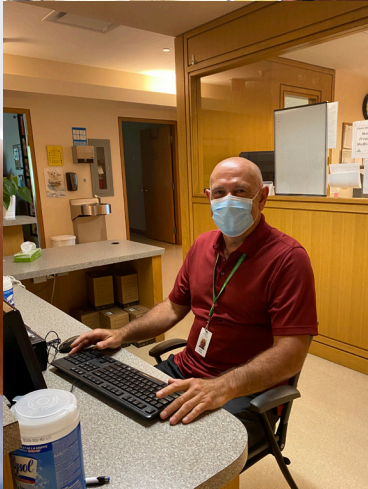
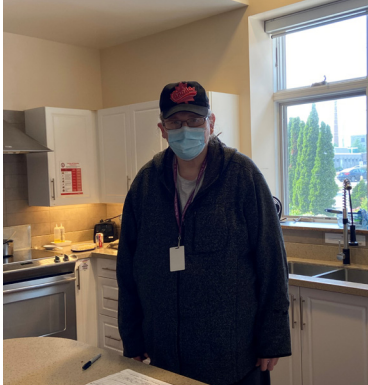


# SURVIVING & THRIVING

2020-2021 Annual Report



# A Year of Surviving – *and Thriving*

## **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.

Guided by our mission, The Dorothy Ley Hospice team – including our Board of Directors, staff, physicians, volunteers, partners and donors – we rose to the challenge of the global Covid-19 pandemic.

**In the residence, we remained open throughout the pandemic** and continued family visitation at a time when visitors were not allowed in other health-care settings. Our staff continued to create special moments for our residents, including a wedding on the patio, several birthdays, and a number of other celebrations.

**In the community,** our teams pivoted quickly and adapted all of our programs to a virtual format. These programs were not only impactful, but allowed more family members from all over the world to access our supports.

Volunteers willingly took on new roles when public health restrictions prevented them from being in the hospice, including providing virtual wellness services and phone support to isolated palliative individuals and their family members.

We collaborated with new organizations and met new needs that emerged during the pandemic, including support for residents and families in long-term healthcare facilities, increased demand for Grief and Bereavement support and partnership, and partnering with our hospitals which were overwhelmed with palliative patients.

Most importantly, we kept everyone safe. We had three COVID-19 exposures at the residence, and we are pleased to report there were no COVID-19 outbreaks. The diligence on the part of staff, residents and their families in following the ever-changing public health protocols were key to this success.

**Our community partners** came by with words of encouragement, donations of PPE, masks, face shields, Lysol wipes and baked goods – to help keep us safe and keep our spirits up. Your kind words and support meant the world to us!

**Our donors** came through, as they always do, and supported us to achieve our fundraising goal. This, in addition to financial support from the Mississauga Halton LHIN, the Ministry of Health and the Government of Canada, meant we could meet our operational financial goals.

We are also very pleased to announce that we will be expanding the hospice from 10 to 12 beds, renovating parts of the hospice and expanding programming. You will hear more about this exciting initiative in the coming months.

Through the pandemic, we have not only survived – ***we have thrived.*** As we look ahead, the challenges of the past year will only help us to become stronger, more resilient, and steadfast in our commitment to help individuals at end of life and their families.

With gratitude,



Dipti Purbhoo  
**Executive Director**



Peter Macaulay  
**Chair of the Board Directors**

# Making an Impact During a Pandemic

## 2020-2021 By the Numbers



2,700

People Impacted



1,257

Family Caregivers  
And Bereaved  
Individuals Supported



110

People Provided  
With End of Life  
Care In Residence



1,139

Individuals Supported  
Who Needed Palliative  
Care In Home



250

Volunteers



90

People Served  
By Volunteers



6,432

Hours Of Service  
By Volunteers



41

Grief And Loss  
Education Sessions Held



595

Individuals Attended  
Grief And Loss  
Education Sessions



6,267

Support Sessions  
Provided



537

Wellness Sessions  
Provided



94%

Of Caregivers Report  
Their Loved Ones Were Treated  
With Dignity And Respect



96%

Of Caregivers Report  
Their Loved Ones Unique  
Wishes And Preferences  
Were Honoured

# Continuing to Care During the Pandemic

Hospice palliative care is an approach to care that aims to reduce suffering and improve quality of life for people who are living with a life-limiting illness. Infection control protocols, visitor restrictions and the need for virtual care made our work challenging during the pandemic. Yet we continued to help individuals and their families in the residence and in the community, making special moments happen.

## A Wedding at the Hospice

Early in November 2020, we helped a family hold a beautiful wedding ceremony at the Hospice.

