

Seasons



The Dorothy Ley Hospice

Spring 2006

The Power of Laughter

Chat with Terry Cooke and you might hear two words nobody likes to use in the same sentence – death and children. Terry is a specially trained volunteer who is assigned to caring for children of dying moms or dads, or for children who themselves are terminally ill.

“You can’t step in and be the mommy. You are not going to be the grandma,” she says. “All you can do is be a fun person. A person the child gets to trust and talk to.”

The challenge is more complex than it sounds. Unlike most new friendships, a volunteer working with a child goes into the experience knowing it has a time limit attached. “Somewhere down the road, you have to say goodbye,” says Hospice Case Manager Clare Clovis. “And that is very hard. Not only are they going to lose their mom or dad or brother or sister, but now they are going to lose another caring person in their lives.”

With the help of her case manager and the rest of The Dorothy Ley Hospice team, Terry must therefore plan her exit strategy

before she goes in. “I explain to the child that I have to move on to someone else who has a mom who is really sick,” she says. “Even a three-year-old can understand that. I tell the child how many more visits to count down until the final visit so the child can prepare himself or herself. It is done very respectfully, very carefully, very slowly.”



In between, there is play-for-play’s sake and sometimes play with a mission. Good instincts and flexibility are key, and Terry, now an actress, draws on lifelong learning and previous experience as a primary school teacher, a registered nurse and a day care provider.

She tells of a walk in the park with a three-year-old girl, where they encountered a dead bird. Seeing a teachable moment, Terry allowed the event to trigger discussion about death, but totally unrelated to the child’s terminally ill mother.

“Those are the things that Terry is really good at and the kind of thing we focus on during volunteer training,” says Clare. “Otherwise this child might never have talked about death and dying.”

Terry focuses on the simple act of being a friend. “If I can go in and help that child laugh, then I have done my job very well,” she says.

*Children’s volunteer
Terry Cooke says
the most important thing
is to focus on the child.*

Seasons is produced three times a 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.

Galumphing and Training for Children's Volunteers



Anna Lewyckyj, Volunteer Coordinator at Hospice Peel, demonstrates origami at the workshop for children's volunteers. Linked with story telling, the Japanese art of paper folding is clearly as entertaining to adults as to children.

Nobody expected this year's Hospice Training for Children's Volunteers would add the word "galumphing" to the attendees' vocabularies.

Held on three consecutive Saturdays in January, the sixth annual workshop assembled nearly 20 volunteers from The Dorothy Ley Hospice, Hospice Peel in Mississauga and The Philip Aziz Centre for Hospice in Toronto. Sessions were held at the Trillium Health Centre, Queensway Site.

The advanced training program is designed to equip experienced volunteers to work with children who are dying and with children whose mothers, fathers, sisters or brothers

are terminally ill. Twenty-four of The Dorothy Ley Hospice team of 180 in-home volunteers have already completed this specialized training and the goal is to train the entire group in these skills.

Although some of the workshop is dedicated to reviewing the dynamics of play, sessions also study ethical questions, the development of a child's spiritual nature, the complexities of working with the family unit and the need for volunteer self-care in coping with the stresses of the task, to name a few. The impressive roster of presenters included a medical doctor, a psychologist, a professor of ethics, a volunteer coordinator and even a clown.

As expected, the play demonstrations sparked the child in each participant as they were encouraged to remember what it was like to play as a youngster. During the play exercises Dorothy Ley Hospice volunteer Keith Chen assumed the role with ease. "Play is one of the basic human needs," explained Keith, the father of an 11-year-old boy.

There is no such thing as a typical volunteer, but Keith has the life experience that helps make a good one. Years ago, while he was in university,

his family was touched twice by serious illness. He lost his mother, who was stricken with cancer. His brother, who was 10 at the time, was diagnosed with a brain tumour and survived.

Keith talks openly about how this life experience blends with the intensity of the training program. "Overall, the workshop is emotionally draining," he said. "Personally, it reinforces the importance of just being there [for the child]. A lot of what they are going through, I went through personally."



Camilla Gryski (Posy the Clown in her other life) demonstrates a rabbit hand-puppet and a wide range of other toys that can be used while working as a children's volunteer. To the right of Camilla is Dorothy Ley Hospice volunteer Melinda Nagy.

