



The Volunteer Voice of The Dorothy Ley Hospice

September 2008



The Dorothy Ley Hospice

Welcome to Our New Volunteers



We're happy to introduce the recent graduates of the Spring Client Support Volunteer Training program. Their enthusiasm and spirit will be a welcome addition to our team. Back row: Michael Power, Elizabeth Izzard, Anna Celejewska, Elisabeth Grinstead, Liana Mihai. Middle row: Gayle Duchene, Sandy Doyle, Patricia McKee, Lorraine Brunswich, Jakia Mahmud. Front row: Anisa Arra (Hospice Toronto volunteer), Susan Maddick, Judith Fox, Hazel Walker. Absent: Kim MacDougall (Hospice Toronto volunteer).

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.



Events Calendar

COBS Bread Charity Day

In support of the Hospice

See details on Page 4

Sunday, Sept. 7th

11:00 am to 4:00 pm

Humbertown Plaza

New Volunteer Info Sessions

Wednesday, Sept. 10th and

Wednesday, Sept. 24th

7:00pm-8:30pm Longbranch Room—
Trillium Health Centre

Client Support Volunteer Training Program

Introduction Session on Saturday,
Sept. 27, 9:00am-4:00pm then
weekly on Wednesdays 5:30pm-
9:00pm. Longbranch Room—Trillium
Health Centre. Current volunteers
are welcome to attend for
“refresher” sessions—please contact
Natalie for topic schedule.

Driver Training Workshop

Saturday, October 4th

9:00am-1:00pm

Active Green + Ross Showroom,
432 Evans Avenue

Mystically Mayan Adventure: 2008 Fall Gala

Friday, Oct 17th

6:00 pm Toronto Congress Centre

Craft Sale—hosted by the Craft
Group of TDLH. Proceeds support
the Capital Campaign

Friday, Oct 17th 10:00am-7:00pm

Cloverdale Mall

Halloween Bed Race

Sunday, Oct 26th

9:00am on the Kingsway

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



Kristine's Message

by Kristine Gagnon, Volunteer Program Coordinator



"If one person can make a difference, just imagine what 25 can do!" This is our latest recruitment call as we prepare for the Fall training of client support volunteers. "We're recruiting volunteers" is a pretty common statement these days and each

time it's said or printed I'm very mindful that it does not suggest that we are overlooking the many dedicated and talented volunteers who already comprise our roster. I hope that no one feels left out or behind as we grow in numbers.

Not so long ago we proudly claimed a volunteer base of 300 people. However with people moving, retiring, changing their interests and some housekeeping on my part, that number has gone down to 240 with about half providing direct client care. That's still a sizeable number, but looking ahead it will not be sufficient to support our existing programs nor enable us to expand services. That's the reason for our latest call for new volunteers to join the team.

The Dorothy Ley Hospice experiences phenomenal dedication and longevity in the commitment of its volunteers. We continue to enjoy the support of a number our founding volunteers who are actively participating. After years of serving and holding the vision of a Residential Program to augment the In-Home Program, I suspect that many are looking forward to being engaged in new ways.

The Residential Program is projected to serve approximately 220 individuals and their families over a one year period. Our goal is to provide volunteer support from 9 am to 9 pm every day. Volunteers will be present throughout the Centre, but in the residence itself, volunteers are needed for bedside care of clients and support for their visiting families. The expansion of several existing programs will create opportunities for others to participate in Spiritual Care, Bereavement Support, Day Program and Integrated Wellness initiatives. Of course, since the facility is also a community centre, the role of reception volunteers will be

Continued on page 3



Natalie's Message

by Natalie Dzudovich



I'm very excited to be transitioning into the Volunteer Coordinator role. *Some of you may have heard that this has been a plan in the works.* Here's what I've been doing of late in preparation. In January 08 I began a four month program through Humber

College on Volunteer Management preceded by a Skills for Volunteer Managers course at George Brown. During the past year I've been working closely with Kristine in the Volunteer training, even participating in the full course myself. Most recently I've taken on an assignment that has DLH providing interim coverage for the Volunteer Coordinator at Hazel Burns Hospice, which will have me out of our offices Tues & Thurs until the end of 2008. What will be so helpful in managing the two volunteer programs is the nearly two years of experience and knowledge I've acquired being a part of our awesome hospice team as the Administrative Assistant and Intake Coordinator. In these roles I've worked closely with the hospice staff and now I'm looking forward to a position that will have me more directly in touch with the special people at the heart of hospice, YOU!