The mother and daughter got to share this incredible moment together, all thanks to the creativity and hard work of the care team. Complete with decorations, a cake, flowers and a corsage for the mother, our back patio was turned into a lovely wedding venue.

We wish the happy couple a lifetime of happiness, and thank them for sharing their day with us.



## Thanksgiving Dinner

One of our nursing students, Rachel, speaks Tamil and graciously offered to provide Thanksgiving dinner for a family in one of our Care Suites.

Rachel found out all of the favourite foods of the family and cooked for them to enjoy and spend time together. She prepared food that reminded the family of days when they were younger.

The family enjoyed a delicious meal and some time together in the Activity Room at The Dorothy Ley Hospice.



# Continuing to Care During the Pandemic

## Expanded Grief Group Sessions

We extended our programming by offering more grief group sessions, a 100% increase on the number of sessions provided from the year before. We also offered a new grief education series to support seniors and health care workers in our community. This education included training for staff of other community agencies to help them support Grief and Loss for their clients.

During Covid-19, the way we could offer care and support was different, but we continued to meet the needs of people in the community who are living with a life limiting illness. We pivoted all our grief and bereavement services to online platforms.

## Evening Of Remembrance

The Dorothy Ley Hospice's Evening of Remembrance is a long standing tradition where we invite families to join us as we take time to recognize and remember those who we have served. We share memories and photos, light a candle, and share our loss and grief to help us heal.

This year, The Dorothy Ley Hospice held six ceremonies online. The team worked hard to ensure the emotion, connection, and the heart of the ceremony was present in this new format. The evenings were embraced by over 130 family members who participated to collectively honour their loved ones.



*“My experience at the Hospice as a student strengthened my beliefs in the sanctity of life in all forms and encouraged me to embrace palliative care. Later, I was thrilled to join the residential hospice as a Registered Nurse. Being able to provide comfort care to individuals brought peace to myself, because I am keeping the dignity and honour of individuals' lives until the end.” –Jennifer Kim, Staff*

*“I feel so fortunate to have connected with the Hospice and to have received their support during a very difficult time in my life, which was further exacerbated by the pandemic. The experience of compassion was like none I'd experienced before. A huge thank you to all the staff and volunteers at the Hospice.” –Self-Compassion Circle Participant*

*“As a family we watched as our beautiful Martha lost her hair and over 80 pounds, but never her determination. Thankfully, as the end came near, you and your wonderful staff were there at every turn to offer help, foster hope and maintain her dignity. We are grateful for your support and compassion, which created an atmosphere where Martha could have comfort and spend her remaining days with dignity and meaning, surrounded by the people she loved.” –The Gonzalaz Family*

# Continuing to Care During the Pandemic

## Wellness Programming

Dorothy Ley Hospice also put a special emphasis on wellbeing, resiliency and self-compassion. Wellness volunteers were trained to offer distance healing, and provided additional meditation and body-scan sessions to ensure there was at least one offering every week.

Overall, we offered 537 wellness sessions, including 77 online group sessions for yoga, meditation and body scan – a 120% increase on the number of wellness group sessions offered the year previous. This would not have been possible without the support of a very dedicated group of wellness volunteers.

## Our New Self-Compassion Circle

We also introduced a new program, The Self-Compassion Circle, where self-care practices were introduced and encouraged as a means to increase resiliency. Participants learn about the scientific and spiritual aspects of self-compassion through theory, self-wellness interventions, mind/body practices and reflection.

## Virtual Volunteer Support

Expanding our virtual programming during the pandemic would not have been possible without the contributions of extraordinary volunteers such as Maryse Boucher.

Maryse began volunteering with us in June 2019, providing wellness services to individuals in the Hospice and at homes in the community.

When we pivoted to virtual wellness treatments in the Covid-19 pandemic, Maryse immediately answered the call, applying her training in Reiki, Therapeutic Touch and other Distance Healing disciplines to help individuals.

Maryse says that her volunteering experience has been an “incredibly nourishing and connecting experience,” and she hopes to continue volunteering for years to come.



*“The Self Compassion Circle has been a wonderful, positive and helpful experience to me because this course helped me to deal with my deep grief (my husband passed away few months ago) in a very positive, profound and proactive way and it also helped me to regain my inner peace and my inner balance.” –Self-Compassion Circle Participant*

# Volunteer Stories

A heartfelt **THANK YOU** to all of our incredible volunteers for their dedication and commitment.