His advice? "You have to treat them with respect and dignity and be true to yourself, because kids can see right through you."

The reasons for specialized training are simple. The workshops build on the initial basic training undertaken by all in-home care volunteers and recognize the entire family unit and the special needs of children, who are at risk of becoming the forgotten mourners.

Oh, the word "galumphing"? The term was coined by Lewis Carroll, best known as the author of *Alice's Adventures in Wonderland* (1865). It means: "to stride along triumphantly." With the right support, children are most adept at it.



Dorothy Ley Hospice volunteers Keith Chen and Anna D'Agostino explore the world of finger puppets at the Hospice Training for Children's Volunteers in January.

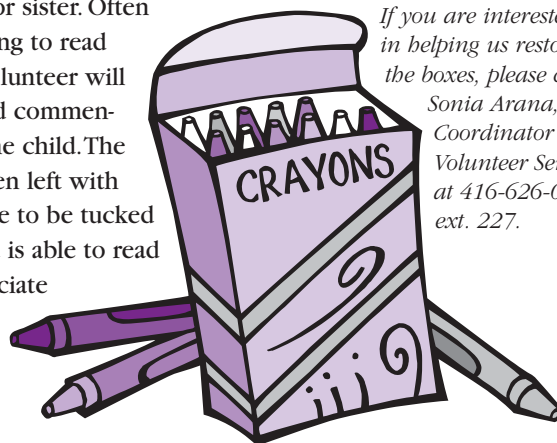
Help us Restock our Magic Boxes

Crayons, colouring books, tape and markers are just a few of the tools found in the Magic Boxes of volunteers who work with children. They are also the items that our volunteers need to replace on an ongoing basis, so donations of these items and more are always welcome.

Often an important activity in dealing with young children is the creation of a memory book. "We draw pictures. We decorate the cover of the book with sparkles," explains volunteer Terry Cooke.

The memory book contains pictures drawn by the child depicting memories of the terminally ill mom, dad, brother or sister. Often the child is too young to read and write, so the volunteer will write anecdotes and commentaries dictated by the child. The memory book is then left with the surviving spouse to be tucked away until the child is able to read and to better appreciate the gravity of what he or she created.

"What a treasure it becomes in 20 years' time," says Case Manager Clare Clovis.



If you are interested in helping us restock the boxes, please contact Sonia Arana, Coordinator of Volunteer Services at 416-626-0116 ext. 227.

Funding for the Hospice

Conscientious volunteers and community members often ask us where our funding comes from and what it supports.

The close to \$1 million per year required for our day-to-day operations (in-home care, day respite, spiritual care, bereavement support, education, volunteer services and administration) comes from two sources: 70 per cent from the community and 30 per cent from the government. That means we need to raise about \$700,000 from the community.

Our first priority is to make sure that we raise enough money to continue providing care to the more than 450 families a year who look to us for support. At the same time, the Hospice is in the midst of a campaign to raise \$4 million in order to begin construction of The Dorothy Ley Hospice Palliative Care Centre by the end of this year or early in 2007. The Centre will be Toronto's first free-standing residential palliative care hospice that will care for people living with any terminal illness.

The provincial government has allocated \$586,000 annually for the nursing and personal care of clients staying in the residential part of the Centre, starting this year. However, we can only access this year's funds if we get the shovel in the ground on schedule. If not, we will have to wait until 2007 to access these funds. To date, we have raised \$1.6 million for this project.

FUNdraising

Fundraising events are a main source of income for the Hospice, and are an exciting, fun way for our volunteers and loyal donors to support what we do while helping the 1,800 people per year whose lives we touch. The possibilities are endless. You could:

- organize a car wash, bake sale, flea market or other event
- host a "dress down/up day" at your workplace

- host a corporate Tree of Remembrance at your office in December
- hold a fundraiser for the United Way, and direct the funds toward the Hospice
- apply for your company's matching fund program, if it has one (and if it doesn't, maybe it should!)

Special events are limited only by your imagination. If hosting and orga-

nizing aren't your thing, you can always come out to an existing event and volunteer, or participate in the annual Hike for Hospice.

