



2025-2026

Report to the Community



**Dorothy Ley
Hospice**

A community of
care in action



A journey of care



Over the past year, we have continued to witness the profound impact that compassionate hospice palliative care can have on individuals, families, and our broader community. At Dorothy Ley Hospice, we know that palliative care is not a single moment in time, but a continuum - one that requires care, connection, innovation, and support at every stage. Together with our staff, volunteers, physicians, donors, and partners, we continue to expand supports along that continuum so more people can access the care they deserve.

This report reflects our progress, guided by the four strategic directions of our 2023–2028 strategic plan, *A Community of Care for Today and Tomorrow*.

This year, we were proud to achieve accreditation once again, a reflection of the exceptional quality, compassion, and professionalism demonstrated every day by our staff, volunteers, and physicians. We also expanded access to care through enhanced grief and bereavement supports, a growing Community Palliative Care Clinic, and innovative partnerships with the Mississauga Health Ontario Health Team, Humber River Health, and our Integrated Palliative Care partners, helping more people receive coordinated support earlier in their palliative journey.

Our heartfelt thanks to the staff, volunteers, physicians, donors, and community partners who make this work possible. Your dedication, generosity, and belief in our mission enabled us to support more than 5,000 individuals and family members this past year.

As demand for hospice palliative care continues to grow, so does our commitment to the future. The work highlighted in this report reflects our long-term vision to expand access to compassionate care through new hospice beds, innovative programs, research, education, and strong community partnerships. Together, we are building a more connected and responsive system of care - one where every person facing serious illness, end of life, or loss can find the support, dignity, and compassion they deserve.

Thank you for being part of our continuum of care.

Donna Cansfield
Board Chair

Dipti Purbhoo
Executive Director

The difference we're making



4,254

individual or group grief
sessions provided



220

individuals received
end-of-life care in our
hospice residence



858

individuals received support in
their home



5,002

people impacted
by our services

"Dorothy Ley was a lifesaver in assisting my father, who needed care at home. All of the staff were very professional, helpful, and understanding towards my father and the family. We are very grateful for Dorothy Ley Hospice."

-Family caregiver



93%

reported an overall
positive experience with
the Hospice



87%

were satisfied with our Grief and
Bereavement services



95%

felt they were treated with
dignity and respect

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



Meeting people where they are: our continuum of care

At Dorothy Ley Hospice, we believe that palliative care is not a single service or moment in time - it is a journey. Every person and family experiences that journey differently, which is why we are committed to providing a continuum of care that surrounds individuals with support at every stage.

From the time of diagnosis through advancing illness, end-of-life care, and grief and bereavement, Dorothy Ley Hospice offers a wide range of integrated services designed to meet people where they are. Individuals can access support through our Community Palliative Care Clinic, in-home visiting and volunteer programs, wellness and complementary therapies, caregiver supports, spiritual care, and grief and bereavement services.

