and Louise giving me a back rub or a few well thought ideas to make me rewind and go on. Louise deserves our apologies for taking her for granted way too often, our respect for a decade of impeccable work, and our love for being such a generous soul.



Chantale Holzmann
WBFN President, 2002–2003 and 2007–2008

Surely, there must have been more than 24 hours in Louise's day because she was always able to meet the many deadlines and to patiently make time for everyone who came to her – in person, by phone, by email. And, we didn't hesitate to ask her for help! She navigated all the "troubled" waters of the WBFN gracefully and graciously, rendering assistance with a caring and effective touch. She created and gave such a sense of family and togetherness to the WBFN.

And her professional skills are legion: nothing too complicated that she couldn't figure it out; nothing too overwhelming that it couldn't be accomplished on schedule with new found resources; no step left untaken. The Family Network, the Book Project, the MMMF and our volunteers would agree, I think, that by all standards Louise was an outstanding WBFN volunteer coordinator. We could rely on her integrity and her support.

I was truly fortunate that my term as WBFN President commenced at the same time that Louise started as the WBFN Coordinator. I greatly appreciated her generosity of spirit, her loyalty to the Family Network, and her unstinting commitment to making the office function well for all. And, her sense of joy and good humor brought much needed levity to the tasks at hand. Indeed, we shared good laughs even as we bucked each other up from time to time. I think her from the bottom of my heart.

Lois Khairallah

WBFN President, 2003–2004 and President MMMF, 2006-2007





Dear Louise,

When I first met you, you were a newly arrived WBFN spouse, quiet and self-effacing I thought you were Japanese ... except the eyes and hair color belied the fact! As I got to know you, I discovered a reserved yet very warm person, highly observant yet very discreet, humble yet highly accomplished, seemingly serious but with a wicked sense of humor! As a WBFN member, I remember your exceptional talent in marshaling everybody around to collect clothes, blankets and other necessities then maneuvering to get them shipped 'free' to Rula in Afghanistan for the charity she had organized to help street children in Kabul!!

When you took over as Coordinator of WBFN, lo and behold, you had even more surprises to reveal: a soft and gentle IRON will! You knew what was best for the organization and you made sure you stood firm to get it done! You also had a deep concern and compassion for all the members of WBFN, something that had been sorely missing in the recent past.

One thing I will never forget is the eve of my mother's funeral; we needed a large coffee maker to make mulled cider. You offered to lend me one of WBFN's large percolators. It was January 18th 2009 two days before the historic swearing in of President Obama. The day was bitter cold and the whole of downtown DC was closed off. No one was venturing out of their house. Yet you took my son and braved the cold on foot for several blocks, argued your way past the police cordon, charmed or forced your way past the Bank guards (never knew which) and came back, many hours later, with the percolator, the cider, the spices and the recipe to boot!

Dear Louise, you are one of a kind! You have my admiration, love and eternal gratitude.

Hada Zaidan
President WBFN, 1996-1999

Patient and gentle, Louise finds a solution to every problem. A good listener, she draws on her wealth of experience and knowledge when giving her advice. She is wonderful to work with, quick to understand, sharp in her insight, determined to get the job done. We have been blessed for the past six years in having her as WBFN's coordinator.

On a more personal note, I am lucky to count her as one of my friends.

Rula Ghani
WBFN President, 2008-2009





Knowing Louise during my 8 years with WBFN, in different roles was a joy which developed into a strong friendship. I learned from her the influence that comes from different cultural backgrounds, enabling us to better support the WBFN members from all nations. Working with her was fun, moments of laughter could change to seriousness and her ability to respond to situations which needed immediate attention were just as performing. Her patience and willingness to help in difficult situations was amazing and many times restrained my oft exuberant nature. Thank you Louise for

being such a special person, for making our moments together memorable and for the part you played in the history of WBFN.

Rosa Lia Troch
WBFN President, 2004–2005

Louise...

The Enneagram personality type seems to capture you so well! Everyone intuitively knows that you are a “Helper” and recognizes your “Perfectionist” wing. The lucky ones who have worked with you acknowledge your “Mrs Success” wing, but even more your lines of “Individualist” and “Powerful”.

Behind the nice and welcoming smile and the kind and sincere way you have to always put “others” before “you”, there is such an incredible intellect and a strong willpower!

You seem so delicate, so Asian in your modest and reserved attitude, but you are such a mountain of strength, fidelity, honesty, dedication, friendship and love (and of stubbornness too).

I marvel at the gentle way you present your eventual disagreement with someone: “This is indeed so nice, but... You could also...May I suggest...?” And the whole document or idea takes a whole different turn... No confrontation, but so much more efficiency in the outcome! The most “physical” display of your discontentment may be when you lock yourself, arms tightly folded against you. (This is the only time when your sweet smile becomes frown.)

Louise, you are such a wonderful, unique person! I feel privileged to know you, to be your friend. I also feel lucky to have the opportunity to learn from you. (You definitely have an impact on me as you had on so many other people!)

Thank you Louise! Thank you for being “you”!

With all my affection.

Anne Folliet
WBFN President, 2009–2010





Copenhagen, May 2009

Dear Louise,

I feel honoured to be part of the tribute to you now that you retire from the WBFN as Coordinator. (I am pretty sure you will return as a valued volunteer?)

It is with great pleasure and affection I think of the years we worked together in the office.

When I started my term as President-Elect in July 2004 I felt like a rookie in so many ways. But from the first day I felt your support and kind guiding (whenever I steered in a more unfortunate direction).

Our most spectacular event that year (in my memory!) was the Teen Event in February with Mr Wolfensohn as key note speaker. We received the confirmation of his presence a couple of days before Christmas and went home with a triumphant feeling!

During my term as president I enjoyed our discussions how best to serve our members. I learned so much from you—patience being one huge virtue!

