

Seasons



The Dorothy Ley Hospice
Summer 2004

Facts and Stats: A Year in Review

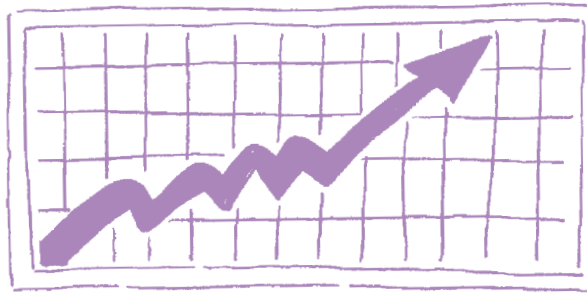
The Dorothy Ley Hospice served more clients than ever in 2003/2004.

In some ways, SARS changed everything. Newly available program statistics from our fiscal year (which ended on March 31) show that the first few months of 2003 saw fewer referrals and a decrease in volunteer visiting hours, all attributable to the outbreak of Severe Acute Respiratory Syndrome (SARS).

Yet in the end, we served 13% more clients last year than the year before, and we ended the year with a

full caseload and 28 people on the waiting list, compared with zero on the waiting list one year before.

What this shows is that the services offered by the Hospice are



more needed than ever. Even as our waiting list gets longer, we know that last year more than 260 people fac-

ing terminal illnesses left support networks, family, friends and familiar surroundings behind when they were forced to leave Etobicoke in order to receive appropriate palliative care.

That's why we're looking forward to expanding our current programs in the future, and building the proposed Dorothy Ley Hospice Palliative Care Centre. One day soon we hope to ensure that no Etobian has to make that choice, between staying in his or her community, and getting quality palliative care.

Even the Rain Couldn't Stop Us!



Undaunted by the pouring rain, over 200 people took part in the second annual Hike for Hospice at Centennial Park. Participants gamely donned raincoats and opened umbrellas to walk two, five, or 10 km, raising almost \$25,000 for The Dorothy Ley Hospice.

Waterproof: Participants don their rain gear and sally forth to raise almost \$25,000 at the 2004 Hike for Hospice. Photo: John Bonnar

The proceeds will benefit our six programs, including in-home care, bereavement support, day respite, spiritual care, volunteer training, and professional and community education.

A BIG thanks to all of the participants who attended in the rain, all of our sponsors, and especially our volunteers who helped make this event possible.

Staff Awards

JENNIFER DUNN

Case manager Jennifer Dunn has been recognized for her contribution toward the development of the Hospice Palliative Care Nursing Certification examination. The Canadian Hospice Palliative Care Association presented her with a Certificate of Appreciation on April 7.

MARGUERITE LANGLEY



Marguerite Langley is honoured by former mayor Barbara Hall for her varied and ongoing contributions to the community.

Outstanding. That's the only word to describe the many contributions case manager Marguerite Langley has made to the community over the years. Former Toronto mayor Barbara Hall agrees, and presented Marguerite with The Elaine Hall Award for Outstanding Caring Service at the Toronto Dollar Initiative Awards night on April 1, 2004.

Barbara Hall thanked Marguerite for her general volunteer service, specifically mentioning Marguerite's work at a community health centre and her parish council, and the complementary treatments she offers at a community educational clinic and a residence for persons living with HIV. *Amazing* is another word.

Report from the President and Executive Director

SUMMER 2004

Whether as clients, caregivers, volunteers, donors or staff, those of us involved with The Dorothy Ley Hospice have long understood the importance of the Hospice's work. We also know there is a great need for The Dorothy Ley Hospice Palliative Care Centre, a dedicated residential hospice in Etobicoke. The great news is that other people are also starting to hear that message, and agree.

The Toronto District Health Council (TDHC) released a report in February 2004 recommending that funding for 19 palliative care beds be allocated among several Toronto-area health care centres, and that our proposed palliative care centre be one of the locations under consideration.

