

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

Seasons



The Dorothy Ley Hospice
Fall 2003



*Join us for an
afternoon of fun at
The Dorothy Ley Derby*

SATURDAY, NOVEMBER 15, 2003

Woodbine Racetrack

Tickets on sale now!

*For ticket information, contact Tammy Zaccolo,
special events coordinator, at (416) 626-0116, ext. 225.*

“We must never forget to reach out beyond ourselves, beyond our personal pride and ambition, beyond our turf... to reach out from our inner self to the people for whom we care – all of them. For love is the litmus test of palliative care and spirituality is its heart.”

*Dr. Dorothy Ley
The Heart of Hospice*



Do a Simple Good Deed...

Many people in our community may need our help, but are unaware of the support offered by The Dorothy Ley Hospice.

If you know someone who needs help today, or may in the future, please pass along one of our brochures. Available without charge, The Dorothy Ley Hospice brochure provides an overview of the support and services we provide to help people complete their lives with comfort, meaning, dignity and hope.

For copies, call the Hospice office at (416) 626-0116, or e-mail info@dlhospice.org.

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.



Come on out to Launch our th Annual Tree of Remembrance

Saturday, December 6, 2003

Cloverdale Mall

12:00 pm to 2:00 pm

For the launch of our 2003 Tree of Remembrance, we'll be placing the first dove on our Tree at Cloverdale Mall. Please join us for this special presentation and enjoy prizes, cake, coffee, tea — *and good company!*

For more information, contact Tammy Zaccolo, our special events coordinator, at (416) 626-0116, ext. 225 or tzaccolo@dlhospice.org.



The Dorothy Ley Hospice continues our **Tree of Remembrance** holiday tradition at two locations...

Cloverdale Mall – December 6 to 21 *and*

Sherway Gardens – December 6 to 19

Remember loved ones at this special time of year by writing their names on paper doves and adding them to our holiday trees. Hospice volunteers will be at each Tree to accept donations, distribute brochures and talk to shoppers about The Dorothy Ley Hospice.

See you at the tree in December!

To volunteer at the Tree of Remembrance, contact Sonia Arana, our coordinator of volunteer services, (416) 626-0116, ext. 227 or volunteers@dlhospice.org.

Mourning Rights

These 12 freedoms, developed by Dr. Alan Wolfelt, respected author, educator and grief counselor, are guidelines to help when you are grieving. Use the ideas that make sense to you. Read them often as you move toward your healing.

You have the freedom to...

- | | |
|---|---|
| <i>1. realize your grief is unique</i> | <i>7. develop a support system</i> |
| <i>2. talk about your grief</i> | <i>8. make use of a ritual</i> |
| <i>3. expect to feel a multitude of emotions</i> | <i>9. embrace your spirituality</i> |
| <i>4. allow for numbness</i> | <i>10. allow a search for meaning</i> |
| <i>5. be tolerant of your physical and emotional limits</i> | <i>11. treasure your memories</i> |
| <i>6. experience grief attacks or memory embraces</i> | <i>12. move toward your grief and heal.</i> |

Printed with permission. For more information, visit: www.centerforloss.com.

If you would like company on your healing journey, contact our spiritual care coordinator, Nick Ruiter, at (416) 626-0116, ext. 230, or spiritualcare@dlhospice.org.

Erica's Story: a Life, not Without 'Parrill'

"I've never given up on anything in my life and I'm not going to start now."

Over the course of her life, Erica Parrill has proven that she has the spirit to face the odds. Orphaned in the chaos of WWII Germany, Erica made her way to Canada and immediately embarked on a life that is testimony to her belief in her fellowman. She flourished in her volunteer work with people ranging from prisoners to abandoned and abused children. In fact, it was while working with Children's Aid that she met her husband of 30 years, Gary. Their common interests in art, music, ballet, opera, travel and doing all they could for young people was the foundation for a marriage that is still going strong.

