



The Volunteer Voice of The Dorothy Ley Hospice

December 2008



Something to Share

by Ron Morrow, Volunteer Advisory Committee Member



I sat in stunned silence after hearing that I had been nominated by the Hospice for induction into the June Callwood Circle of Outstanding Volunteers and that I would receive the award in a special ceremony at the annual Hospice Association of Ontario conference.

When I had a chance to reflect on this news, the magnitude of the honour began to sink in. Does anyone actually believe that they deserve to be part of the "Circle of Outstanding Volunteers"? To win an award named after June Callwood? I know I didn't.

I thought about the many people who had contributed to making this moment possible. I remembered the training and support provided by the Hospice; lessons learned from clients and the contributions of so many others. There may be individual awards, but there is truly no such thing as an individual accomplishment.

At the conference, I met people who represent "the heart of hospice" in communities throughout Ontario. The workshops were both informative and inspiring – providing a forum for talking about our successes and the challenges we face. In addition, I had the privilege of witnessing, as well as personally experiencing acts of kindness that will remain with me forever. All of this helped to reinforce the bond of purpose and spirit which connects those of us who are involved in hospice.

The awards ceremony was held on the final day of the conference. From the beginning, it was clear that this was not just another item on the agenda. It was a powerful statement about the valuable role played by hospice volunteers. A chance to recognize a few people who represent a much larger group – all of the volunteers who contribute to the success of hospice in Ontario. So, when my turn came, I walked proudly up to receive the award. Proud of what we all do – day after day and year after year – to make a difference in the lives of the people we serve.



Events Calendar

Children's Volunteer Training

Saturdays, Jan. 17, 24 & 31, 2009
Register in advance with Natalie

New Volunteer Info Session

Tuesday, Jan 20th, 2009
10:00-11:00 am and 7:00-8:30 pm
Mississauga Room—170 Sherway Dr.
at the Trillium Hospital.

Palliative Care Volunteer Training

Tuesdays, Feb. 3rd to Apr. 7th, 2009
9:00 am to 1:00 pm

Volunteer Reception at DLH Palliative Care Centre

Tuesday, Feb. 24th, 2009

Grand Opening Ceremony of DLH Palliative Care Centre

Friday, Feb. 27th, 2009

Community Open Houses at DLH Palliative Care Centre

Saturday, Feb. 28th, 2009

Sunday, Mar. 1st, 2009

Saturday, Mar. 7th, 2009

Sunday, Mar. 8th, 2009

For details on these or other happenings, call us or check online at: www.dlhospice.org



Check out our new web site!

www.dlhospice.org



Natalie's Message

by Natalie Dzudovich, Intake / Volunteer Coordinator



I would like to begin by thanking you for your support and encouragement as Kristine and I transitioned into our respective roles. We are thankful for your patience with the ambiguity regarding "who's doing what".

I was pleased to meet many of you at the Holiday Open House at Cloverdale Mall on November 25th. I headed over to the mall feeling excited to mingle among you. Right "now" is more important a time than any for The Dorothy Ley Hospice to demonstrate the value of our relationship with volunteers. As you grow in numbers, and as our time spreads thinner, remembering that hospice is about people becomes so much more important. YOU are our backbone and greatest supporters.

To be quite honest, when I first learned that the Holiday Open House was going to be held at a mall, my first thought was "how weird". But seeing so many people walk by, stopping in their tracks to witness our presence in their community mall; to see them listening intently to Sally Orr speak ever so eloquently; and to see them watching, with reverence, the ceremony of the first dove being placed on the tree was a vivid reminder of how we

all belong to a larger community and that WE are here to support them. The impact was tremendous. One woman, who had no previous involvement with the Hospice offered to organize a fundraiser and another called the next day to say that she had come across us as she was shopping and was moved to volunteer. Thank you all for coming and representing the Hospice so splendidly. We hope you had a great time!

As much as I have tried to ignore thinking about it, winter is here! Along with the snow, this time of year also brings the busyness of the holiday season. Planning is now underway for the Winter 2009 Palliative Care Volunteer training which begins on February 3rd, 2009. I suppose this would be a good time to encourage and solicit your support as the hospice's best ambassadors to spread the word about the training as you gather with friends and family over the holiday season. As we will be drawing from our existing volunteers to move into the Palliative Care Centre and in order to continue meeting the needs of the community, the number of volunteers recruited to participate in the winter training will be critical in maintaining our growing needs.

We're also working in collaboration with the Philip Aziz Centre and Hospice Toronto to provide Children's Volunteer Training to begin on January 17th. This program will run over three consecutive Saturdays. Please get in touch with me directly, before January 8th, if you are interested in developing your skills to work with Children.

More updates to come! Have a wonderful holiday!

