

CONNECTED THROUGH CARE

2021/2022
ANNUAL REPORT



The
Dorothy Ley
Hospice
A COMMUNITY OF SUPPORT & CARE

WE'RE CONNECTED THROUGH CARE



We'd be lying if we said it hasn't been hard. Managing through two years of a pandemic has been an incredible challenge, especially this last year. But these two years have solidified how much we need each other—how we're connected through care. No matter your role and connection to The Dorothy Ley Hospice, you're part of a community of care that's stronger than it's ever been, even if individually, many of us feel depleted.

Working in end-of-life care is a privilege of the most challenging kind. We see and experience the most vulnerable human emotions and are regularly reminded of our impermanence and humanity, of our utter reliance on each other. That's never been more evident than through the pandemic.

To get through this last year, we stayed true to our mission of fostering hope and dignity through exemplary care for individuals living with the challenges of life-limiting illness or loss. We focused on continuing to care, keeping everyone safe and our organization strong. And we succeeded.

We kept our hospice residence open and serving people in the community. Our donors came through, answering calls for support to help us address the growing grief and bereavement needs and to provide a hospice services coordinator role. And our *Experience of Care Survey* shows that despite struggles with staffing, periods during restrictions without volunteers, and the need to be still wearing full protective gear, satisfaction with our support and services has remained consistently high.

And then there's the innovation. Last year, we led work with 20 other hospices to create a common grief and bereavement framework. We worked with local Ontario Health Teams to respond to the challenges of the pandemic including supporting vaccine clinics. We continued to strengthen partnerships with agencies in our community to

address the increased needs for palliative care, particularly grief and bereavement.

So, yes, it's been hard, but we've gotten through it because of our incredible staff and volunteers to whom we are forever grateful—they are the reason we've continued to provide the exceptional care we are known for throughout the pandemic. And because of our donors and partners, who stood alongside us when we needed them most. We have grown stronger, and learned how nimble and creative we can be. It's shown us how we can expand our services and accelerate innovation.

As we build on this new foundation, we will continue our project to add two additional rooms to the residence. We will continue to advocate for integrated, supportive end-of-life care on behalf of our community and all Ontarians. And we'll stay steadfast in our commitment to provide hospice palliative care to all those in need in our community. We hope we can count on your commitment to that work as well.

In this report, we've shared stories of how we're connected through care. And if you're reading this, you're part of our community of care, and we're forever grateful. We hope you see your impact in these stories. Thank you for being here.

Sincerely,

Dipti Purbhoo
Executive Director

Peter Macaulay
Chair of the Board of Directors

OUR IMPACT AT A GLANCE

2,300

PEOPLE IMPACTED

96%

OF CAREGIVERS REPORT THEIR LOVED ONES' UNIQUE WISHES AND PREFERENCES WERE HONOURED

839

FAMILY CAREGIVERS AND BEREAVED INDIVIDUALS SUPPORTED

547

WELLNESS SESSIONS PROVIDED

250

PEOPLE SERVICED BY VOLUNTEERS

HOURS OF SERVICE BY VOLUNTEERS = 7,786

200 VOLUNTEERS

94% OF CAREGIVERS REPORT THEIR LOVED ONES WERE TREATED WITH **DIGNITY AND RESPECT**

10 GRIEF AND LOSS EDUCATION SESSIONS HELD

1,266

INDIVIDUALS SUPPORTED WHO NEEDED CARE IN THE HOME

250

GRIEF SUPPORT, SPIRITUAL CARE AND WELLNESS GROUP SESSIONS

7,330

SUPPORT SESSIONS PROVIDED

151

PEOPLE PROVIDED WITH END-OF-LIFE CARE IN RESIDENCE

HERE FOR PEOPLE WHEN THERE'S NOWHERE ELSE TO TURN



McKaila Sullivan had just tucked her four-year-old child into bed when she answered the Hospice Palliative Helpline call on a Friday night in Fall 2021. It was a fellow young mom calling.

The mom was preparing for an unfathomable conversation. Her husband had a palliative illness and had decided he would administer MAID within days. She hadn't yet talked to her two young children about what would happen. The mom needed guidance to help her have the conversation and didn't know where to turn. Thankfully, the Hospice Palliative Helpline was available, and McKaila was covering the nighttime on-call shift.

