



2023-2024

Report to the Community



**Dorothy Ley
Hospice**

Together, we make a
difference



A year of collective progress



A lot has happened in the last year since we officially launched our 2023-2028 strategic plan, *A Community of Care for Today and Tomorrow*. The theme of this year's report sums it up: *together, we make a difference*. Partnerships have been key to everything we've accomplished, and as we pause and reflect on the year, we're feeling gratitude to be part of such an extraordinary community of care.

This year's report shares stories—aligned with our strategic directions—that highlight our collective progress toward exceptional hospice palliative care for everyone in our community.

- We continue to **inspire** excellence in hospice palliative care through our leadership in helping to co-design an integrated model for palliative care as part of the Mississauga Ontario Health Team and innovation in our grief and bereavement support.
- We're **growing** our services through the Hospice@Home collaboration in Toronto, and by increasing our outreach through community events.
- Of course, none of what we do is possible without the most significant partnerships of all—our team of staff, physician partners and volunteers who we continue to **nurture and celebrate**.
- Our revitalization project with support from Trillium Health Partners and others has helped us **strengthen** so we can serve the community for years to come. And our donors continue to **sustain** us with their unwavering commitment to supporting individuals and families to live well through serious illness, end-of-life and loss.

Whatever your connection to our hospice, you're part of our community of care and contributing to our shared progress. We hope you enjoy this report, and thank you for being with us on this incredible journey.

Donna Cansfield
Board Chair

Dipti Purbhoo
Executive Director

The difference we're making



3,010

individual or group grief sessions took place



182

received end-of-life care in our residence



1,164

received support in their home



2,804

people impacted by our services

"The care that my father received from the staff and volunteers was exceptional from his first day there to his last. My family and I felt supported as well in every way."

-Family caregiver



87%

say they're better able to cope with grief



100%

feel valued coming to our day program



96%

felt their wishes and preferences were honoured

Inspire excellence in the development of hospice palliative care across our community...and beyond.



Multi-year project expands access to grief support education and training

Grief is unique to the individual, so grief support should be too—that’s the motivation behind a multi-year project we’ve launched thanks to support from donors. We’re working with other hospices in the region to implement and operationalize the Adult Bereavement Care Pyramid, a multi-tiered approach to care developed by the Irish Hospice Foundation that places the griever’s needs at the centre.

“We saw a spike in need for grief and loss services as a result of the pandemic, and it created the opportunity for us to take a look at how we’re providing support

and what can be improved,” explains Lisa Gregg, Manager, Community Program. “Through implementing the Adult Bereavement Care Pyramid, we’re ensuring we provide the most appropriate support for what the individual’s needs are.”

Other elements of the project include:

- Adapting our bereavement volunteer training so portions of it can be delivered online as self-paced modules
- Creating a screening tool to assess support needs
- Producing a series of short educational videos to foster understanding of grief



Our Executive Director helps to lead co-design of an integrated model of palliative care

Over the last year, Dipti Purbhoo, our Executive Director, has served as co-lead of the Mississauga Ontario Health Team Integrated Palliative Care Work Stream. The team is focused on creating a patient-centred integrated palliative care model that emphasizes equity and a population-health approach.

A local vision for an integrated model was developed through a comprehensive co-design process involving 21 organizations and 5 caregivers.

The Mississauga Ontario Health Team is also advancing a Ministry of Health-supported project for home care modernization anchored in palliative care. The transformed home care system is a critical component of achieving the integrated palliative care model.

Since its inception in 2019, the Mississauga Ontario Health Team has prioritized palliative care. Ontario Health Teams are a new approach to organizing and delivering healthcare in Ontario. They aim to provide better connected, more integrated care by bringing together healthcare providers, including hospitals, doctors, and home and community care providers to work as one coordinated team.



“The hospice experience allows comfort and respect for the patient that would not be available anywhere else.”

-Family caregiver

Grow our services and supports to be inclusive of everyone who is in need.



Partnership brings home-based hospice services to underserved communities

More people will have access to hospice palliative care in Toronto thanks to the Hospice@Home pilot program, a collaboration between Humber River Health, Dorothy Ley Hospice, Etobicoke Services for Seniors (ESS) and Home and Community Care Support Services. The program is establishing a model of care to improve equitable access to hospice palliative care for underserved populations.

