

# Mackie's Soothing Touch

**M**ackie may not have qualified as a guide dog because he was too friendly, but as a therapy dog visiting residents at The Dorothy Ley Hospice, he is considered a treasure. When you look at his regal posture, curly white coat and 'please pet me' eyes, it is easy to understand his appeal.

"Every time Mackie looks at me with his big loving eyes, I think he understands that I am a human in need and somewhat troubled and anxious about what the future holds," says Juliette Campbell as she sits quietly in her chair by the window waiting for Mackie to arrive for a visit. Juliette, who turned 79 on January 5, has experienced three bouts of breast cancer which has now spread to her bones.

"After a visit with Mackie, I feel stimulated and livened up, as though I went for a long walk," says Juliette with a big smile. "Mackie always comes and puts his head close so I can pet him. We communicate through touch. Even after he leaves, I feel soothed."

... residents at the Hospice find peace in the gentle contact with the dog and in its quiet presence ...

Vicky Dorosch, Mackie's handler, started working as a volunteer with the Therapy Dog Program at St. John Ambulance in 2001. To qualify as a therapy dog, it must love attention and interacting with people, like to be petted, and be gentle and quiet. While no training is involved, the dog goes through an evaluation with 13 tests of its personality before it is accepted into the program. The handler is also assessed to determine how well the dog listens and obeys.

According to the St. John Ambulance website, the benefits of therapy dog visits can include reducing stress levels, lowering blood pressure, calming the distressed, comforting the despondent and distracting the pain-ridden.

The Dorothy Ley Hospice started a Pet Therapy Program shortly after the Residential Program began in 2009.

"Through petting, affection, and regular visits by therapy dogs, residents at the Hospice find peace in the gentle contact with the dog and in its quiet presence," explains Cher Curshen, the Hospice's



Vicky Dorosch (left) and Mackie visit with Juliette Campbell providing company and comfort.

Integrative Wellness Coordinator. "Visits from Therapy Dogs encourage residents to talk more to others, participate in activities, eat and sleep better, and smile more, thereby enhancing their quality of life and wellness."

In addition to the Pet Therapy Program, the Hospice encourages family members of residents to bring in their loved ones pets, knowing the pets are an integral part of their lives. Pets also help to reinforce the home-like environment that pervades throughout the Centre.

"I remember the first time Mackie and I visited Juliette," says Vicky. "I knocked on the door and asked if she liked dogs. She said 'not really' but thought Mackie looked friendly and invited me in. We then entered into the greatest conversation about dogs. Mackie sat beside Juliette and she started petting him. Not only does petting an animal lower a person's blood pressure, it takes their mind off their illness for a while. We talk about the dog or other things. They aren't being poked and prodded and they are having a conversation about something other than being sick."

For some residents at the Hospice, Vicky and Mackie's visits are a continuum of care that began during their chemotherapy treatments at the Trillium Health Centre where Vicki and Mackie go on Mondays, Tuesdays and Thursdays. "One lady we visited at the Hospice was so excited to see us," says Vicky. "She had become used to our visits at the hospital and was

delighted to see a familiar, friendly face when she became a resident at the Hospice."

Visits can vary from a few minutes to 20 minutes or longer. "We stay as long as the person is comfortable and able to cope," Vicky explains. "Sometimes a few minutes brings a lot of joy and then the person is tired and needs to sleep. In other cases, if the person is having a good day or is anxious, they might want to spend more time with Mackie and I."

Vicky says it is amazing how much a therapy dog can sense. "Mackie will often put his head on a person's bed or lap if he senses the person is down and will look up at them as if to say 'it's okay.' Dogs don't judge. They are present and give unconditional affection and people respond to that."

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## Message from the Executive Director:

# Education Key to Meeting Demand

“Education is the most powerful weapon which you can use to change the world.”

*Nelson Mandela*

If we truly want to address the growing healthcare needs of our aging population, then we need to make hospice palliative care available in all settings, not just hospices. To achieve that end, we must invest in educating health care providers and family caregivers in the philosophy and best practices of both delivering quality hospice palliative care, and caring for themselves through the entire journey.

Quality hospice palliative care means training people on how to “listen” and “be” with individuals who are living with life limiting illness; to provide the informational supports; to manage pain and symptoms; to show compassion without passing judgement; to support individuals in their search for meaning in their lives, and to offer caregivers information and support about how to address their own health and emotional needs including the time following the death of their loved one.

Building staff, volunteer and family caregiver knowledge and capacity has been identified, both locally and provincially, as a key gap in the delivery of hospice palliative care and as The Dorothy Ley Hospice begins development of a new five-year Strategic Plan, education has been identified by all of our stakeholder groups as one of the top priorities. We already have the basic building blocks

to be a knowledge leader in hospice palliative care education, including ideal training space.