The Ministry of Health directly funds only 31 palliative care beds to serve Toronto's population of 2.5 million. Nineteen of those beds are at the Toronto Grace Hospital, which will no longer house them after its scheduled move to York Region in 2007. The TDHC conducted an analysis involving stakeholders and health-care professionals from across the city to determine what should become of these funded beds.

In their report, *Salvation Army Toronto Grace Hospital Relocation:*

Gap Analysis and Recommendations, the Council concluded that these beds must remain in Toronto, and recommended that they be divided between hospital and hospice settings. The report went on to recommend that the specific allocations be determined through discussions with The Dorothy Ley Hospice, as well as St. Joseph's Health Centre and West Park Healthcare Centre, in order to make the best use of existing and proposed infrastructure. Our plans for The Dorothy Ley Hospice Palliative Care Centre, with its 10 residential hospice beds in a home-like setting, is an important part of that proposed infrastructure.

This report serves as public recognition that the centre we are proposing provides a necessary service to the people of Etobicoke.

And yet, we know it will be much more than that. The Dorothy Ley Hospice Palliative Care Centre will be a centre of excellence, and serve all Toronto as an important example of effective and compassionate community-based health care.

View the TDHC report online at www.tdhc.org, or order a hard copy by calling (416) 222-6522.

Look for more information on our plans for The Dorothy Ley Hospice Palliative Care Centre in the next issue of Seasons!

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MAKE SENSE? THEN WE NEED YOU...

The Dorothy Ley Hospice needs a new volunteer webmaster to keep our site up to date. Visit www.dlhospice.org and contact our manager of operations Stephanie McCann to find out more. Stephanie can be reached at smccann@dlhospice.org or (416) 626-0116, ext. 222.

Welcome...



MARY ELLEN CAREY

In February 2004, Mary Ellen Carey replaced Donna H. Cansfield as director of the board of The Dorothy Ley Hospice. Mary Ellen's exemplary commitment to community service includes a career as a teacher, plus many years of involvement with a range of not-for-profit organizations. Her work with the Pastoral Council and Friendly Visitors Program at St. Clement R.C. Church, with the Toronto General Hospital as a Pastoral Visitor, and of course with The Dorothy Ley Hospice as a client support volunteer since 1999 has highlighted her particular dedication to improving quality of life for those facing illness. She has also served on the boards of OntChild, Sancta Maria House and the St. Elizabeth Visiting Nurses' Association. Mary Ellen's skills, experience and commitment are sure to be a great asset to our board.



DIANNE ELLIOTT

We're delighted to announce that Dianne Elliott has joined the Hospice as director of resource development.

After a successful business career in management consulting and training, Dianne made the transition to the fundraising area several years ago.

Dianne has been a volunteer with the Hospice in several capacities since 2002. In addition to assisting in fundraising, she has also helped us in several of our recent recruitment drives. Prior to joining the Hospice, Dianne directed the fundraising activities of the Fragile X Research Foundation, an organization dedicated to finding an effective treatment for those dealing with this mental disability.

Dianne joins us at a particularly challenging and exciting time in Resource Development, and we're very pleased to have her with us!



PAULA BIKSA

The Dorothy Ley Hospice welcomes Paula Biksa, who joined us in April 2004 as our new day respite coordinator.

After receiving her nursing diploma from the Montreal General School of Nursing, Paula began her career at Toronto General Hospital, eventually rising to the position of Head Nurse of the gynaecology unit. From there she became a supervisor at Humber Memorial Hospital. In 1980 she moved on to Mount Sinai Hospital, where she spent many years gaining experience in a wide variety of health care environments.

Moving into health administration in 1998, she took on leadership positions at Canadian Blood Services and Tele-Health Ontario. She now brings this wealth of experience to co-ordinating and expanding our day respite program.