Rhobi Jacobs from our hospice has taken on the hospice care coordinator role to oversee the development and delivery of this innovative model of care. Rhobi will navigate the complex care needs of individuals in this pilot program, establishing connections between community physicians and other support services.

Dr. Aamir Haq, a member of the Dorothy Ley Palliative Physician team, is also supporting the program. Dr. Haq believes that communities need more access to community palliative care, because research consistently shows that Canadians want to remain at home for their end-of-life. He believes this project is an exciting step to help increase palliative care in underserved communities.





Day program participation returns to pre-pandemic levels

We reached a special milestone in the last year as our wellness day program participation recovered to pre-pandemic levels. We provided 96 day program sessions, both in-person and online. We started our online program during the pandemic and having the virtual option has made our day program accessible to more people as not everyone can come to the hospice residence.

Participants of our day program say they attend for the connection with other people who are living with illness, to both give and receive compassion and care, and for the range of activities.

“So many wonderful caring people and services at Dorothy Ley Hospice. The care was over and above anything we could have imagined.”

-Family caregiver



Outreach team bolsters awareness through community events

Not everyone knows about our hospice and the services we offer in the community, and we're working to change that. In the last year, we've doubled down on efforts to make connections in the community, particularly in areas not presently well-served with hospice palliative care access.

Our community outreach team of staff and volunteers connected with over 700 people at more than 20 community fairs and education sessions last year. We're reaching healthcare providers, friends and family caregivers, and various individuals who may need our services now or in the future. Through these efforts, we are fostering awareness and trust, one conversation at a time.

We're hoping to increase our outreach further—if you're interested in volunteering or have an opportunity for our outreach team, please send us a message to info@dlhospice.org.



“Thank you for all the support for the family, it was a safe and fun space for us.”

-Family caregiver

Nurture, celebrate, and support our people.



Hospice team provide a warm welcome for individuals and families navigating illness

Brilliant behind the scenes—that’s what you might call Lauren and Jennifer, our program intake team. They provide essential support and compassion to everyone who connects with us for care.

Jennifer, a social worker and hospice community care navigator, is the first point of contact. She serves as a guide, helping ensure people receive the appropriate support, whether from our services or other community resources.

Jennifer has also been instrumental in our home visiting volunteer program, acting as a matchmaker to connect individuals living with illness with their ideal volunteer.

“I feel honoured to offer resources and guidance to others when they face uncertainty in the beginning of their journey with serious illness,” says Jennifer.

Lauren, a registered nurse and admissions coordinator, handles assessments and guides families through the admissions process to our residential hospice. When a bed becomes available, she coordinates transportation and often visits with them in the first few days of admission.

“I take pride in knowing that I’m helping someone,” explains Lauren. “Our goal is comfort and symptom management without them suffering, and our team does a great job of this.”



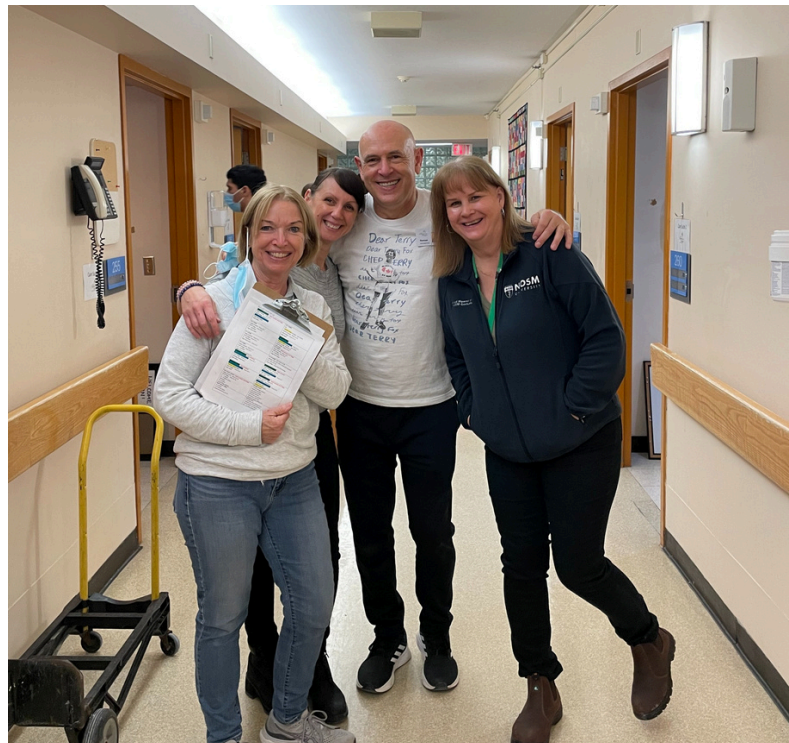
Celebrating our volunteers

Although their presence is not always obvious, volunteers are the glue that makes the caring compassionate help that we offer possible.