We currently offer several educational, mentoring and internship opportunities including: a comprehensive 30-hour training program offered to volunteers and other practitioners, bereavement training, and spiritual support training. We also offer mentoring and student placement opportunities in both our residential and community programs for nursing, personal support work, social work and complementary therapy. In addition, we offer pain and symptom management consulting and mentoring programs for care teams in a variety of settings across Toronto.

The Mississauga Halton Local Health Integration Network (MH LHIN) recently provided \$132,000 in one-time funding to the Dorothy Ley Hospice for three educational projects:

1. Training to raise capacity and knowledge of hospice palliative care for Person Support Workers (PSWs) from 19 Long-Term Care homes with a goal of improving hospice palliative care in their facilities. Part of the project includes having our residential staff mentoring the PSWs during shifts at the Hospice.
2. Developing a regional Spiritual and Bereavement care and support strategy and service delivery model for the MH LHIN.
3. Developing a train-the-trainer module and manual to build awareness of Hospice Palliative care, and care for the caregiver strategies for front line PSWs working for the eight Supports for Daily Living agencies in the MH LHIN.

Our hope is to continue to build our capacity as one of the key knowledge leaders in hospice palliative care and the next step is to build a plan for the Educational Program and to determine what kind of resources – staff and financial – are needed. Our goal is to partner with other hospice palliative care leaders. Some initial discussions have taken place but more work is required.



Building on our experience, our vision is to: develop and extend our educational and mentoring programs to more hospice palliative care service providers, as well as develop and deliver educational and mentoring programs to family caregivers. The need for family caregivers to be better educated, informed and prepared increases dramatically as more individuals choose to die at home.

In addition, we are looking to develop virtual educational units that family and friends could access from home without the need to come in to a classroom setting.

The outcomes from this program would include: enhanced care and support, reduced caregiver burnout and injury, improved access to resources, and an enhanced sense of wellness for both individuals and their family members living with life limiting illness and loss.

We will be providing more details about our plans for expanding our education programs and our five year Strategic Plan at a Community Town Hall in June. Please watch our website for details once the time and date for the Town Hall are finalized. I look forward to seeing you there.

Yours truly,


Todd Fraleigh

## Soothing Touch

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While Mackie thrives on his role visiting people at the Hospice and in the hospital, it can take a toll. It often leaves him tired and in need of extra loving, affection and reassurance.

The Hospice currently has three therapy dogs that visit on a weekly basis from St. John Ambulance and Therapeutic Paws. “My goal is to build the program so that we have a therapy dog providing visits on a daily basis,” says Cher. “It is important to give our residents something to look forward to and become a focal point of their day. Just seeing the smiles on people’s faces when the dogs visit reinforces the importance of this program.”



The Dorothy Ley Hospice fosters hope and dignity through exemplary care, advocacy, education and research for individuals living with the challenges of life-limiting illness or loss.

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

## Partnership based on Community Involvement

Turner and Porter Funeral Homes has a long history of community involvement, philanthropy and service. Since 2000, the company has provided more than \$115,000 in support of The Dorothy Ley Hospice’s programs and services and the capital campaign to build the Centre.

Not only has the company provided incredible support financially, it also worked with our Residential Program staff to develop a departure procession where family, staff, volunteers and funeral home staff honour the departure of a family member who has died at the Hospice. Many families have commented on how much they appreciated the dignity and respect their loved one is given as everyone pays their respects and goodbyes at the front door.

“We know that families served by The Dorothy Ley Hospice need support during the weeks and days that comprise the end-of-life timeframe,” says Toronto Chapels Manager, Bill Nixon. “Our

staff recognize the importance of family and community. After all, both of our organizations serve people during a difficult time, offer support care to individuals and support and healing for the families that love them.”

Turner and Porter also plays a significant role in the Halloween Bed Race both as a sponsor, team participant and by encouraging staff involvement in the Bed Race organizing committee. For the past two years, its team has won the Pumpkin Trophy for having the quickest race time and for raising the most funds. Last year, the team raised \$15,500.

Turner and Porter is a 140 year old, sixth generation, family owned and operated funeral home with a business philosophy that reflects the importance of community. Fred Porter, former president, is a strong believer that “when you are held accountable by your community, you need to be a good neighbour.”

# COMMUNITY CONNECTIONS



Turner and Porter team wins Pumpkin Trophy for quickest time and top fundraiser.



