

2018/2019 ANNUAL REPORT



**TOGETHER WE
ARE MAKING A
DIFFERENCE**

OUR APPROACH

This year the Dorothy Ley Hospice celebrates 30 years of providing hospice palliative care for our community. It is also the 10th anniversary for our residence. In February 2009, the Hospice opened its new palliative care Centre and began offering residential care. In addition, Spiritual Care and Bereavement Care which had been a joint program became two distinct programs and an Integrative Wellness program was introduced. Today we provide a comprehensive suite of hospice palliative care services in the community and our residence that focuses on supporting the physical, spiritual and emotional needs of individuals with life limiting illness and their families.

Demand for our services continues to grow as a result of our aging society, heightened profile of the Hospice in the community and strengthened partnerships with other healthcare partners.

OUR VISION

A world which understands and embraces hospice palliative care.

OUR MISSION

We foster hope and dignity through exemplary care, advocacy, education and research for individuals living with the challenges of life-limiting illness or loss.

OUR VALUES

Those of us who are part of The Dorothy Ley Hospice believe, share and commit to the following values:

ACCOUNTABILITY

Holding ourselves accountable to the highest standards of stewardship, transparency and governance in all aspects of our work.

ACHIEVEMENT

Striving to achieve our best in all that we do, in a supportive environment.

COMPASSION

Expressing compassion in action by creating and nurturing a foundation and framework of sensitivity and fairness for all.

INNOVATION

Moving to the future by way of innovation as we build on the teachings of Dr. Dorothy Ley.

INTEGRATION AND PARTNERSHIP

Working with others, as a leader and as a partner, to maximize resources and the benefits for those we serve.

SOCIAL INCLUSION

Respecting diversity in all of its expressions.

VOLUNTEERISM

Honouring the contribution of volunteers as an essential part of our charitable organization.



MESSAGE FROM LEADERSHIP

TOGETHER WE ARE MAKING A DIFFERENCE

Together, this past year, we made a difference to our community in so many ways as we:

- ❁ Touched the lives of over 2,000 individuals and their families in the community.
- ❁ Served 208 individuals in our residence and supported them with quality end of life care.
- ❁ Supported 576 individuals with life limiting illness in the community.
- ❁ Provided bereavement, spiritual care and caregiver support to over 1,080 caregivers, bereaved family members and friends.
- ❁ Provided 24,172 hours of service by our 250 dedicated volunteers in the residence and the community. This year, with the support of increased funding from the LHIN, we trained more volunteers to support clients and their families in the community.
- ❁ Our generous community helped us raise over \$1 million to support hospice programs, and over \$740,000 in support of our *Building on a Dream Campaign* to support the upkeep of our beautiful facility, and for new programs.

There is an old adage that says it takes a village to raise a child, care for the sick, the elderly, and those at the end of life. Here at the Dorothy Ley Hospice we have a wonderful village of care that includes our 250 volunteers, staff, donors, community physicians, community partners and supporters, and **together we are making a difference** in the lives of people with life limiting illness and their families. The exceptional care and support we at the Dorothy Ley Hospice are able to provide to individuals and their families during one of the most difficult times in their lives would not be possible without this village of care.

This past year we said good-bye to some staff, and welcomed many new staff, including our new Executive Director. Our focus last year and continuing this year is to strengthen our community programs and ensure we are meeting the needs of our community. This year we will: a) continue to strengthen and expand our community programs so more people can access support, and b) focus on measuring the experiences of all those we serve, and their families, so we can continue to improve our services. At the health system level, we are actively monitoring and building capacity to support the government’s focus on health system transformation. In a word, we are excited about our continued work together to make even a greater difference to individuals, families and our community.

A caregiver recently shared her experience with our programs and stated, *“Although heartbreaking, I couldn’t have asked for a better experience. The staff and volunteers were so helpful and helped make my burden easier.”* This is a wonderful expression of the difference we make here at the Dorothy Ley Hospice. We are profoundly grateful to you – our village of care – for your heartfelt support. We offer our sincere Thank You for all that you do for the Dorothy Ley Hospice. Together, we are making a difference in our community and in the lives of the individuals, families and caregivers we serve.

We hope that this report reflects the deep and meaningful difference you are making as part of the village of care that is The Dorothy Ley Hospice.