## Tanzina Amin and Carlos Rodrigues

### *The Dream Team*

Tanzina Amin was referred to The Dorothy Ley Hospice for grief therapy in the wake of the unexpected and sudden passing of her only sibling and both of her parents. Overwhelmed, lost and in pain, Tanzina knew little about hospice care or the services The Dorothy Ley Hospice offers to bereaved individuals and families.

For several months, Tanzina received one-on-one grief therapy, art therapy and Reiki, and attended group art therapy sessions, spiritual circles, meditation and yoga therapy. Inspired by her experience, Tanzina and her husband Carlos began volunteering – Tanzina at the Hospitality Desk, and Carlos on kitchen duty. Both have completed 30 hours of palliative volunteer training, and Tanzina has since completed three levels of Reiki Practitioner certification training and joined the six week Self Compassion Circle course.

Today, Tanzina offers long-distance Reiki healing, weekly virtual body scan meditation and volunteers for the Self Compassion Circle, among many other volunteer activities in support of the hospice. When the Hospice began welcoming back volunteers during the pandemic, Tanzina and Carlos saw the great need and immediately stepped up. We are grateful for their incredible commitment!



## Ron Crago

### *The Innovator*

A retired anesthesiologist, Dr. Ron Crago has dedicated his volunteer efforts to the Hospice over the past seven years in tribute to his colleague, Dr. Dorothy Ley. He is a friendly and cooperative assistant in residence, and his calm, supportive and helpful demeanor is greatly appreciated and recognized by all.

Ron is also a strong supporter of the “Hike for Hospice” fundraiser and has promoted the event to his fellow members and supporters at Humber Valley United Church. When long-time churchgoer Margo Watt passed at the Hospice, the Church community, inspired by Dr. Crago, wanted to help raise funds and promote the importance of palliative care. There was one small problem: “Hike for Hospice” is held on a Sunday, when members are at Church.

In true miraculous fashion, Ron found a solution by hosting a “Hike for Hospice” on the Church grounds, in solidarity with other Hike participants.

Thank you, Ron and the Humber Valley United Church for your innovative and progressive approach to embracing fundraising for The Dorothy Ley Hospice!



## Valerie Devine

### *The Ardent Campaigner*

Valerie Devine has been a volunteer at The Dorothy Ley Hospice for more than five years. Valerie is a residential volunteer and assist with meal preparation and supports fundraising.

A long-time RBC employee before her recent retirement, Valerie was a tireless champion of The Dorothy Ley Hospice, securing employee grants and organizing RBC Days of Service with fellow employees to support various Hospice projects, such as maintaining our gardens and building a vegetable garden for our Wellness Program.

Upon her retirement, RBC named a special grant to the Hospice in her name in celebration of her years of service and commitment.

Valerie is also an annual donor and recently, when her mother passed away, dedicated the memorials to The Dorothy Ley Hospice in her memory because, as she noted, she “experienced hospice care from the side of the client and it was everything she knew it would be.”





# Donor Stories

We are incredibly grateful to our generous donors who supported us with donations during the pandemic.

## The McConnell Foundation

### *The Pacesetter*

In May 2020, the McConnell Foundation, a large national private foundation, launched the Covid-19 Emergency Response Fund to provide support for community organizations facing increased stress during the pandemic.

Through this unique and vital initiative, The Dorothy Ley Hospice was able to secure critical funding for the continued and safe operation of the residential hospice during the pandemic. These funds helped us purchase PPE, increase cleaning, add staff, and offer our Grief and Bereavement programs virtually.

# McConnell

## JP Bickell Foundation

### *The Supporter*

The J.P. Bickell Foundation, recognizing the demanding nature of providing hospice care generously granted funds for the Hospice to offer more support services to staff through the Schwartz Rounds.

The Schwartz Rounds approach provides a structured forum where all staff, clinical and non-clinical, come together regularly to discuss the emotional and social aspects of working in care. Staff feedback from the Schwartz Rounds session has been overwhelmingly positive, bringing our team closer together and offering a “release valve” in a time of increased stress and worry.

# J.P. Bickell Foundation

## Ferne and Geoffrey Elliott

### *The Stalwarts*

With a history of difficult experiences with hospitals and diagnosed with terminal breast cancer, Ferne didn't know where to turn. She bore her diagnosis independently and stoically, even keeping it even from her devoted husband, Geoffrey, for as long as she could.

Then, one day, thanks to her growing trust with one of our caring palliative physicians, Ferne offered a unique compromise: she would rest in the comfort of her home, but would travel to the hospice to receive care to manage her pain. Ferne would come to call her treatment a comfort, and with gentle persistence and patience, the hospice team helped Ferne's passage to be peaceful and gentle.