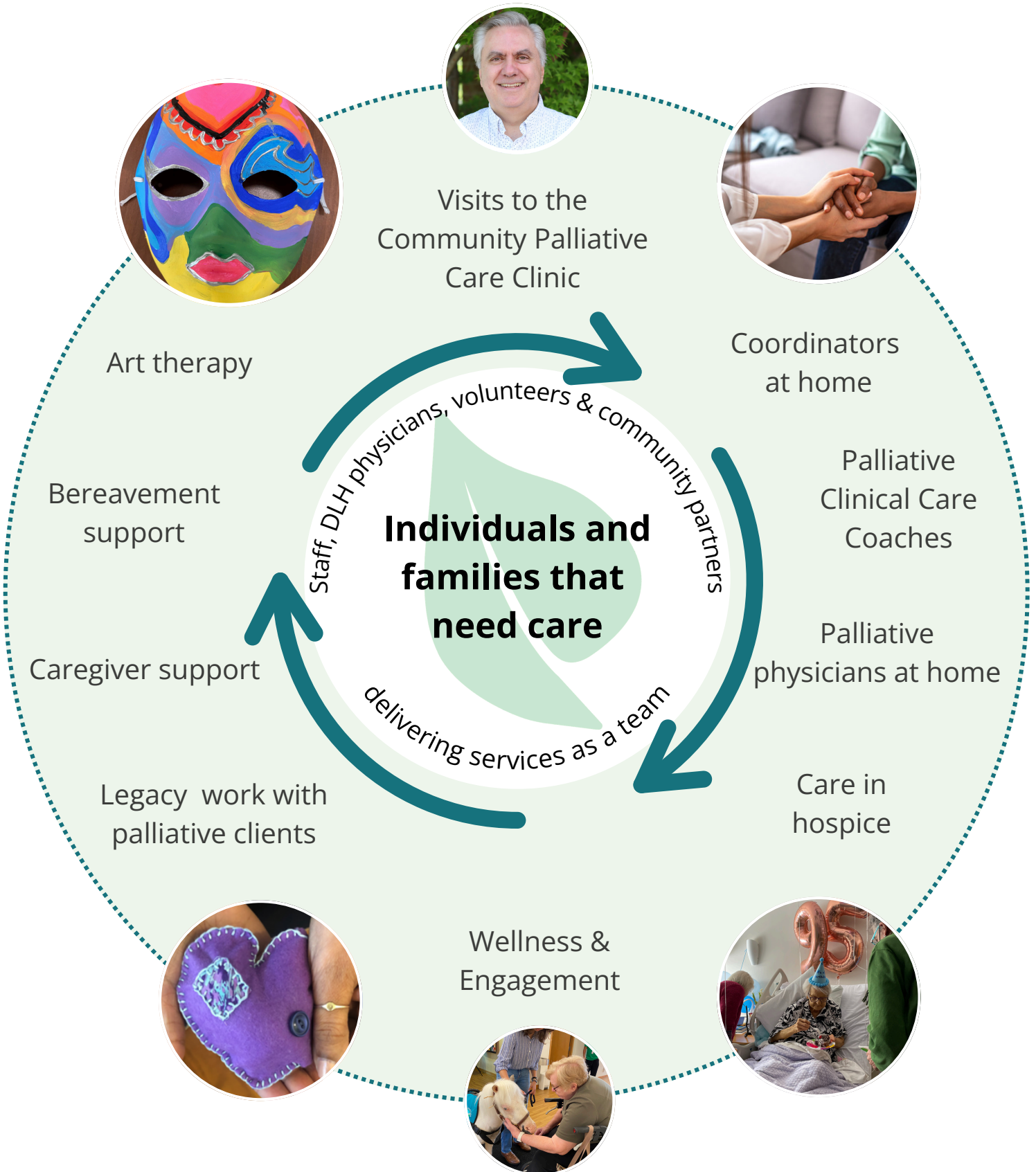
As needs change, care can evolve alongside them, including access to our hospice residence for those requiring specialized end-of-life care. This wraparound approach ensures that no one has to navigate their serious illness and end-of-life journey alone.

Through partnerships with healthcare providers, hospitals, Ontario Health teams, and community organizations, we help connect people to the right support at the right time, creating a seamless experience of care.

Whether someone needs practical guidance, emotional support, symptom management, respite for a caregiver, compassionate in-residence care, or help coping with loss, Dorothy Ley Hospice is there every step of the way.



Our continuum of care



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



Working together to serve more, serve better

Our vision is ambitious and clear: exceptional hospice palliative care should be available to everyone in our community, wherever they live and whenever they need it. Achieving that means strong partnerships, innovative thinking, and a shared commitment to breaking down barriers to care.

Our growing partnership with Humber River Health is turning that vision into action. The success of our Hospice@Home program has shown what's possible when organizations work together to provide coordinated, compassionate care in the comfort of home.

In fall 2026, Dorothy Ley Hospice will open a new palliative care clinic at Humber River Health's Finch Campus, bringing specialized support closer to individuals and families in northwest Toronto.

Plans are also underway for six new hospice beds at the Finch Campus, creating much-needed end-of-life care capacity for the community.

This progress would not be possible without the leadership and commitment of Humber River Health, whose willingness to think differently, invest in partnership and champion new models of care has been instrumental in moving this work forward.

By working alongside Humber River Health, our local Ontario Health Teams, and other community partners, we are building more connected, equitable models of care - expanding access and strengthening the continuum of support so more people can receive exceptional hospice palliative care close to home.

“They were very professional and approachable. Everything was explained in layman's terms so we had no problem understanding. Was awesome having someone so knowledgeable about all services offered.”

-Family caregiver



Strengthening palliative care across our communities

In 2025, Dorothy Ley Hospice became the host organization for a provincial initiative led by Ontario Health to strengthen palliative care across community settings. Through three Palliative Care Clinical Coaches, serving Etobicoke and West Toronto, we are helping healthcare providers and community organizations build palliative care knowledge, strengthen skills and support earlier access to high-quality palliative care. By building capacity across the health system, this initiative is creating a more connected and compassionate approach to care for individuals and families across the community and beyond.

Meeting people before they need us

Community education is central to our mission, helping more people understand and access hospice palliative care. Through free presentations and outreach sessions, Dorothy Ley Hospice raises awareness of available supports, advocates for earlier access to palliative care, and helps families navigate their care journey with greater confidence. This year, we delivered 48 education and outreach sessions, engaging 1,305 attendees across our community.