I hope to see many of you at the Town Hall Meeting on Sept 9th which will be my first official opportunity to present as the Volunteer Coordinator.

Trees of Hope & Remembrance Kick Off & Volunteer Holiday Celebration: Nov 25 - Cloverdale Mall



It is hard to imagine that the holiday season will soon be here. Holidays are about celebrating tradition. So this year, we're reviving two of them at the same time. To kick off the *Trees of Hope and Remembrance* campaign, we're hosting a special

launch party to build community awareness and support. And since Hospice is about family, we're also looking to bring together our volunteers and members of the community we serve. Please join us between 6:00 and 7:00 pm to celebrate the holidays at Cloverdale Mall.





School of the Bedside

by Ron Morrow, Volunteer Advisory Committee Member

Each Friday morning school begins,
In a place where few people want to go,
Lessons taught by those who are dying,
To anyone willing to stop and listen.

No two lessons are ever the same,
Each teacher speaks from the heart,
Sharing wisdom gained over many years,
Of good times and hard times combined.

Highlights from a lifetime of memories,
Things talked about rarely, if ever,
Family and friends who died long ago,
And loved ones who will carry on after.

The lessons are about living not dying,
No time to waste, the clock's ticking,
Look for what gives your life meaning,
Pursue it as if nothing else mattered.

Appreciate the beauty in a sunrise,
Music is a doorway to the soul,
Family gives strength when times are hard,
Make peace while you still have the chance.

Even when the room fills with silence,
And words can no longer be found,
The touch of a hand or the faintest smile,
Tells me everything I need to know.

I've seen courage in the face of uncertainty,
Faith strengthened when tested by the fire,
People who shine even as life slips away,
Knowing things treasured most will live on.

Kristine's Message—Continued from page 2

integral – warmly greeting each visitor and guiding them to the appropriate person/program. And then there are all those daily tasks associated with running a home – watering the plants, tidying the living room, planning for holiday celebrations, restocking the kitchen cupboards, entertaining the kids, etc. There will be something for everyone to do.

Since the Spring, people have approached me expressing interest in what the new centre will have in terms of opportunities. There's been a sense of being in limbo that we've all been feeling as we try to envision what the centre will look like and how it will operate. We're all wondering how we will fit in. To address these concerns, I invite you to join with the hospice staff, on Monday October 6th, for a meeting to roll out the Model of Care and review the Volunteer Opportunities for the Palliative Care Centre. A Volunteer Position Catalogue is in the works, providing a detailed description for each role, including required knowledge, skills, and training.

So now we begin the next phase of our planning – internal recruitment will be first followed by a targeted recruitment to fill the gaps. To assist me in my planning activities I encourage each volunteer to review and complete the provided Volunteer Position Choice & Skills Inventory. As each program area will have specific needs we will be matching positions that best suit each volunteer's abilities, interests and availability. Volunteer positions in the DLH Palliative Care Centre will gradually commence between January and March 2009 depending on the role and program area.

Looking ahead to the Fall, I too will be making a slight transition as I move into the Bereavement Coordinator position. As this has been my background in hospice, and is my passion, I am very much looking forward to assuming this role. During this transition, I will continue to focus on program development related to Volunteer Services and provide support to Natalie Dzudovich as she steps into the Volunteer Coordinator position. These staff transitions will enable the various program areas to expand and better serve our community.



Volunteer Photo ID

Please remember that official DLH photo ID's will soon be required for all staff and volunteers. Thanks to everyone who has taken the time to have your ID photo taken at

the office. Your badges are now available for pick up. If you haven't had a chance to do so, please drop by, at your convenience, during office hours and ask for Kristine or Chris. It will take just a few moments.



Lunch and Learn

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



Bring your Brown Bag and Learn Something New!

