

Help is One Phone Call Away



Bonnie and her Mom, Lucille, on vacation in Hawaii in 1988.

Bonnie Tadej is in the process of building new routines and a new life after spending 18 months as a caregiver to her mother Lucille Carroll.

Lucille Carroll was 86 when she died from Parkinson's disease. Having lived a vibrant life, she loved to spend time with her family, bake, play cards and square dance all over the world. A member of the Red Hats, she always made sure she dressed smartly.

She always said the only way she would leave her lovely home in Morningside, a retirement community near Stratford, was in a pine box. However, a rapid decline in her health after being diagnosed with Parkinson's at the age of 82, forced her family to find her other accommodations. Unlike many people with Parkinson's, Lucille didn't have the typical tremors. Instead, she developed a lot of phlegm in her throat and had trouble swallowing, making it difficult to eat and drink. Eventually she needed a gastric-tube. By this time she weighed only 87 pounds and needed round-the-clock care

Bonnie convinced her Mom to move from her home to the McCaul Centre in Etobicoke where

she could receive care she needed and be close to Bonnie and her husband who live in the east end of Mississauga.

While Lucille received great care at the McCaul Centre, she was in a private room and Bonnie was concerned about her Mom being isolated and lonely.

"I visited Mom every day but after six or eight months, I started to burn out," explains Bonnie. "I made a number of phone calls to see what resources were available and came across The Dorothy Ley Hospice. I called and was connected with Spiritual Care Coordinator Nick Ruiter (now retired) who convinced me that I needed a break and suggested I have a Hospice volunteer visit Mom on a regular basis. It worked out great. That was when I would do my laundry or run errands for Mom and myself. The volunteer would read to Mom or take her to the wonderful activities being offered at the Centre. That small break made all the difference in the world."

Bonnie was also connected with Hospice Care Coordinator Sandy Doyle who stayed on a regular basis to find out how both Bonnie and Lucille were doing, offered advice and coordinated the volunteer visits.

"It was hard sometimes to talk about Mom when I had just come back from seeing her," says Bonnie. "But it was reassuring to know that I had someone who knew exactly what I was going through and helped make sure I didn't feel like I was going through this all by myself."

When Lucille died, Bonnie says she was in total shock. While she had done some preplanning with Turner and Porter Funeral Homes, she was grateful for the help she received from Nick's replacement, Kelly Collins.

"I was raised a Catholic but don't have a church," Bonnie explains. "When I told Kelly I didn't want a Mass, she offered to do a candle ceremony. I felt like a huge weight had been lifted off my shoulders. Kelly even helped me go through Mom's photo albums to pick out pictures to have at the service. I gave Kelly some of my favourite CDs and told her Mom's two favourite hymns – Saving Grace and Ava Maria – which, along with a few songs of Kelly's, were used throughout the ceremony."

With the funeral over, Bonnie found herself at loose ends. After 18 months of going to the McCaul Centre and participating with her Mom in the Centre's spa and make-up day, races, and games, she suddenly had nowhere

to go and no organized activities. Having retired to look after her Mom, she was at a total loss.

"I felt like I was covered by a heavy black blanket," says Bonnie. "Mom died in the spring and even by the fall I wasn't coping well. I spent time with Kristine (Bereavement Care Coordinator Kristine Gagnon) and she really helped by giving me some deep breathing exercises and encouraging me to talk about my feelings and loss. She would listen and then we

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Message from the Executive Director

Marking Milestones

Although we didn't have our usual hot, sunny summer, it hasn't dampened spirits or activities at the Hospice. In fact, we are in the midst of what we hope will be an important transition for The Dorothy Ley Hospice, and for hospice palliative care in our community.

Over 25 years ago, Marjorie Pitchford with a number of concerned individuals conceived of our hospice, including the vision for the residential hospice. It was born out of the need for better care for a dying friend and for people living in Etobicoke. What followed is frankly a miracle. People in the community came together, started volunteering their time, donating their money, and delivering hospice care in people's homes. With advice from expert Dr. Dorothy Ley, they created a philosophy for hospice palliative care that continues to this very day.