2004/2005 Board of Directors

Paul GinouPresident
Gene GiordanoVice President
Mary Ellen CareySecretary
Jack CooperTreasurer
Brian FreedmanPast President

John GrantDirector
Alison MortonDirector
Jane MyersDirector
Jack PenaligonDirector
Marjorie PitchfordDirector
Dr. David SwartzDirector

Giving Through Life Insurance

LEVERAGING THE POWER TO GIVE

Did you know there's a way to give a significant future gift to The Dorothy Ley Hospice with only a small annual or monthly outlay? By naming the Hospice as the beneficiary of a new or existing life insurance policy, you can ensure a larger and lasting gift to the Hospice without drawing significantly on your assets or diminishing your estate.

Giving through life insurance instead of simply making a bequest of assets in your will means that more of your gift gets to the charity. This is because the proceeds from life insurance don't incur the same fees or require the same administration as your assets do. Most importantly, life insurance proceeds aren't subject to the same taxes.

On the contrary, giving through life insurance can confer some important tax benefits on you and/or your

heirs, depending on how you use the policy. For example, you might choose to simply make the charity a beneficiary of a policy you own. With this option, a receipt is issued back to your estate when the policy pays out. This receipt can ease the tax burden on your heirs by offsetting or even eliminating the taxes owing on some of your assets.

On the other hand, you may choose to give the charity absolute ownership of a life insurance policy. In this case, all your insurance premiums become recognized as charitable donations, for which you're entitled to a tax receipt right away.

Another way to get an immediate tax benefit is by giving a cash gift now, and using an insurance policy to replace those assets in your estate. In that situation, you immediately get a full charitable tax receipt for the cash gift, and later on the assets that are replaced by the policy don't get taxed with the rest of your estate.

Talk to your financial planner about giving through life insurance, or call the Hospice at (416) 626-0116 for more information.

This information comes from Hospice vice president Gene Giordano, B.A. Hons., CFP.

A Hole-in-One for Hospice

On May 20 the Ladies' Section of the Islington Golf Club raised an incredible \$23,000 for The Dorothy Ley Hospice through this year's Islington Charity Pro-Am Golf Tournament.

The tournament, which allows club members to play their course with assistant golf professionals, was the brainchild of Islington member Diane Lanthier. Fifteen years ago, she and her committee of fellow golfers decided to combine fun with fundraising by turning a day of golf into a charity event. The tournament has raised money for many charities, and in just the last four years the tournament has raised over \$100,000 for palliative care, on behalf of both The Dorothy Ley Hospice and the Temmy Latner Centre for Palliative Care.

Like all great events, this one took an incredible amount of planning and activity leading up to the big day. For months preceding the tournament, co-chairs Judy Colby and Sheila Sutherland and member volunteers canvassed local merchants and past donors asking that they contribute to the raffle or silent auction tables, make a cash donation or sponsor a hole.

The response from the merchants was overwhelming, but the real magic came from the members of the Islington Golf Club, who donated most of the money raised. Their generosity and energy is astounding. Kudos and many thanks to the members of Islington Golf Club and their local merchants!



One big cheque: Judy Colby (left) and Sheila Sutherland (far right), co-chairs of the Islington Golf Club Tournament, present Jane Myers, Hospice board member, with a cheque for \$23,000. The money was raised through the Charity Golf Tournament on behalf of the Hospice.

Photo: John Bonnar

Jeanne's Story

THE MAKING OF A VOLUNTEER

When two of her friends were suddenly diagnosed with breast cancer in 1999, Jeanne Vlastic's world turned upside down. Confronted with illness and death for the first time, Jeanne felt terribly uninformed and helpless.

"I needed to be prepared", she says, looking back on her decision to become a client support volunteer with The Dorothy Ley Hospice.

"I needed to have some answers."

Walking into the auditorium to begin the 30-hour volunteer training program, Jeanne felt a wave of nervousness and confusion wash over her and her resolve began to falter. *Can I do this? How can I possibly help people who are dying? What do I do for these people? What do I say?* The reasoning that had brought her to this auditorium with 20 other would-be volunteers began to seem distant, crowded out by doubts.

But the warm smile of Sonia Arana soothed her jangled nerves. The coordinator of volunteer services stepped forward to thank Jeanne for coming, and that heartfelt welcome buoyed her spirits. Still a little nervous, Jeanne sat down with the other volunteers.