Sincerely,



Dipti Purbhoo
Dipti Purbhoo
Executive Director



Peter Macaulay
Peter Macaulay
Chair of the Board of Directors

TOGETHER WE ARE MAKING A DIFFERENCE: OUR IMPACT BY THE NUMBERS



IN-HOME VISITS

2,714
Visits in community



576
Individuals living with
illness served in the
community

Touched the lives of approximately
2,000 PEOPLE

PROVIDED END OF LIFE CARE TO



208

people in
our residence

In-home visiting volunteers supported

268
INDIVIDUALS



WELLNESS SERVICES

2,283

Wellness treatments
Provided



94%

OF FAMILIES SURVEYED
WOULD RECOMMEND
THE DOROTHY LEY HOSPICE



24,172
Volunteer Hours

250
Volunteers

SUPPORTED

576

INDIVIDUALS WITH
CARE CO-ORDINATION

CAREGIVERS & BEREAVED
INDIVIDUALS SERVED

1,080

PROGRAM HIGHLIGHTS

EVENING OF REMEMBRANCE MEMORIAL SERVICE:

At the heart of the Evening of Remembrance Memorial service is the remembrance of those who have died and are no longer with us. It is a time for families and friends to gather, reflect, make meaning and pay tribute to a life that was once present. The ceremony includes a flower ceremony and taking of a precious stone. Each family member is given a flower to place in a vase in remembrance of their loved one. They may also say a few words in memory of their loved one. Grief and spiritual themes are woven through the program, hospice staff and families' join each other in paying respect to lives lived, to collectively move through grief together.

The Dorothy Ley Hospice is grateful to loyal donors who make this event possible for families and friends of loved ones.



"I don't know what we would have done without Dorothy Ley Hospice."

"I didn't know how much I needed this."

"It was the first time I felt I was able to say good-bye."



Thanks to our generous donors whose support makes our work possible, John is just one of many clients who benefits from the Dorothy Ley Hospice every year.

WELLNESS DAY PROGRAM:

When John first attended the Wellness Day Program he had his doubts, and questioned whether he was ready to be involved. Since joining the Wellness Day Program over 9 months ago, John has come to embrace the time he shares, participating in the wellness activities. It is a safe place where he gets to be himself and not someone with a life limiting illness. The companionships he has built and conversations that he has had with staff and volunteers, is by far the most important part of the program that John has to come to value.

John is married to his wife Helen and together they have 4 adult children and several grandchildren. Helen says that the Wellness Program has been a positive experience for their whole family. While John is in the program, it has given her a chance to attend to other family matters, without having to worry about him. She has also seen how John has grown in his willingness to be vulnerable and openly talk about his illness. "It's good for him." states Helen.

OUR VOLUNTEERS ARE AT THE HEART OF EVERYTHING WE DO



A HEARTFELT THANK YOU TO ALL OF OUR VOLUNTEERS FOR ALL THAT YOU DO

Exceptional care at the Dorothy Ley Hospice is made possible, in large part, thanks to the hard work of countless volunteers who selflessly donate their time and skills within the hospice, at our various programs, events and as members of our boards and committees. Their collective achievements are a testament to the commitment to improving client care in the hospice and in the community.

Here's just a snapshot of how our volunteers support the work we do, both in-residence and the community.



CAROL JAMIESON

Carol Jamieson is a compassionate and caring volunteer whose enthusiasm for, and dedication to, The Dorothy Ley Hospice is evident to all. She is always willing to help and her warm and friendly nature enriches the lives of the individuals and the families we serve. Carol has supported palliative individuals and their family members for over seven years. Carol's approachable and helpful nature supports and inspires volunteers with their roles.



BOZIDAR VUJIC

Bozidar Vujic "Boz" has been a faithful and friendly volunteer at The Dorothy Ley Hospice for over 9 years. He is punctual and reliable and has become known for lovingly preparing his Friday evening Fish and Chips for the palliative individuals in residence. His steady attendance and work ethic have assisted many families and palliative individuals. He says he loves volunteering because he likes to help the people that are in need and that he always "cooks with love." Boz's friendly demeanor and generous spirit inspire others to dedicate time in the kitchen as well. This is an important position and we are always in need of volunteers to help in this critical area of the hospice.



SHIRLEY WHITTAKER

Shirley Whittaker's palliative care nursing was a highlight of Shirley's 42 year nursing career. Due to ongoing chronic health issues, she was forced into early retirement, so volunteering at The Dorothy Ley Hospice felt like the right fit to keep active and be able to give back to the Community. Shirley provides wellness therapies such as Reiki and therapeutic touch to residents, families, volunteers and staff on Thursday afternoons. These energy modalities have been instrumental in her own journey back to health and Shirley says "it is an honour and privilege to be able to offer these Complementary Therapies at The Dorothy Ley Hospice."