Erica is a beautiful woman whose flawless complexion and high cheekbones belie her age. Her original artwork graces her home. The striking portraits and landscapes suggest her passionate inner vision. But her true beauty is in her thoughtful and spiritual nature. Her philosophy has been to rely on God and to have the wisdom to accept what she cannot change and the energy and intelligence to wholeheartedly tackle what she can.

Always a strong woman of action, she was shaken by the havoc wreaked on her body seven years ago by a bypass and subsequent kidney failure. After a lifetime of being the "fixer," she became the one in need of help. And when she began to lose her vision and mobility, the need became even greater.

How could a woman so dedicated to the visual arts, piano playing and community service be confined to a wheelchair, constrained by tri-weekly dialysis, and denied the sight necessary to communicate her artistic vision? But something rushed in to fill the void; in her case, quite fittingly, it was people. "Many, many, really

good friends" have been there for her every day in every way. One of these friends heard about The Dorothy Ley Hospice and realized that Erica and her family would benefit from this support.

In the summer of 2002, The Dorothy Ley Hospice came knocking on Erica's door. Like so many people, Erica did not know who these folks were. Yet after only a few months, she now wonders how she ever got along without them.

With her daughter thousands of miles away in Columbia and her



Erica Parrill and her husband, Gary – and their cat, Little Bear – share an affectionate moment.

husband working, the Hospice volunteers have helped to organize and simplify her life. Lisa offers manicures and learned to play the stereo so Erica could listen to her favourite music.

Audrey searches out the special German meat Erica loves. Jeanne provides Erica with soothing therapeutic touch and reads aloud to her. Karen keeps her company during dialysis and visits on weekends. Ludmila entertains Erica with stories of her studies and serves as Erica's pupil in her own quest to conquer the English language. Marita enlisted a wheel-trans for trips to the hospital for dialysis and accompanied Erica on her first, nervous journey.

Newcomer Arlene recently started visits when regular volunteers are away.

Although she says she cannot express the care and support she feels she has received from the Hospice, these words flow freely. "Hugs, hugs, hugs... serious conversations about political affairs... shared intimacies of personal histories... silent and contemplative company... sweet friendship... everything my heart desires."

Erica insists that the value of the Hospice must be made known. For those who feel overwhelmed and unsure about which way to turn, Erica wants others to know that The Dorothy Ley Hospice can provide clarity of vision and reliable, loving workers to help bear the burden.

This article was written a few months ago. Erica died peacefully on September 22 with her husband by her side.

Janine D'Ippolito, who wrote this story, is a volunteer of The Dorothy Ley Hospice.

A Guide for Caregivers

Caregivers of those facing the end of life now have a helpful resource for this often challenging journey.

Produced by the GlaxoSmithKline Foundation and the Canadian Hospice Palliative Care Association (CHPCA), *Living Lessons – A Guide for Caregivers* is an informative 60-page handbook that offers the tools caregivers need to help loved ones live as well as possible to the end of life.

For a copy of A Guide for Caregivers, visit the Living Lessons Web site at: www.living-lessons.org (click on "Resources for the Hospice Palliative Care Community;" then "Brochures and Posters") or call the Canadian Hospice Palliative Care Association help line at 1-877-203-INFO.

Respecting and guarding your privacy

On January 1, 2004, the Personal Information Protection and Electronic Document Act (PIPEDA) becomes law. PIPEDA sets out rules for how private sector organizations, including charities, may collect, use or disclose personal information in the course of commercial activities.

The Dorothy Ley Hospice would like to take this opportunity to share with our supporters, our position with respect to all personal information you give to us. When you send us personal information (such as your address and contact numbers) for Hospice activities (such as purchasing a ticket to a special event or volunteering your services), only our organization uses this information and we only use it to communicate with you about activities related to The Dorothy Ley Hospice.

The Dorothy Ley Hospice has never — and will never — sell or rent your personal information. We maintain this information in confidence with well-defined privacy and safety protocols.

Our respect for your privacy reflects how we value the trust you place in us.

For more information about the privacy policy of The Dorothy Ley Hospice, please contact executive director Dan Dempster at (416) 626-0116, ext. 223.