Geoffrey is extraordinarily grateful for the care provided for Ferne, and is today a generous supporter of the hospice, purchasing two doves for the wall – one for each of them positioned side by side, just like in life.



## Barbara and Pat Rickards

### *Full Circle*

In 2012, the Rickards family endured tragedy when Barbara and Pat Rickards' youngest daughter, Laura, passed away suddenly only five months after being diagnosed with colon cancer. Early the next year, Barbara was diagnosed with advanced pancreatic cancer. Barbara, who was concerned only for her family's well-being in their time of mourning, declined further treatment for herself. When the time came, she chose to come to The Dorothy Ley Hospice, which she called a "lovely, peaceful place."

In the seven years that followed Barbara's passing, her husband Pat became an annual Dorothy Ley Hospice supporter and donor, crediting the Grief and Bereavement program with helping him get through a very difficult period following his wife's death. In November 2019, at age 86, Pat was also diagnosed with pancreatic cancer, and he decided to forego treatment, choosing instead to be admitted to live out his final days in the Hospice.

To thank the Hospice team for their amazing care for his family, Pat left a Legacy Gift in his will dedicated to the Hospice's operations. Through this extraordinary generosity, the care and comfort that the Hospice brought to the Rickards family will be passed on to other families in their time of need.

## Patrick Rostant

### *The Flexible Planner*

Patrick Rostant has hosted an annual golf and BBQ tournament benefiting The Dorothy Ley Hospice ever since his wife, Madeline, received our care in 2011. Although Covid-19 restrictions hindered many event fundraisers in 2020, Patrick was not to be deterred.

Last year, Patrick organized a socially distanced BBQ with friends and family, live music, prizes and an auction. This year, Patrick will host yet another BBQ in celebration of Madeline and the hospice's outstanding care. Thank you, Patrick, for your dedication!



# A HEART-FELT THANK YOU TO THE ENTIRE DOROTHY LEY HOSPICE TEAM!

In an incredibly challenging year, our Dorothy Ley Hospice team of staff, community palliative physician partners and volunteers do what they always do – they put the individuals and families we serve at the center and continued to provide exceptional hospice palliative care despite the challenges of the pandemic.

Your determination to continue to be there for palliative individuals and their families, regardless of concerns for your health and safety – and while wearing layers of PPE! – is truly humbling.

We are deeply grateful and so incredibly proud of your courage, resiliency and service to our community.

You are all truly the **HEART of HOSPICE!**



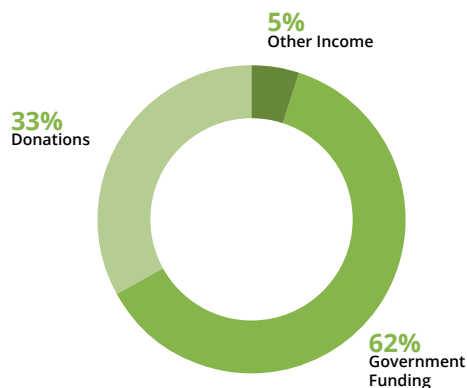
# Financial Highlights

FINANCIAL HIGHLIGHTS FOR THE YEAR ENDING MARCH 31, 2021

The Dorothy Ley Hospice is committed to the highest standards of accountability and transparency. We are grateful to the Ontario Ministry of Health and Long-Term Care for their funding support of our programs.

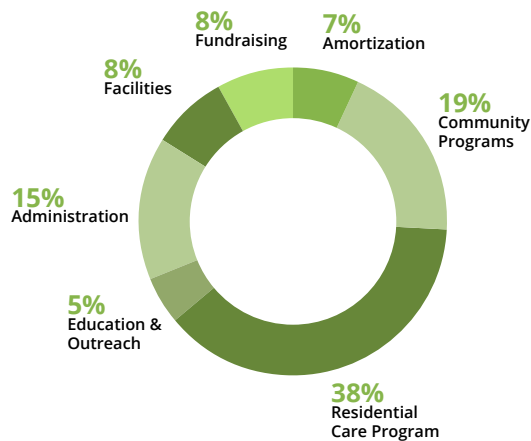
## Revenue

<i>Government Funding</i>	<b>\$2,103,314</b>
<i>Donations</i>	<b>\$1,140,900</b>
<i>Other Income</i>	<b>\$176,774</b>
	<b><u>\$3,420,988</u></b>



