

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

*Book of Ecclesiastes*

# Seasons



The Dorothy Ley Hospice

Winter 2002

**Coming soon:**

The Dorothy Ley Hospice Palliative Care Centre

## *Within our Reach*

For more than a decade, The Dorothy Ley Hospice has been striving to meet community needs for hospice palliative care services. However, with an aging population and health care cutbacks of hospital palliative care units and community care, more than 260 people are now forced to leave Etobicoke each year in order to receive palliative care elsewhere. This usually means leaving their home, family and friends.

The Dorothy Ley Hospice, however, has a plan to solve this problem. At our annual meeting on November 6, we announced our intention of building a freestanding hospice palliative care centre. This hospice will mark the achievement of Dr. Dorothy Ley's vision of a centre of palliative care excellence.

In a home-like setting within the grounds of the Trillium Health Centre, terminally ill clients who do not desire hospitalization, but whose care needs are not easily met

at home, will receive exceptional palliative care. An interdisciplinary team of professionals and volunteers will provide compassionate care 24 hours a day, seven days a week. The centre will be able to accommodate 10 individuals at a time, or approximately 215 clients a year.

This intimate residence will feature private, comfortable bedrooms; a welcoming living room; spacious dining/garden room featuring a glass atrium and walkout to a patio; communal kitchen; quiet room with skylight; day respite centre; centrally located nursing room; and a healing garden.

We will continue to offer our in-home, day respite, spiritual care and bereavement programs through the new centre and we also hope to offer Wellspring cancer support and caregiver support programs.

Some individuals may choose to spend their final days at home, rely-

ing on our in-home support. Others may choose to complete their final journey at The Dorothy Ley Hospice Palliative Care Centre. And still others may choose to stay at the Centre for short periods while their caregivers at home enjoy some needed respite.

As a true community collaboration, we need the community – individuals, businesses, associations, clubs, foundations and others – to help us bring the centre to life. Will you help us? And bring comfort, meaning, dignity and hope to those who need these the most?

***It's within our reach...***

*To offer your financial support, contact David Prendergast, our director of resource development, at (416) 626 0116, ext. 36 or [dprendergast@dlhospice.org](mailto:dprendergast@dlhospice.org). To share your time and skills, contact our team recruiters, Mary Ellen Carey at (416) 621-2218, [jjcarey@look.ca](mailto:jjcarey@look.ca); or Lisa Tabata at (905) 847-8246, [ltabata@cogeco.ca](mailto:ltabata@cogeco.ca).*

*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.

## Dorothy's story

By Nick Ruiter, spiritual care coordinator

In the course of my work, I hear amazing things from people – all focused on life – even when there are scant days left.

Dorothy 'Nana' Lynch was a woman who lived life to the fullest. She raised three children and doted on her seven grandkids and her great-grandchild, assisted her husband in his business and volunteered with organizations like Learning Unlimited for Etobicoke seniors. An avid

photographer in her retirement years, Dorothy supported The Federation of

Ontario Naturalists, made her grandchildren's birthdays memorable, and was an inspiring presence to all who knew her.

One of Dorothy's gifts was tenacity. One chilly October, for example, she hiked and camped at Killarney with her friends in the Etobicoke Camera Club, scampering over lakeside rocks in the rain to "shoot a 'fog' picture." Then clambering over yet more rocks,

"to take a 'mist' picture." All of this a minor challenge to Dorothy.

She also encouraged others. It was Dorothy's philosophy, her daughter Judy told me, that, "You give people time... let everyone grow in their own lives and attend to them to help them grow."

Understanding was part of Dorothy's makeup – as was realism – although always touched with humour. "My husband and I are going downhill ... we're going into the ninth inning together," she would quip to Wyn, the Hospice volunteer with whom she shared a

fond rapport.

In this pragmatic way, she said to me on my first visit to the lively Lynch

household, "I want to keep my dignity." As I've learned, however, dignity often has less to do with our body than with our inner spirit. Dorothy had a spirit of great dignity.

*We are looking for stories about others' experiences with the Hospice. If you would like to share yours, fax or e-mail it to Stephanie McCann, manager of operations, at (416) 626 7285 or smccann@dilhospice.org.*

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



One of Dorothy Lynch's magnificent nature photos.

