

Seasons



The Dorothy Ley Hospice
Spring 2007

Paul, We Will Miss You!

On Friday, April 13 family, friends, and colleagues bid a fond farewell to Paul Ginou, President of The Dorothy Ley Hospice, during a moving Celebration of Life ceremony at the Old Mill.

Paul died peacefully at his home on Saturday, April 7 surrounded by his loving family. Last November, doctors diagnosed Paul with an inoperable brain tumour that paralyzed his right side. With round-the-clock care from his family and help from the Hospice, Paul was able to spend his final days where he wanted – in the comfort of his own home.

Paul joined the Board of Directors at The Dorothy Ley Hospice in November 1998. He became President in 2004. His interest in palliative care was sparked by care his grandmother received in a palliative care unit at St. Michael's Hospital and his mother-in-law's experiences with Parkinson's.

During his tenure with the Hospice, Paul was instrumental in the development of the architectural plans for a \$5 million Dorothy Ley Hospice Palliative Care Centre and in obtaining the required city permit approvals.



Paul Ginou

"There was an authenticity there that's rather unique," said Ron Lirette, Executive Director of the Hospice. "A dedicated leader, a mentor, his commitments, his humanity. He had such a rich spirit."

Fortunately, Paul lived long enough to know that his dream for a residential

centre was about to come true and that a date for the ground breaking ceremony for the Palliative Care Centre was set for May 12.

His sense of determination knew no bounds. Even though he was too ill to sign off on the final architectural plans for the Palliative Care Centre, he found another way – he signed instead with his thumb print. So that future generations will know the meaning of the print, Paul's wife Ann signed both of their names below.

His legacy will live on. One of his last acts before succumbing to his illness was to make a major gift to the capital campaign. Once built, the glassed-in area of the living room that the Day Program will use for complementary therapy will be named The Ginou Family Complementary Therapy Room.

Paul is survived by his wife of 37 years Ann, children Carrie (Mike), Laura (Darryl) and Michael (Vicki), as well as his parents Mary and Perry Ginou and brother Wayne (Bev).

Day Program – A Place to Forget About Problems

If you haven't noticed, the Day Respite Program is no longer the *Day Respite Program*. It is now simply the Day Program.

The name change "is both significant and insignificant" says Paula Biksa, Day Program Coordinator. The respite aspect of the program will always be an important element as the Hospice helps family caregivers in the community have a much-needed rest from their 24/7 responsibilities of caring for a loved one who faces a life-threatening condition. However, the program offers much more than caregiver respite.

Paula says upcoming changes will focus on an enhanced program for

clients and client families. In fact, these will be the first significant changes since the program was created more than 10 years ago. Since then it has become the model for day programs currently in use by hospices across Ontario.

Ron Lirette, Executive Director, says an examination of the DLH Day Program was part of an assessment of all DLH programs in 2006. The review, in partnership with the Etobicoke and York Community Care Access Centre, sought advice through focus groups and interviews with staff, volunteers, clients and families as well as community professionals. The study, which has been shared with other

hospices in the province, has led to a plan of action that will strengthen not only the DLH Day Program but help guide other hospices with their program development. Among the study's conclusions:

- introduce new therapeutic elements aimed at enhancing quality of life
- ensure there is a "wellness" component to programs, in keeping with the objective of treating those who are palliative as normal and living people
- promote community partnerships so we may welcome outpatients from

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Welcome



Karina Wulf

Karina Wulf joined the Hospice in January as Manager, Education & Clinical Practice.

Karina fills this

new position equipped with 14 years in community nursing, including seven years at Casey House.

Karina says her health care experience has always exposed her to the unique and challenging life circumstances of clients. In 2005, she won the Award of Excellence in HIV/AIDS Nursing from the Canadian Association of Nurses in AIDS Care and in 1993 was named Comcare's Nurse of the Year.

Karina is a graduate of the Registered Nursing Program at the acclaimed teaching hospital Albertinen-Krankenhaus in Germany. She is an Honours graduate of the BScN Program at Ryerson and has been certified in Hospice Palliative Care Nursing Canada. Karina earned her AIDS Certification for Registered Nurses in 1998.



Kristine Gagnon

Kristine Gagnon became part of the Hospice team in April as Volunteer

Program Manager. Kristine joins us from the Crossroads Hospice Society in Port Moody, British Columbia where she was the Bereavement Services Coordinator.

Kristine has more than 15 years experience as a bereavement facilitator and working with volunteers in both B.C. and Ontario. She has an intimate understanding of the grief process having lost her eldest brother when she was a teen.