When we were editing my attempts of writing, your kind way of correcting me made it always fun to work this way. And I remember clearly and proudly the day you told me that I had developed a very good sense of the English language—I beamed!

Before ending my letter, I'd like to quote the Danish poet Piet Hein. These two little “grooks” confine in many (but certainly not all) ways how I see you.

THE ARITHMETIC OF CO-OPERATION

When you're adding up committees
there's a useful rule of thumb:
that talents make a difference
but follies make a sum

WHAT ARE YOU?

The way to grow grand
is not: to demand
In life's every field
you are what you yield

With great affection,

Kristina Marie Jensen

Proud OWL, WBFN President 2005–2006

ありがとうございます。

(Arigatou gozaimasu)

Thank you
Danke
Xie
Khawp khun
Yum
Salamat
Juspa
Spacibo
Arigato
Mahalo
Obrigada

Louise is an enigma. It is difficult to understand how she is able to do the myriad things she does the way she does them. Did you ever meet anybody who would show so much dedication, precision, with seemingly endless energy who never complains about whatever jerk may show up? Yes, we know, she is the only one living person on earth who has 120 hours in a day, who does not need to sleep or eat and still manages to stay alert and happy. Although born American, she is obviously more Japanese than many Japanese. Sometimes we told her jokingly to stop being so terribly Japanese, so humble and dedicated, never tired of helping the next person with a silly or urgent question. But lately, she told me a secret. Way back in the days, she was a lonely mother at home in Australia, with three boys and a real Japanese husband, who worked night and day. We asked her, how he had had the patience those last years to wait for her to come home for his delicious home cooked dinners at 11 at night. She said something surprising: Well, it's my turn now to work late. She smiled with a big smile of satisfaction, obviously very happy with her turn in life to work hard. I hope that together they will have the same energy to go kayaking together; I expect them to make at least a kayak roundtrip through the Netherlands to visit their Amsterdam son. Louise, thank you so much, for helping us avoid so many mistakes in Mosaic, in planning ...etc...etc...etc.



Maaïke le Grand
WBFN President-Elect, 2009–2010



I do not know Louise very well, but I can fully relate to the surprising side of her shown on this photo from May 2009. We had lots of laughs that morning. At moments like that it is so great to be a volunteer.

Annemarie Brink Olsen

Dearest Louise,

When I first heard that you were leaving your post at the WBFN, the phrase, “All good things must come to an end,” came to my mind, as I’m sure it does to all those who hear this news. I have always marveled at your quiet efficiency and high competence in running the diverse beehive of activity that is the WBFN, and enjoyed your lovely company and soothing conversation; I felt a sense of great loss, imagining WBFN without you.

Yet, I am also grateful for your dedicated service to all and cherish your wonderful friendship. You deserve every happiness and success as you explore other horizons, while remaining in touch with us as promised.

Aside from seeing you at scheduled WBFN events, I look forward to bumping into you occasionally, as I did at the last Cherry Blossom Festival!

May your beautiful family continue to thrive, and may you enjoy good health and contentment along with everything else wonderful in the days and years ahead. God bless you for touching me and countless others so lovingly!

I’ll always remember you with great affection,

Leila Thomas



You rarely meet “a Louise” in your life, pure kindness and generosity.

Few persons are so attentive to others and committed to their work. I learned a lot working with Louise and had the chance to benefit from her invaluable experience and advice. Even today, after more than a year being part of the WBFN, I am aware that each of the MMMF’s accomplishments is also Louise’s one, thanks to the knowledge she took time to pass on.

I hope she will be around for long...

Cecile, deeply grateful

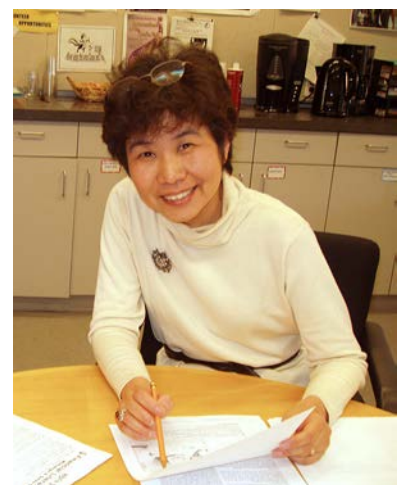
Hi Louise,

Congratulations on your retirement from the World Bank. It is quite an accomplishment. It is a bigger accomplishment when one has driven a bus called the World Bank Family Network!! I enjoyed riding in the bus with you...I miss your driving. But then there are the fond memories. You have a wonderful successor in Catherine...and that bus will go on, carrying forward your legacy!!! Thank you for everything!

Congratulations and much love,

Mari Parker,

Your friend and WBFN Communications Chair, 2004–2006





We have worked with Louise for nearly a decade and have gained tremendous respect for her as a friend and colleague—and, most recently, as our supervisor and mentor.

It could truly be said that the staff and volunteers have been “spoiled” by the tremendous level of service that she has provided.

In addition, she has brought to the job a native kindness and thoughtfulness that causes her frequently to give others the lion’s share of the credit for the accomplishments of WBFN.

*Christinne Agustin Secrest
Sergalem (Mimi) Besha*

Dear Louise,

It is been a real pleasure to work with you. I loved every minute of it. I am very grateful for all your non-tired support, attention to detail, ability to learn new things, guidance and advice. I always will remember with gratitude how you said that I should take a year off to stay with my second daughter. So, here she is in this photo I have in my archive, this is in Fall 2005 and there is Mari-
anne Summers on the picture holding her.

Thank you very much for everything.

Tania Gnesdilova



It was one Saturday way past midnight, when I was by the computer writing and sending an email to the WBFN’s office. I was assuming someone will be reading it on Monday and respond sometime afterwards. After completing this email, I went to check the rest of my mail, and within a second, I noticed I had new mail coming in.