Over the next three weeks, Jeanne listened to doctors, nurses, volunteers, therapists and other palliative care experts. The range of topics was daunting. Principles of palliative care. Infection control. Ethics. Nutrition. Physical assistance. AIDS. Jeanne learned how to alleviate discomfort, how to help a person get out of bed, and when to contact the Hospice case manager. She learned how to identify and become an advocate for the client's needs.

But beyond the physical needs of hospice clients is the even vaster range of emotional and spiritual issues. Jeanne learned about grief and bereavement and about caring for herself. She learned how to communicate with the dying. Most importantly, she learned how to listen.

As the weeks went by, Jeanne asked dozens of questions and participated in role playing to practise what she learned. And somewhere along the line, the reality of being a client support volunteer began to take shape. It stopped being a concept and became something real – something Jeanne could do.



Gradually, the helplessness and questions that brought Jeanne to the Hospice were replaced by skills and knowledge, understanding and confidence. At the conclusion of training, and for the first time since learning of her friends' diagnoses, Jeanne felt that her mission was clear: To make things just a little bit easier. To alleviate worries and concerns. To listen. To be there.

Jeanne has been a volunteer since 1999 and is currently supporting her thirteenth client. Her advocacy on behalf of the Hospice has led her employer, AIM Trimark, to donate revenues raised on dress-down day to The Dorothy Ley Hospice.

Our next volunteer training session will take place in October. Please contact Sonia Arana, coordinator of volunteer services, at (416) 626-0116 ext. 227.

Are you the Undiscovered Volunteer?

As everyone knows, The Dorothy Ley Hospice couldn't function without our many volunteers. But there are many others out there who want to help out, but don't know how. They are the Undiscovered Volunteers. Are you one of them?

If so, we need your help. Our Resource Development team is going to be especially busy during the latter part of this year, raising funds for operating costs and for our proposed Dorothy Ley Hospice Palliative Care Centre.

Got administrative experience? Or perhaps a knack for organizing? A gift for research? How about a terrific phone voice? Whatever your skills, we need you. We need volunteers to help out in any of the following areas:

- administrative work in the office
- helping to organize/assist at special events
- researching prospective donors
- phoning corporations for donations to our silent auctions
- other projects



If you're an Undiscovered Volunteer, give me a call: Dianne Elliott, director of resource development, at (416) 626-0116, ext. 234.

Adieu Adieu Adieu

Corinne LaBossiere Signs Off

Corinne LaBossiere, board member and longtime communications consultant to the Hospice is moving on. Corinne has committed her time and considerable energy to a number of not-for-profit organizations, including the Parkinson Foundation of Canada, the Canadian National Institute for the Blind and the Canadian Diabetes Association. Since 1998 Corinne has been creating and editing many of our communications, including *Seasons*. More recently, in September 2001, she joined our board of directors. She has now decided it's time to move on to new challenges. Thanks a million, Corinne!

Goodbye Donna Cansfield

The Dorothy Ley Hospice will miss our outgoing director of the board, Donna Cansfield. But our loss is Etobicoke's gain: Donna is going on to bigger things, having been elected to the office of MPP for Etobicoke Centre and parliamentary assistant to the Minister of Energy. Besides her work with the Hospice, Donna has also been director of Beatrice House, a residence for the homeless, and is known for her longstanding commitment to students and education in Toronto. Etobicoke Centre is lucky to have her, and we wish her all the best in her exciting new position.

Farewell to Petra Cooper

Petra Cooper has resigned from the Hospice's board. Currently President of McGraw-Hill Ryerson's Higher Education Division, Petra joined the hospice's board in June 1999. All the best in your future endeavors, Petra.

Crafty People Needed "We have a good laugh and everyone is friendly."

Volunteer Dorothy Knight and friends have launched The Dorothy Ley Hospice Craft Club, making and selling handicrafts to benefit the Hospice. Already off to a great start, the club set up a craft table at Hike for Hospice and raised over \$250. They're now looking for new partners to join the club. So get those nimble fingers warmed up and call Dorothy Knight at (416) 231-8691 to join in the fun.