A Warm “Welcome Back!” to Board Member Jack Penaligon



Jack Penaligon says it was Dorothy Ley herself who urged him to return to the hospice that bears her name.

Back in 1989, when Jack was the president of the Queensway General Hospital (now the Trillium Health Centre), he answered a phone call from Meade Wright who said that he was working with Dr. Dorothy Ley to launch a hospice in Etobicoke. They wanted to meet with Jack.

Meade started the meeting with a brief introduction, and then Dorothy took over...“I was the president of the Queensway Hospital for eight years,” recounts Jack. “And I hugged only two people in my office in all that time. Only an hour after meeting Dorothy for the first time, I made a commitment to become involved with the Hospice, I offered to see if we might have some space around the hospital that they could use as an office, and Dorothy and I hugged goodbye!” Dorothy Ley’s belief in and passion about palliative care touched Jack - just as it has so many people. He was immediately part of the team.

Jack was vice-chair of the Hospice board of directors when Dorothy became ill with cancer and subsequently died. Thus, in 1994, he became the chairman. Some months later, a career change ensued and Jack moved on from the hospital and from the Hospice.

Jack became the vice-president of health care development for Extencicare Canada and then a partner of The Caldwell Partners. Today, he is a senior client partner with Korn/Ferry International and was recently appointed the market leader for the firm’s health care/life sciences search practice. He also serves on the advisory board of the Burlington Disabled Sports Association and is a board member of CNIB Ontario.

About his return to The Dorothy Ley Hospice, Jack says, “Dorothy’s passion about palliative care drew me back. When I first met her, I knew that it might not be tomorrow, but at some point Etobicoke would have a (freestanding) hospice. Dorothy never faltered from that. Today, it’s very close, and I hope to help make it a reality - for the community - and for Dorothy.”

Jack and his wife, Sharon, an administrative assistant/social worker, live in Oakville. They have two children: Sarah, who works in Hilton Head, South Carolina for Westin Hotels and Jonathan, who is training as a professional firefighter.

Welcome back to the Hospice team, Jack, we’re delighted to be working with you again!

Want to add someone’s name to the *Seasons* mailing list? Or have your name removed? We’re happy to oblige. Simply e-mail/fax/mail your request to:

SEASONS

Mail: 170 Sherway Drive, Suite 3
Etobicoke, Ontario M9C 1A6

E-mail: info@dlhospice.org
Fax: (416) 626-7285

Living Well – Leaving Legacies

**TUESDAY, NOVEMBER 25
7:00 PM TO 9:00 PM**

The Dorothy Ley Hospice is pleased to present “Living Well – Leaving Legacies,” an informative seminar presented by respected experts in the fields of law, finance and tax planning. Our three panelists will provide valuable and timely information on...

- ✓ Leaving Legacies: how to create and update a will to carry out your wishes
- ✓ Managing your Assets: the best ways of accumulating and preserving assets
- ✓ Year-end Tax tips: money-saving ideas for the end of the year

OUR PRESENTERS

Ed Olkovich

Lawyer, author and estate planning specialist

Gene Giordano

A certified financial planner with the Investment Planning Counsel of Canada

Rosario Suppa

Partner and tax specialist with Moore Stephens Cooper Molyneux LLP

THE FOUNDERS ROOM

St. George's Golf and Country Club, 1668 Islington Avenue

Coffee and tea will be served.

(Business casual dress; please, no denim)

Seating is limited; to register, please call the Hospice office at (416) 626-0116.

Hospice Association of Ontario Conference Draws Record Numbers

We often refer to the growth of the hospice sector as “the quiet revolution.” In 1989, for example, there were only eight hospices in Ontario. Fourteen years later, there are 88.

Another exciting indicator of the growing hospice revolution – the 14th annual conference of The Hospice Association of Ontario (HAO) was the largest conference ever! Held at the Nottawasaga Inn in Alliston from September 11-13, more than 400 delegates from across Ontario attended.