Checking it, it was a respond from Louise.

I couldn’t believe my eyes and in return I wrote her: “Please go to sleep”.

This simple story, tells us how devoted to her work and the members at the WBFN Louise was.

I don’t know how many people use their time in the weekend, and late at night to work so diligently and support a group of volunteers.

I will miss her laughter, always welcoming people with a big smile, caring and willing to help the best way she could.

I wish Louise a wonderful time at her new place by the beach, to sit read and enjoy her lovely family.

Na’ava Feder



“How do we love Louise? Let us count the ways.”

Saying everything that should be said about Louise Shimizu inevitably sounds over the top. In attempting to describe her blend of exceptional traits—the astonishing work ethic, the unflagging thoroughness, the willingness to “leap tall buildings in a single bound, the sheer kindness, the infinite consideration (one could go on)—one paints a portrait of almost alarming virtue. Though at risk for being termed “annoying heartwarming,” as *The Mary Tyler Moore Show*’s crusty Lou Grant once said of the show’s namesake, Louise is anything but alarming. She’s far too highly evolved for that.

I must have accumulated scores of examples, over the years, of her unique brand of selfless, ceaseless dedication. Yet selecting just one becomes problematic because, in retrospect, all have merged into a single bundle evoking admiration, fondness, and respect (no little portion of that respect is due to wonderment at her stamina – Louise has elevated office administration to an Olympic-level pursuit; her deceptive slightness of build masks the force of a team of Percherons).

So, how best to describe Louise? All manner of good and significant ways, but ultimately this: if you ever found yourself stuck in a foxhole, Louise is the sort you could count on to help bail you out.

Mary Lee Kingsley

What first came to my mind as I read the note about contributing a story is the example that Louise has always set about the lengths she will go to get things done. I get a bit tired and say “there’s tomorrow...” Not so, Louise. One morning I went into her office and she was looking a bit tired—not much—just a bit. I asked how she was and she said that her husband was a little worried about her working too hard. I said: “What gives him that impression?” She said: “Oh, I fell from the table this morning (or maybe it was evening) almost sound asleep!” This image of Louise working until she drops stays with me and always re-emerges when I only have a little more to do but am tempted to stop before the task is completed.

It has been so wonderful to work with someone who always gets the job done. I don’t pretend that I will ever be that reliable but it is certainly a goal for me set by watching and learning from Louise. It’s been so important to know that there is someone—Louise—I can count on every time.

Love to her and thank her for the inspiration she has been to so many of us.



Cary Clark



I think of Louise regarding, among other things, the long and late hours that she would stay at work—but most vivid is her gentle and peaceful personality—we will miss her.

Carla Scarce



Where can I begin to thank Louise for so much support for a raft of programs that included fund-raisers, fashion shows, discussions, cultural events, and last minute crises that surrounded so many WBFN sponsored events. These typically included room reservation cancellations, restrictions on external food catering, problems making small and large payments to presenters or vendors, and changes in personnel that complicated our programmed events.

Louise was my champion and reliable rock over the years. Who else would send the good news of a solution to a difficult problem at midnight or later? Who seemed to know everyone who could make a favorable decision in the Bank Group? Who was always ready to make time for my program problems with a never-say-no approach to getting a solution?

Louise was also a friend who cared for me and for those on my various committees. She was interested in what we did and followed our adventures from start to finish. When we realized that she was moving on we were saddened not only for our programs and activities but for ourselves too.

I miss Louise in here WBFN role but have not lost her as a friend and wish her the very best for the future. My only advice to her is to slow down and turn off the e-mail before midnight. If she does both of these I will have her as a friend for a much longer time.

Vim Maguire

Louise is an amazing person, she combines the wisdom of Japanese women and the efficiency of American women. I have worked with her in the Welcoming committee and I could appreciate all her qualities. I wish her and her husband the best in their retirement



Janne Haji



Organizing an event at the WBFN when you have been in this country only for 6 months is a CAKEWALK...if you have Louise with you every step of the way. The support she provided was immense. For me she has always been the person who had a solution to all my logistic nightmares...My Santa!!! Oh Yes, she never stopped working and in two years that I have known her, only once did I have the pleasure of seeing her leave before me.

Swati Srivastava

When I first came to WBFN office, I met Chantale, Maha and Louise. I heard that Chantale was from France and Austria, Maha was from Lebanon, and Louise was from Japan. My perplexity led me to think that my English skills were way too weak!

Years later, when I assumed Louise's shoes as the WBFN Coordinator (oh yes, you got it, very very big shoes!), I only started feeling more relaxed after Louise one day asked me: "Are you sure you were not born in Japan?"

Louise had taught me—and still does, believe me—all I know about the office. My main, and more utopic, goal in my first year at the head of the office is to make everything go so smoothly that people will come to believe she never retired!

Many beaucoup thanks my dear Louise!



Catherine Mathieu



I have always wondered when Louise found time to sleep... There were always email until past midnight, and if I responded at that time, she would have already responded to me by 6:00am!!!! Such commendable dedication!!!!

Louise also is a living encyclopedia of WBFN and MMMF and I hope that she will continue to enrich our knowledge in transmitting her detailed command of those remarkable organizations. Her contributions will remain a source of inspiration for generations to come. With my

best wishes for her new life.... including more time to sleep if she so wishes!"

Dominique Lallement

I really enjoyed working on WBFN events with Louise. She was always patient, kind and willing to gently guide me.

What I admire is her swift determination. I remember the first time I worked with her, it was 3 years ago and at that time I was in great shape as I was working out every day for at least two hours (I used to brag about my athletic abilities!), we had to go from the H building to the MC and I was literally struggling to keep up with her pace (and by the way I failed, I was always behind her). I have never walked with someone that fast and at the end of the day I was on my knees and she was still going and going... the perfect Duracell ad!