For more information, or to share other ideas for fundraising events, please call the Resource Development Department at 416-626-0116 and ask for Fran or Graham.

From the President

For The Dorothy Ley Hospice, 2005 can be described in a single word: **momentum.**

In February 2005, we officially launched a fundraising campaign to build The Dorothy Ley Hospice Palliative Care Centre. A few months later, the Ontario government followed with a commitment that will help hospices like ours change the face of end-of-life care across the province. But these public events are just the tip of the iceberg. In addition:

- We received initial approval from the Toronto Committee of Adjustment on the precise location of the new Centre.
- We retained the services of Toronto-based Prism Partners, best known for leading the \$350 million renewal project at the University Health Network, as project managers.
- We established a Building Committee to oversee finalizing the plans and to guide building construction.
- We created a Transition Committee to examine how we will meet the current growth in demand for in-home service and to accommodate changes triggered by the addition of a free-standing hospice.

The critical element missing is the dollars. If you have ideas on how we can reach our \$4 million goal or know someone we should approach for support, we need to hear from you today.

We have the land. We have the vision. Help us maintain the momentum.

Paul Ginou, Board President



The ball gets rolling with generous donations from sponsors like The Beaver Bible Class at Westway United Church. It's up to us to keep that momentum going! David Earnshaw (left) and Alex Webster (right) present a cheque to Hospice Executive Director Ron Lirette.

*Get up, Get out,
Get involved,
Bring a Friend!*



**SUNDAY, MAY 7, 2006,
CENTENNIAL PARK**

With spring in the air, it's time to dust off your running shoes and come out to Hike for Hospice.

For the last three years families, friends, co-workers and students have come together to make The Dorothy Ley Hospice event the most successful of 90 hikes held across Canada as part of National Hospice Awareness Week. Dedicated volunteers and hikers helped last year's event raise \$22,000. Our goal for this year is \$30,000.

We're encouraging greater participation from schools, companies and community groups, but we can't do it without you! Get a friend or family member to join you as you walk or run around our picturesque Centennial Park circuit. We'll have great prizes for participants, a scrumptious barbecue hosted by the Rotary Club and much, much more. So get up, get out, and get involved in what is going to be the best Hike for Hospice ever!

For more information, to register for this year's event or to share ideas on how to make the Hike better, please contact Graham Hill at 416-626-0116 ext. 236 or e-mail ghill@dlhospice.org.

Business is Blooming with Charity Flowers

Hope blooms each spring in the home of Pat Kohn as more than 400 designer geraniums blossom in her two backyard greenhouses. It's all part of her home-based business, Pat's Charity Flowers. For more than eight years, Pat has raised hundreds of geraniums and thousands of dollars for local charities, including The Dorothy Ley Hospice.

"It all started when my daughter said I should do something that combined my love of gardening with a good cause," said Pat. As a Master Gardener, Pat takes great pride in knowing that when someone buys a geranium from her they are getting the finest of specimens, raised with love and care.

It's a real labour of love for the whole family. Everyone helps to ensure that the flowers are top-quality and competitively priced.

They even deliver to the purchaser's home when necessary. In addition to pre-sales, Pat sells her flowers through St. George's On-The-Hill, with the Church's Youth Group taking a leadership role in their sale.

We would like to thank Pat and her family for being a real helping hand in our community. Not only are

the Kohns helping The Dorothy Ley Hospice, but they are also demonstrating to our youth how they can direct their energy and skills to helping others.

For more information about Pat's Charity Flowers, please contact Pat Kohn at 416-233-4314.



Survey Says: Our Volunteers want More Education

By Sonia Arana

Our volunteers want more education and they know which topics they want covered. This is what we learned in our most recent volunteer survey and our first focused solely on satisfaction. More than 33 per cent of the more than 250 volunteers invited responded to the survey.

We are fortunate to have great volunteers. They are reliable and dedicated, whether they do in-home client support, administration or fundraising. I know they are committed and, most important, they are good listeners. Surveys are the Hospice's way of returning the favour.

The education topics they suggested included an advanced

program in bereavement and grief support, additional hands-on training in physical care, and a driver refresher course. These suggestions will be incorporated in planning for next year's education programming.