Crossroads Hospice Society, like DLH, is a volunteer-driven hospice, so Kristine's experience will be a definite asset as we move forward in our transition to an integrated community and residential hospice service for Etobicoke.



Natalie Dzudovich

Natalie Dzudovich joined the Hospice in February as Administrative

Assistant. In large measure, Natalie is our traffic cop, managing the information flow to the Board, committees and working groups as well as supporting volunteer receptionists and performing other administrative duties. Her experience prepares her well to help set new standards for the Hospice.

Natalie has a Bachelor of Commerce (Honours) degree from the University of Windsor and a Diploma in Business Administration Accounting from Windsor's St. Clair College.

Having been a volunteer, recruited volunteers and counseled volunteers – adult, youth and children – she is comfortable in a volunteer-based hospice environment. (She even manned a face painting booth once at a fundraiser.)

Norah says Automatic Makes it Painless



Norah Craigie, Hospice volunteer and donor, says signing up for monthly giving is quick and easy.

For Norah Craigie, it's partly a question of convenience and partly a question of numbers. When it comes to her charitable donation to The Dorothy Ley Hospice, she is convinced that a pre-arranged automatic monthly donation is the best way to go.

"If somebody asked me to write a cheque for \$240, I would say no," she says. "But, at \$20 month, I don't miss it."

A front desk reception volunteer for more than 10 years, Norah decided three years ago that signing up as a monthly donor to the Hospice was a logical win-win for everybody.

Graham Hill, Manager, Resource Development, underlines that sentiment. "With automatic monthly giving, the Hospice saves on the cost

of processing the gift, printing, envelopes and stamps," he says. "The donor gets the satisfaction of knowing that every dollar goes farther."

Graham says monthly giving can be set up for automatic withdrawals through a bank account, Mastercard or Visa credit card. He points out that regular giving by credit card can have an added bonus of earning points if the cardholder is in a rewards program. "Why not earn travel reward points at the same time?"

Norah boils it down to its basics: "It's a painless way of giving."

Donors who would like to sign up for monthly giving should contact Graham Hill at the Hospice at 416-626-0116 ext. 236 or gghill@dlhospice.org.

DLH Heads Up GTA Pain and Symptom Program

The Dorothy Ley Hospice has become a new central source on pain and symptom management for health care professionals in the Greater Toronto Area.

The Toronto Palliative Pain and Symptom Management Consultation Program, coordinated by The Dorothy Ley Hospice, will provide specialized palliative care support and consultation to community health care providers such as family physicians, nurses, case managers and to staff of long-term care facilities. It is supported by a network of health care professionals across the GTA. This new program is funded by the Ontario government and operates as a separate and distinct support service for palliative care professionals in Toronto.

"The Hospice's history in educational programming was a strong factor leading to the government's decision to appoint us to host this specialized

program," said Ron Lirette, Executive Director.

"A prime example is our program *Advanced Issues in Client Care*. This course attracts hospice palliative care workers, nurses, pharmacists, chaplains and social workers from the community, hospitals and long-term care facilities," explained Ron. Hospice staff also participate as guest faculty at Humber College's palliative care nursing certificate program.

In addition, the Hospice offers several traditional educational programs designed for the general public. They include: *My Parents are Aging: How do we plan?* and *Celebrating Mother's Day After the Loss of a Loved One*. The popular New Beginnings course provides group support to the bereaved.

"It's a real honour for The Dorothy Ley Hospice to be selected to manage this program," said Ron. "We have a

long and active history of leadership within the hospice and palliative care sectors. Sharing our expertise and experience with others is what hospice care is all about."

Farewell to Sonia and Kathy

The Dorothy Ley Hospice bids farewell to Sonia Arana and Kathy Roulston. Sonia has been Coordinator Volunteer Services since 1999 and Kathy has been Resource Development Officer since 2000. We wish them all of the best in their new endeavours

Crazy Jane is on a Mission

Her Day Program name tag says Janey, but her bumper sticker says Crazy Jane – her CB radio “handle.” Jane was a trucker until four years ago when she was diagnosed with cancer.

She loves talking about her days on the road. For instance, there was the time that as Crazy Jane, she drove the lead truck in a convoy of 34 rigs on I-80, a U.S. interstate route that runs from New Jersey to California. She admits quietly that she was in charge of looking for “smokies” or state troopers patrolling the highways and warning the others.

Jane’s warmest memory as a truck driver is making an unscheduled stop in Memphis and standing in line, waiting for country singer George

Jones to sign her guitar. “I still have that guitar,” she says proudly.