Sept 22nd
Personal Safety Presentation

Oct 27th
Rexdale Women's Centre
Service Presentation

Nov 24th
Naturopathy 101

Dec 22nd
HIV and Palliative Care

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



Shop, Save, Support the Hospice

This fall, when you're out running errands, why not schedule in a quick visit or two to Shoppers Drug Mart during September and October. As part of their annual Tree of Life campaign, local Shoppers stores are supporting the Hospice. Last year, over \$5,000 was raised at just three locations. This year, more than 20 local Shoppers are on board! Show your support and in return, you'll be eligible to win a Shoppers \$100 gift card. Simply mail your Shoppers receipt from any purchase made during the months of September or October (from one of the participating locations) to the attention of Graham Hill at the Hospice and be entered in a draw to take place in November. Be sure to include your name, address and phone number. For a list of participating locations, visit: www.dlhospice.org

**SHOPPERS
DRUG MART**

COBS BREAD

On September 7th, between 11:00am and 4:00pm, visit Cobs Bread at the Humbertown Plaza. This new bakery is hosting a special Charity day with proceeds going toward the Hospice. Say hello, welcome them to our community and show your appreciation for joining the DLH family.



Junk Mail

Recent changes in postal rates have resulted in the need to update Business Reply Envelopes (BRV) being used by the Hospice. Outdated BRV's, if used, require additional handling and incur added charges. As a result, we ask that you please discard any old BRV's you may have and try not use them when sending information to the office. Thanks for your cooperation.



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? Two independent learning opportunities are coming up soon. Susan Keith, a volunteer with the Hospice and a certified TT practitioner, is offering Level 1 Training on September 13th. For details, costs and to register, please contact Susan directly at:

On November 7th, the Therapeutic Touch Network of Ontario is offering a pre-conference workshop with Cathleen Fanslow-Brunies, author of "Using the Power of Hope to Cope with Dying: The Four Stages of Hope". The session will help you understand the role of hope and enhance your ability to help more realistically with the dying and their families. More information about costs and registration can be found at www.therapeutictouchontario.org

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.*



OFV

September 2008

Page 4



The Power of Pennies

Being involved in Hospice is a rewarding experience because it offers the opportunity to get to know people in extraordinary circumstances. It is truly amazing how individuals facing death rise above and find ways to live with meaning and dignity. And more importantly how their actions impact on others.

Consider Dennis Mousseau, a client of Crossroads Hospice in Port Moody, BC. When he was first admitted to the residential hospice, he spent much of his time in his room. But eventually, staff and volunteers coaxed him out to join the other residents for meals.

Finally opening up, he began to look around for something to pass the time. And that's when he discovered a donation jar filled with pennies. Hoping to be helpful, and to contribute in some way, he began to spend his days rolling the coins. For three or four hours a day he rolled. And before



long, people learned of his new hobby and started to bring in more pennies for the donation jar. In a single month he rolled \$1,000 and soon set a goal of collecting and rolling \$10,000 to support the Hospice. All that work required extra help from volunteers and the whole enterprise became a social occasion for many.

As we prepare to offer residential services in our own Palliative Care Centre, there will surely be similar stories and people we will all have the privilege of knowing. It is certainly something we're all looking forward to.

If you're reading this newsletter on your computer, you can watch a news video about Dennis by [clicking on this link](#). You can also find it at www.ctvbc.ca Look under the "Making a Difference" series by Pamela Martin. It can be found under Features at the bottom left of the main page. The story is called "Penny Saver".

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.

September 15th 6:30-8:30 pm
October 20th 1:30-3:30 pm
November 10th 6:30-8:30 pm
December 8th 1:30-3:30 pm

For details and to RSVP,
call 416-626-0116



Video Presentation and Discussion In the Heart of the Deathless

For those who couldn't join us for the first screening of this moving documentary, or for those who want to see it again.

**Tuesday Sept 23rd 7:00 pm
Longbranch Room**

in the main building of the Trillium Health
Centre—Toronto West site
RSVP to 416-626-0116





2008 Town Hall



The Dorothy Ley Hospice

Please Join Us for a Special Community Information Night

Tuesday, Sept. 9

7:00 to 9:00 p.m.

Ursaki Auditorium

C. Norman Appleton Building - 160 Sherway Drive
at the Trillium Health Centre - West Toronto

Strategic Directions Model of Care
Service and Program Information
Volunteer Opportunities Capital Campaign Update
Palliative Care Centre Construction Update

For more information please contact the Hospice at:
416-626-0116 www.dlhospice.org