We must remember that a satisfaction survey is only one test of a group's contentment or dissatisfaction. How long they stay as volunteers is another measure of satisfaction. In fact, there are several who have been part of the volunteer team since the Hospice opened its doors 15 years ago.

I am pleased to know that our volunteers feel they have our full support and they are valued by the Hospice. Most of them are satisfied,

so for me personally, that means a lot. If our volunteers are happy, then they are strong ambassadors in the community and they are making a difference.

Sonia Arana is the Coordinator of Volunteer Services and Education at The Dorothy Ley Hospice.

From the Executive Director

YOUR INPUT WILL HELP US CREATE TOMORROW'S DOROTHY LEY HOSPICE

Greetings and best wishes for a healthy and happy 2006!

The year 2005 was one of unprecedented success at The Dorothy Ley Hospice. But if you thought that was amazing, wait 'til you see what's in store for 2006, the year that dreams are realized. Help us create tomorrow's Dorothy Ley Hospice.

In order to prepare the Hospice staff, volunteers, partners and community at large, we are embarking on an evaluation and planning process to identify

our future directions and priorities.

The process will provide you with an opportunity to express your views on what services should look like as we make the transition into an integrated community and residential service.

The evaluation process will entail two key components that will get underway this spring: face-to-face focus groups and on-line surveys. This will enable us to gather information through the intimacy of small-group

work, while easy-to-use and accessible electronic surveys collect feedback from anyone not able to participate in person.

Many of you will be contacted directly to see if you would like to participate in the focus groups. Each group will be broken down by program area: Volunteer Services; Case Management; Spiritual Care and Bereavement; Day Respite; and Education. If you are interested in participating, please contact me directly and identify your area of interest at rlirette@dlhospice.org.

Our goal is to provide exemplary and compassionate care to our clients, their families and friends. Together, we can make a meaningful difference in people's lives!

Ron Lirette, Executive Director

"I know not any thing more pleasant, or more instructive, than to compare experience with expectation, or to register from time to time the difference between idea and reality. It is by this kind of observation that we grow daily less liable to be disappointed."

Jobson: Letter to Bennet Langton

OUR WISH LIST

- Dominion/A&P cash register receipts
- dolly (for moving heavy objects)
- Canadian Tire Money

Shawna Chefero, our Manager of Operations, would be delighted to receive any of these items; you can reach her at 416-626-0116, ext. 222.

WELCOME GRAHAM



Please welcome Graham Hill as our new Resource Development Manager. Graham brings to the Hospice a wealth of fundraising knowledge and hands-on experience, especially in the areas of planned giving, direct mail and special events. Prior to joining the Hospice, he worked for the Ontario Division of the Canadian Cancer Society and for Child Find Ontario. Graham is a graduate of Humber College's Fundraising Management Program. We're delighted to have him with us.

GOODBYE COLLEEN

We bid a fond farewell to Colleen Manger, who has done an amazing job for the Hospice as our Resource Development Coordinator, filling a one-year maternity leave vacancy. When it comes to creating enticing gift baskets for Silent Auctions and motivating our volunteers at our events, Colleen wins the gold star. We will greatly miss her terrific people and event management skills, and wish her all the best in the future.

Tree of Remembrance Update



Volunteer Helene Maxwell places her dove on the Tree of Remembrance in the Hospice office.

Once again our donors and volunteers made the annual Tree of Remembrance appeal at Sherway Gardens and Cloverdale Mall a terrific success. In addition to being a great fundraiser, it continued our tradition of honouring and remembering loved ones, friends, and neighbours at a particularly poignant time of year.

You reached out with your hearts and gifts of time, and the generosity of donors helped us raise \$11,000 for the Hospice in 2005. Although this is about \$1,000 less than last year, at a mere eight days duration, this year's event was only half as long as last year's. In addition, our dove mailing appeal raised an additional \$27,000 - a \$3,500 increase over last year. Considering we sent out about 2,200 fewer doves than in the past, we did extremely well.