"Volunteering at the Dorothy Ley Hospice is more fulfilling than words can express. I hope others who read my story will feel inspired to seek the joy that volunteering brings"

- Shirley Whittaker

SPOTLIGHT ON DONORS

A sincere Thank You to all of our generous donors. Your support enables us to provide compassionate care to those we serve. Together we are making a difference.



The Dorothy Ley Hospice is truly grateful for this generous gift, which helps ensure that the Hospice can continue providing the much needed palliative care to those in our community.

PATRICIA AND LEONARD J. MINES MAKE A \$76,350 DONATION TO THE DOROTHY LEY HOSPICE

Patricia and Leonard J. Mines have lived in Etobicoke most of their lives and their community has always remained close to their hearts. Contributing locally is very important to the Mines Family and this gift is a true reflection of those values.

When Patricia was referred to The Dorothy Ley Hospice after a six-month battle with an aggressive form of Kidney cancer, the couple was amazed by the wonderful support, compassion and kindness they received from the doctors, staff and volunteers. The Mines did not know much about the Dorothy Ley Hospice beforehand, and they were surprised to learn that the Hospice must raise over \$1 Million annually in order to keep providing the services and programs to individuals and families facing a life-limiting illness. They both agreed that this was a cause they wanted to support, and they knew their gift would have a meaningful impact.

PAUL AND CATHERINE GORDON MAKE A \$50,000 DONATION TOWARDS THE HIKE FOR HOSPICE

Paul and Catherine Gordon were connected to the Dorothy Ley Hospice through Jack Cooper, a longtime hospice Board member and loyal donor. This year's annual hike for hospice exceeded its fundraising target due to the generosity of Paul and Catherine, who contributed \$50,000. When asked what inspired Paul and Catherine to make such a contribution they stated, "we would like to make a difference so that Dorothy Ley Hospice can make a difference".

Catherine, a Corporate Director, has enjoyed mentoring young people through her volunteer work at the University of Toronto Alumni. Paul, a retired Land Developer, is an active member of the Rotary Club in Barrie. Giving back has always been important to Paul and Catherine, and when asked what they hope this gift will do they state, "we hope that our example will inspire others to give back".



The Dorothy Ley Hospice thanks Paul and Catherine Gordon for their generous gift.

BUILDING ON THE DREAM CAMPAIGN



It is hard to believe that it is almost a year ago (September 6, 2018) that the Building on the Dream Campaign was officially launched at a special event held at St. George's Golf and Country Club.

We are delighted to report that our Building on the Dream campaign has raised \$740,000 in donations and pledges so far. Your support for this campaign will help the Hospice enhance its services, offer more educational seminars for families and caregivers, ensure funds are available for building repairs and equipment replacement, and create a fund to enable us to ride out swings in fundraising efforts.

One of the goals of the campaign was to eliminate the \$1.3 million mortgage on the Hospice Centre, enabling those funds to be redirected towards enhancing services for the people the Hospice serves. Thanks to your support, we were able to reduce the mortgage to \$900,000 when the mortgage came up for renewal in November. In addition, the bank has agreed to allow the hospice to make further principal payments with no penalty.

We cannot thank you enough for helping us achieve this first step in our ambitious goal.

Thanks to you and your support, we are looking at possible program enhancements. Right now, we are at the early research stages and looking at addressing needs in the community such as adding a second day to our Day Program and increasing the number of people receiving care in the community. With people living longer and baby boomers hitting their senior years, the demand for these services will continue to grow in the coming years. We need to put services in place now, to meet the expanding demand.

We still have a ways to go to reach our \$4 million target. If you have not yet given, please consider making a one-time gift or a multi-year gift.

For information about the campaign or to donate, please email campaign@dlhospice.org or visit www.dlhospice.org

Sincerely,

Linda Javorski & Richard Falconer
Campaign Co-chairs

WHAT OUR CLIENTS AND THEIR CAREGIVERS SAY ABOUT THE DOROTHY LEY HOSPICE



“Just knowing that my brother would be well looked after and treated with respect and dignity when I wasn’t there, was a huge relief after months of worrying.”

- Caregiver of a client in our residence

“The immediate attention when needed for my mother, the patience shown to the family with questions or concerns, the general atmosphere of caring for the family members, this made my mother’s last days so peaceful and gave us an opportunity to spend quality time with her. I am so grateful that she was here.”