On September 23, we are going to celebrate the Fifth Anniversary of the Residential Program and Hospice Palliative Care Center, along with the over two decades of providing hospice care in our community. This is definitely a milestone worth honouring. It is also a time to celebrate some of the key successes that were achieved in the last year or so, such as our CARF accreditation; the signing of our leasehold mortgage; the three onetime funded projects (LTC Project, Spiritual and Bereavement Service Delivery Model, and the Supports for Daily Living (SDL) Training Program); and the affiliation agreement with The Dorothy Ley Hospice Community Physicians.

Although it is important to acknowledge our successes, a lot more work is needed to ensure that everyone in our community

has access to seamless, holistic, individual and family centred hospice palliative care (HPC). To address this shortcoming and to ensure the long term success and sustainability of the Hospice, our Board of Directors has developed a new five-year strategic plan that set new priorities and high level outcomes for DLH.

Our next step is to translate those strategic priorities into operational plans by November. To accomplish that, we are holding a series of focus groups, and a half day facilitated planning session with staff, volunteers and key stakeholders.

The first strategic priority identified by the Board focuses on the individuals that we serve. It challenges us to address the need for easily accessible (24/7), holistic, seamless hospice palliative care for individuals wherever they live. Our response is the development of an interdisciplinary team approach to the delivery of hospice palliative care. We are calling this the Community Outreach Program (COP). (See story below.)

The second strategic priority addresses the need to provide relevant hospice palliative care education and training for healthcare professionals, volunteers and family caregivers. Our response is to enhance our capacity as a Hospice Palliative Care Learning Centre – something we have been doing on a small scale for years. Examples include our provincially recognized 30-hour volunteer training program, nursing placements, social work placements, bereavement and spiritual volunteer training, Personal Support Worker (PSW) mentoring, and Palliative Pain and Symptom Management consulting.

The strategic plan includes other important priorities focusing on advocacy, finance, internal systems, and human resources. They are well thought through, aligned with the province's palliative care strategy and designed to ensure the long term viability of the Hospice. I encourage everyone to go our website www.dlhospice.org to read the plan in detail.

No strategic and operational plan can achieve its goals without people to make it happen. The Dorothy Ley Hospice has been blessed with many committed staff, volunteers and Board members. This June, we welcomed seven new Board members which will greatly expand the size, capacity and skill set of our Board. They are Bruce McCarley (Treasurer), David Chemia, Donna Cansfield, Dick Falconer, Saba Baig, Samina Talat, and Kathleen Gallagher-Ross. I hope that you will take the opportunity introduce yourself to them, along with our Board Executive, Sally Lewis (Chair) and Ken Murray (Secretary), at our anniversary event on September 23.

I would also like to personally thank Andrew Salem and Bill Bower, who retired from the Board of Directors in June. Their extraordinary contributions helped steer the Hospice through some very challenging times over the past seven years.

Andrew was a Board member through the building of the residential hospice and later became Board Chair. He was a calm and steady leader whose legal expertise was invaluable in drafting important documents, contracts and mortgages that put the hospice on a firm footing.



Bill Bower was a tireless Board member, Vice Chair, Treasurer, and Board Secretary who also served through the building of the residential hospice. He was supremely organized and exceptional in his ability to clarify and explain complex financial issues. The organizational structures he developed will support the Board and its work for years to come.

I would also like to thank all of our volunteers and donors whose incredible support are the lifeblood of this organization. It is thanks to your generosity of time – 22,015 hours – and funds, that we ended our year with a small surplus. (Please see the financial statements on page 3.) It is thanks to you, we were able to support close to 2,600 individuals living with a life-limiting illness and loss last year. You helped make them feel supported and cared for during a particularly challenging time in their lives. Thank you.

I look forward to seeing you on September 23 at the Hospice Anniversary event at 6:00 p.m.

Yours truly,
Todd Fraleigh

Supporting Enhanced Community Care

Creating innovative solutions that improve access to better health care for Canadians is a top priority for Green Shield Canada (GSC), the country's only national not-for-profit health and dental benefits specialist. In keeping with that goal, GSC made a grant of \$15,000 in support of The Dorothy Ley Hospice's Community Outreach Program.