"I spent an hour and a half with the mom," remembers McKaila. "I supported her emotionally and provided resources. I offered myself; I said let's talk about this, practice with me. I think she felt supported, and she needed that."

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If you're closely connected to our community of care, you may know McKaila. She's the first point of contact by phone and email at The Dorothy Ley Hospice as our hospice services coordinator, a new role created in 2021, thanks to our generous donors. And her coordinator role is intertwined with her on-call shifts for the helpline, an innovative partnership that grew out of the pandemic.

McKaila is a social worker and provides everything from crisis and emotional support to system navigation. She's involved in all referrals and intakes for Dorothy Ley, including our in-demand bereavement team, community care team, and the residence. "It's hard to explain what I do. Every day is a different day. I don't know what kind of calls I will get," she says.

McKaila sums up her role as filling the gaps for the system and community. As the first point of contact for Dorothy Ley, she helps ensure efficient and compassionate processes, which is critical to meeting our community's increasing grief, bereavement, and palliative care needs.

McKaila admits it can be difficult work—like the night she talked to the mom. "I have the skills to manage it with self-care. For me, it's lots of walks, lots of outdoor time. I'm grateful we can provide this support—because it's much needed," she says.

QUICK FACTS ABOUT THE HOSPICE PALLIATIVE HELPLINE

The Hospice Palliative Helpline is a partnership between Heart House Hospice, The Dorothy Ley Hospice, Acclaim Health, Mississauga Halton Home and Community Care Support Services and the Mississauga Halton Palliative Care Network.

Number of helpline calls in 2021-22:

366

Top three reasons people call:

information, bereavement support, psychosocial support

Who we support:

- Front-line staff supporting those who have palliative care needs
- Those who are living with a palliative illness
- Family members of a loved one who have palliative care needs
- Family members/friends who have experienced the death of a loved one
- Healthcare providers who require palliative care clinical support

How we help:

- Confidential counselling and emotional support by phone or video conference
- Listen, answer questions, and provide/share resources
- Facilitate conversations about the goals and plan of care for end of life
- Address challenges and support emotional well being
- Support, information and education about grief and spiritual distress
- Support for palliative care clinical questions by a Palliative Care Nurse Practitioner

Hospice Palliative Helpline:

905-667-1865

Available 24/7

YOU DON'T NEED TO NAVIGATE END OF LIFE ALONE

Death isn't always sudden. Many individuals we support in the community will live for a while with a life-limiting illness and sometimes with relatively few symptoms. But they and their loved ones are aware that their end of life is approaching. Our care coordinators are here to support them throughout that journey. We help them recognize and handle the anticipatory grief, talk about care options and have advanced care conversations with family—and we help them do all this while still enjoying life and maximizing the time left together.

“My husband and I feel her guidance is helping us move forward together. We don't know how it would be possible at this time without her personal attention and support. She is always very patient and realistic. She helps me feel valued when often, I feel my life is slipping away.” — Client

“She helped us prepare for something you never thought to be prepared for.” — Caregiver

“It's such a terrible journey, our care coordinator made it much easier from what I imagined it would be. I couldn't imagine doing this on my own.” — Client

GRIEVING AND HEALING TOGETHER

Beneath the armour we put on to cope day-to-day, expressions of culture and roles we play is our common humanity. And that's where grief sits. It's a shared human experience that affects all of us. But grief is a wound that isn't visible. And as people try to move throughout their lives carrying the pain of hidden and sometimes unprocessed grief, it can impact everything—relationships, work, addiction, health and the ability to find meaning, purpose and joy in life.

"Grief is like an amplifier; everything we feel is just cranked up, agitation, sadness, lack of patience. It impacts every part of us," says Kelly Broadhurst, bereavement care coordinator at Dorothy Ley. "Our goal is to build a community for those suffering loss—so they know they're not alone—and offer the support to help them move forward."

With the pandemic, grief and bereavement have become more complex. Folks are experiencing multiple losses and have had to face saying goodbye to loved ones amid gathering restrictions, all while coping with their own fears of COVID and grappling with worldwide injustices and heartache. Last year, we provided bereavement and caregiver support through our Community Hospice to 839 individuals.

"We're inundated with loss," explains Kelly. "One person I'm supporting has had 10 losses in the last year. It's an extraordinary amount of heaviness—there's no time in between—they can't catch their breath."

The flood of need has been hard on Kelly and the rest of the team, who have also been navigating the pandemic and their own losses. There's no downturn or off-season in the work. And we've had to adapt to the changing environment.