Connecting through The Gathering Place

The Gathering Place is a new program bringing together the many people we serve - individuals living with a serious illness, caregivers, those who are bereaved, and hospice residents and families. Through themed gatherings featuring wellness activities, guest speakers, and creative experiences, the program offers a welcoming space for connection, learning, and community engagement, while helping participants connect with community resources. It's also being developed as a 100% volunteer-led initiative.

In their own words

Where compassion comes full circle

Shortly after Dorothy Ley Hospice first opened its hospice residence, my dad encouraged me to become a volunteer. From the moment I stepped through the doors for my initial orientation, I felt a strong sense of purpose, an unmistakable calling to be present for people in a meaningful way at a time when it mattered most.

At the time, I was working as a Child and Youth Worker and had completed a certificate in Bereavement Education. Wanting to better support the individuals and families at Dorothy Ley on a more regular basis, I enrolled in the Personal Support Worker program. As part of my training, I arranged a student placement at the Hospice. On my final day of placement, I was offered a PSW position, marking the beginning of my professional journey in hospice care.

Through these experiences, I came to understand that hospice care is so much more than a service. It is a deeply meaningful way of showing up with presence, patience, and compassion for those living with life-limiting illnesses and to support those who love them.

It lives in the quiet moments, a reassuring hand, a gentle voice, the willingness to sit with someone and truly see them.

In 2017, I returned to Dorothy Ley Hospice under very different circumstances, accompanying my dad, George Molenda, during his final days. He passed away there on November 18, 2017.

What made that experience especially meaningful was the continuity of care and the presence of familiar faces. Even after many years, members of the care team I had once worked alongside were there to welcome us. Their compassion, professionalism, and quiet support, both when we arrived and on the morning of my dad's passing, brought a profound sense of comfort to our family during such an incredibly difficult time.

In those moments, I wasn't a staff member or a former colleague; I was a daughter. And yet, I experienced firsthand the very care I had once provided to others: the steadiness, the dignity, and the deep respect that define hospice work at its best.

-Krissy Dias, family member and former volunteer



“Their compassion, professionalism, and quiet support, both when we arrived and on the morning of my dad’s passing, brought a profound sense of comfort to our family during such an incredibly difficult time. ”



Nurture, celebrate, and support our people.



New staff education fund created in memory of local pharmacist

In gratitude for the care his wife, Dianne, received through our community program, Walter Boshyk has made a generous 10-year commitment to strengthen education at Dorothy Ley Hospice through the newly established Dianne Boshyk Education Fund.

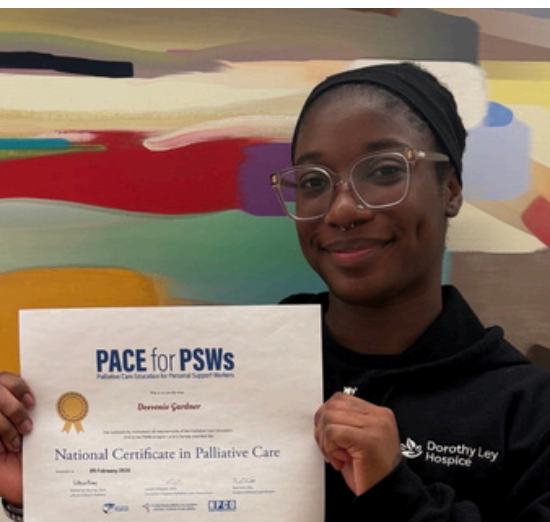
Dianne was a prominent pharmacist in the Etobicoke community, and the fund established in her memory will help us attract and retain skilled nurses and personal support workers by providing access to specialized training and education in palliative care.

This meaningful investment will strengthen our care team and help ensure that individuals and families continue to receive compassionate, expert care when they need it most.

Our deepest gratitude to the Boshyk family for their commitment to this program.



Dianne Boshyk



Recognizing staff and volunteers

The compassionate care we provide is made possible by the extraordinary staff and volunteers who are the heart of our Hospice. Their dedication, expertise, and leadership touch countless lives and help strengthen hospice palliative care in our community. We are proud to celebrate several individuals who have been recognized this year for their outstanding contributions and achievements.

Donna Cansfield, Board Chair, **Dr. Louie Mavrogiannis**, Hospice Medical Director, and **Dipti Purbhoo**, Executive Director, were honoured by Saint Lazarus Canada for their contributions to hospice palliative care. Donna also celebrated 35 incredible years of volunteer service at the Hospice.

Hospice volunteers **Max Marechaux** was honoured with Yvan Baker's Community Service Award, and **Colleen Moloney** was recognized with the June Callwood Circle of Outstanding Hospice Volunteer Award

Congratulations to **Sally Orr** on her retirement after 25 years of dedicated volunteer service with Dorothy Ley Hospice. We are deeply grateful for the compassion, generosity, and commitment they have shared over the years.