Interested in setting up a fundraiser to benefit The Dorothy Ley Hospice? Call our special events coordinator Tammy Zaccolo at (416) 626-0116, ext. 225.



Hospice Craft Club members Dorothy Knight and Dorothy Long, seen here at Hike for Hospice with case manager Marguerite Langley (left). The club is always looking for new members.

Hospice Happenings

CANADA SAYS “THANK YOU” TO VOLUNTEERS

The Honourable Jean Augustine, Minister of State (Multiculturalism and Status of Women), hosted a volunteer recognition tea at the Old Mill Inn on April 30, as part of Volunteer Week. Well-deserved Certificates of Appreciation went to four of our fantastic volunteers: Augustina Oppong-Boateng, Hannah Fisher, Joyce Ericson, and Gertrud Armbrust. Congratulations to you all!



MP Jean Augustine (second from right) presents Certificates of Appreciation to Hospice volunteers (L - R) Hannah Fisher, Joyce Ericson, Augustina Oppong-Boateng and Gertrud Armbrust.

MASSAGES

Meanwhile, The Dorothy Ley Hospice celebrated Volunteer Week by offering our volunteers foot and leg massages administered by registered massage therapist Augustina Oppong-Boateng with the help of Irene Kaye. The room was filled with soft music, calming scents and good conversation around a table heaped with fruit and refreshments prepared by Hannah Fisher.

IT'S A WRAP

The Hospice's Mother's Day gift wrapping event on May 6, 7 and 8 this year was another success. Sherway Gardens was an excellent host as always, even adding their own donation and bringing event proceeds to a total of \$1810.00. Thanks to all the volunteers who helped make this event happen.

CONGRATULATIONS!

On April 24, our volunteer chiropractor Dr. Richard Liem and his wife Danielle had a baby boy. Welcome to the world, baby Ethan!

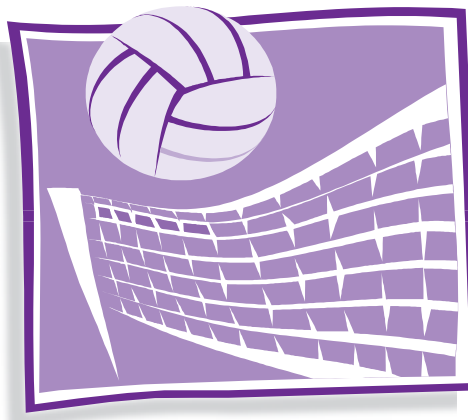
Fun in the Snow Raises Funds for Palliative Care Centre

Every month is golf month, even when there's no "green" to be seen. Saturday, February 7, was a crisp, sunny winter day, perfect for the 18th Annual Polar Golf Classic organized by the Kiwanis Clubs of West Toronto with support from 29 corporate hole sponsors. More than 200 golfers bundled up and enjoyed lunch, a prize draw and nine holes of golf, all while raising \$11,000 for The Dorothy Ley Hospice Palliative Care Centre. The next Polar Golf Classic is scheduled for February 5, 2005, so mark your calendar. More details will be provided in future issues of *Seasons*.

HOPE Volleyball

The HOPE Toronto Volleyball Tournament was held on June 26 on Centre Island, raising money for The Dorothy Ley Hospice and five other wonderful charities. The HOPE tournament has grown to be the largest volleyball tournament in Toronto, and has raised over half a million dollars since its inception in the mid-1980s.

Helping Other People Everywhere (HOPE) Toronto raises funds and awareness for local charities that have a particular need and do not receive significant funding from governments or other foundations. The Dorothy Ley Hospice will benefit from this year's event because it provides a service that has a real impact on the local commu-



nity, yet receives only a small fraction of its operating funds from the government.

We were in good company, having been chosen along with JUMP, a program that helps underprivileged youth gain math skills, FACE, which provides support for victims of family abuse, and Sheena's Place, which supports people with eating

disorders and their families. Also benefiting from the tournament were Evergreen Centre for Street Youth and The Stop Community Food Centre.