## Our annual meeting inspires

Thank you to the 170 people who made our 2001 annual meeting our biggest and most successful ever.

The evening energized all who came out to the Markland Wood Country Club on November 6. Our master of ceremonies, Jerry Howarth, "the voice of the Toronto Blue Jays," entertained and engaged us.

Janet Napper, executive director of the Hospice Association of Ontario, asked us to "imagine the roar that all of our voices can make if we all speak together .... 87 hospices and 12,000 volunteers ... moving hospice throughout Ontario forward!"

Then our own executive director, Barbara Bowie, shared some of The Dorothy Ley Hospice's special achievements over the last year:

- providing in-home support for 160 clients;
- adding a second day of day respite and supporting 37 clients and their caregivers;
- educating 48 professionals about developments in hospice palliative care;
- participating in more than 50 community education events;
- training 35 new volunteers; and
- launching *New Beginnings* bereavement support groups and supporting 179 clients.

The highlight of the evening was an announcement by Brian Freedman, the president of our board of directors. He and Eric Vandewall, vice-president of planning and corporate services of the Trillium Health Centre, announced that Trillium will donate land on its site at the Queensway/West Mall to The Dorothy Ley Hospice, which will build a freestanding hospice palliative care centre.

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# We're enhancing hospital palliative care

On January 24, The Dorothy Ley Hospice formed a special partnership that will provide hospice care and support to patients in hospital palliative care.

Our Hospice, along with Hospice Caledon, Hospice of Peel and Hospice Vaughan, signed an agreement with the William Osler Health Centre to share resources for the recruitment, training and ongoing education of palliative care volunteers. The goal of the partnership is to provide a seamless community network for hospice palliative care.

For the patients and families of William Osler Health Centre who are located in the palliative care units of the Centre's Etobicoke, Brampton and Georgetown campuses, a team of specially trained volunteers will offer enhanced care and support. The recruitment and training of these volunteers and the sharing of information and resources among all parties will contribute to the level of comfort and quality of life of palliative care patients.

Comments our executive director Barbara Bowie, "We are especially pleased with this partnership, since it recognizes the importance of volunteers to the palliative care team, as well as the expertise of community hospice."

The first group of new palliative care volunteers will complete their training later this spring.

*If you would like to know more about hospice/hospital volunteering, contact Sonia Arana, our coordinator of volunteer services and education, at (416) 626-0116, ext. 27.*



*Signing the hospice/hospital volunteer partnership agreement (l to r): Deborah Lavender, executive director, Hospice of Peel; Brian Freedman, president, board of directors, The Dorothy Ley Hospice; Ruth Yates, vice-president, patient programs, William Osler Health Centre & campus administrator for Brampton Memorial Hospital campus; Mary Tucci, board member, Hospice Vaughan; and Carolyn Harding, executive director, Hospice Caledon.*

## Annual meeting...

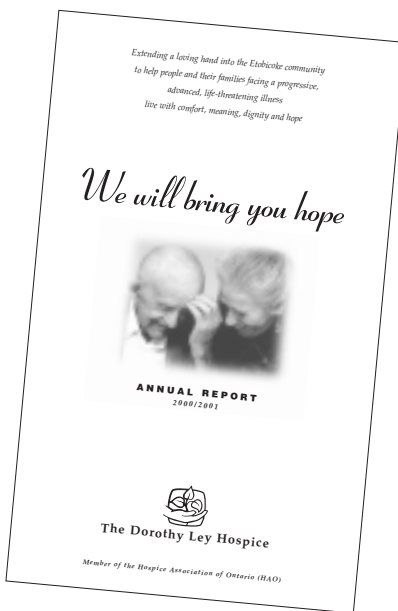
It was an inspirational annual meeting – many achievements for the Etobicoke community and much to look forward to in the future.

