

*For everything its season,
and for every activity under heaven its time... Book of Ecclesiastes*

Seasons

Spring 2000



The Dorothy Ley Hospice
Celebrating 10 years of service to Etobicoke

The loving hand at work

As the manager of the CIBC branch at Dundas and Burnhamthorpe, Marg Wyatt enjoyed encouraging employees and clients to participate in fundraising events for The Dorothy Ley Hospice. Never did it cross her mind that one day she might benefit from the services of the Hospice.

In fact, Marg had never even heard of The Dorothy Ley Hospice eight years ago when a client of the branch – Sykes Williams, a Hospice board member and retired CIBC vice-president – approached her to arrange a meeting with CIBC executives to seek the bank's support. Sykes spent some time familiarizing Marg, and then the CIBC district manager, with the concepts of hospice and palliative care and the needs of The Dorothy Ley Hospice.

Soon, all 20 Etobicoke CIBC branches were competing to be-

come the top fundraising branch for the Hospice. Marg was especially proud that her branch achieved that goal.

And then in early 1995, Marg's Dad, Rod McDonald, became seriously ill. He was hospitalized for several months. When he returned home, he was determined to stay there. Although his physical condition quickly deteriorated, his wife, Mary, managed to cope with his needs, assisted by Marg, her sister, Anne, and their families, and private nurses at night.

But by Christmas time, the physical and emotional demands on the family had become overwhelming. So Marg did something she had never expected to have to do. She called The Dorothy Ley Hospice for

help. Case manager Joyce MacMillan was at the McDonald's home within two hours. She arranged for a hospital bed to be delivered immediately. She contacted a palliative care doctor who soon had a morphine drip set up to ease Rod's pain. She solicited the help of client support volunteer Shirley Williams who listened to and comforted Mary, drove her to places she needed to go and stayed with Rod while she had a rest. The family felt that a heavy burden of worry, fear and isolation had been lifted from their shoulders.

Rod died the morning of New Year's Day in his home, surrounded by those he loved. "The way he left this world was the way he wanted," reflects Marg.

When she retired from the bank in June 1999, Marg knew that she would volunteer for The Dorothy Ley Hospice. Today, she serves on the reception desk at the Hospice office and drives clients to appointments and to day respite. "I wish I had started volunteering before I retired," she says. "I tell others not to wait. The Hospice needs so many volunteers for so many different tasks and even a small amount of time can make a big difference to many people. Until you do this work, you can't know how much joy it will bring you."

The Glaxo Wellcome Foundation is working closely with hospice palliative care organizations across Canada, including The Dorothy Ley Hospice, to develop and implement 'Living Lessons.'

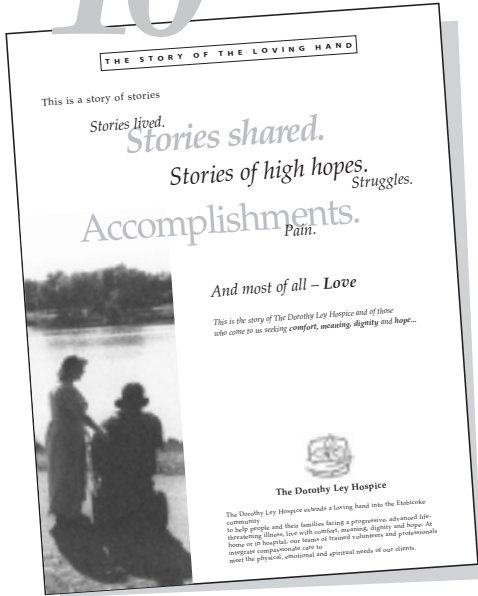
The goal of this campaign is to educate Canadians about hospice palliative care and the options available to people and their loved ones facing terminal illnesses. *Because everyone faces death in their own way, retaining the power of individual choice – whether it be medical treatments, the care setting, or about practical, emotional and spiritual services – is essential to preserving one's dignity.*

LIVING LESSON

Seasons is produced in every season of the year and is dedicated to sharing our plans, achievements and challenges with those who make the services of The Dorothy Ley Hospice possible and with those who come to us seeking comfort, meaning, dignity and hope.