But, like other areas of our hospice care, many of the changes we've made since the pandemic will remain, including providing virtual support. The ease of access has meant our attendance rate at grief group sessions is almost 100 per cent. Kelly has also reached more people through virtual education sessions to community groups. And folks who have met through virtual groups are staying in touch and meeting outside of the group, which is ultimately what we want—to nurture a community of care.

GRIEF AND BEREAVEMENT SUPPORT IMPACT AT A GLANCE

- Number of new caregivers served - 839
- Number of visits - 3620
- Total grief group attendance - 985
- Increased to 3 full-time staff thanks to donor support



TIED TOGETHER IN THE COMMUNITY

We aren't the only local organization working on the challenge of grief. We connected with Reverend Jacqueline Daley of St. Margaret New Toronto through the South Etobicoke Cluster, a working group that brought together agencies serving people who are on the margins of society. In early 2021, we had the collective realization that the overwhelming sense of grief and loss we were witnessing had become a community health issue.

"Grief is one of those emotions that's best shared," says Reverend Jackie. "And community is part of the remedy for supporting people going through grief and loss. We needed to create space for grief."

In October 2021, together with St. Margaret New Toronto and other local organizations, we hosted an outdoor Community Remembrance Event on the lawn of St. Margaret New Toronto. People joined in person and online and came from everywhere, connected through our organizations or off the street as they passed by.

"It was really a partnership – people who didn't know each other came together to create something beautiful," explains Reverend Jackie. "I'm still hearing the stories—like a young couple that was walking by

and saw it and decided to sit down. They ended up tying a few ribbons on the fence."

The ribbons were to honour loved ones lost and created a visual reminder of that shared and widespread experience. Passers-by continued adding to the fence for weeks after, growing the community art installation to remind us that we're not alone.

Every aspect of the event served as a reminder of the shared experience of grief—and through that, offered comfort. "There were so many things happening at the time that we were able to affirm. It's like, how much can we handle?" says Reverend Jackie. "When you hear the grief, see the faces of the rainbow of colour of people, of painful lived experiences, and see us coming together to share our common humanity, it elevates our humanity. Especially as there are children in our midst."

The Community Remembrance Event was symbolic of the approach permeating all our work at the hospice. Our connections to each other deepen our impact. And together, we can build bridges of understanding and move toward collective healing.



The Community Remembrance Event was held in partnership with the South Etobicoke Cluster, a group of community agencies that work together to serve the south Etobicoke community.

A special thank you to our main partners St. Margaret's New Toronto, Lakeshore Arts and LAMP Community Health Centre.

A PLACE FOR LIVING WELL UNTIL THE END

If you've never had an interaction with a hospice, you might picture a sad place. But when you know hospice, you picture a place of care and living—that's what Fred Pritchard saw when his mom Gladys Pritchard moved from our community program to the residential hospice in 2019. Gladys experienced what Fred calls a "bump of energy"—she lived at the hospice for 110 days, far exceeding the regular length of stay. Fred said his mom enjoyed the details of the care at the hospice, like the real china for dining, homemade meals, and sitting in the garden—little things.

Fred was at the hospice 108 of the 110 days and got to know all the staff and volunteers. It was during one of those visits that he and his mom had a long conversation about how much she appreciated the volunteers, and they both agreed it would be nice for Fred to volunteer once he retired. The pandemic put those plans on hold because we had to pause volunteer training. But in September 2021, Fred completed the 30-hour training and homework to become a residential volunteer.

Now Fred volunteers directly with palliative individuals once a week, helping to make sure the personalized details of care his mom enjoyed are happening for others.

"You're going there to die, but that's not the focus," says Fred. "It's trying to make you comfortable in the last parts of your life, support you emotionally and physically, and try not to make it a lonely or depressing journey."

Fred says every volunteer role is critical—and encourages others to get involved, even if they think they may feel uncomfortable working directly with palliative individuals. "There are many roles that don't have contact with palliative individuals, including working in the kitchen or garden, or at the front desk. There isn't enough government money to pay people to do all of the jobs volunteers do."



Fred and his mom Gladys in her room at Dorothy Ley in fall 2019.



Michelle, is one of our volunteers and certified reiki practitioners. She occasionally treats our staff to a session.