We would like to thank all of those mentioned above, along with



*Case manager Jennifer Dunn (left), day respite client Billy White and case manager Marguerite Langley celebrate the announcement of The Dorothy Ley Hospice Palliative Care Centre at our 2001 annual meeting.*

the following people who provided special help for this event. Hospice volunteers Mary Ellen Carey and Mary Howarth of our organizing committee; David Hammond who arranged Brian Freedman's audio visual presentation; Jack Kaufman and Keith Rydberg who made a time capsule into which we inserted a list of all clients, volunteers, donors and staff since our inception, which will be placed in the foundation of the new hospice palliative care centre; Brent Macey, our liaison person with the Markland Wood Country Club; and Scott Vanderfleet of Vanderfleet Flowers, who donated beautiful flower arrangements for this special occasion.



*If you would like a complimentary copy of our 2000/2001 annual report, contact our manager of operations, Stephanie McCann at (416) 626-0116, ext. 22, or [smcann@dlhospice.org](mailto:smcann@dlhospice.org).*



## I knew Dorothy Ley

In 1984, when my father was dying, I promised him I would write a book that would help other families care for their loved ones at home.

During the research for this book, I heard the terms “palliative care” and “hospice care” and the name of the Canadian Palliative Care Foundation. I made an appointment to interview its president, Dr. Dorothy Ley. A tall woman with a commanding presence and quick wit, Dorothy welcomed me and answered all of my questions about palliative care.

My book, *Family Hospice Care*, is now in its fifth edition. Dorothy’s input introduced this philosophy of care to thousands of Canadians.

Dorothy and I kept in touch. I asked her to write a book about her views on palliative care. Each time I spoke with her, I asked if she had written her book yet. Each time, she answered that she was too busy. Then, in 1993, she said she was ready, but only if I would help her.

We chatted about her youth, her experiences as a young doctor and later as a specialist. We talked, of course, about her passion for palliative care and her philosophy that spirituality was the ‘heart of hospice.’

Having been diagnosed 10 years previously with breast cancer, Dorothy experienced a personal journey through Canada’s hospital palliative care system. We talked about living and about dying when

I visited her at home in Beaverton or in her room at the Oshawa General Hospital where she chose to receive some of her own hospice care. She told me to be more assertive in getting the hospice philosophy of care practiced in Canada and abroad. I pulled these lessons together for her book, *The Heart of Hospice*. She died knowing that her message would not be lost.

We were blessed to learn this living lesson from one of the greatest teachers of Canadian hospice care. I miss her, and her leadership, terribly.

*Dorothy Corinne Hobbs Ley passed away peacefully in her home in Beaverton on January 31, 1994, surrounded by friends and loved ones.*

*Harry van Bommel is the author of eight books. He is also a hospice care educator and community volunteer.*

*If you have a personal story about Dorothy Ley that you would like to share, please fax or e-mail it to our manager of operations, Stephanie McCann, at (416) 626-7285, or smccann@dlhospice.org.*

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## Spiritual care – the most important part

### ***Spiritual care lies at the heart of hospice.***

*It says, we are here. We will be with you in your living and your dying. We will free you from pain and give you freedom to find your own meaning in your life – your way. We will comfort you and those you love – not always with words, often with a touch or a glance. We will bring you hope – not for tomorrow, but for this day. We will not leave you. We will watch with you. We will be there.”*

**Dr. Dorothy Ley**

When I was sitting in my dentist’s chair recently, she asked me: “And what do you do, Mr. Ruiter?”

“I’m in palliative care.”

“Are you a physician?”

“No – spiritual care.”

“Spiritual care... hmmm... that’s probably the most important part. After all, that’s what the person is all about, not the disease.”

Wow! My dentist is among those who ‘get it’ when it comes to palliative care. Spiritual care is whole person care.

My encounters in hospice work have made my first year as spiritual care coordinator both challenging and immensely rewarding. When providing clients with counselling,

support at death, funeral assistance, or bereavement support, I have become aware that it is the client’s own needs and insight that propels hospice care. By walking alongside someone during a very personal time, we in hospice have the privilege of not just providing caring presence, but of receiving it as well. It’s a two-way street.

I am pleased to report that, once again, The Dorothy Ley Hospice is providing leadership in standards of palliative care. I will be assisting the Hospice Association of Ontario to devise standards for the delivery of spiritual care – from initial

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# Hospice Happenings

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## VOLUNTEER TRAINING

Eighteen graduates from our volunteer training session held October 29 to November 9 are now working as client support volunteers for the Hospice and one as a driver for the day respite program. Our winter training session, attended by 12 potential volunteers, finished March 15.