The theme was “Vision, Voice, Action: Engaging the Future.” Keynote speakers included the Honourable Sharon Carstairs, Leader of the Government in the Senate and Minister with Special Responsibility for Palliative Care (http://sen.parl.gc.ca/scarstairs/PalliativeCare/Hospice_e.asp); and Joy Ufema, internationally known clinical specialist in thanatology (the science of death and dying).

Three of our staff members presented sessions: spiritual care coordinator Nick Ruitter discussed

spiritual care standards; case manager Marguerite Langley addressed healing touch as an aid for compassion fatigue; and residential hospice project manager Barbara Bowie submitted findings on residential hospice standards.

Eight of our staff members, and our board president, Brian Freedman, attended the conference. We proudly watched Dorothy Ley Hospice volunteer Helene Maxwell receive The June Callwood Circle of Outstanding Volunteers Award. Above all, the conference provided us with an opportunity to focus and clarify our vision for hospice care, both locally and provincially.

For more information about the conference, contact the Hospice Association of Ontario at (416) 304-1477 or visit www.hospice.on.ca.

Dan Dempster is the executive director of The Dorothy Ley Hospice; you can reach him at (416) 626-0116, ext. 223 or ddempster@dlhospice.org.

Stay tuned for our
premier fundraising event...

The Disco Ball

FRIDAY FEBRUARY 6, 2004

Paradise Banquet & Convention Centre

TICKETS GO ON SALE IN DECEMBER

For more information, or to volunteer for this event, contact special events coordinator Tammy Zaccolo at (416) 626-0116, ext. 225.



Hospice Happenings

HELENE MAXWELL INDUCTED INTO JUNE CALLWOOD CIRCLE



At the Hospice Association of Ontario annual conference in September, volunteer Helene Maxwell of The Dorothy Ley Hospice was welcomed into the June Callwood Circle of outstanding hospice volunteers.

The June Callwood Circle was created in honour of the volunteers who make an extraordinary contribution to hospice care. And that pretty much sums up Helene's contributions to The Dorothy Ley Hospice. She has volunteered with us since 2000. Helene is a client support volunteer, serves as our office receptionist on Thursday mornings, helps to organize over 350 volunteers for our Tree of Remembrance and assists with many of our other events and activities.

Thank you, Helene, for extending your loving hand to bring comfort, meaning, dignity and hope to those who need these most.

THE KETCHUP BBQ



On a perfect end-of-summer evening on Sept. 16, Dorothy Ley Hospice volunteers enjoy dinner, music and camaraderie at the Ketchup BBQ. Staff of the Hospice organized the event to honour and celebrate our remarkable volunteers.

WORKING TOWARD AN INTEGRATED SYSTEM OF PALLIATIVE CARE FOR TORONTO

On October 3, Dr. David Swartz, board member, and Dan Dempster, executive director of The Dorothy Ley Hospice, participated in a strategic planning session of the steering committee of the Toronto Palliative Care Network (TPCN). The mission of the Network is to provide leadership and to facilitate the development of a comprehensive, integrated and coordinated system of palliative care for Toronto.

Dan Dempster has also been re-appointed for a second term as the co-chair of the TPCN regional committee for Toronto West.

The TPCN is an initiative of the Toronto District Health Council comprising 35 leading palliative care providers, including hospices, hospitals, Community Care Access Centres and community organizations.

CELEBRATING THE LIVES OF LOVED ONES

By the soft light of candles and in the embrace of comforting music, The Dorothy Ley Hospice community celebrated the gifts and enduring memories of loved ones at the twelfth annual Celebration Of Life. During an evening of "Legacies" at Thistletown Community Centre, family members, including children, as well as caregivers, partners, volunteers and staff members, turned hearts and minds to loved ones gone from this life but remembered in love.

Despite losses, we never outgrow our need for friendship and opportunities to celebrate life.

At the reception that followed, people renewed acquaintances or struck up new conversations with others who have experienced loss.

CLIENT SUPPORT VOLUNTEER TRAINING UNDERWAY

Our client support volunteer training program is currently running from October 15 to November 8. While we traditionally offered this training on weekdays, we have scheduled these sessions for evenings and weekends in order to accommodate those who are only available to work with our clients at these times.