At the Day Program Jane turns her attention to jewelry making or print-making or quietly thumbing through a magazine. “There is no pressure here to do something,” she emphasizes. And that’s the way she likes it.

But don’t get the wrong idea. Jane is on a mission and through it she will reach out and touch someone in an important way. “I am growing my hair long so I can donate it to cancer survivors,” she explains twirling her long copper-brown hair in her fingers. She plans to donate her hair to a charity that provides hairpieces to disadvantaged children who

suffer from long-term medical hair loss.

Smiling and pausing while the camera shutter is pushed, she says “I don’t take a good picture. You’ll have to catch me by surprise.”



Day Program – continued from Page 2

oncology clinics, hospitals, seniors residences and long-term care facilities

“These are just some of the recommendations that support the very foundation of hospice care,” says Ron. “These are the ones we are paying attention to first.”

As a result, a Dorothy Ley Hospice working group met weekly to explore how to apply the study’s recommendations to better serve Day Program clients and the community. The focus group was comprised of both experienced and junior Day Program volunteers, therapy specialists and DLH staff. The group was influenced by a strong voice from the clients themselves.

“Participants brought a wealth of knowledge and life experience to the table,” Paula says.

Part of the incentive to examine Hospice programs is the move next year to the soon-to-be-built Dorothy

Ley Hospice Palliative Care Centre.

With its own dedicated space at the new Centre, the Day Program will expand its days of operation to meet demand. At the same time, the scope of programming will evolve to include broader supportive services that will nurture the body, mind and spirit of clients and client families.

Many of the current activities will continue including: Tai Chi exercises, Therapeutic Touch™, conversation group and arts, crafts, puzzles and games. “Our goal is to expand and offer more therapeutic activities like music or art therapy and perhaps massage, yoga and Reiki,” says Paula.

She emphasizes that the program will continue to provide relaxation, recuperation, rest and the opportunity to socialize in a safe and comfortable home-like setting. The Day Program welcomes those who face a life-threatening illness, whether diagnosed as terminally ill, living with a

life-limiting condition, or coping with a related crisis. There is no fee for the program.

“This is a safe haven,” says Paula. “No one pressures clients to join in. They can be themselves. Some prefer to enjoy time-out on a couch under a cozy afghan while others thrive on the stimulation provided by recreational activities. After their day at the program, the clients go back to the real world. The big thing is trust. They know they are in a safe, nurturing environment.”

“We forget our problems here,” said one client. And really, that says it all.

Diversity in Grief and Hope

Cultural diversity surrounds us every day with the Hospice's 300 volunteers speaking more than 31 languages. What has been particularly intriguing for Spiritual Care Coordinator Nick Rüter is gaining a better understanding of the ways different cultures view life and death. But, it wasn't until last year when something struck him like a bolt of lightning at the annual *Celebration of Life* ceremony.



Case Manager Marguerite Langley shares a special moment with Arrianna and Kandace Toolsie, who lost their brother to leukemia four-and-a-half years ago.

"Last year, I asked five volunteers to attend the Hospice's annual ceremony to read a poem or meditation in their native tongue as well as English, so long as it was on the theme of grief and life and was meaningful to them," he explains.

"Wouldn't you know it? The Spanish, Chinese, German and Urdu readings were all selections from Christian scriptures. There was also the 23rd Psalm – in Arabic." He shakes his head and smiles in wonderment.

Beyond language alone, Nick saw an astonishing resource and a worldly understanding of life and loss in the Hospice's team of volunteers. "Okay, so the DLH has multilingual volunteers but more importantly, our volunteers bring

different cultural traditions to their hospice care of the dying."

The realization gave him direction. "I was determined that this year would be different." And so, the theme for the 2007 *Celebration of Life* ceremony at Montgomery's Inn in February became Diversity in Grief and Hope. Nick tells of the ceremony:

"A Buddhist hospice volunteer stepped up to read from her poem *Ancestors*:

*Some of them
Who've gone before
Ride the waves
Along the shore*

A Christian hospice volunteer captured the belief that:

*Death is not an end but a beginning
of a new eternal life; that our loved
ones who saw God in faith here on
earth, now see the Lord face to face
in heaven*

A Jewish hospice volunteer harkened to the fact that:

*Judaism is realistic. It knows that
death is part of each man's life,
and it knows that self-deception
does no good.*

An aboriginal hospice volunteer offered:

*Take care the passions I leave behind
Hold them fast, by and by,
May they guide you and make you
stronger"*

Following the readings, the room returned to silence and as each name of a departed loved one was read, a flower of memory was placed in a communal vase.