CELEBRATING

10 years of service



In celebration of the tenth anniversary of The Dorothy Ley Hospice, we have published *The Story of the Loving Hand*.

This booklet chronicles the history of The Dorothy Ley Hospice and presents the stories of those who work with us and of those who come to us seeking comfort, meaning, dignity and hope.

If you would like to know more about who we are and what we do, contact executive director Barbara Bowie for a copy of the Story. She can be reached at (416) 626-0116.

The Dorothy Ley Hospice extends a loving hand into the Etobicoke community to help people and their families facing a progressive, advanced, life-threatening illness live with comfort, meaning, dignity and hope. At home or in hospital, our teams of trained volunteers and professionals integrate compassionate care to meet the physical, emotional and spiritual needs of our clients.

To give your financial support, contact Martha MacGray

To share your time and skills as a volunteer, contact Sonia Arana

To inquire about using our services, contact:

THE DOROTHY LEY HOSPICE
 170 Sherway Drive, Suite 3,
 Etobicoke, Ontario M9C 1A6
 Tel: (416) 626-0116
 Fax: (416) 626-7285

Thank You, CIBC

You'll notice that this issue of *Seasons* includes many references to the CIBC. A corporate partner of our Hospice since we began serving Etobicoke 10 years ago, we thought our anniversary would be the ideal time to tell the community how much this generous organization and its people have shared with us over the years.

To The Dorothy Ley Hospice, "CIBC" means "Caring, Involved Branches and Corporation."

CIBC's caring is demonstrated through its long standing – and still growing – support. The bank has stayed with us year after year, outdistancing its first gift many times over.

CIBC's employees and retirees are actively involved with the Hospice. They donate their time as Hospice volunteers and raise funds in their 20 Etobicoke branches by organizing garage sales, bake sales, BBQs, bowl-a-thons, baseball games, book sales and coin collections. They work at our Trees of Remembrance and sponsor our annual fundraising golf tournament.

As a corporation, CIBC contributes – year after year – the largest corporate gift the Hospice receives.

Next time you are visiting an Etobicoke CIBC branch, look at the people behind the counter. These are some of the angels who help us provide hospice palliative care for the neighbour down the street who is so ill; the mother who only has a short time left to be with her children; the long-married husband facing the imminent loss of his beloved wife.

Hospice palliative care offers people and their families facing a progressive, advanced, life-threatening illness, individualized care which stresses dignity, comfort and support.

If one of those angels invites you to a garage sale or a BBQ, we hope you accept. Because the CIBC is extending a loving hand into the Etobicoke community to help these folks live with comfort, meaning, dignity and hope.

The Dorothy Ley Hospice relies on community funding. We need more corporate partners like the CIBC. If you think your company might be interested, call Martha MacGray (416) 626-0116, our coordinator of resource development, for more information.

Golf at one of Toronto's finest private courses ... and help our Hospice too!

Monday, August 14, 2000
 Markland Woods Country Club

10 am -12:30: registration, mulligan sales, lunch, putting contest

1:00: shotgun tee-off

Only \$210* per player (includes lunch, green fees, dinner)

*tax receipt for a portion of fee

To register, call the Hospice (416) 626-0116
 Visa or MasterCard payments accepted



Volunteer profile

As a corporate partner of The Dorothy Ley Hospice, the CIBC generously shares the time and skills of its employees with us. An added bonus is that many of those volunteers stay with us even after they retire from the bank.

LINDA DUNCAN
Fate – and the CIBC – brought her to us.

It's amazing what you can find at a garage sale.

Linda Duncan discovered The Dorothy Ley Hospice.