PAIN MANAGEMENT BEYOND MEDICATION

Our team will always do whatever we can to help ensure the palliative individuals we're supporting are comfortable. Last year, we had someone in our residence with complex health needs who wasn't responding to pain medications—they just weren't helping. Thankfully, our holistic approach means we're able to offer wellness therapies beyond medication—this person benefitted greatly from reiki, an energy healing technique. Our wellness therapies are offered by trained practitioners who are volunteers.

ALWAYS CARING, THE BEST WE CAN

So much of the care we provide in the residence is based on human contact and gathering—and much of that was taken away over the last two years. Concern for resident and staff safety, staffing shortages and the seemingly ever-changing guidelines created daily challenges. Our inability to provide the kind of care we wanted to provide had a significant emotional impact on our team.

“Those traditional hospice moments were a lot harder to create,” explains Pam Charlebois, manager of our residential care program. “In one regard, staff felt like they weren’t providing hospice care at times. It was very clinical and preventative-centred.”

But it was hospice care—in a pandemic. As we do, the team adapted. From virtual reiki sessions to window visits, to bringing resident beds outside and a booking system for larger family gatherings on the patio, we found ways.

Part of our adaptation was recognizing the need to provide care for ourselves—for the residence team and all our staff and physician partners. We introduced a mental health program called PPE For Your Mind from the Tema Foundation. And we started Schwartz Rounds, a model for staff sharing and debriefing on the work’s emotional impact.

We know we’re not through this yet. But we’ve learned and grown. Our team has evolved as we’ve said goodbye to many valued team members and welcomed new ones through this time. And we can see the bright spots and how the pandemic has made a mark, like the introduction of Schwartz Rounds, which will be another legacy of the pandemic’s impact on Dorothy Ley Hospice. This time has shown us that we’re always caring, the best we can. And that’s something to hold on to.



Last year we recognized four extraordinary members of our residence staff family, Sue Chahal, Elsa Garcia, Wanda Cook and Monika Logwiniuk, who have been with us since our residence opened, 13 years ago.



Members of our team at our education day in December.

RESIDENTIAL HOSPICE IMPACT AT A GLANCE

- Number of referrals - 712
- Occupancy rate - 83%
- Average length of stay - 23 days
- Residents served - 151

“ I am deeply grateful we live in a country and a location within Canada that offers this service. Without it, we would have been lost. They helped make the most challenging, traumatic experience feel doable.”

AT THE HEART OF HOSPICE

Through another challenging year in the pandemic, our Dorothy Ley Hospice team of staff, volunteers and community physician partners continued to do what they do best – provide exceptional compassionate palliative care. Despite the challenges of the pandemic and the many public health guidelines, restrictions and staffing shortages you cared compassionately for all those we serve. And you also stepped up to support more people who needed our help.

Our volunteers continued to do whatever was needed at the hospice, providing phone support, facilitating virtual support groups and adjusting to public health guidelines to provide care in the residence and support in the kitchen and hospitality. Your helpful, warm and caring presence was missed by everyone during the times when due to public health restrictions we could not have you in the hospice.

To our volunteers and staff reading this, please give yourself a moment of self-compassion and gratitude. You're a light in this world. We rely on each other to create and maintain this beautiful community we're all so fortunate to be part of. We thrive when we lean on each other through the hard times. And that was most evident last year.

We are deeply grateful to each and every one of you for your steadfast commitment and your resilience – You truly are the ***Heart of the Dorothy Ley Hospice.***



ROBERT JESSUP-RAMSAY RECOGNIZED WITH THE 2021-22 JUNE CALLWOOD AWARD

Last year, we recognized Robert Jessup-Ramsay with the June Callwood Outstanding Achievement Award for Volunteerism. Robert wears many hats at the hospice and is always willing to help others. He's an Advance Care Planning Ambassador and visits organizations to educate them on the importance of advanced care planning. He's also a residential volunteer and offers companionship and help to palliative individuals. And Robert volunteers as a men's coffee group facilitator, creating a warm and inclusive environment for conversation. Robert's commitment to helping others is greatly appreciated.



The June Callwood Outstanding Achievement Award for Volunteerism recognizes individuals and groups who have made an exceptional contribution to volunteerism in Ontario. Whether by volunteering their time, efforts, knowledge or resources, citizens from across Ontario are making valuable contributions to the quality of life in their communities and the province.



