

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

# Seasons

Winter 2000



The Dorothy Ley Hospice  
Celebrating 10 years of service to Etobicoke

## The loving hand at work

By Jennifer Dunn, RN, BScN, Case Manager

The star has long been my favourite symbol of Christmas. This year, I learned how much our valued volunteers share the star's special qualities of wonder, joy and hope...

In early December, I joined others from The Dorothy Ley Hospice to celebrate the launch of the Tree of Remembrance at Cloverdale Mall. (*Towering poinsettia trees, located in Sherway and Cloverdale Malls during the Christmas season, are decorated with cards in celebration of the lives of loved ones who have died.*)

Sydney approached me and introduced himself. Enthusiastically, he described how a Hospice volunteer had provided support to his dying wife and himself. The volunteer's name was Hilda Rolstin.

Hilda has provided support to a number of families in need since completing the Hospice client support training program in October 1993. She brings to her Hospice work 40 years of experience as a registered nurse with the Hospital for Sick Children. During her professional career, she held the posi-

tions of head nurse of the surgical ward and director of nursing education. She also taught at the Nightingale School of Nursing. Today, Hilda is active in her community and volunteers with St. James United Church and The Dorothy Ley Hospice.

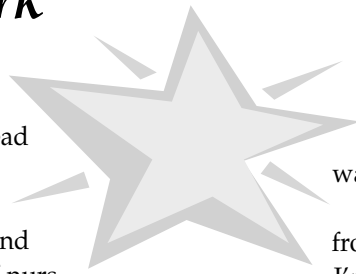
The Glaxo Wellcome Foundation is working closely with hospice palliative care organizations across Canada, including The Dorothy Ley Hospice, to develop and implement "Living Lessons."

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.

*We have learned that living with life-threatening illness is tough, demanding and intense for loved ones as well as the patient. But with practical, emotional and spiritual support through all the stages of illness and bereavement, loved ones can also experience privileged moments of special communication, growth and even joy. Such moments can be a shared gift.* LIVING LESSON

Sydney's parting comment was, "Gwen's been gone for over a year now and Hilda still calls me from time to time, just to see how I'm getting along. And on the anniversary of Gwen's death, she brought me a miniature rose bush – Gwen's favourite – which she suggested I plant in our garden in Gwen's memory."

My encounter with Sydney reminded me that Hilda is one of many stars in our midst who go beyond what is asked of them and in their quiet and selfless way, offer generous gestures of care and concern from their hearts.



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.

## *Thank you for helping, Kingsway BIA!*

The new year is off to a great start for our Hospice thanks to the Kingsway Business Improvement Area.

This association selected The Dorothy Ley Hospice as its charity of choice. As a result, we benefited from the BIA's summer and fall 1999 Taste of the Kingsway events, as well as the Millennium Raffle. The BIA's support brought us greater public awareness, new supporters, much-needed funds (\$6,350!) and a deeper appreciation of our wonderful Etobicoke community of business people and residents.

Thank you, Kingsway BIA, for helping to bring compassionate care in 1999 to nearly 300 Etobicoke residents and their families facing a life-threatening illness. We look forward to working together again this year!

The Dorothy Ley Hospice extends a loving hand into the Etobicoke community to help people and their families facing a 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 – without cost to our clients – to meet their physical, emotional, spiritual, psychological and social needs.

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

## *Volunteer guidelines for professionals*

If you are a volunteer who is a member of a regulated profession, you may appreciate the following clarifications related to volunteering.

The Physician Advisory Services at the College of Physicians and Surgeons of Ontario says that for physicians serving as volunteers, you are not acting as physicians; you are expected to follow the procedures outlined by the agency responsible for your placement. In the event of an unexpected emergency, you are expected to do what you can to help.

A nurse consultant from the College of Nurses of Ontario clarifies that nurses who are serving in the role of volunteers should follow the policies and procedures of the agency responsible for your placement. In the event of an unexpected emergency, you are expected to follow the emergency plan in place for the client and to do what you can to help.

## *Strategic planning is underway*

As the new millennium unfolds, at The Dorothy Ley Hospice we are unfolding our own strategic plan to address future challenges and opportunities.

Last fall, board members and staff of the Hospice met with Pitters Associates to begin a process that will enable us to meet the needs of Etobicoke residents in the years ahead.

We subsequently conducted focus groups, interviews and research with all stakeholders, and have now organized a number of teams that are drafting plans for the four strategic directions we identified

- 1. Promote palliative care in Etobicoke.**
- 2. Develop and implement a new service provision strategy:**
  - define and develop our service offering,
  - formulate a bed strategy for Etobicoke.
- 3. Optimize funding to support service strategy and growth objectives.**
- 4. Develop plans to support organizational development and growth management.**

We are still in the early stages of this process, but we'll keep you informed of developments as we begin to set out ways for the Hospice to meet the needs of Etobians in the twenty-first century.

*If you have comments or questions, please contact:  
Barbara Bowie, executive director, at (416) 626-0116, ext. 23.*

**THIS IS A** *Story of stories.*

*Stories lived.*

*Stories shared.*

*Stories of high hopes.*  
*Struggles.*

*Accomplishments.*  
*Pain.*

*And most of all – LOVE.*

This is the story of The Dorothy Ley Hospice and of those who come to us seeking comfort, meaning, dignity and hope...