Volunteers participate in 30 hours of training, acquiring important information regarding end-of-life care, including principles of palliative care, emotional and spiritual issues, communicating with the dying, symptom management and comfort measures, physical assistance, grief and bereavement and much more.

Our next client support volunteer training program begins in March 2004. To learn more, contact Sonia Arana, our coordinator of volunteer services, at (416) 626-0116, ext. 227 or volunteers@dlhospice.org.

HELPING OTHERS LEARN MORE ABOUT HOSPICE PALLIATIVE CARE

Part of our role at The Dorothy Ley Hospice is to teach others in our community about quality hospice palliative care. Toward that goal, we have recently conducted a number of education initiatives.

- Twenty-three registered nurses are attending our 11-week training program, "Advanced Issues in Palliative Care," which runs September 16 - November 18. The goal of the program is to enhance the skills of nurses working in the Etobicoke community. The sessions cover all aspects of hospice palliative care, from working with families in crisis, to pain assessment and management. An expert in the respective field facilitates each session.

- In October, case manager Marilyn Rydberg is teaching a 14-hour introductory course on palliative care on behalf of the Hospice Association of Ontario, to nurses and personal support workers in long-term care facilities in Etobicoke.
- Four Humber College nursing students are currently working with us at The Dorothy Ley Hospice for their field placements. They are conducting research on the history, efficacy and standardization of complementary therapies in health care.

HOSTING HOSPICE

Many community-minded folks were hard at work this summer, putting together the following events in support of The Dorothy Ley Hospice.

Sherway Gardens hosts Garden and Art Silent Auction



Twenty-eight Hospice volunteers participated in the Garden and Art Silent Auction sponsored by Sherway Gardens during the first two weeks of June. The event raised an impressive \$8,335 for the Hospice. With thanks to Jack Wilmott for donating an album of photos – including this one – of the event.

Mavericks hold 12-hour Water Polo Match



On June 20, at the West Mall pool, the Mavericks Water Polo Club hosted a 12-hour water polo game in support of The Dorothy Ley Hospice. The match began

at 8:00 a.m. Throughout the day, more than 70 athletes from the ages of eight to 50+, battled it out in friendly competition. The final score – after 12 hours, 48 quarters, five bottles of sunscreen, over 100 hamburgers, six boxes of Krispy Kreme donuts, three jugs of Gatorade – team red: 187, team white: 187! But the BIG winner of the day was The Dorothy Ley Hospice, which received over \$1,500.

Queensway branch of Bank of Montreal Cooks 'n Cleans



Branch manager Susan Poulin-Baril (holding the large sign) and staff of the Queensway branch of the Bank of Montreal, raised \$2,000 for The Dorothy Ley Hospice by organizing a fundraising BBQ and car wash on Saturday, July 19 in the branch parking lot at 1230 The Queensway. The hardworking staff members of the branch invited clients and the general public to enjoy a car wash and some great food. The event also featured local radio stations, police and firefighters.

St. George's Golfs for a Good Cause



Michael Chadsey (right), general manager of the St. George's Golf and Country Club, presents Dan Dempster, executive director of The Dorothy Ley Hospice, with a cheque for \$7,500 raised during a recent charity golf tournament. The event also generated the same amount for each of five other Etobicoke charities.

To the organizers, sponsors, players and supporters of these events – a heartfelt “thank you” from The Dorothy Ley Hospice for helping us to bring compassionate end-of-life care to hundreds of people and their families in Etobicoke.

Honour Loving Memories with an In Memoriam Gift

When we lose someone we love, our memories of that person become more important than ever.

An in memoriam donation can be a special way of honouring those memories. When you make an in memoriam gift to The Dorothy Ley Hospice on behalf of someone you love, you honour his or her memory with a gift that extends a loving hand to others.

To find out more about in memoriam giving, please contact Kathy Roulston, our resource development assistant, at (416) 626-0116, ext. 233 or giving@dlhospice.org.