Aminata Bojamg





Louise, your quiet efficient hand in all the happenings of WBFN will be missed. You will be a hard act to follow, enjoy your retirement.

Yvonne Colin-Jones

You are the best administrator I've ever known! You changed the way I saw things. I was also so lucky to have gotten to know you personally. You are a very warm, caring person and everyone from WBFN is influenced in a positive way. We become better organized, get to enjoy what we do, and more than that...we laugh more!

Yukako Wada



Dear Louise
 always ready to please
 whenever we chose to breeze
 in to the office for a coffee
 or a word of comfort
 she'd be there at ease
 sharing her people expertise
 never the slightest chill or freeze
 in spite of buzzing around
 as busy as can be
 she'd free up time
 appear as calmness sublime
 ready to discuss any outlandish project
 figure how NOT to blame or shame
 listen to personal grief
 deal with tantrums of temper
 in the office over coffee.
 Louise is the WBFN
 on whom we learnt to depend
 mistress of internal politics
 she makes multiple processes tick
 she knows a trick or two

of making people click
 in the office over coffee.
 Oh Louise! full of refinements
 midwife of multiple assignments
 Go well! Happy retirement!

Ki Harley Roberts



Wanting to contribute to the Louise's Mosaic Special Edition I spoke to my former group of Teen Mothers, those who were planning the first Teen Forum in 2005. We were also the writers, producers, and editors of the Teen Brochure and enjoyed discussions, help and support from Louise at all times during the very long process of this particular WBFN product. Here's what they said:

Tessa Bliss said:

She talked about the Teen Forum and laughingly referred to us as The Gang of Four

I think, when we were organizing the Teen Forum and we had very grandiose ideas of what we could do, it was Louise who would gently bring us down to earth and remind of us what was really possible, and thus we set ourselves very realistic goals of what we hoped to achieve, and thus we ran a very successful and well organized Teen Forum.



Louise reminds me of the first part of The Serenity Prayer—remember, I did teach in a Catholic Boys' School—which I really like:

“God grant me the serenity to accept things I cannot change; the courage to change the things I can and the wisdom to know the difference.”

Louise's approach to things reflects the thoughts of this prayer.

Moira Whyte said:

I was thinking about the teen forum and how much help Louise gave us.

Being Louise it always came in the form of asking us questions and then nudging us in the right direction. I can never remembering her saying No to something outright. She always pointed us the right way without making us feel that what we had missed was obvious, even when it was.

Also it was never too much trouble for her to help when she was really busy with other things. Her time is one thing that she is very generous with.

Beverly Brar said:

I always really appreciated Louise's professionalism and her patience with all our requests. Without her support it would have been much harder to pull off the Teen Forum and Grant Making Workshop. She was already there to bounce our ideas off and make practical suggestions and she understood the pain of the teenagers and why what we were doing was so important.

For me there's only one thing to add to the above: I totally and fully agree!

Kristina Jensen and the Gang of Four

I went to my assigned meeting room for the first class of the Presentations course. No flip chart stand!! Easily flustered, I raced back down to the WBFN office. My “go-to” person for such things, Mimi, was not there. Louise to the rescue. We went back to the forth floor and she disappeared, returning a moment later with a VERY HEAVY flip chart stand. Together we managed to make the thing operation. Problem solved. That is Louise!!

Frank Sterrett



My memories of Louise are all to do with personal friendliness efficiency and sheer hard work. When I first joined WBFN (WBVS as it was known in those days) Louise was a fellow spouse member like me, very friendly and helpful to this newcomer.

However I really got to know her after I became Secretary to the WBVS. It was not an easy task as the office administration was in flux. The long standing "Chief" left not too long after I arrived to be followed by someone who had absolutely no experience with the spouses organization and, it appeared, saw it only as a stepping stone to "greater" things. The frustration of the office staff, many members of the Executive Committee and the Chief Officers of the charities was palpable. Then she left for "greater" things and we got Louise.

Louise turned things round very quickly. But it was not easy. She seemed to be in the Office till all hours. It was not uncommon to get emails from her that were sent between 9.00pm and 10.00pm. No amount of friendly harrying could seem to get her home earlier. She was also a main

mover in getting the organization name change achieved efficiently so that it now has the friendlier name of WBFN and lessened expectation by the uninitiated within the Bank that the spouses organization had been set up do voluntary work for everyone and everything at all times.

During the 3 years I was running the Book Project Louise was a great person to have behind one. She knew past history, contacts within the Bank to whom we could go to solves problems such as the time that a shipment was "impounded" with requests for large "custom fees" when it got to one country which shall remain nameless!



When we organised the 25th Anniversary Exhibition of the Book Project's foundation she was a big support – through her we got really great background posters and publicity material beautifully printed and a great spot in the Atrium to maximize out presence and, with the support of the Executive Committee, we were able to organize a very well attended lunch for the big book donors in the area. This enabled them to see where their donations were going and encouraged them to keep giving.

Thank you Louise for making my time with WBVS/WBFN so enjoyable and productive.

*Josephine Barry-Hicks
President, WBFN Book Project, 2005-2008*

حاتذرك دائما يا لويس وأتذكر إبتسامتك الرائعة

سديم القاضي

I will always remember you Louise and remember your wonderful smile.

Sadeem Alkadi



Always smiling face, never tired of running around and taking care of every petty details needed for any event of WBFN. Sincere, devoted, supportive, willing to pitch in and help completing the task in hand, loving personality. We are blessed to have acquainted in one way or other with her in carrying out our responsibilities as a volunteer.

We sure will miss her. I am personally grateful to Louise for all her continuous support to me in carrying out my responsibility as RSEP coordinator.