"Our annual ceremony had brought a respectful and colourful focus to the grief of our many clients," Nick says. Still moved by the gathering he witnessed he asks: "Can we be together in our differences?"

Then, he answers his own question: "Our differences may actually bind us and help to make us what Dorothy (Dr. Dorothy Ley), a true Canadian champion and insightful palliative physician, saw in hospice – a caring community during an important time in the lives of a very diverse people."



Donna Taylor places a flower in the communal vase in remembrance of her father Leslie who died in July 2005. "Diversity in Grief and Hope" was the theme of the Hospice's 15th Annual Celebration of Life ceremony in February.

Community Round-Up

On March 8th, The Dorothy Ley Hospice in partnership with Etobicoke Centre MPP Donna Cansfield hosted an International Women's Day Breakfast. To a crowd of 170 people, Hospice Case Manager Clare Clovis shared her three-minute trilogy about three Hospice clients and their families.

The following is an excerpt from her presentation.

I believe one of the most powerful tools a woman has is in the words she uses. With the stories we tell, we can share our courage, our fears, our hopes, our dreams and our humanity. To help you understand some of the work we do at The Dorothy Ley Hospice, I am going to share three stories with you. And each is connected with the other only by the words that were shared from one woman to another.

Julie was a beautiful young woman who had just graduated with a degree in nursing. She had a hard-working husband and a four-year-old daughter Katie. Julie was looking forward to a bright future with more children and a good job. But, instead, she was diagnosed with cancer.

When I first met Julie, the tumour in her belly was so big she looked as if she was nine months pregnant. People would stop her in the shopping mall and say things like "How much longer dear? When are you due?"

Julie would smile graciously and say "not long now," but to her those



words would mean something very different.

A team of Hospice volunteers helped her through those last few months - through major surgery, chemotherapy that failed, and increasing weakness and fatigue.

The volunteers played with Katie and took her for walks in the park while Mummy rested. They helped to cook. They washed dishes. They massaged swollen, aching feet. One volunteer helped Katie to create a memory book with pictures and stories about her Mummy.

When Julie's care became too complex to be managed at home, she was admitted to a busy, noisy hospital where she shared a room with a much older woman who was also dying. No peace. No privacy. And nowhere for Katie to play.

A few weeks before Julie died, she told a friend about how the Hospice was helping her. Anna called the Hospice. "My four-year-old son has been diagnosed with cancer. The doctors say he will die. Can you help me?"

Again, a team of Hospice volunteers set to work providing support and practical help for Anna and fun for her son Adam.

For the next two years, we watched him grow. We shared his huge smile, his laughter and his tears. And always, we hoped the doctors were wrong. They weren't. Days before Christmas, Adam died.

One month later, I received a phone call from Linda. "Hi, my friend Anna told me about the Hospice. I am a single mother with a four-year-old daughter. I live with my mother who my best friend and mentor. She is dying. Can the Hospice help me?"

And so another story begins. But, I can't finish this one. Only you can. We need to build a palliative care centre here in our community where people like Julie and Adam and Linda's mother can die with their symptoms properly managed, in a peaceful home-like setting, with comfort and dignity.

So, here is my message to you this morning. Remember the power of your words and tell a friend about The Dorothy Ley Hospice. Please think about all the things you can do to help. And then do it.

Names have been changed to protect the privacy of clients and their families.



At the Women's Day Breakfast, from left to right:

*Fran McBride, Director of Resource Development and Communications
Donna Cansfield, MPP Etobicoke Centre
Mohamoud Harir Mohamoud
Ingeborg Roorda
Borys Wrzesnewskij, MP Etobicoke Centre
Clare Clovis, Case Manager
Mariam Adam
The Honourable Margaret Norrie McCain
John Campbell, Toronto Board of Education Trustee
Ron Lirette, Executive Director (kneeling)*

Applause to The Big Cheer

It was more than the clink of glasses, a smile and "Cheers." It was a gathering for friends, a wonderful collection of arts and crafts, along with good food and drinks. It was definitely *The Big Cheer*.

At the end of March, The Dorothy Ley Hospice saluted its many supporters by hosting a fun evening at the Neilson Park Creative Centre. During the relaxed and casual event (no speeches), six local groups demonstrated the art and craft of such activities as painting, weaving, hooking and printmaking. Guests wandered, chatted and bought locally created artworks to the wonderful sounds of the harp, played by local musician Catherine Manning.

The art sale, which included jewelry and silk scarves made by DLH Day Program clients, generated \$2,000 for the Hospice.