Family members receive memorial cards from the Hospice in acknowledgment of a gift and donors receive a charitable tax receipt. A gift in memory of an anniversary or special occasion of a loved one is also acknowledged by the Hospice with a memorial card for family members.

Upcoming events

November 3

SEMINAR FOR HOSPICE VOLUNTEERS AND PROFESSIONAL CAREGIVERS

"Lessons in Caring for the Dying,"

Dr. Alan Wolfelt

Valhalla Inn, 1 Valhalla Inn Road

7:00 – 9:15 pm

In collaboration with Turner & Porter and Hospice of Peel

Information/registration: contact the Hospice office, (416) 626-0116

November 15

THE DOROTHY LEY DERBY

Woodbine Racetrack

Noon

Information/tickets: Tammy Zaccolo, (416) 626-0116, ext. 225.

November 25

LIVING WELL – LEAVING LEGACIES

St. Georges Golf & Country Club

1668 Islington Avenue

7:00 – 9:00 pm

Information/tickets: Hospice office, (416) 626-0116

November 26, January 28, February 25, March 24

THERAPEUTIC TOUCH

SUPPORT/PRACTICE SESSIONS

The Dorothy Ley Hospice Office

6:15 to 7:45 pm

Information/registration: Marguerite Langley, (416) 626-0116, ext. 224.

OUR WISH LIST

- Meeting chairs
- Digital camera/camcorder
- Desk fans
- Telephone headsets
- HP colour laser printer
- An open canopy for special events

If you would like to donate any of these much-needed items to the Hospice, Stephanie McCann, our manager of operations, would be delighted to receive your call at (416) 626-0116, ext.222.

December 6

LAUNCH OF 8TH ANNUAL TREE OF REMEMBRANCE

Cloverdale Mall

noon – 2:00 pm

Information: Tammy Zaccolo, (416) 626-0116, ext. 225.

December

TREE OF REMEMBRANCE

Sherway Gardens – Dec. 6 -19

Cloverdale Mall – Dec. 6 – 21

To volunteer: Sonia Arana, (416) 626-0116, ext. 227 or

volunteers@dlhospice.org.

December 9

CHRISTMAS OPEN HOUSE

The Dorothy Ley Hospice office

5:00 – 7:00 pm

January 17, 24, 31

HOSPICE TRAINING FOR CHILDREN'S VOLUNTEERS

Church in the City

158 The Esplanade

9:00 am – 5:00 pm

Information: Sonia Arana, (416) 626-0116, ext. 227.

February 3, 10, 17, 24, March 2, 9, 16, 23

"NEW BEGINNINGS"

BEREAVEMENT SUPPORT GROUP

The Dorothy Ley Hospice office

7:30 – 9:00 pm

Information/registration: Nick Ruiter, (416) 626-0116, ext. 230.

February 6

THE DISCO BALL

Paradise Banquet and

Convention Centre

7601 Jane Street

8:00 pm

For information, tickets or to volunteer: Tammy Zaccolo, (416) 626-0116, ext.225.

February 7

THERAPEUTIC TOUCH WORKSHOP Level 3

The Dorothy Ley Hospice office

9:00 am – 5:00 pm

Information/registration: Marguerite Langley, (416) 626-0116, ext. 224.



Need Volunteer Gift Wrappers

We need volunteers to wrap gifts at Dixie Value Mall during the holiday season, plus a volunteer coordinator to assist us with this fundraising event.

For more information, or to offer your assistance, contact The Dorothy Ley Hospice office at (416) 626-0116.

Students wishing to complete 40 hours of community service are most welcome!

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 MARYANNE VENANTIUS (mvenantius@dlhospice.org)

To share your time and skills as a volunteer, contact SONIA ARANA (volunteers@dlhospice.org)

To inquire about using our services, contact:

The Dorothy Ley Hospice

170 Sherway Drive, Suite 3
Etobicoke, Ontario M9C 1A6

Telephone: (416) 626-0116

Fax: (416) 626-7285

E-mail: info@dlhospice.org

www.dlhospice.org