Warmest regards, Natalie



Welcome to Our New Volunteers

Natalie's First DLH Volunteer Training Group Fall 2008.
(L to R) Ken Murray, Mary Ann Archer, Anna Kim, Marjorie Pitchford, Thuy Nguyen. Absent: Kathy Maggisano



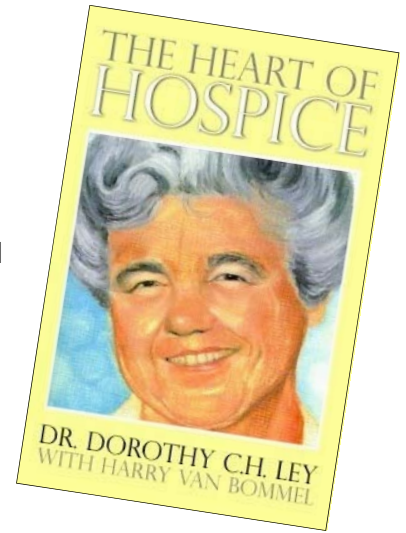


Your "Heart" can be Free

In 1994, Dr. Dorothy Ley spent time with Harry Van Bommel to record her thoughts on hospice and palliative care. Her "teachings" have become the cornerstone of the philosophy used here at the Hospice which bears her name. Much of her visionary thinking has also been adopted throughout the hospice movement in communities all across the country. After her death, Van Bommel completed the project and wrote "The Heart of Hospice" which also included the story of Dorothy's remarkable life.

Now you can get a free copy of the book on-line (or order your own copy) from Legacies, a non-profit organization that publishes resources related to hospice-palliative care for patients, families, professionals and volunteers.

Check it out at: www.carelibrary.com/Care_Library



Construction Update

Check the Hospice web site at www.dlhospice.org to find out the latest info on the status of our new Palliative Care Centre.



Thank You!
For your support of
our Trees of Hope
and Remembrance



We raised over \$12,700 (and counting!)

Thanks to all our volunteers who provided their time, support and commitment to making this important fundraising project a great success.



Learning Opportunities

Are you looking for an opportunity to add new skills and knowledge to your volunteer toolbox? How about learning more about Therapeutic Touch? Once again, Susan Keith, a volunteer with the Hospice and a certified TT practitioner, is offering Level 1 Training on January 17th and April 18th. Sessions will be held in Mississauga and run all day from 8:30am to 5:00 pm. Course fees are \$95 per session. For more details, and to register, please contact Susan directly by phone at (905) 278-9800 or e-mail: ch.concepts@sympatico.ca





Volunteer Transition Update

by Kristine Gagnon, Bereavement Program Coordinator



There was a great buzz in the room as nearly forty volunteers gathered on the evening of November 3rd. What brought these folks out... curiosity and excitement for what's ahead with the opening of the Palliative Care Centre and Residential Hospice Program.

This volunteer information session was about sharing where things were at with our transition plans for volunteers, identifying the various positions and the numbers of persons that will be needed. I thought it was important to provide you an update from that meeting and what's happened since.

There's been, and will continue to be, much growth and change happening within the organization. It's all in a positive direction and it's very important to say THANK YOU for hanging in there and being patient while the behind the scenes planning work takes place.

This fall we've focused on having our seasoned volunteers identify their preferences for volunteer role(s) within the organization. Many have returned their Volunteer Position Choice & Skills Inventory survey and others have yet to do so. It would help us greatly with schedule planning to receive everyone's by December 31st.

Now it's time for our attention to shift more to the community in search of others to join our team. Please help us in this endeavour by inviting interested friends, neighbours and family to attend the next New Volunteer Information Session which will be held during two sessions on Tuesday Jan 20th from 10-11:30 am and 7 -8:30 pm. It is essential that the In-Home Support program remain the primary service of the Dorothy Ley Hospice. Currently we serve more than 500 individuals and their families each year. The Residential Hospice program is anticipated to provide end-of-life care for

130-150 individuals over a one year period, serving a maximum of ten individuals at any given time, along with their family. The length of stay for residents will generally be under 3 weeks whereas in the community we may be connected to a client for well over a year.

To continue to meet the needs of clients and enable them to remain in their homes we need to have approximately 125-150 active client support volunteers on the roster for client assignments. The residential hospice team will comprise of 42 volunteers, each scheduled for a weekly shift of 4 hours duration.

The Palliative Care Center will truly be a community centre and will be accessible 7 days a week. We need to have volunteers on-site from 8 am to 9 pm each day. Volunteers will be active serving in the following areas/teams:

- Hospitality (which includes Reception & Greeters at "front of house")
- Administrative Support
- Food Services
- Facility Operation
- Garden Maintenance
- Residential Client Support Volunteer Team
- Day Program & Integrative Wellness Programs
- Bereavement Support Programs
- Spiritual Care Team

Important information about the screening process

For volunteers who will work at the centre there are a number of requirements that must be met:

- Everyone needs a Police Reference Check – we are in the process of notifying those who don't already have one on file.