Supporters of the event included:

- Woodman Wines & Spirits,
- Amsterdam Brewing,
- Culinary Destinations,
- Sunrise Senior Living,
- Vintage Hotels,
- Neilson Park Creative Centre (its staff and members),
- Etobicoke Art Group Member's Choice Exhibition,
- Oga Radojac (Hallway Gallery artist),
- local resident art groups, and Dorothy Ley Hospice volunteers.



Check out our New Site!

If you haven't checked out www.dlhospice.org recently, take a look. We refreshed the Dorothy Ley Hospice web site. The new site went online a few weeks ago thanks to the efforts of long-time volunteer and computer wizard Jon Duerdoth and designer Glenn Osborne. Fran McBride, Director of Resource Development and Communications, says: "The refreshed site has a more contemporary look and we have reorganized the information to make it easier for clients and their families, volunteers, supporters and the general public. We welcome your comments and feedback on the changes."

HIKE FOR HOSPICE Sunday, May 6

*Come join us and Hike
A day you will like
At two parks to walk
As you stroll and you talk
Just walk with your tyke
Or old Uncle Mike
It's for a good cause
For hugs and applause*

Join us at one of our two event locations for Hike for Hospice:

ETOBICOKE VALLEY PARK
(Brown's Line/Horner)

WEST DEANE PARK
(Martingrove/Rathburn)

Check www.dlhospice.org or
call 416-626-0116 for details.

Upcoming events

May

NEW BEGINNINGS BEREAVEMENT SUPPORT GROUP

**Eight consecutive Tuesdays,
May 8 to June 26**

Mississauga Room, 160 Sherway Drive
Trillium Health Centre, West Toronto site

New Beginnings is open to anyone who has experienced the loss of a loved one and is looking for support and tips to help them cope.

HIKE FOR HOSPICE

**May 6, Registration at 11 a.m.,
hike begins at noon**

With two locations this year, Hike for Hospice is getting bigger and better – West Deane Park and Etobicoke Valley Park.

Register and collect pledges online. Visit www.dlhospice.org for more information.

GROUND BREAKING CEREMONY

Saturday, May 12 at 11 a.m.

The site of The Dorothy Ley Hospice Palliative Care Centre

Trillium Health Centre, West Toronto site

Help us celebrate our ground breaking event to mark the start of construction for The Dorothy Ley Hospice Palliative Care Centre. Health and Long-Term Care Minister George Smitherman is our guest speaker.

Seasons

The Dorothy Ley Hospice provides quality care to meet the physical, emotional and spiritual needs of people living with a terminal illness.



The Dorothy Ley Hospice

To inquire about our services, to volunteer or make a donation, contact:

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■ Privacy notice:

The Dorothy Ley Hospice is committed to protecting your privacy. We do not sell, trade, or rent personal information to others.

June

VOLUNTEER AND STAFF APPRECIATION BARBECUE AND TOWN HALL MEETING

Thursday, June 28

Ursaki Auditorium
Trillium Health Centre, West Toronto site

July

DOROTHY LEY HOSPICE GOLF CLASSIC

Monday, July 9

Markland Woods Golf Club

Book your foursome now.
Call the office to register.

September

TASTE OF THE KINGSWAY

**Friday, September 7
from 6 p.m. to 11 p.m.**

Saturday, September 8 all day

For the third year in a row, we are the Taste's charity partner.

October

CELEBRATION OF LIFE GALA – JOURNEY OF HOPE

Friday, October 12 at 6 p.m.

Toronto Congress Centre

Join us for our third annual Gala. Back by popular demand is Robbie Lane and the Disciples along with great food, live auction, games and more. Black tie optional. Tickets are \$175 per person or \$1,500 for a corporate table of eight.

FOR MORE INFORMATION OR TO REGISTER FOR ANY OF THESE EVENTS, PLEASE CALL 416-626-0116 OR CHECK OUT OUR WEBSITE AT www.dlhospice.org

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Volunteers – Here is your Assignment



Calling on all of our volunteers. If you have an email address, we want you to send a brief message to Kristine Gagnon, Volunteer Program Manager, at kgagnon@dlhospice.org.

Why? For two reasons. First, Kristine has just joined the Hospice and she would love to hear from you, how you are doing and maybe even a little about yourself. After all, she has more than 300 dedicated individuals out there who are Dorothy Ley Hospice volunteers and she wants to get to know each and every one of you.

Secondly, by sending her an email we can confirm that we have your correct email address. We know that a number of addresses in our files are wrong because they bounce back to us when we try to communicate with you.

So, send Kristine a quick note of welcome and help us update our records. She would love to hear from you. Kristine's email address is kgagnon@dlhospice.org.