Cutting the ribbon to send the bed race teams on their way are City Councillor Doug Ford, Etobicoke Lakeshore MP Bernard Trotter, Etobicoke Centre MPP Donna Cansfield and City Councillor Peter Milczyn.

## Halloween Bed Race

Raising \$36,200 after expenses, the 5th Annual Halloween Bed Race was a resounding success. More than 500 people lined the sidewalks cheering along 29 teams as they raced down Bloor Street in the Kingsway dressed in colourful and scary costumes. In addition to the races, there was a BBQ lunch, pumpkin carving, face painting and clown acts making wonderful balloon animals. This year's Master of Ceremonies was well known actor Matthew Bennett who has worked on Cold Squad, Battle Star Galatica and Murdoch Mysteries.

A special thank you to Presenting Sponsor JoAnne Gludish, Sales Representative for Royal LePage and our other sponsors MNP LLP and Turner and Porter Funeral Homes.

The winner of the Pumpkin Trophy was Turner and Porter for having the quickest time and raising the most funds. The winner of the Best Bed Decorations went to Elford Florists. Winner of the Best Costume was C. Dennis Flynn Foundation.

## Welcome to Hollywood:

More than 90 people enjoyed a fabulous evening listening to top hits from Hollywood musicals at the Circle of Friends "Welcome to Hollywood" night at Cirillo's Culinary Academy in November. Thank you to everyone who attended and helped make it an evening of fun and camaraderie. Just over \$9,400 was raised after expenses. A special thank you to John and Margit Cirillo for the wonderful food; Caroline Cellars who sponsored the wine and singers Charlene Santoni, Emilio Fina and Sue Black.



Circle of Friends Committee members Donna Cansfield, Anne Georgas, Elizabeth Pindar, Anne Valdo and Janet Marechaux. Missing from the picture is Committee Chair Heather Bacon.

Photo Credit: Richard Koroll

## Wildcat Alumni Golf Tournament

Alumni from Kipling Collegiate in Etobicoke raised \$10,000 for The Dorothy Ley Hospice through their Wildcat Alumni Golf Tournament held in September 2013. Now in its 8th year, the tournament has raised more than \$120,000 for charities. This was the second year that the Hospice was chosen as a recipient for the funds. Held at the Royal Ontario Golf Club in Milton, 170 people enjoyed 18 holes of golf, fine dining and an opportunity to rekindle former high school relationships. "We chose the Hospice because so many attendees are from Etobicoke and we wanted to support something local," says Tournament Treasurer Denis Gluck. "In addition, Linda Spence, one of the participants who volunteers at the Hospice knows what a difference these funds will make."



(l to r) Tournament organizers Lorne Fowler, Doug Mundy and Denis Gluck present Hospice Executive Director Todd Fraleigh (2nd from left) with a cheque raised by Kipling Collegiate Grads from this year's golf event. Missing from the picture is Paul Catania.



Singers Emilio Fina and Sue Black entertain the audience with a rousing rendition from Phantom of the Opera.

Photo Credit: Richard Koroll

## Turkey with Love

Thanks to the generosity of Rachel and Gord Bartel of Kingsway Fish and Chips and their customers, families at The Dorothy Ley Hospice were able to enjoy a full turkey dinner with all of the fixings on Christmas Day.

"Seeing the smiles and hearing the laughter in the dining room reminds us of the importance of family, especially on a day like Christmas," said Deb Davis, Nutrition Coordinator for the Hospice. "Thanks to Kingsway Fish and Chips, no one had to miss a traditional turkey dinner because they were here with their loved one. It brought a touch of normalcy, compassion and celebration during a challenging time."

This year, Rachel and Gord distributed 75 turkey dinners to four charities in Etobicoke, including The Dorothy Ley Hospice.



Rachel Bartel giving Nutrition Coordinator Debra Davis holiday turkeys.

"We wanted to do something in the community that would make a difference," Rachel explained. "When I talked to a few customers about our idea

of providing turkey dinners to local charities, they loved the idea and said they'd contribute. Some people want to give but aren't sure how to go about doing it. We're helping facilitate community helping community."

From the middle of November into December, the program is promoted in the restaurant. In return for donations, customers can write the names on cards that are hung from garlands as decorations around the restaurant.

"We've received a lot of positive feedback to the program," said Rachel. "This is our third year and we have a lot of repeat supporters. We get donations of everything from a few dollars to as much as \$100. Knowing we are bringing a little cheer to people's lives is very rewarding."

# Hello with a Heart

Pat Moore considers becoming a Hospitality Volunteer at The Dorothy Ley Hospice one of the best decisions she has made.