-Caregiver of a client in our residence

“All the staff and volunteers are great. The services like massage, acupuncture, yoga help mentally as well. Watching someone you love die is the hardest thing in the world. I am so grateful for all the support you provide.”

- Client receiving wellness services

93%

of caregivers surveyed felt satisfied that their loved ones served in the residence were treated with dignity & respect

“Spiritual care lies at the heart of hospice. It says we are here.

We will be with you in your living and your dying. We will free you from pain and give you the freedom to find your own meaning in your own life – your way. We will comfort you and those you love – not always with words, often with a touch or a glance. We will bring you hope – not for tomorrow but for this day. We will not leave you. We will watch with you. We will be there.”

-Dr. Dorothy Ley

94%

of families surveyed would recommend The Dorothy Ley Hospice

“I am so grateful to your organization. Your exceptional community outreach program helps families and patients in ways we couldn’t imagine at the start of our difficult journey.”

- Client in the community

89%

OF INDIVIDUALS SURVEYED FELT THEY AND THEIR LOVED ONES WERE ALWAYS TREATED IN A MANNER THAT HONoured THEIR UNIQUE WISHES AND PREFERENCES AND 11% FELT THAT WAS THE CASE MOST OF THE TIME

FINANCIAL HIGHLIGHTS

FINANCIAL HIGHLIGHTS FOR THE YEAR ENDING MARCH 31, 2019

The Dorothy Ley Hospice is committed to the highest standards of accountability and transparency.

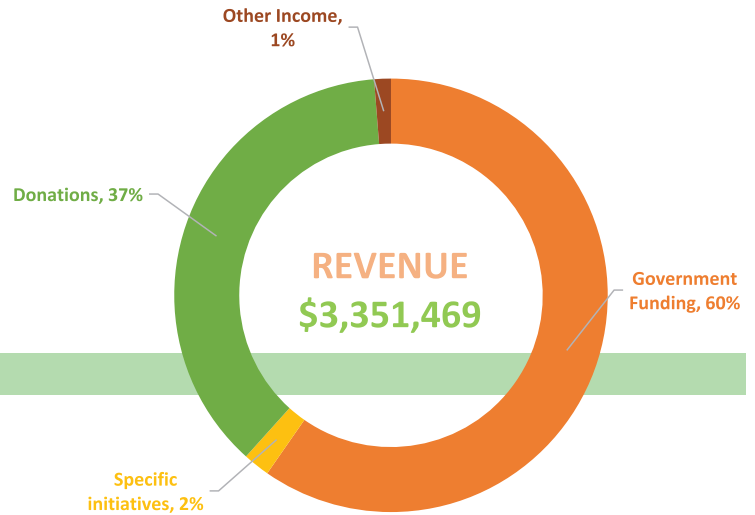
HOW WE ARE FUNDED

The Dorothy Ley Hospice receives funding from the Mississauga Halton LHIN (Local Health Integration Network), which accounts for approximately 65% of our annual operational budget.

SOURCES OF REVENUE

Government Funding	\$1,999,737
Specific initiatives	\$66,822
Donations	\$1,243,200
Other Income	\$41,710