*This 30-hour certified program provides valuable information on such topics as principles of palliative care, ethics, emotional and spiritual issues, communicating with the dying, care for the caregiver, grief and bereavement. If you'd like to sign up for our June session, contact Sonia Arana, our coordinator of volunteer services and education, at (416) 626-0116, ext. 27.*

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## STRATEGIC PLANNING

In mid-November, staff and board members spent two days together, crafting a strategic plan for the Hospice. Facilitated by former board member Judith Skelton-

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*Spiritual Care continued from last page*

assessment to the development of client care plans. Establishing such standards will enable us to show our community, funding and care partners the type of services we are providing and show our clients the quality of service they may expect from us.

I would like to thank the Hospice board and staff, clients and volunteers, for their help in making spiritual care available to all of our clients and their families.

*Nick Ruiter is our spiritual care coordinator. For information regarding our spiritual care and bereavement support programs, contact Nick at (416) 626-0116, ext. 30, or [spiritualcare@dlhospice.org](mailto:spiritualcare@dlhospice.org).*

Green, the result of this intensive work is an ambitious and inspiring plan that will take us through 2003. Read the letter from president Brian Freedman, which accompanies this issue of *Seasons*, for details.

*If you would like a copy of our strategic plan, contact Stephanie McCann, manager of operations, (416) 626 0116, ext. 22, or e-mail [smccann@dlhospice.org](mailto:smccann@dlhospice.org).*

*If you would like to volunteer your time to help us achieve our strategic plan, contact our team recruiters, Mary Ellen Carey at (416) 621-2218, [jjcarey@look.ca](mailto:jjcarey@look.ca); or Lisa Tabata at (905) 847-8246, [ltabata@cogeco.ca](mailto:ltabata@cogeco.ca).*

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## TREE OF REMEMBRANCE

More than 100 volunteers contributed over 2,000 hours of work to help us raise funds for our Tree of Remembrance event, which ran December 7 to 22. Seven hundred people placed dove cards with the names of those whose lives they wished to celebrate, on our trees at Cloverdale Mall and Sherway Gardens.

Thank you, thank you, to all who participated.

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## RETIREMENT TEA

To wish Martha MacGray, our coordinator of resource development, a happy retirement from the Hospice, volunteers, funders and

friends joined us for tea on November 28.

All the best from the Hospice, Martha!

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## CHRISTMAS PARTY

It was wonderful to share some holiday cheer with our volunteers during our Christmas open house at the Hospice office on December 12. Events like these give our staff an opportunity to put faces to the names they've seen or heard through e- and voice mail – and enable our volunteers to get to know one another.

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## DAY RESPITE HOLIDAY CELEBRATION

Clients, volunteers and staff of our day respite program celebrated Christmas with a special dinner on December 18 and 19 at our day respite centre at St. George's-on-the-hill church. The event featured turkey dinner with all the trimmings, carol singing and Christmas treats for all — as well as appreciation for being together and supporting one other at this special time of the year.



*Past-president of the board of directors, John Grant (third from left) and staff of the Hospice, say a very fond farewell to Ara Run (middle) at his Sherway Gardens store, Exclusive Diamonds, on December 20. Ara worked with the Hospice since 1995 – as a board member, client support volunteer and funder. He is now in Mexico, donating his time and financial support to assist orphaned children. Be well Ara, and we look forward to your visits home throughout the year!*

# Wrap yourself up with the Hospice

Has anyone ever told you you're a whiz with gift-wrapping?

If so, we sure could use your help. From May 9 through 11, we need volunteers to help us wrap Mother's Day gifts at Sherway Gardens. For a donation to The Dorothy Ley Hospice, our volunteers will beautifully package Mother's Day gifts purchased at Sherway retailers.

Do something "motherly" for Mother's Day – share your time for those who need it most.

Or, if you are shopping for your own mom on one of those days, please drop by our gift-wrapping station in the centre of the mall to have your present packaged by loving hands. All donations we receive from this service help us bring comfort, meaning, dignity and hope to those needing compassionate end-of-life care.