VOLUNTEER IMPACT AT A GLANCE

- Total number of volunteers: 200
- Number of community hospice visits by volunteers: 1409
- Total volunteer hours: 7786
- Total groups run by volunteers: 112

OUR DONORS

Our donors are the reason we were able to continue to adapt to meet the changing needs of individuals and families over an extraordinary year. With your help, we adjusted our fundraising efforts and exceeded our goal at a time when our services were most in need—and when funds were most critical. It's community taking care of community—and we're grateful.

UNEXPECTED BEQUESTS CAME AT A CRITICAL TIME

In 2021, The Dorothy Ley Hospice received two unexpected generous bequests. The gifts came at a time of incredible need, as we've shared throughout the report. Here's a story from one of the estate executors sharing how the gift came to be:

I had known "JMG" for many years. He was a patient of a downtown hospital. Due to the pandemic and the availability of hospital beds, JMG was moved by ambulance from his known hospital to another hospital he was not familiar with. He was out of sorts, out of his comfort area and then he was placed in a Palliative Care wing. He spent the rest of his days there and died in the hospital. The care he was provided was okay.

As I live in the Etobicoke neighbourhood, I had learned about The Dorothy Ley Hospice over the years. As executor of JMG's estate, I learned that I could distribute his assets the way I felt he would want. I decided to request a tour of the Residence at The Dorothy Ley Hospice.

When I walked through the front doors, it felt so homey. The smiles on the receptionist, the smells of homemade food and the general atmosphere immediately convinced me that if JMG had known, this is where he would have liked to spend his last days.

Hopefully, the donation from his Estate will enable other individuals and families to experience the welcoming warmth and utter relief when one enters the residential care facility of The Dorothy Ley Hospice. I know JMG would have wanted this.

If you're interested in discussing legacy giving, please reach out to Julie Brown at jbrown@dlhospice.org or 416-626-0116 ext. 253.



Our donor wall, which was installed in 2020, was updated in 2021 to reflect the outstanding support of our philanthropy community. Donors who have contributed over \$10K and who wish to be recognized or listed on the wall are displayed. It's a visual reminder of the benevolence that makes Dorothy Ley possible.

MISSISSAUGA TOYOTA HELPED TO DRIVE INNOVATION IN END-OF-LIFE SUPPORT

Mississauga Toyota, a community partner and supporter, recognized the growing needs in our local community and decided to help. In 2021, they partnered with us to raise awareness of our services and donated pledged to give a portion of each vehicle sold during their three-month Red Tag Days event to The Dorothy Ley Hospice. Their incredible donation of over \$11,000 was a key driver in our fundraising success in 2021 and also assisted in our goal to build awareness and help us reach new community members in need.

TEEING OFF FOR COMMUNITY

With golf courses being one of few activities initially allowed to open in 2021, golf tournaments became a key driver of fundraising activity. The summer golf challenge included in-person tournaments at St. George's Golf and Country Club, Markland Wood Golf Club, Lambton Kingsway Golf and Country Club. Each club contributed significant donations that will enable us to deliver our mission throughout the community.

HIKING TOGETHER, JUST FURTHER APART

In September 2021, we held our signature fundraising event Hike for Hospice virtually and raised more than \$117,000. Hike event ceremonies took place live on Facebook, and teams gathered outside churches, on community trails, and up north in communities where our donors live with enthusiastic and generous returns. We'll always look back on this event with fondness. The photos the teams shared on social media captured the times—together, but just further apart, still hiking for hospice.

DELOITTE PROVIDES CREATIVE REFRESH, STRATEGIC GUIDANCE

As part of our efforts to build support with companies in the community, the Dorothy Ley Hospice teamed up with Deloitte to develop a marketing strategy to build the donor base, drive sustainable funding, attract more volunteers and increase community awareness of hospice services. Deloitte took on this project with enthusiasm and passion, they had over 10 consultants from across their organization volunteer their time and expertise. They interviewed staff, donors, board members and volunteers, and analyzed the donor data to recommend the right audience segments for achieving the desired donation and awareness goals. The team also recommended messaging and imagery to resonate with those audience segments. Additionally, Deloitte's team recommended a creative refresh of style, colors and imagery for our brand. Deloitte then took it a step further to run a pilot advertising campaign for Volunteer Day via email, social media and landing page content, to demonstrate the impact of the strategy "in action". With this, came the birth of our new branding (which will be unveiled soon) and the "Diaries of Dorothy Ley" campaign.