Indira Sampath



To Louise

All people who have met Louise can see
That she was and is at WBFN a “busy bee”
Blondish, slender and with a petite statue
She is a sweet but determined individual for sure

I met her some 6 years ago to this year
And she has become to me so very dear
I have seen her in action with all activities
From bringing snacks, making coffee and teas
taking notes for the MMMF board meetings
to giving high WB officials her special greetings

She is the most versatile hardworking person I have come to know
Commitment and seriousness to anyone high or low
Working long hours and weekends were not unusual
But with retirement she has become a little more casual

She has taken some time to travel the world around
Visits the far away kids and new places to be found
But Louise can never stay away too long from her favorite place
And for everyone around the office it is nice again to see her face
She is happy with a big smile and has no more deadline fear
Having some lea way comes with the perks of being a volunteer

I regret not being there with all to celebrate her accomplishments
And to congratulate her with drinks and lots of yummy refreshments
The MMMF will certainly keep us bound to stay in touch
And I would love to work with you on the Fair so very much!

*With love
Georgine Ahmad*



I think of Louise as my bridge between two institutions, the World Bank Family Network and the IMF family association, which had been my former home.

She smoothed my path from one to another with aplomb, goodwill, and meticulous thoroughness. Her gentle encouragement and tactful but persistent insistence on blending precedent with innovation were her trademarks.

She was my anchor when I tried to function within the WBFN juggernaut to produce a newly formatted Margaret McNamara Memorial Fund annual report or teach a new English class with little or no knowledge of how things were done in the past or who the major players had been.

Her knowledge of things and people was detailed and extraordinary; her judgment balanced and careful; her charm and humor and diligence were legendary. She is a true “unsung hero”, or heroine, for many. She has well earned this honor and recognition for a job well done, enabling people to grow to be their best selves within the WBFN umbrella.

Congratulations and thanks, Louise, and my best wishes for many more happy and productive years.

Sarah Brau



Louise you are very special. I could not have been an effective WBFN volunteer or played my role on the MMMF board if it had not been for you—your support, knowledge and constant willingness to help get things done. Your counsel made me understand the importance of not fighting but using the yang when we face it—so it becomes harmony with the ying. Your understanding of the role our professional skills should play in the volunteer context.

*Thank You,
Nalinie Kouame*

Dearest Louise,

There are so many memories with you for the last 10 years. My first flashback is winter 2001; you are asking questions about my idea of a transition group for spouses; it was so obvious to me but you kept on asking and finally made me to put my rationale into words. You have been always helping me with this issues since. Spring 2002, I am looking at your type scores and can't make sense out of them – a person can't be equally developed on all directions. How wrong I was at the time –I did not know back then that no one can beat your ability to do all sort of tasks regardless of the “price” you pay. You are universal. You would not be you if had not tried to help people in all aspects of their lives; so one year you invited my family over for Thanksgiving and I will always remember the big family sitting around the table and sharing their appreciation in life; strong tradition and sense of unity fascinated me so much. You had been a center of the WBFN and at the same time have been behind the scene and yet always make things happen. And suddenly few months ago, I met a new Louise, twenty years younger, beautiful, full of energy and ready for next fulfilling step in life. Amazing transformation!!!

Elena Kuznetsova



The Washington Post

Sunday, May 24, 2009

Special edition:
"Employee of
the Year"



"My reward was in doing something for people who really needed it and in making a difference in their lives."

What inspiring words for all of us !



WBFN Coordinator: Louise Picon Shimizu

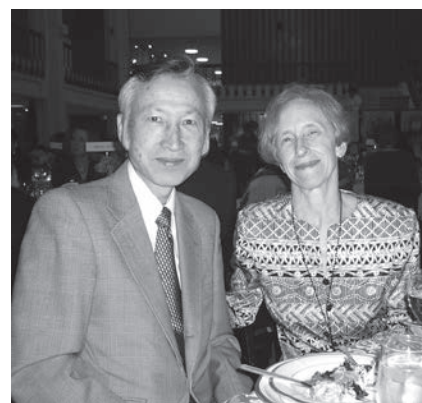
Louise, the World Bank Family Network Coordinator, joined the Office Staff in September 2003 after many years of volunteering for the same organization.

Her primary role was to enable the WBFN office and programs to run as smoothly as possible, providing administrative support, coordinating, accounting, editing...many things. *"When newcomers call or come into the office, the staff and myself welcome them and introduce them to the services."*

Louise has proved to be an excellent coordinator. She works days and nights, week-ends and holidays included. No WBFN event would have been possible without her advice and help. *"All WBFN projects are extremely rewarding, but really no more so than seeing the happy faces of WBFN members who come away*

from our programs with a new friend or helpful information. It amazes me how volunteers come together in a creative effort to help other people."

Thank you, Louise, for everything you have done for WBFN. We will miss you, but you know where to find a special "Home Away From Home"...and, we know how to find you ☺



We wish Louise and her husband Masaharu many happy years at their summer house !

by Daniela Drapakova

**Thank you
Louise :)**

**WBFN EC
2008/2009**

**You were our
Star !**



Louise



Rula



Anne



Maaïke



Jyoti



Marie



Maria Helena



Besma



Swati



Aminata



Daniela

Daniela Drapakova

Interview with Louise Shimizu



Louise Shimizu, the WBFN Coordinator, was interviewed by Oxana Holtmann, a member of the Mosaic staff. Louise joined the WBFN Office Staff in September 2003 and has been making a world of difference to the Family Network's programs and services.

How did you come to work here?

I loved volunteering at WBFN while my husband was at the World Bank and continued even after he left the Bank. When the WBN Coordinator position was announced, I applied. I think the support WBFN provides to families relocating is invaluable. And with people coming and going from all over the world, the continuing community provided by the WBFN activities and programs is tremendously helpful to the families. I enjoy being a part of this.

What are your responsibilities at WBFN?