The Hospice would like to thank all those who took the time to volunteer at the booths, prepare the doves to hang on the trees, or work in the office organizing supplies and volunteers. We also extend our heartfelt appreciation to our sponsor, Active Green and Ross, our two mall partners, and to Exclusive Diamonds and Scotiabank, who made sure the money raised each day was kept safe and sound overnight.

A special thank you goes to Helene Maxwell, who once again coordinated all the volunteers, and to Beta Sigma Phi Sorority for its help this year.

For more information about hosting a Tree of Remembrance at your company or school in 2006, please contact Graham Hill at 416-626-0116 ext. 236.

Polar Golf a Hole-in-One for the Hospice

When Doc Welch said he was going south to play golf this winter, he didn't mean Myrtle Beach or Florida. Just down the 410 from Brampton is Centennial Park, home of Kiwanis Polar Golf and Doc Welch's winter golf getaway for the last 20 years. "I have been at every one of these events," said the octogenarian, who jokes that next year he'd like to have a lighter golf bag, if not a caddie.

January 28, 2006 marked the 20th Anniversary of the Kiwanis Polar Golf Tournament. With over 170 people in attendance, the funds raised at this event will be dedicated to purchasing toys, games and electronic equipment for the Children's Play Area at the proposed Dorothy Hospice Palliative Care Centre.



A special thank you goes to Bill Stuart, event Chair, the Committee, volunteers and players who made this year's Kiwanis Polar Golf a great success.

Bundled up to hit the links at the 2006 Kiwanis Club Polar Golf Classic

Upcoming Events

MAY

You're invited!

CLOVERDALE MALL

May 2, 2006, 10:30 a.m.

For a special launch event in support of the Capital Campaign and The Dorothy Ley Hospice Palliative Care Centre.

For more information please call Grabam at 416-626-0116 ext. 236.

HIKE FOR HOSPICE

Sunday, May 7 at Centennial Park by the Ski Chalet

Registration begins at 10:00 a.m.

Registration fee of \$10 includes lunch and a t-shirt. Fee is waived for those who collect \$100 or more in pledges.

NEW BEGINNINGS

Every Tuesday evening

from 7:30 p.m. to 9:00 p.m.

New session: May 9 - June 27

Please call 416-626-0116 to register.

The Dorothy Ley Hospice offers compassionate end-of-life care to our clients and their families enabling them to live in comfort with dignity, meaning and hope

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

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Privacy notice:

The Dorothy Ley Hospice is committed to protecting your privacy. We use the information collected to make the services of The Dorothy Ley Hospice possible and to enhance your overall donor experience. We do not sell, trade, or rent personal information to others.

CELEBRATING MOTHER'S DAY A Bereavement Seminar

May 10, 2006

7:30 p.m. to 9:00 p.m.

Cloverdale Mall Community Room
Practical, emotional and humorous tips to help you celebrate this special occasion after a loss of a mother or father.

For more information, or to save a space please call 416-626-0116.

ETOBICOKE CHAMBER OF COMMERCE 18TH ANNUAL CHARITY GOLF CLASSIC

Wednesday, May 31 at

Royal Woodbine Golf Club.

SOLD OUT
This year's charity reception. registration fee is \$225 per player. To book your foursome call: The Etobicoke Chamber of Commerce at 416-622-5557 or e-mail info@etobicokechamber.ca.

JUNE

VOLUNTEER & STAFF APPRECIATION BARBECUE & TOWN HALL MEETING

June 13

Ursaki Auditorium,
Trillium Health Centre
160 Sherway Drive
6 p.m. to 9 p.m.

We hope to see you there.

For information contact Sonia Arana at 416-626-0116 ext. 227.

ETOBICOKE GARDEN TOUR & TEA

Sunday, June 25, noon to 5 p.m.

Tour of exclusive gardens in the Islington and Humber Valley area. Proceeds will support The Dorothy Ley Hospice Palliative Care Centre.

To order tickets call 416-626-0116 or Heather at 416-239-8920.

OCTOBER

Save this Date!

THE DOROTHY LEY HOSPICE CELEBRATION OF LIFE FALL GALA

October 13, 2006

Toronto Congress Centre

\$175 per ticket or \$1500 for a corporate table of eight with signage. Tickets are now on sale.

Call 416-626-0116 for more information or to purchase your ticket.



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