Visit the HOPE website at www.hopevolleyball.com to find out more.

Upcoming events

September

CELEBRATION OF LIFE MEMORIAL SERVICE

Location, date and time TBA

VOLUNTEER INFORMATION FAIR

Cloverdale Mall

Date and time TBA

THERAPEUTIC TOUCH LEVEL I

The Dorothy Ley Hospice

Date TBA

Information: call Marguerite Langley
at (416) 626-0116 Ext. 224.

September 11

TASTE OF THE KINGSWAY

Bloor Street (between Grenview Blvd.
& Royal York Rd.)

11:00 am – 3:30 pm

Come on out to The Dorothy Ley
Hospice table to buy your crocus
corns, the flower for hospice, ready
for planting in September

To volunteer: Sonia Arana,
Coordinator, Volunteer Services at
(416) 626-0116, ext. 227.

September 14

FRIENDSHIP VOLUNTEER BBQ

Ursaki Auditorium Patio,

160 Sherway Drive

6:00 – 8:00 pm

Bring a friend who might like to
volunteer with us!

OUR WISH LIST

- Office chair
- Easels
- Portable flipchart
- Digital camera/camcorder
- Desk fans
- Telephone headsets
- HP colour laser printer
- Canadian Tire money

Stephanie McCann, our manager
of operations, would be delighted
to receive any of these much-
needed items; you can reach her
at (416) 626-0116, ext. 222.

September 14-16

CELEBRATING LIFE:

Hospice Association of Ontario
15th Annual Conference and June
Callwood Circle of Outstanding
Volunteers induction

Nottawasaga Inn, Alliston, Ontario

Information: call HAO, (416) 304-1477.

September 21 to November 23

ADVANCED ISSUES IN CLIENT CARE FOR THE HOSPICE PALLIATIVE CARE TEAM:

Kipling Acres Home for the Aged
2233 Kipling Avenue

To register call Jeanette Browne at
(416) 626-0116 Ext. 240

September 22, October 27, November 24

THERAPEUTIC TOUCH SUPPORT/PRACTICE SESSIONS

The Dorothy Ley Hospice Office
6:15 – 7:45 pm

Information: call Marguerite Langley
at (416) 626-0116, ext. 224.

September 29

THE DOROTHY LEY HOSPICE GENERAL MEETING

Ursaki Auditorium,
160 Sherway Drive
7:00 pm

October 3-9

HOSPICE AWARENESS WEEK

October 5, 12, 19, 26, November 2, 9, 16, 23

"NEW BEGINNINGS" BEREAVEMENT SUPPORT GROUP

The Dorothy Ley Hospice
7:30 – 9:00 pm

October 18 & 25, November 1 & 8

MY PARENTS ARE AGING:

How can we plan together?

Richview Public Library,
1806 Islington (north of Eglinton)
7:00 – 8:30 pm

A four-session series to help you
plan for the future with your parents
before there is a crisis.

Registration is required.

Call The Dorothy Ley Hospice
(416) 626-0116 or Richview Library
(416) 394-5120

October 27, 30, 31, November 13, 14

CLIENT SUPPORT VOLUNTEER TRAINING

Do you know someone who would
make a good hospice volunteer? Pass
the news along. This time, training
will be held on weekends.

Please contact Sonia Arana,
Coordinator, Volunteer Services at
(416) 626-0116, ext. 227.

For information on, or to register for
any of these events, call the Hospice
office at (416) 626-0116.

You are invited

...to The Dorothy Ley Hospice
General Meeting on September 29th
in the Ursaki Auditorium, on the
grounds of the Trillium Health Centre,
160 Sherway Drive, Etobicoke at 7pm.

RSVP by September 24th
(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 com-
fort, meaning, dignity and hope.
At home or in hospital, our
teams of trained volunteers and
professionals integrate compas-
sionate care to meet the physi-
cal, emotional and spiritual
needs of our clients.

To give your financial support,
contact KATHY ROULSTON
(giving@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