A primary goal is to enable the WBFN and the

Margaret McNamara Memorial Fund offices and programs to run as smoothly as possible, providing administrative support, coordinating, accounting, editing...many things. When newcomers call or come into the office, the staff and myself welcome them and introduce them to the services.

It's a lot of work! What exciting or rewarding experiences have you had here?

Not a day goes by without something rewarding or exciting happening. With over 4,500 members, we get calls, emails or visits daily from members with creative ideas that WBFN can pursue or problems that need solving. As for the most exciting, it is hard to choose, but, perhaps the fundraisers—the MMMF International Arts and Crafts Fair, the Fistula project, the Aschiana projects...It amazes me how volunteers come together in a creative effort to help other people. And most rewarding? These projects are also extremely rewarding, but really no more so than seeing the happy faces of WBFN members who come away from our programs with a new friend or helpful information.

Volunteering is a completely new concept for many spouses who first come to the USA. I have heard that you've been volunteering for many years while you were living in Japan and that you were even highly recognized for the work that you did.

I started volunteering while living in Japan after my first baby was born. At that time it wasn't so typical for women in Japan who were raising their children to work outside the home, except for certain professions or financial necessity. And volunteering, other than at schools, churches or the like, wasn't common or particularly recognized in Japan.

What kind of work was it?

As an American, I was connected with the foreign community but also very closely with the Japanese, since I grew up in Japan and my husband is Japanese. I have lived there for 30 years. I feel that I am a part of both cultures—sometimes almost like being two people. I was a childbirth educator helping

women in the foreign community. In my volunteer work, I served as a bridge, interpreting and explaining between these families and their Japanese caregivers. I had so many extraordinary experiences through this. My reward was in doing something for people who really needed it and in making a difference in their lives.

Have you ever written about your job and experience in Japan?

Not exactly, but one book I co-authored was based on my work as a childbirth educator and as an interpreter/consultant for a multilingual hotline, answering questions on using the medical system in Japan. Together with two other Americans who are nurses, we wrote Japan Health Handbook, which is a guide for the foreign community in Japan on using the Japanese healthcare system.

Why would you advise a newcomer to do volunteer work? The younger generation is practical, women want to feel they are independent in the family, and they want to make their own money.

Volunteering is a choice and can be a good idea, even if, and maybe especially if, you are looking for a job.

It creates a network of friends and contacts that may in some way help in your job search.

It gives you practical experience, a chance to build on your skills.

In the US, volunteer experience is valued on your resume, sometimes as much as a paying job, and

“Volunteering is a choice and can be a good idea, even if, and may be especially if, you are looking for a job.”

it is usually preferable to a gap in your career. For people who are new to the US, it is an excellent way of starting, as it gives you experience in trying to do

something here.

It can also give you an opportunity to rediscover yourself, to do something completely new in your life.

There is often a wonderful freedom in volunteer work. It can give you the chance to be more experimental, to be a pioneer.

Just keep in mind that, like anything, you tend to get out of it what you put into it. To gain these benefits, it takes a certain amount of time and commitment.

Where can one find information about volunteer jobs?

I have found my opportunities through personal contacts, by being involved in something and then being asked or offering to help out. But, WBFN has lists, as do WorkLife Services, the World Bank Intranet (search for “Community Volunteer Opportunities”) public libraries, local newspapers, and the Internet (for example, Volunteer Match).

For personal contacts, you might want to join the local professional society in your field of interest or take classes...or, you are certainly welcome to come to WBFN!!!

*Oxana Holtmann
Mosaic April 2004*

Sayonara!...but wait... ...we need those last thoughts and words!

Louise Shimizu needs no introduction; I think it would be rather foolish of me to even attempt one. She is a unique person—an uncompromising worker, dedicated staff, meticulous employee, a perfectionist, social to the core, a loving mother and wife, and a relentless bundle of energy. In short, they do not make people like her anymore!

It was late afternoon on Friday, the WBFN office was almost deserted, but Louise was busy, working hard on ironing out a few glitches in the Member Management System database with Tania and Maaike. I waited as she bid adieu to both of them and then came to me. So typical of a Friday afternoon at the Network and so typical of Louise! When we began our casual chat, Louise seemed relaxed, she enjoyed going down memory lane with me, and she relished nostalgically recollecting her wonderful experiences. It was as though the frenzied pace of work was suddenly stopped in its tracks and time just stood still across the table. As she began sharing her prized experiences with me, I was left with an insatiable feeling of wanting to know more of Louise!

She softly began, “I joined WBFN as a spouse in 1999, and it was the second time being at the Bank for me. I was looking for new avenues to involve myself and luckily the Family Network wanted someone to help out with the new database of the Welcoming Team. I jumped at the opportunity and became an active member; I then went on to join the EC as the Welcoming Chair.” Just as things were really coming to a peak, it was ironic that Louise had to think of leaving again, since her husband took up work outside, and she was no more a Bank spouse. She said, “I had made friends, wanted to stay involved, and somehow found myself, even as an outsider, working on a couple of WBFN and Nadeshiko-kai projects to benefit, a children’s center in Kabul, where WBFN member Rula Ghani was at the time.”

When the WBFN coordinator job opened up in 2003, Louise applied and was selected, having the advantage of having been a Bank spouse and knowing the organization well. She said, “One of my predecessors, the legendary Joanne Garrity, who served over 17 years at the WBFN and had laid the ground rules of my job, care-



fully mentored me for about a month, and then was only a phone call away. My two colleagues, Mimi and Christine, were fantastic, as they had also worked under Joanne. I owe a tremendous amount to Lois Khairallah, then President of WBFN, who worked hand-in-hand with me and gave me apt guidance. Hanna Woicke and the MMMF Board graciously showed patience while I learned the management of the 3-day Fair. And, Lilian Kew, then MMMF Treasurer, was ever ready to help me fathom the financial responsibilities. Later, I felt blessed when Gilda Dadush appeared to build a new website and stayed on to teach me and many others at



WBFN how to maintain it, not to mention the many other ways she contributed to my education. Now, as I leave, I am grateful to Chantale Holzmann and Rula Ghani for their very fine leadership, which has helped to ease WBFN's many transitions over the past two years. I cannot begin to mention everyone here, but I do not think anyone could have been provided a better work environment than the one I entered."