As a customer of the Dundas/Burnhamthorpe branch of the CIBC for over 30 years, Linda was a familiar face to the bank's managers and staff. Marg Zabel, the personal banker at the branch, often invited Linda to participate in a spring garage sale held by the CIBC to raise funds for The Dorothy Ley Hospice.

"At that time," says Linda, "I did not have a clear understanding about what Hospice does, still I would donate items knowing that the CIBC was collecting funds for a noble cause."

Over the years, Linda gradually learned a little more about the Hospice. When she retired from the A&P corporate office where she had worked as the receptionist/switchboard operator for more than 14 years, she started to think about

where she could volunteer her time. One day, she picked up *The Etobicoke Guardian* and read that The Dorothy Ley Hospice was looking for a volunteer receptionist. "Perfect!" thought Linda.

Following an interview, Linda decided to take the job – and to participate in our client support volunteer training program to acquire a deeper understanding of hospice work.

Linda knew that fate, and the CIBC, had brought her to us when she walked into the training session – and one of the first faces she saw was that of Marg Zabel.

If you are calling the Hospice office on a Thursday afternoon, the cheerful voice you will hear belongs to Linda. Please say "hello."

MARGARET ZABEL
First a corporate volunteer, now a personal volunteer

After working for 22 years as a personal banker for the CIBC, you would think that Margaret Zabel would have liked a bit of a rest when she retired. But Margaret spent part of her first day of retire-

ment at the Hospice office, gathering information and registering for our client support volunteer training program.

Margaret had actually found her way to us years before. As the personal banker at CIBC's Dundas and Burnhamthorpe branch, she recalls, "I organized many activities to raise money for the Hospice. At the beginning, I really did not know much about the Hospice and I did not have any personal experience with palliative care. Later, cancer touched two of my friends. They became terminal and both received great support from the Hospice."

Today, Margaret knows The Dorothy Ley Hospice very well. The experiences of her friends convinced her to become involved with hospice palliative care. Margaret is now a key member of our Hospice team as a client support volunteer.

For information about volunteer opportunities at the Hospice, contact Sonia Arana, our coordinator of volunteer services and education at (416) 626-0116.

Upcoming events

Sunday, June 25, 4pm
HOSPICE BENEFIT CONCERT

Traditional hymns and inspirational music
Our Lady of Sorrows Church
3055 Bloor Street West