Jeanne walks into the auditorium with butterflies in her stomach and confused thoughts in her mind. Can I do this? How can I possibly help people who are dying? I have no medical training. What do I do for these people? What do I say?

She's here because two friends were recently diagnosed with breast cancer and Jeanne feels uninformed and helpless. "I know so little about illness, dying or death. I need to be prepared. I need to have some answers."

Jeanne sits down with the other 20 people who are also beginning their first day of training to become client service volunteers for the Hospice. She waits in nervous anticipation.

Over the next three weeks, Jeanne listens to doctors, nurses, volunteers, therapists and other palliative care experts. Day by day, she gains understanding and confidence and her fears recede. She

learns about the stages people go through when they die. When to contact the doctor or Hospice case manager. How to alleviate discomfort. How to help an individual get out of bed. How to monitor eating troubles. How to deal with the grief of loved ones. And, most important – how to listen. To identify what the client needs. And to be an advocate for this person.

The 30 hours of training speed by. Jeanne now knows what is expected of her and how she can respond to the challenges ahead. She has new knowledge and skills – and the broad support system of the Hospice to provide advice and encouragement. She feels ready.

"It will be a daunting task – being with someone who is dying. But I hope to be able to listen, to alleviate some of their worries and concerns simply by being there, listening to them, looking out for them – making things just a little bit easier."

Jeanne waits to be assigned her first client.

*This is an excerpt from "The Story of the Loving Hand." For a copy of this new publication, which chronicles the history of The Dorothy Ley Hospice and presents the stories of clients and volunteers, contact executive director Barbara Bowie at (416) 626 0116, ext. 23.*

## *WishList*

- Auto focus 35 mm camera
- Canadian Tire money

**Volunteer  
with us ...**  
*and learn how to  
help others live well  
until they die*

- Does the idea of death and dying make you feel helpless and unprepared?

- Do you wish you knew more about how to communicate with and care for someone who is dying?

- Would you like to enhance your own ability to live well until you die while helping others do the same?

If you answered "yes" to these questions, if you live in or near Etobicoke and if you drive a vehicle, please consider participating in our upcoming client support volunteer training program. This session runs from February 28 until March 10.

With 30 hours of training provided by respected health care and other professionals, you will find answers to all of your questions about palliative care, ethics, emotional and spiritual issues, communicating with the dying, grief and bereavement, caring for caregivers, the last hours of living and much more. You will learn how to enhance your own ability to live well until you die while helping others do the same – within our caring, educational, supportive environment.

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*Hospice palliative care offers people and their families facing a life-threatening illness individualized care, which stresses living fully until the very end of life, with dignity and comfort.*

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Help us extend a loving hand to Etobicoke residents and their families facing a life-threatening illness by working with us as a client support volunteer.

For more information, contact Sonia Arana, our coordinator of volunteer services and education, at (416) 626-0116, ext. 27.

## *Did you know Dr. Dorothy Ley?*

People often approach us at the Hospice to mention that they knew our namesake and champion, Dr. Dorothy Ley. Frequently, they have interesting anecdotes to relate about how Dr. Ley touched their lives.

We would like to collect these stories as part of the history of the Hospice. If you have a story to share, please jot it down and fax (416 626-7285) or e-mail (dlh@interlog.com) it to the attention of executive director Barbara Bowie.



**DR. DOROTHY LEY, 1924-1994**

*Head of haematology and oncology, Western Hospital*

*President of the Academy of Medicine, University of Toronto*

*Founder and president, Canadian Palliative Care Foundation*

*Recipient of the Canadian Medical Association's Medal of Service  
for her contributions to medicine and Canadian life*

*Chairman of the board, The Dorothy Ley Hospice*

*And much more...*

## *Palliative care education for family physicians*

We invite all family physicians in Etobicoke to enhance their knowledge of and skills in palliative care.

On November 17, the department of continuing medical education of the faculty of medicine at the University of Toronto, the department of family and community medicine and The Tammy Latner Centre for Palliative Care are offering a comprehensive and practical course on issues related to palliative care.

The program explores pain and symptom management, working with patients and their families, home palliative care and other important topics. This interactive, small group course includes six three-hour sessions and provides 18 MainPro C credits.

*For more information or to register, contact continuing education, faculty of medicine, University of Toronto, Suite 121, 150 College Street, Toronto, Ontario M5S 3E2, tel: (416) 978-2719*

## *Volunteers invited to "Nurturing Mondays"*

Many of our volunteers have suggested that support meetings are one of the most valuable ways for our Hospice family to stay in touch.

We have therefore reorganized and relocated these meetings to make them more accessible to all volunteers. Thus "Nurturing Mondays" are now located in the more convenient location of the Gallery Room of Humber Valley

United Church at 76 Anglesey Boulevard. As well, we are alternating day and evening meetings; a schedule follows.

Nurturing Mondays offer an opportunity to listen, share feelings and support one another. New volunteers can bring questions and concerns. Veteran volunteers can share experiences. A case manager will be present to facilitate.

February 21 . . . . 7 to 9 p.m.

April 17 . . . . . 7 to 9 p.m.

March 20 . . . . . 1 to 3 p.m.

May 15 . . . . . 1 to 3 p.m.

*We look forward to seeing you!*

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