With a big smile Louise moved on, "There is never a day I do not want to come to work. All in all, it is really fascinating. I have worked with all aspects of the organization and its outreach. The volunteers are constantly introducing new and better ideas on how to achieve our mission, and the Bank is very supportive and encouraging."

Her past work as a child-birth educator for the international community in Japan helped her immensely in her new job. How one might ask? Well, the earlier job required her to interact with people from various cultures and backgrounds; she not only learnt to interrelate but also gained a lot from others. She witnessed that there were many different ways of doing things right, she learned that it was beneficial to be open-minded and tolerant, and she brought these experiences to the Network, a place where she meets diverse people from all over the world on a daily basis. Her own experience of growing up in several places, having parents who came from different cultural backgrounds, schooling in multiple countries, marrying a Japanese, traveling the globe, and interact-

ing with parents at her kids' schools in several countries, augmented her personal life and official work. She said, "My multicultural environment helped me interact with volunteers fairly easily!" How true! Everyday I see many volunteers pop in and out of her office, finding answers to myriad questions! Louise always seems to know what we want and how to help us with our particular issues.



As we chatted I mentioned that the membership at the Network was changing, and that we were seeing a lot of short-term volunteers. She said, "Although 90% of Headquarters staff are open-ended, most spouses work full time or are looking for work and so we have found ways to work with short-term volunteers. But we have also been blessed with a core group of long-term, dedicated volunteers like Ruby Wingate, Chantale Holzmann, Lois Khairallah, Rosa Lia Troch, Gilda Dadush, Rula Ghani, Vim Maguire, Caroline Berney, Sally Macartney, Maaike le Grand, (the list could go on and on). These are the people who have maintained the Network and mentor new volunteers to shape and carry on the organization. Anne Folliet and Rula have put together a great team now, yourself included, and the door is wide open." She paused and then



added, "Even though WBFN looks out for volunteers not every member is expected to volunteer. We want our members to feel free to come here, take part in activities they enjoy and find themselves at home. It is not everywhere that one can find seven different na-

tionalities all in one room working and chatting happily!" Indeed, being a place where one can walk in and find a smile, a conversation, an opportunity, a project, or a compliment is what makes WBFN unique and distinctive.

Moving on she said, "I do notice a significant change in the way people communicate. When I came, more members used the phone or face-to-face gatherings to converse. Today, so much is done electronically. As we move understandably towards such technical tools, I hope WBFN will not completely lose the face-to-face interaction."

As Louise mentioned, WBFN has been lucky that it has generally found the right people to take up the right projects at the right time. She added, "Our business is on-boarding newcomers and easing their transition. Volunteers feel welcome; they find interesting things to do, the support from the Bank is tremendous, and this helps the skills of the volunteers blossom. It provides a niche for them to showcase their abilities. For example, the new Member Management System could have been done by a third party contract, but volunteer time, effort and input brought special meaning to the project. This productive teamwork helps team members, WBFN, the membership and ultimately the Bank itself."

Next, I popped the question that many might want the answer to..."Louise, do you ever get angry?" She laughed and said, "It is not my nature to blow up; if I

find a situation unbearable, I tend to move away from it. But usually I remain calm because I somehow see both sides of everything, which might be good or bad."

When I broached the subject of her leaving, I sensed a flicker of sadness as she said, "I am not planning to completely retire. I will never do that. Washington is my home, and I will be around...wherever I go I hope to keep in touch. I am always willing to help at WBFN.



It has brought so many different parts of my life together." She also added, "I really thank all the volunteers for being who they are and bringing their something special to this organization. I have been blessed to work with so many talented and professional people. I am mindful of their challenges and I am happy to help our members enjoy their life in the U.S. I do hope the WBFN continues in this wonderful spirit,

experimenting with new ideas and moving on to new horizons."

As we ended the chat she said, "But, I also want to spend more time kayaking, be with my husband and children, meet friends and relatives, and enjoy grandchildren coming along." We do hope that now Louise will find the time to celebrate all these and other simple magical moments of everyday life. But, something tells me that along with doing all this Louise will surely be lending a helping hand and saying, "I could get used to this...but I have miles to go and a million things to do."