Monday, September 18
ANNUAL MEETING OF THE DOROTHY LEY HOSPICE

Location to be announced

The Dorothy Ley Hospice & Russell Woodman Wines

invite you to attend our

Wine Tasting & Art Sale

A benefit event for our Hospice palliative care services in the community

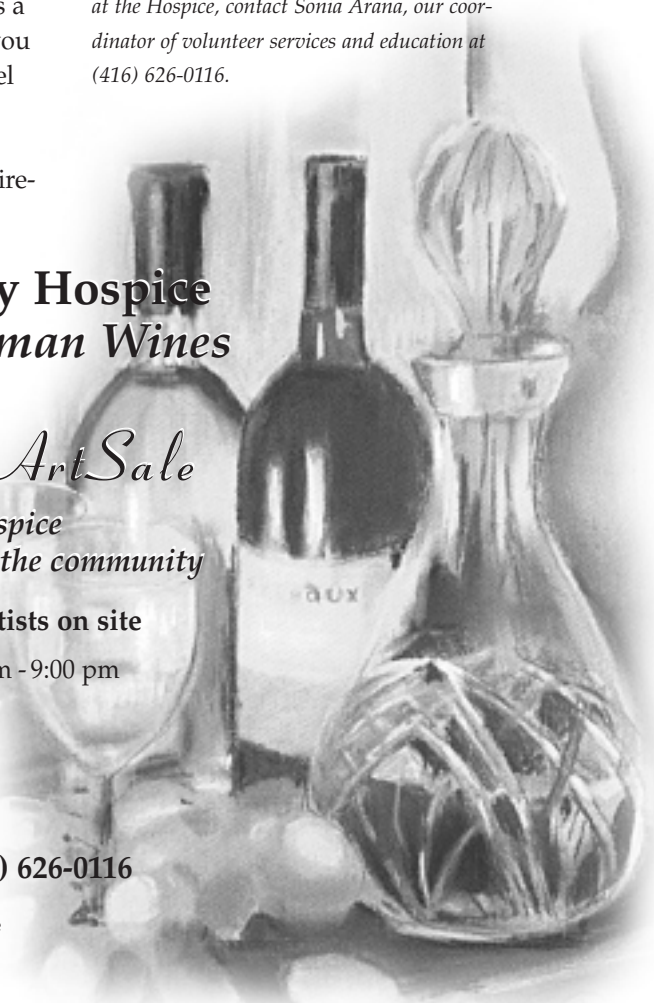
Fine imported wines and artists on site

Thursday, June 22, 2000, 7:00 pm - 9:00 pm

Thorncrest Homes Clubhouse
35 Thorncrest Road, Etobicoke

Tickets are \$40* before June 8, \$50 thereafter; available at The Dorothy Ley Hospice **(416) 626-0116**

*tax receipts provided for portion of price



Dr. Frank Ferris receives award of excellence

We are delighted to announce that Dr. Frank Ferris is the recipient of the 1999 Dorothy Ley Award of Excellence in Palliative Care.

Dr. Ferris has guided many palliative patients through their final journey and is deeply committed to the development of excellence in the palliative care community. He has supported many clients of The Dorothy Ley Hospice and helps to train our client support volunteers.

Dr. Ferris has written extensively on pain control and care in the last days of living, including care of the bereaved. He is an investigator and a researcher and also a scientific reviewer for the *Journal of Pain and Symptom Management*. On behalf of the Canadian Palliative Care Association, he is developing palliative care standards of practice. These will allow us to speak a common language, to recognize and

respond to changes, to develop and produce effective research and to gain recognition within the larger medical community.

The Dorothy Ley Award of Excellence in Palliative Care is endowed by Knoll Pharma Inc. and presented by the Ontario Palliative Care Association to the professional, volunteer or palliative care team that best exemplifies excellence in the field.

NEEDED!!

Volunteer to Chair Our Speakers' Bureau

We're looking for an individual to help us revitalize our speakers' bureau. The ideal candidate has strong communication, education, interpersonal, managerial, organizational and computer skills. A network of contacts in Etobicoke, particularly the business community, would be a great asset.

The chair of the bureau will be responsible for helping us educate those living and working in Etobicoke about hospice palliative care and the role of The Dorothy Ley Hospice. This requires liaising with staff to plan and coordinate the role of the bureau and motivating and organizing volunteers to implement bureau activities, including:

- developing a target audience database
- recruiting volunteer speakers and coordinating training
- updating our speakers' kit and creating a promotional package
- scheduling speaking engagements.

The time commitment is about three hours per week for the first few months, requiring less time once the bureau is established. This volunteer position offers an opportunity to learn more about hospice palliative care, to work with a talented team of people and to make a difference in the lives of many Etobicoke residents.

For more information, contact:
Sonia Arana, coordinator of volunteer services
and education, at (416) 626-0116.

Seasons design and production:
Glenn Osborne Design
(416) 461-4921

WE NEED Volunteers for Corporate Outreach Team

*Are you a business person
with proactive organizational
and decision-making skills?*

*Do you have a flexible
schedule?*

*Would you like to share your
business counsel, skills and
knowledge?*

We need volunteers to help us make new friends in the business community. We want to encourage local organizations to use our hospice educational services and to support their fundraising efforts on our behalf.

Join our award-winning team and be a part of the only hospice dedicated to palliative care in the Etobicoke community. This could be the most rewarding job of your life.

For more information, call Sonia Arana, our coordinator of volunteer services and education, or Martha MacGray, our coordinator of resource development, at (416) 626-0116.