We are so grateful to the team at Deloitte that worked on The Dorothy Ley Hospice project. They have helped us elevate our communication and marketing tactics and strategies to assist us in furthering our overall mission.



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.

2021-2022 Board of Directors

Peter Macaulay, Chair
Donna Cansfield, Vice-Chair
Robert Howe, Director
Heather Wilkie, Treasurer
Jack Cooper, Director
Richard Falconer, Director
Linda Javorski, Director
Scott Spearn, Director
Young Lee, Director
Lovleen Bassan, Director
Leighton MacDonald, Director
Robert Yeo, Director
Sarah Plant, Director
Dr. Louie Mavrogiannis,
Medical Director, Ex-Officio
Dipti Purbhoo, Executive Director,
Ex-Officio

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Peter Macaulay
Bob Howe
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Heather Wilkie

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Linda Javorski
Scott Spearn
Gail Galea
Robert Yeo
Sara Plant

Dream Fund Committee

Linda Javorski, Co-Chair
Richard Falconer, Co-Chair

A SPECIAL THANK YOU

It's been a uniquely challenging time and we wouldn't be where we are today if it weren't for the leadership and commitment of our board and committee members.

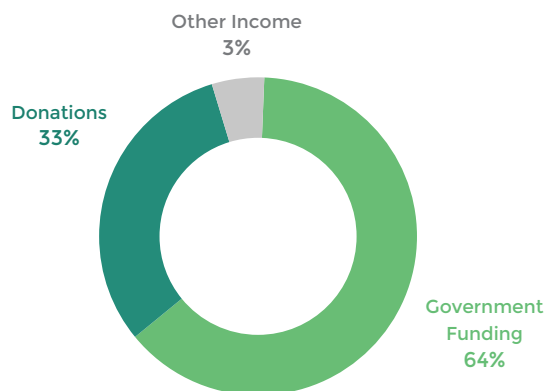
FINANCIAL HIGHLIGHTS

FOR THE YEAR ENDING MARCH 31, 2022

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.

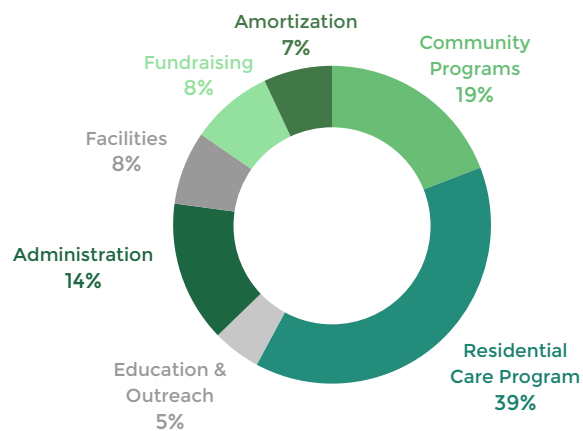
Revenue

Government Funding	2,435,816
Donations	1,280,180
Other Income	112,710
	3,828,706



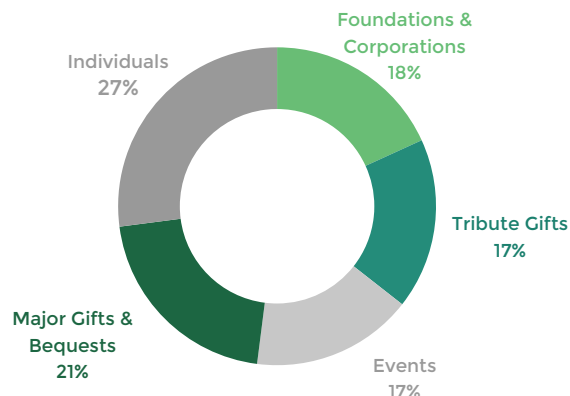
Expenses

Community Programs	722,298
Residential Care Program	1,459,457
Education & Outreach	184,830
Administration	541,808
Facilities	282,381
Fundraising	316,880
Amortization	263,181
	3,770,835
Net surplus/(deficit)	57,871



Operating Donations

Foundations & Corporations	232,799
Tribute Gifts	222,670
Events	210,409
Major Gifts & Bequests	267,982
Individuals	346,320
	1,280,180



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 and never miss an update.

VISIT US ONLINE AT DLHOSPICE.ORG

Let's stay connected.

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