From greeting visitors at the front desk, to preparing meals, planting flowers, refilling cups of tea in residence, visiting isolated individuals in the home or offering reiki sessions, our 251 volunteers are hard at work. In total, our volunteers contributed over 12,500 hours last year.

Their kindness and willingness to help is often a refreshing and positive surprise. When people learn that they are being helped by a volunteer, they respond positively as they recognize that they are there by choice and that their only goal is to help and provide comfort.

This basic offering of human kindness is at the core of helping others. It's these exceptional people who create the unique and compassionate environment that Dorothy Ley Hospice is known for.



“I can't imagine how bad things could have been without them all. It was the most beautiful thing I've ever experienced.”

-Family caregiver

Strengthen and sustain our capacity so that we can continue to serve our community for years to come.



Successful revitalization project signals ‘deep community commitment’ to hospice palliative care

Thanks to a partnership with Trillium Health Partners, all our services were relocated to the nearby McCall Centre for Continuing Care in January 2024 to ensure access to care while we renovated our residence. More than 90 people—and, by extension, close to 250 caregivers—were supported during the final weeks of life at the McCall Centre.

“The success of this project is a testament to the deep community commitment to hospice palliative care,” says Donna Cansfield, Dorothy Ley Hospice Board Chair. “There’s growing recognition of the value of the person-centred hospice palliative care approach within the healthcare system—and a shared dedication to its flourishing.”

The revitalized space is now open and includes:

- Upgrades to the two temporary hospice rooms providing 12 fully functional hospice rooms
- New air conditioning system, infection control isolation room, and improved residential call response system
- Enhanced care team station and locked medication preparation room
- New family care suite, family shower room and expanded wellness suite

Partnership is one of our core commitments as an organization—we recognize that together we can achieve more—and that certainly has come to life through this initiative.



“I am so grateful and feel so lucky that I have access to this place where I have received such support, at the time I was lost.”

-Client

Bazil Developments inspires others to give

We're grateful for the support of Paul Bailey, CEO of Bazil Developments and a long time supporter of the hospice. Paul is the person behind our November appeal 'match', which helps drive donations during our Holiday Appeal.

“I believe passionately in supporting the health and well-being of the community, and Dorothy Ley Hospice plays an integral role providing care for those living with a life-limiting illness,” says Paul who generously supports many great causes in addition to Dorothy Ley Hospice.



Our community of supporters came together for us

With a shared purpose to give back to the hospice, many took it upon themselves to organize activities that raised awareness and important funds for the hospice.

Our community got creative. They rallied for us in many ways - from organizing community scrabble events, baking cakes, and holding Facebook birthday fundraisers to hosting cycling events, golf tournaments and silent auctions.

No act of generosity and support is too small. Special thanks to Markland Wood Golf Club, St. George's Golf & Country Club, Etobicoke Cycling Club, Maureen at BoonBakes, COBS Bread Bloor West, and the members of Humber Valley United Church.



Photo credit: COBS Bread Bloor West



Hiking together for hospice

Our annual hike raised close to \$150,000 in 2023 thanks to the support of event sponsors, donors, local businesses, participants and volunteers.

We renamed the event the Jack Cooper Hike for Hospice in honour of Jack Cooper who served as a board member and volunteer for over 20 years. Jack passed away in spring 2023 and renaming the event is one way we are honouring his legacy to our organization and to hospice palliative care in our region.



Gratitude to our donors

Every year the hospice has to raise nearly 50% of its operating costs, and we can only achieve this because of our amazing donors. Thank you to all of you who have contributed over the last year and continue to support us. Your gifts ensure we are able to provide outstanding compassionate care at no cost to individuals and families in our care.

We couldn't do this without you!