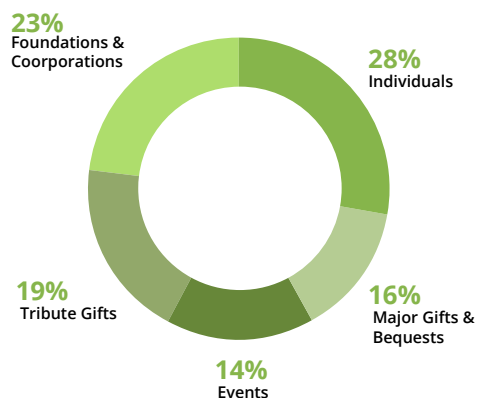
## Expenses

<i>Community Programs</i>	<b>\$681,860</b>
<i>Residential Care Programs</i>	<b>\$1,353,773</b>
<i>Education &amp; Outreach</i>	<b>\$184,721</b>
<i>Administration</i>	<b>\$513,982</b>
<i>Facilities</i>	<b>\$282,603</b>
<i>Fundraising</i>	<b>\$279,808</b>
<i>Amortization</i>	<b>\$247,938</b>
	<b><u>\$3,544,685</u></b>



## Operating Donations

<i>Foundations &amp; Corporations</i>	<b>\$259,412</b>
<i>Tribute Gifts</i>	<b>\$217,823</b>
<i>Events</i>	<b>\$157,898</b>
<i>Major Gifts &amp; Bequests</i>	<b>\$175,094</b>
<i>Individuals</i>	<b>\$319,890</b>



# Board of Directors and Board Committee Members

We are deeply grateful to our Board volunteers and committee members, whose vision and stewardship enable us to deliver on our mission.

## **2020-2021 BOARD OF DIRECTORS**

Peter Macaulay, Chair  
Robert Howe, Vice Chair  
Heather Wilkie, Treasurer

## **Ex-Officio Board Members**

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

## **Members at large:**

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

## **2020/2021 Fund Development Committee**

Robert Howe, Chair  
Dan Finegan  
Donna Cansfield  
Jack Cooper  
Linda Javorski  
Peter Macaulay  
Richard Falconer  
Robert Fox  
Scott Spearn  
Sara Plant

## **Audit Committee**

Young Lee  
Jack Cooper  
Scott Spearn  
Heather Wilkie

## **2020/2021 Campaign Leadership Committee**

Linda Javorski, Co-Chair  
Richard Falconer, Co-Chair  
Donna Cansfield (Honorary Chair)  
Jack Cooper  
Peter Macaulay  
Robert Howe  
Robert Gould  
Dan Finegan  
Fran McBride

## **Finance Committee**

Heather Wilkie, Chair  
Robert Jessop-Ramsay  
Jim Mulrooney  
Ken Murray  
Cheryl Nesbitt  
Richard Falconer  
Scott Foster  
Young Lee  
Peter Macaulay  
Leighton Macdonald

## **Quality and Risk Committee**

Renu Kulendran, Chair  
Lovleen Bassan  
Dianne Godkin  
Dave Shulman  
Dr. Louie Mavrogiannis

## Update: DREAM Project

As we begin to emerge from the pressing and relentless demands for attention caused by the pandemic, we are eager to begin anew on the DREAM Project, our vision to ensure our residence and programs are best positioned to serve our community for the next decade!

As you may have heard, the government announced that they endorse and support adding two residential suites to The Dorothy Ley Hospice. This will require that we renovate several areas of the building to accommodate these new spaces, as well as various other upgrades to support our increased capacity. Please watch for our brand new vision for our Dream Project!

With the continued support of our community and our donors, we are hopeful that the changes we are planning will enable us to help an ever-growing number of people. Thank you to everyone who has supported us so far!

With our sincere thanks,

A handwritten signature in black ink, reading "Linda Dick Falconer". The signature is written in a cursive style.

Linda Javorski and Dick Falconer  
Dream Project Co-Chairs



# THANK YOU



# How You Can Help

## Give today.

Every dollar you donate helps us provide services and supports to our community.

## Become a volunteer.

Giving back as a hospice volunteer is one of the most rewarding commitments any of us can make.

## Tell a friend.

Help us spread the word about our residence and home care programs and bereavement support to those in need.

## Visit us for a tour.

Give us a call to book a tour today, and discover the care and peace of mind of hospice care.

## Sign up for our newsletter.

Register online at [dlhospice.org](http://dlhospice.org) and never miss an update.

Visit us online at [dlhospice.org](http://dlhospice.org)

## Let's Stay Connected

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[@Dorothy\\_Ley](https://www.instagram.com/Dorothy_Ley)



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**Ontario** 