"We feel we can narrow some of the gaps in the provision of health care by providing support to The Dorothy Ley Hospice and other non-profits through our Community Giving Program," says Sara Saso, Executive Director of GSC Foundation. "Programs like the Community Outreach Program add significant benefits to the health and well-being of everyone in our communities. We are proud to support this initiative as part of our 2014 Community Giving Program."

The Community Outreach Program will enable caregivers to connect with a team of health care professionals by calling one phone number to get help and support when they run into challenges

caring for an individual living with a life limiting illness at home. The healthcare team would consist of physicians, care coordinators, nurses, integrative wellness services, spiritual care services, volunteer support, pain and symptom management consultants and bereavement support.

The outcomes from care provided by the Community Outreach Program include: reduced panic and sense of isolation when a loved one's health takes a turn for the worse, quick response and advice, enhanced care, improved access to resources, and most importantly a reduction in avoidable unnecessary trips to emergency waiting rooms.

"With our aging society, expanding services and support in the community so people living with a life-limiting illness can remain in their homes, is critical," says Todd Fraleigh, Executive Director of The Dorothy Ley Hospice. We greatly appreciate the invaluable support of organizations like GSC in providing us with the resources to move this innovative project forward."



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
Executive Director Todd Fraleigh
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Privacy Policy

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

COMMUNITY CONNECTIONS



Anissa Taraj (far left) and Rob Cross (far right) from Greenshield Canada present a cheque for \$15,000 in support of the Hospice's Community Outreach program to Hospice Executive Director Todd Fraleigh and Fund Development Director Renae Addis.



Healing Cycle: The Dorothy Ley Hospice raised \$10,000 at the 10 Anniversary of The Healing Cycle held in June. Simple Alternative Funeral Home rode in honour of the Hospice, raising \$4,746. Pictured above, (l to r) Cher Curshen, Integrative Wellness Coordinator, Melody Courtney, Events and Fund Development Coordinator and Rami Shami, Volunteer Services Director.



It was a beautiful sunny day for this year's Hospice Golf Classic held at the Caledon Country Club which raised \$23,000 for Hospice programs. A special thank you to the Title Sponsor: Dan Finegan of Stonegate Private Counsel. Pictured on the left, driving the cart, Dan's son Wade Finegan and golf partner Erik Bornstein.



The 2014 Redpath Toronto Area Hospice Regatta raised \$25,127 in support of The Dorothy Ley Hospice in June. Held at The National Yacht Club, Thomas Fogh spoke at the Regatta about the wonderful care his father Hans Fogh received at DLH. Our thanks to the organizers, the 47 boat owners who participated and to Redpath, the event sponsor.

In keeping with the Hospice's commitment to financial transparency, listed below is a copy of our Schedule A Revenue and Expenses from our Audited Financial Statements.

The Dorothy Ley Hospice					Schedule A
(Incorporated as a corporation without share capital under the laws of Ontario)					
Schedule of Program Revenue and Expenses for the year ended March 31, 2014.					
	Community Programs	Residential Services	Specific Initiatives	Fundraising and Other	Total
Revenues					
Provincial government funding	\$ 622,263	\$ 900,000	\$ 400,656		\$ 1,922,919
Contributions				1,026,248	1,026,248
Investment income				1,692	1,692
Sub-tenant rental income				21,696	21,696
	622,263	900,000	400,656	1,049,636	2,972,555
Expenses					
Program costs					
Bereavement care	67,502	3,553			71,055
Direct care co-ordination	230,371				230,371
Direct residential care		1,056,672			1,056,672
Education			219,470		219,470
Integrated Wellness	87,411	9,712			97,123
Spiritual care	40,285	10,070			50,355
Special Projects			152,000		152,000
Other costs					
Administration	80,854	80,854		40,425	202,133
Communications				38,774	38,774
Facilities	90,919	200,148			291,067
Office	47,584	73,246	12,046	57,912	190,788
Resource development				208,067	208,067
Volunteer services	37,313	37,312		18,655	93,280
	682,239	1,471,567	383,516	363,833	2,901,155
Surplus (deficit) before amortization	(59,976)	(571,567)	17,140	685,803	71,400
Amortization					282,124
Deficit					\$ (210,724)

Phone Call

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would come up with suggestions together. Her visits were unbelievable. I felt I could share my emotions safely.