"I love the nurturing environment and atmosphere of 'being with others,'" says Pat. "Everyone is so accepting and friendly. People accept others as they are – happy, sad, in tears – without passing judgement. You are allowed to be yourself and don't have to hide your feelings."

Every Tuesday, Pat helps out at the main reception desk where she greets visitors and answers the phone with smiles and a cheery voice. She enjoys getting to know the family members who visit regularly and the suppliers who make weekly deliveries.

As a Hospitality Volunteer, Pat's role includes greeting people as they enter the Hospice, answering questions about the programs and services offered, providing way-finding directions, taking donations and other duties as assigned such as stuffing envelopes, folding brochures and getting mailings ready to go out.

"I find volunteering at the Hospice makes me want to be a better person," says Pat. "People here readily offer help and a caring word to others. Staff, volunteers and visitors behave the way you think society should be. People open doors for others, offer to help with parcels and bags, and offer words of encouragement and comfort. Thinking of others before themselves is an automatic response. It is wonderful to experience."

Pat decided to become a Hospice volunteer after listening to her good friend and AstraZeneca work colleague Helen Mulrooney talk about her experience as a volunteer with the Hospice's Day Program.

"Helen made it sound rewarding and fun," says Pat. "She talked about the activities the Day



Program participants enjoyed, the laughter, the great discussions, friendships made and it sounded like something I would enjoy."

In order to volunteer for the Day Program, Pat needed to have completed the 30-hour Volunteer Training. The next session wasn't scheduled to begin for a few months so it was suggested that Pat become a Hospitality Volunteer in the meantime. She started working at the Reception Desk in August of 2013 and has enjoyed it so much she decided to continue in the role.

"The wonderful thing about Hospice is that there are so many volunteer roles that people can fill," Pat explains. "Working as a Hospitality Volunteer has given me the chance to learn all about the

organization and its programs. I had to if I was going to give people good answers to their questions."

Being on Reception means that Pat gets to participate in the processions that take place in the front lobby after someone dies.

"I was a bit apprehensive before the first one," says Pat. "Now I feel humbled and honoured to be a part of this very private, personal and emotional time for families. While it is emotional, it is part of the circle of life and at 72 years of age, it is part of the circle that I am becoming more aware of. I have learned so many life-skills volunteering at the Hospice. With each shift, I wonder who I will meet and what I will learn next. It keeps me going back."

## UPCOMING EVENTS

### Programs and Services

#### Bereavement Care

**The Bereavement Journey Education Series**  
Series will be held from 2 to 3:30 p.m. and again from 7 to 8:30 p.m.

Tuesdays, March 4, 11, 18, 25;  
Tuesdays, April 8, 15, 22, 29; and  
Tuesdays, May 6, 13, 20, 27.

#### Grief Stories: Movie & Discussion

Fridays, March 28, April 25 and May 23.  
Call or visit website for times and listing of films

#### Integrative Wellness

**Wendy Julia Hiscox Wellness Day Program**  
Wednesdays, 10 a.m. to 2 p.m.

**Relaxation Circle**  
Mondays, 1st and 3rd of the month, 7 to 8 p.m.

**Acupuncture and Massage Clinic**  
Wednesday afternoons, 2 to 4 p.m.

**Therapeutic Touch Spa**  
Thursday afternoons, 1 to 4 p.m.

#### Volunteer Information Sessions

Tuesday, March 18, 7 to 8:30 p.m.  
Thursday, March 27, 10 to 11:30 a.m.

Tuesday, April 8, 7 to 8:30 p.m.  
Thursday, April 24, 10 to 11:30 p.m.

**Please register for all programs by calling the Hospice at 416-626-0116. Individual sessions or programs may be cancelled if there is insufficient registration. For more details on any of these events, please go to the website at [www.dlhospice.org](http://www.dlhospice.org)**

**HIKE  
FOR HOSPICE**  
Sunday, May 4, 2014

Activities begin at 11 a.m. BBQ lunch at 1 p.m.  
at  
**The Dorothy Ley Hospice**  
220 Sherway Drive  
(opposite Sherway Gardens Mall)  
Registration is free. Raise \$100 or more to  
receive a gift and a chance to win an iPad mini.  
Register on line at [www.dlhospice.org](http://www.dlhospice.org)

Call your friends, start practicing...

## 19<sup>th</sup> Annual Hospice Golf Classic

A fundraiser in support of The Dorothy Ley Hospice

Wednesday, May 28, 2014 at Caledon Country Club

To register or for sponsorship opportunities, Contact Melody Courtney  
at 416-626-0116 ext. 236 or [mcourtney@dlhospice.org](mailto:mcourtney@dlhospice.org)