Vidya Rangan

**A TRIP
DOWN
MEMORY LANE**

FY01



Friends for Life



Louise and Jane Haji



Louise, Hadjira, Emiko, Marlene

Louise and Mariko Harada



FY02



Annual Meetings



Raising Funds for Aschiana



FY03



Multi-Org Meeting



MMMF Fair

RC Appreciation Day



FY04



Children's Holiday Party



Annual Meetings

Mosaic Meeting



Mimi and Louise

FY05



Wolfenshons' departure

Hada Zaidan's Departure

A Louise's toast



Annual Exhibits



Christinne Secret's baby shower

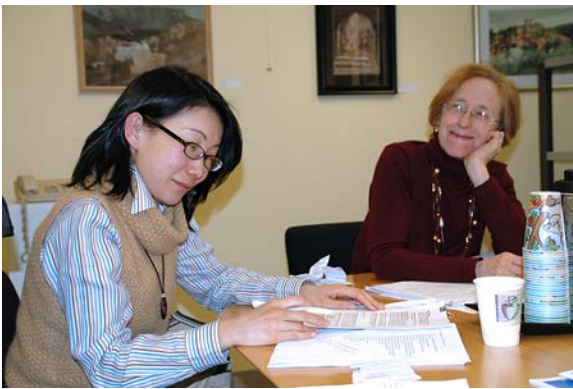


FY06



Meeting with WBG President Paul Wolfowitz

MMMf Table at the Annual Exhibits



Mina Takada, Planning Makes a Difference



Meeting with ISG VP Mohammed Muhsin



Gilda Dadush and Louise



FY07

Summer Program Teens and
WBG President Robert Zoellick



Let's talk socks



The weight of success

Massaharu Shimizu, Japanese Calligraphy

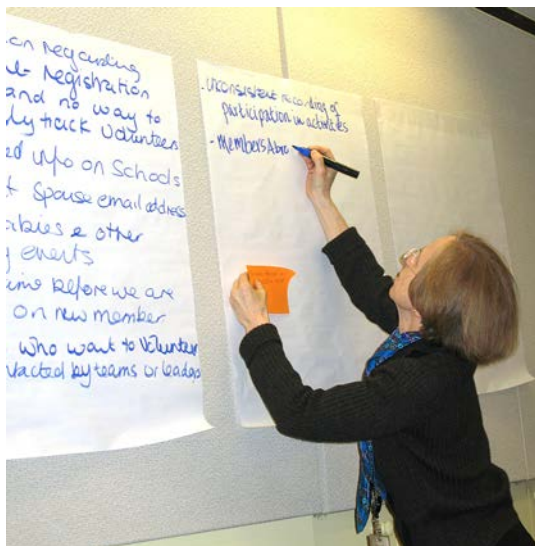


RC outing in Baltimore

FY08



WBFN EC at work



Nothing is impossible!

Joanne Garrity, Annual Dinner



Annual Dinner puzzle

Did you say MMMS?



FY09



A gorgeous day



Nour Baby Shower



RC Outing

MMMS still going on



Happy?????

Anne Folliet
Elena Kuznetsova



2003–2008



**Lee Grasley, Chantale Holzmann
Rosa Lia Troch and Xavier Cole**



The signing of the MOU



RC Outing



Lois Khairallah and Hada Zaidan

**Paul Wolfowitz, Lois Khairallah
Gilda Dadush, MMMF Fair**



Evi Vestergaard, Epublish meeting

Staff Appreciation Lunch in Honor of Louise Shimizu, WBFN Coordinator (December 5, 2005)

The Coordinator galvanizes support for the Family Network in means and ways that ultimately benefit Bank families and by extension Bank staff. The Coordinator must carry a big umbrella, covering not only WBFN but also its two 501-C3 charities: the Book Project and the Margaret McNamara Memorial Fund. The Presidents of these two charities will share their respective views momentarily.

The staff person who is the Coordinator must be able to communicate broadly and strategically, and to identify and coordinate resources for diverse events, courses, issues, and families. Louise Shimizu does all of this extraordinarily well. The WBFN Executive Committee, Representative Council and our family of volunteers want to publicly recognize Louise on this official occasion and to let others know how incredibly valuable she is to the WBFN, its volunteers and to the Bank.

WBFN advocates for numerous important issues, and we must be mindful to advocate for our own organization. As President of the Family Network together with the WBFN Executive Committee, we have the responsibility to take a public position and to state that Louise Shimizu superbly fulfills the position of World Bank Family Network Coordinator. Her tenure as a World Bank staff member is of great importance to the Family Network whose volunteers contribute significantly to the well being of Bank staff and its overall mission.

With her focus, competence and many skills, she accomplishes an extraordinary amount of work in a 24 hour day and somehow miraculously has the patience to greet newcomers and to meet with all us volunteers about our concerns. Louise is to be cherished.

I am sure that I speak for past and future presidents—I certainly speak for myself—when I say that working with Louise in the office is a daily pleasure! I am relying on her knowledge, her capability of finding out things I don't know—or have forgotten! She is (one of) my favorite editors when I write important official emails. It is easy to be presidential with Louise's support!

Kristina Jensen

- Individuals who successfully practice the profession of volunteer resources management must have hearts of gold. What deep wells do they draw their inspiration and energy from in order to skillfully help others become part of the solution in meeting the diverse needs of a community or the demands of a cause?
- It is said that volunteer managers change lives— both the lives of volunteers themselves and of those served by the volunteers. They patiently and persistently value people's time and efforts, recognize and appreciate people's talents, and help foster their achievements.
- Well managed volunteer operations efficiently utilize assets and provide the support critical to the work and advocacy conducted by volunteers. With great kindness and wisdom, volunteer managers practice the art of the possible – and on occasion make the impossible possible.
- The WBFN could not have designed or desired a better “volunteer resources manager” than Louise Shimizu, whose outstanding professionalism and dignity, humanity and generosity, humor and gentleness have meant so much to all of the WBFN volunteers.

Chère Louise,

Par cette toile, je suis heureuse de te transmettre et partager avec toi mon profond attachement à l'Asie et à ses beautés sereines qui se dévoilent à ceux qui savent "ouvrir les portes et voir au-delà des apparences"...

Comme sur le seuil de cette Porte de la Lune, te voici à l'aube d'une nouvelle "tranche" de vie. Que celle-ci, à l'image de ce jardin, ne soit pour toi que lumière, harmonie, quiétude, plénitude.

Mes plus sincères amitiés,

Nathalie



Dear Louise,

With this painting, I am pleased to express and share with you my deep feelings for Asia and its serene beauties that are only revealed to those who can "open the doors and see beyond appearances" ...

As on the threshold of this Moon Gate, you stand at the dawn of a new step of life. I wish that life will be for you just like this garden, full of light, harmony, tranquility and wholeness.

Sincerely yours,

Nathalie



Many thanks go to Christinne Secrest for the huge task of searching, scanning and filing ten years of photos from the huge Family Network Database. She found many great mementos but it was, unfortunately, not possible to include them all—the day-to-day life of the Family Network and Louise's were too closely intertwined over the past ten years.