"Kristine came for about a year. By the time she stopped coming, she knew I was ready to stand on my own two feet. She knew even before me."

While Bonnie still misses her Mom, she is grateful for all the support she received from The Dorothy Ley Hospice during her mother's illness and after her death.

"The staff and volunteers really listened to Mom and to me," says Bonnie. "They were so incredibly supportive and helped me not feel so alone. To this day, I can't believe how much help I received by making one phone call and I didn't have to pay for any of it."

2012-2013 Stats at a Glance

Individuals Served	2,594
Care Coordination	551
Day Program	60
Integrative Wellness	625
Bereavement Care	429
Spiritual Care	742
Residential Care	187
PSPMC Education	4,006
Volunteer Hours	22,015

Focusing on What's Important

For Sean Gedney, becoming an In-Home Volunteer was a natural next step after graduating from the School of Social Work at Guelph/Humber University program.

"I supported both my Dad and my Grandmother in a hospice setting," Sean explained. "The great thing about hospice is that it is focused on the person. It is not mass care. I saw firsthand the difference that hospice care made. This is my way of giving back what was given to me during that challenging time."

After completing the 30-hour volunteer training program last fall, Sean accepted his first placement in January 2014. The gentleman he visited on a weekly basis was only 47 years old and had ALS (also known as Lou Gehrig's Disease), a progressive neuromuscular disease in which nerve cells die and leave voluntary muscles paralyzed.

"I was really nervous on my first visit," says Sean. "Wayne's wife was very supportive and helped break the ice. She told me that Wayne had been a great athlete and great family man. It was tough to see someone so young (47 years of age)

robbed of life. We spent a lot of time watching Maple Leaf hockey games. I'd cheer and make comments at the TV during the plays, the same as I would with my friends. While Wayne couldn't communicate with words any longer, he'd smile or groan right along with me. It was important to me that he felt he was treated like a normal person and human being."

Sean says that being an In-Home Volunteer, while not an easy job, is heavily rewarding. While he wasn't able to share in conversations with Wayne, there was a shared companionship that was special. When Wayne died, Sean felt the loss but was able to move forward thanks to the volunteer training and the support he received from staff at the Hospice who check in regularly to make sure he isn't overwhelmed or in need of anything.

"Volunteering at the Hospice has made me take a second look at my life and changed the way I think about death," Sean explains. "It made me get away from fair weather friends or friends who were needy and draining. We are all on borrowed time. We need to live every day to the fullest."



Sean Gedney getting ready to head out to his next In-Home visit.

Now I focus on the things that are important and try to ignore the little things."

Sean intends to go back to school and complete his Masters in Social Work. His experience with the Hospice has made him realize he'd like to eventually work full time in the palliative care field. In the meantime, Sean is looking forward to being linked up with another individual and providing support in that person's home.

UPCOMING EVENTS

Programs and Services

Bereavement Care

The Bereavement Journey Education Series
Series will be held Tuesdays,
2 to 4 p.m. and again, 6:30 to 8 p.m.

September 9, 16, 23 & 30;
October 7, 14, 21 & 28;
November 4, 11, 18, & 25
January 6, 13, 20 & 27, and
February 3, 10, 17 & 24.

Session 1: *What's happening to me?*
Session 2: *How do I begin to grieve?*
Session 3: *What can help me cope?*
Session 4: *How long will I feel like this?*

Pathways to Healing: Grief Support Groups
(Need minimum of six adults to proceed. Held from
1 to 3 p.m. or 7 to 9 p.m. Call Bereavement Care
Coordinator to register – 416-626-0116 ext. 227.)

Walking Through Your Grief
Mondays, September 15 to October 27, 6:30 to 8 p.m.