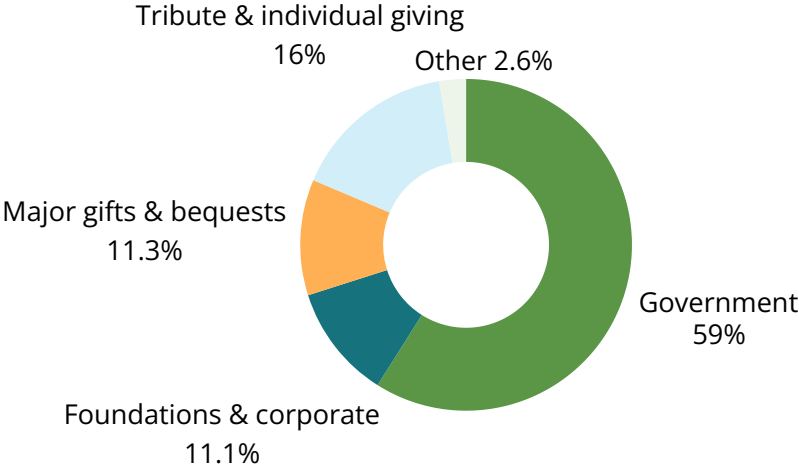
"I never would have believed that the love, kindness, respect and support was one call away. Thank you for listening to me as I cried and was lost at that point in my life."

-Client

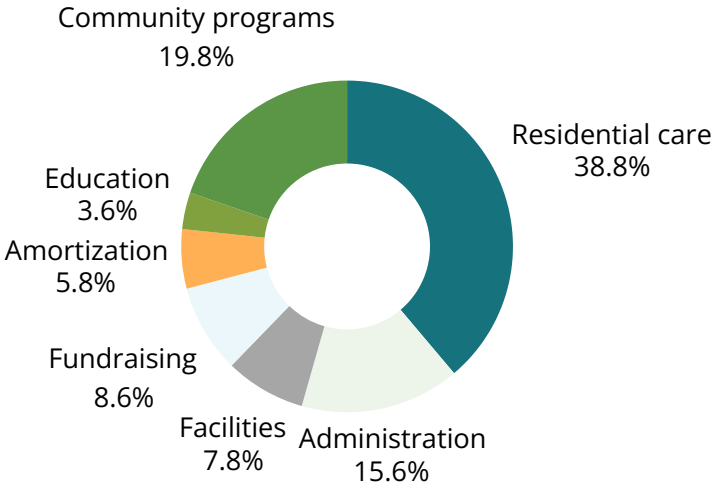
Financial highlights for the year ending March 31, 2024

As one of our values, accountability is at the heart of what we do. We hold ourselves to the highest standards of stewardship, transparency and governance.

Funding Received	\$
Government funding	2,908,777
Foundations and corporate	548,682
Tribute gifts	216,656
Events	289,094
Individual giving	573,866
Major gifts and bequests	557,027
Other income	128,404



Expenses	\$
Community programs	894,552
Residential care program	1,758,934
Education and outreach	161,512
Administration	704,911
Facilities	355,471
Fundraising	391,288
Amortization	261,781



For more details, please see our audited financial statement on our website.

Board of Directors and committee members

We are grateful to our board volunteers and committee members whose vision and stewardship enable us to deliver on our purpose.

2023 - 2024 Board of Directors

Donna Cansfield, Chair
Leighton McDonald, Vice Chair
Peter Macaulay, Treasurer
Scott Spearn, Secretary

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Lee Fairclough, Director
Richard Falconer, Director
Gail Galea, Director
Linda Javorski, Director
Young Lee, Director
Douglas McFadden, Director
Robert Yeo, Director

Ex-officio board members:

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

2023 - 2024 Board Committees

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Richard Falconer
Scott Foster
Leighton McDonald
Ken Murray
Jim Mulrooney
Cheryl Nesbitt

Quality and Risk Committee

Lovleen Bassan, Chair
Melissa Kitmmer
Dianne Godkin
Lee Fairclough
Dave Shulman
Robert Yeo

Audit Committee

Young Lee, Chair
Scott Spearn

Fund Development Committee

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Robert Howe, Co-Chair
Donna Cansfield
Richard Falconer
Linda Javorski
Peter Macaulay
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Marge Watters Knebel
Robert Yeo

Capital Campaign Committee

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

Governance Committee

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Peter Macaulay
Douglas McFadden
Scott Spearn

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

220 Sherway Drive
Etobicoke, ON M9C 0A7
Phone us at 416 626 0116
Fax us at 416 626 7285
www.dlhospice.org
CRA: 13019 3394 RR0001

  @thedorothyhospice



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