Call Sonia Arana, our coordinator of volunteer services and education, at (416) 626-0116, ext. 27 or e-mail [volunteers@dlhospice.org](mailto:volunteers@dlhospice.org) to sign up for a shift at our wrapping station.

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 DAVID PRENDERGAST

To share your time and skills as a volunteer, contact SONIA ARANA

To inquire about using our services, contact:

## The Dorothy Ley Hospice

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

## Upcoming events

**April 4**

### **BEREAVEMENT VOLUNTEER SUPPORT MEETING**

"Six Central Needs of Mourning"  
The Dorothy Ley Hospice Office  
7:00 – 9:00 pm

**April 13, 20, 27**

### **JOINT HOSPICE TRAINING PROGRAM FOR VOLUNTEERS WORKING WITH CHILDREN**

St. Michael's Hospital

**April 15**

### **NURTURING MONDAYS**

Volunteer support meeting  
Humber Valley United Church  
Gallery room, 7:00 – 9:00 pm

**April 22 –28**

### **NATIONAL VOLUNTEER WEEK**

**April 24**

### **THERAPEUTIC TOUCH PRACTICE GROUP**

6:30-8:30 pm

*These practice sessions are held the fourth Wednesday of every month at the Hospice office.*

Information: Marguerite Langley,  
(416) 626-0116, ext. 24

**May 2**

### **BEREAVEMENT VOLUNTEER SUPPORT MEETING**

"Taking Care of Yourself"  
The Dorothy Ley Hospice Office  
7:00 – 9:00 pm

**May 5-7**

### **HUMBER COLLEGE HOSPICE PALLIATIVE CARE CONFERENCE**

"End-of-life care: are we making a difference?"

Fairmont Royal York Hotel

Reservations: Neala Puran,  
(416)-675-6622, ext. 4020

**May 6-12**

### **NATIONAL HOSPICE PALLIATIVE CARE WEEK**

Visit [www.cpcna.net](http://www.cpcna.net)

**May 8, 9, 10, 11**

### **MOTHER'S DAY GIFT WRAPPING**

Sherway Gardens

To volunteer as a gift-wrapper:

Sonia Arana, (416) 626-0116, ext. 27

**May 13**

### **WARD FUNERAL HOME SEMINAR**

"Care of the Caregiver"

by Dr. Frank Ferris

Mississauga Convention Centre

8:30-11:30 am

Reservations: Ward Funeral Home,

Weston chapel (416) 241-6356,

Brampton (905) 451 2124,

Oakville (905) 844-3221, or

e-mail: [continuingcare@wardfh.com](mailto:continuingcare@wardfh.com)

**June 1**

### **THERAPEUTIC TOUCH WORKSHOP LEVEL II**

Norman Appleton Building

160 Sherway Drive

To register: Marguerite Langley,

(416) 626-0116, ext. 24

**June 10,12,14,17,19,21**

### **CLIENT SUPPORT VOLUNTEER TRAINING PROGRAM**

Humber Valley United Church

76 Anglesey Blvd.

For information about our Hospice

training program: Sonia Arana,

(416) 626-0116, ext. 27

**June 6**

### **BEREAVEMENT VOLUNTEER SUPPORT MEETING**

"How Are You Progressing?"

The Dorothy Ley Hospice Office

7:00 – 9:00 pm

**June 17**

### **NURTURING MONDAYS**

Volunteer support meeting

Humber Valley United Church

Gallery room, 1:00 – 3:00 pm

For more information, call the

Hospice office at (416) 626-0116.

## We plan to communicate

The Dorothy Ley Hospice has a comprehensive communications plan that explains how we intend to raise awareness of the Hospice and educate the public about the benefits of hospice palliative care.

Interested in reading it? Prepared by board member Corinne LaBossiere, who is a communications specialist, the plan is available by contacting Stephanie McCann at (416) 626-0116, ext. 22, or [smccann@dlhospice.org](mailto:smccann@dlhospice.org). Or, stop by the office and ask Stephanie to show you our communications resource centre. You can read the plan – and stock up on Hospice brochures at the same time.