**Circle of Sons & Daughters:
Grieving Loss of a Parent**
Tuesdays, starting September 30

**Wednesday Friends:
Older Adults Grieving a Loss**
Wednesdays, starting October 8

The Sibling Connection
Wednesdays, starting October 8

Finding My Way: Loss of Spouse/Partner
Thursdays, starting October 16

Conversations about Grief
**Lost for Words/Words for Loss: Tips on How
to Support Someone Who is Grieving**
First Tuesday of each month, October to May, 10
to 11:30 a.m. and 5:30 to 7 p.m.

**Coping with the Holidays: Tips on How
to Navigate the Holidays After a Loss**
Monday, November 10 and December 8,
1 to 3 p.m. and 7 to 9 p.m.

Special Speaker Series

**Preparing Children:
Information for Families Facing a Death**
Speaker: Andrea Warnick
Monday, October 20, 7 to 9 p.m.

**Supporting Children:
Information for Families After a Death**
Speaker: Andrea Warnick
Monday, November 24, 7 to 9 p.m.

Integrative Wellness

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

Stress Relief Relaxation Circle
Tuesdays, September 9 to November 25, 7 to 8 p.m.

Massage Clinic
Wednesdays, noon to 1 p.m. and 2 to 3 p.m.

Therapeutic Touch Spa
Thursdays, 1 to 4 p.m.

Acupuncture Clinic
Fridays, September 12 to December 19,
10 a.m. to 2 p.m.

Spiritual Care

**Round Table Series For Caregivers, Family
Members and Close Friends**
Wednesdays, 10 to 11:30 a.m.

October 15: *Talking to Your Loved One
about their Illness and Dying*

October 29: *What to Expect and Providing
Comfort at End-of-Life*

November 12: *Planning a Celebration of Life
Service*

November 26: *Self Care Strategies/Guided
Visualization*

21st Annual Celebration of Life
Tuesday, November 4 starting at 7:30 p.m.
Neilson Park Creative Centre
RSVP by calling 416-626-0116

Join us for a family friendly day packed with tons of activities for everyone!

8TH ANNUAL
**Halloween
Bed Race &
Pumpkinfest**
Presented by The Dorothy Ley Hospice
and The Kingsway BIA

SUNDAY, OCTOBER 26TH, 2014
THE KINGSWAY ON BLOOR STREET WEST BETWEEN ROYAL YORK ROAD & PRINCE EDWARD DRIVE

dlhbedrace.org

9:30 am REGISTRAR TEAM BREAKFAST	10:00 am FACE PAINTING PUMPKIN CARVING WITH THE KINGSWAY BIA LIVE ENTERTAINMENT	10:15 am OPENING CEREMONIES	10:30 am BED RACE	12:30 pm CLOSING CEREMONIES AND AWARDS PRESENTATION
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HOW CAN I HELP?

- Register a team to race
- Volunteers are needed for various jobs leading up to and during the day of the race.
- Donate a door prize.
- Get your community groups involved! Spread the word.

For more information on how you can help contact
Melody Courtney at 416-626-0118 ext. 231
or mcourtney@dlhhospice.org

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A COMMITMENT TO SUPPORT LIFE

Volunteer Information Sessions

Thursday, September 25, 10 a.m. to 11:30 a.m.
Thursday, October 2, 10 a.m. to 11:30 a.m.
Thursday, October 16, 10 a.m. to 11:30 a.m.
Tuesday, October 28, 7 p.m. to 8:30 p.m.
Thursday, November 13, 10 a.m. to 11:30 a.m.
Tuesday, November 25, 7 p.m. to 8:30 p.m.
Thursday, December 11, 10 a.m. to 11:30 a.m.
Tuesday, December 16, 7 p.m. to 8:30 p.m.
Thursday, January 15, 10 a.m. to 11:30 a.m.
Tuesday, January 27, 7 p.m. to 8:30 p.m.
Thursday, February 12, 10 a.m. to 11:30 p.m.

Fundraising

Halloween Bed Race Pub Night
Thursday, October 23, 6 to 8 p.m.
Crooked Cue, 3056 Bloor Street West.

Halloween Bed Race
Sunday, October 26, 9:30 a.m. to 2 p.m.
Bloor Street between Grenview and Royal York
\$100 registration fee per team.

Doves of Remembrance
November 28 to December 14
Cloverdale Mall

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