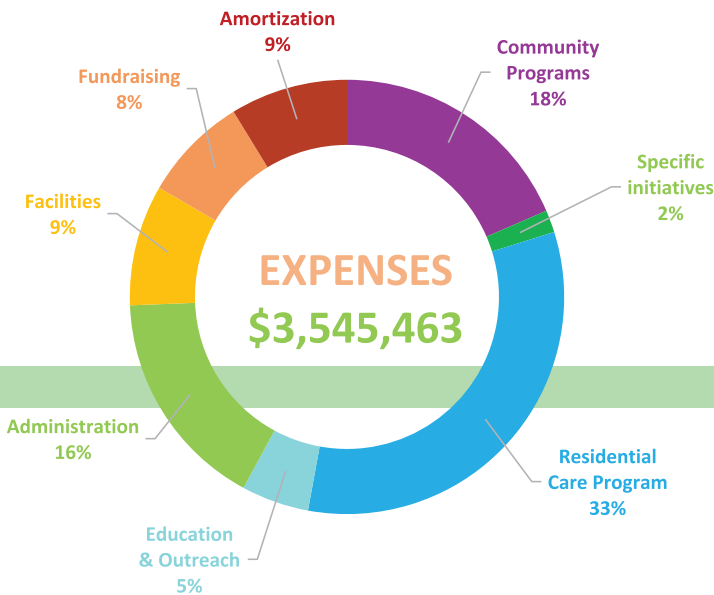
Total Revenue \$3,351,469



EXPENSES BY TYPE

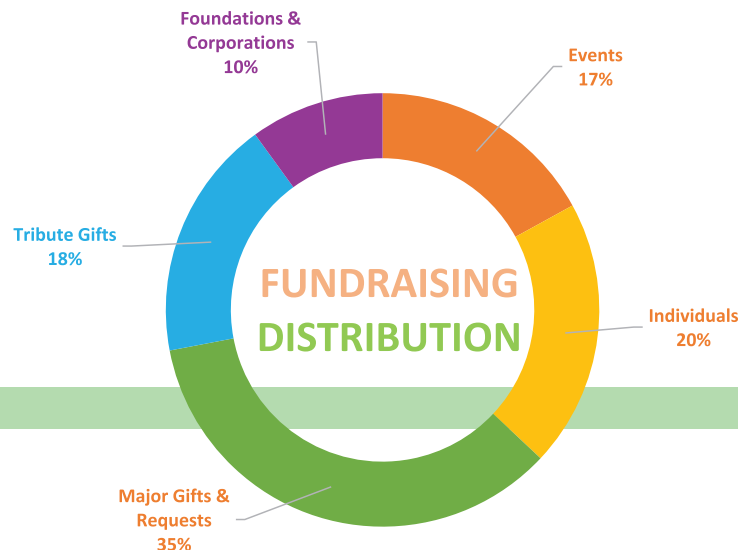
Community Programs	\$656,216
Specific initiatives	\$58,822
Residential Care Program	\$1,159,570
Education & Outreach	\$178,433
Administration	\$584,144
Facilities	\$319,205
Fundraising	\$279,040
Amortization	\$310,033

Total Expenses \$3,545,463



FUNDRAISING DISTRIBUTION

Events	17%
Individuals	20%
Major Gifts & Bequests	35%
Tribute Gifts	18%
Foundations & Corporations	10%



BOARD OF DIRECTORS AND BOARD COMMITTEE MEMBERS



Our most heartfelt thank you to our community of staff, community physicians, volunteers, donors, partners who help us make our Vision and Mission come to life everyday as we serve those in need of our support. We would not be able to do this work without you, and for that, we are forever grateful.

2018-19 BOARDS OF DIRECTORS

Peter Macaulay, Chair
Robert Howe, Vice Chair
Heather Wilkie, Treasurer
Beth Tyndall, Secretary

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Donna Cansfield, Director
Jack Cooper, Director
Renu Kulendran, Director
Richard Falconer, Director
Linda Javorski, Director
Scott Spearn, Director
Young Lee, Director

EX-OFFICIO BOARD MEMBER

Dr. Louie Mavrogiannis, Medical Director
Dipti Purbhoo, Executive Director

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Dan Finegan
Dan Mariani
Donna Cansfield
Eve Adamson
Jack Cooper
Linda Javorski
Peter Macaulay
Richard Falconer
Robert Fox
Scott Spearn

2018-19 CAMPAIGN LEADERSHIP COMMITTEE

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Richard Falconer, Co-Chair
Donna Cansfield (Honorary Chair)
Jack Cooper
Peter Macaulay
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Robert Gould
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Dave Shulman
Dr. Louie Mavrogiannis

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Young Lee
Jack Cooper
Scott Spearn

LET'S STAY CONNECTED

Here are some of the ways to connect with the Dorothy Ley Hospice:

- ✿ If you know a friend, neighbor or loved one who could benefit from our help tell them to give us a call. We can help by providing:
 - Hospice care in their home
 - Day program
 - Residential Care
 - Bereavement Care
 - Spiritual Care
- ✿ Volunteer at the hospice, check out our website for volunteer opportunities.
- ✿ Support the hospice with a donation, every dollar helps us to provide the services and supports that are needed by our clients and community.
- ✿ Come and visit the hospice and experience the peacefulness and loving care provided. Give us a call to book a tour today.
- ✿ Stay updated on what is happening at The Dorothy Ley Hospice. Visit our website and sign up for our newsletter.
- ✿ Help spread the word about hospice palliative care. Call us to book a speaker from our speaker's bureau.

**If you don't know how we can help just give us a phone call.
We are here to help.**

To make a donation, call the Dorothy Ley Hospice
at **416.626.0116** or donate online at **www.dlhospice.org**.



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The Dorothy Ley Hospice



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@dorothy_ley



Ontario

Mississauga Halton Local
Health Integration Network

Réseau local d'intégration
des services de santé de
Mississauga Halton

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