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OFV (*Only For Volunteers*)

is the Volunteer Voice of Dorothy Ley Hospice. It is issued quarterly (or at least we try) to a team of more than 300 dedicated and passionate individuals who support DLH in countless ways. If you have contributions for OFV, please e-mail us at: volunteers@dlhospice.org or call 416-626-0116. You can also write to us the old fashioned way at: OFV c/o The Dorothy Ley Hospice, 170 Sherway Drive, Suite 3, Etobicoke, ON M9C 1A6 *Please let us know if your contact information has changed.*



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- A TB test is necessary – we are looking into arrangements for an on-site clinic to be held at the center (possibly during the orientation period). However, if you have an upcoming appointment with your family physician you can ask to have the test done. Volunteers will need a note from the Dr/RN indicating that their test was clear and to provide it to the Volunteer Coordinator prior to working their first shift.
- All will be required to attend orientation sessions as identified for their role function – details on this will be provided in January.

The reality is that there will be a gradual ramp up. At present construction continues on track and we anticipate the building being completed and ready for the staff to move into their new office area by the end of January.

We are developing a two week orientation, March 2nd – 13th, for all staff who will be working at the Center.

Our aim is for the Residential Hospice program to officially open on March 18th with a gradual admission of clients over the following two weeks. The Day Program will be welcomed to the center on March 25th.

Some Questions from Volunteers:

Q: *Will there be a piano at the center?*

A: While this would be nice to have, it isn't planned for and likely won't be there at least initially. The idea of having music in the center has not been overlooked. Currently we do not have funding to support a Music Therapist but our hope is to be able to develop this as a future program area. Opportunities for entertainment will also be explored.

Q: *Will Doctors be on-site or on-call?*

A: There will be a Medical Consultant, who will establish the standard of practice and will mentor GP's, available to the clinical nursing staff and a core team of Palliative Care Physicians will be

Lunch and Learn

*Mondays at
12:00—1:00 pm
Mississauga Room*



Bring your Brown Bag and Learn Something New!

Dec 22nd
HIV/AIDS and Palliative Care

Jan 26th 2009
Stress Reduction

**RSVP to the office at:
416-626-0116**

available to act as primary physicians however an individuals' family physician will be encouraged and welcomed to continue as the primary service provider for residents and they would receive support from the clinical care team.

Q: *How will families access the center?*

A: While there will be no limitation on visiting hours to the residential hospice wing, their will be Hospitality volunteers scheduled from 8 am to 9 pm 7 days a week, and their role will be to welcome all visitors. Families of current residents will be given a means of accessing the building 24hrs so that they may come and go as needed.

Q: *If I'm supporting a client in the community and they will be coming into the Residential Hospice what will be my role?*

A: Volunteers matched with a client will be encouraged to continue visiting their client in the same manner as if they had gone into hospital or a long-term care residence. There will be a team of Residential Client Support Volunteers scheduled in the Residential Hospice program who will be available to meet the needs of all the residents, without being specifically matched to any one person.

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Therefore, you, as the community client support volunteer serve an important part of the care team as the individual transitions to the residence. Our hope is that you would be able to help facilitate their adjustment to their new home and assist the team in learning about them as a person and what's important and meaningful to them during their end-of-life care.

Rotation Model for Volunteer Engagement

Wanting to improve opportunities for involvement of all Volunteers we are pleased to be implementing a six month rotation model to all client service programs. What this means is that volunteer engagement will be based on a minimum 6 months of active service. During the annual review process Natalie will seek to gain insight to the preferences of each Client Support Volunteer for program areas that they would like to experience.

New Client Support Volunteers will be directed to begin their hospice service in the In-Home Program.

We want to ensure that all who wish to have an experience in the new Residential Hospice program will get an opportunity.

Our goal in volunteer utilization is to always engage people in a meaningful manner and to accommodate their preferred roles as best as we can. Ideally we would prefer to not ask volunteers to take on more than one direct client service role at a time. However realizing that we may not have a volunteer base large enough at the time of opening the Palliative Care Center and Residential Hospice program it may be necessary to ask some to consider serving in another program area as well. Some people may have more time than others to give and some may be available for only parts of the year – everyone will have unique needs and gifts that we'll take into consideration.

Thank You

As this will be my last contribution to the OFV newsletter as the Volunteer Program Manager I'd like to conclude with a personal note. This role with DLH has been a wonderful learning experience, challenging in only positive ways as I expanded my knowledge and skills. For me, the best part has been getting to know the very special people who are our volunteers. Knowing that I will continue to work with you in my new role as Bereavement Support Coordinator makes it easier to pass on the torch to Natalie.



Best wishes for a peaceful holiday season and I look forward to seeing you in our new home next year.

With caring thoughts,
Kristine

DOROTHY LEY HOSPICE
PRESENTS
**NURTURING
MONDAYS**



The Dorothy Ley Hospice

Nurturing Mondays provide regular opportunities for all volunteers and staff to share experiences, learn new skills and receive emotional and professional support from their Hospice peers in a nurturing environment.

January 12th 1:30-3:30 pm
"Living and Beyond"

Stay tuned for our exciting new program line-up beginning in 2009!
For details and to RSVP,
call 416-626-0116