"I will never forget the day the kitchen staff brought her raisin bread toast. That was a real treat!"

-Family caregiver

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



Strengthening connections to care through better technology

With support from a \$21,100 Capital grant from the Ontario Trillium Foundation and the Government of Ontario, Dorothy Ley Hospice has successfully upgraded its communications technology. Outdated systems were replaced with a modern, cloud-based solution, now in use across the Hospice.

This upgrade is making a meaningful difference for the individuals and families we serve. Clients accessing grief and bereavement programs, caregivers, and those living with serious illness are now able to connect more reliably with Hospice staff and programs, whether in person or virtually. Improved communication tools also support individuals who are unable

to attend on-site due to health, mobility, or geographic barriers, helping them remain connected to care and support.

The enhanced system has also strengthened the experience of our volunteer community of more than 250 individuals, improving coordination, training, and virtual engagement, and supporting day-to-day communication across programs.

As a result, Dorothy Ley Hospice is better able to serve approximately 5,000 individuals annually, ensuring more reliable, equitable, and accessible connections to hospice palliative care, grief support, and community programs.





Revitalized outdoor space creates a place of comfort and connection

In the fall of 2025, Dorothy Ley Hospice completed Phase 2 of our Revitalization Project, bringing new life to our outdoor spaces. Building on Phase 1's residence expansion in 2024, this stage focused on connecting people with nature.

Our patio, a gathering place for residents, families, and Social Connections participants, was resurfaced and expanded, with a revarnished pergola and new privacy fence creating a peaceful retreat. Native and pollinator-friendly plants, new trees, and outdoor lighting have transformed the garden into a true sanctuary.

Outlets were installed to allow hospice beds to be moved outside.

A meaningful addition is a tree planted in memory of Jennie Cansfield, daughter of Board Chair Donna Cansfield, with an engraved stone from Canadian Trees for Life.

We're grateful to our volunteers, the Markland Wood Golf & Country Club, Green Cities Foundation, Trees for Life and Landscape Ontario for helping create this space of renewal, peace, and togetherness.



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



An evening of harmony and heart

Through the power of music and community, nearly 200 guests gathered for a memorable evening in support of Dorothy Ley Hospice. We are deeply grateful to the talented members of Opera 5, whose extraordinary performance made the concert truly special, and to St. George's on-the-Hill Church for generously hosting the event. Together, they helped raise funds that support compassionate end-of-life care and grief support for individuals and families throughout our community.

Gratitude to our donors

Every year the hospice has to raise nearly 45% 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. We are always grateful to anyone who donates or fundraises on our behalf - people like the Etobicoke Cycling Club (pictured here), who have been amazing supporters for our cause.

We couldn't do this without you!



“Knowing that these services are provided at no cost, and made possible through community support is why I give.”

- Monthly Donor

The gift of time, the power of presence: volunteers make what we do possible

Volunteers significantly extend the reach and impact of Dorothy Ley Hospice, helping us provide compassionate care and support to individuals and families across our hospice residence and community programs. Their contributions make it possible to offer companionship, wellness therapies, grief support, activities, hospitality, and practical assistance — enhancing quality of life and reducing isolation during some of life's most difficult moments.

By generously sharing their time and skills, volunteers strengthen every area of our work and help ensure that each person we serve feels supported, connected, and cared for.



17,600
hours



280
volunteers



In their own words A volunteer's perspective

"Through just a few hours each week, I've developed stronger communication skills, greater empathy, and the ability to adapt to people's emotional and social needs. This experience has been incredibly meaningful and educational.

From the comprehensive training to the trust placed in volunteers to work independently, the hospice truly empowers you to grow with confidence. I've had the privilege of supporting three different clients in the community, as well as participating in the Social Connections program. The care teams and supervisors are consistently supportive, compassionate, and inclusive, creating an environment where both clients and volunteers feel valued."

— Hawi, Dorothy Ley Hospice Volunteer,
volunteering for over two years



In memory of Loggia

Loggia Presnail received care at Dorothy Ley Hospice, and following her death, her family wanted to honour her memory in a meaningful way by giving back. Together, they rallied friends and loved ones to make donations in Loggia's name, successfully raising more than \$10,000 to support our care and programs. Their generosity is a powerful reminder of the impact our community can have when people come together to support compassionate hospice palliative care

In their own words

A family member's perspective

My mom, Loggia, was full of life, always ready to talk, laugh, and connect with people in a way that made them feel seen and cared for. She loved card games, lunching and conversations that went a little deeper, and any moment that brought people together. She had a quick wit, a bright presence, and a way of making you feel like you belonged.

Her long journey with lung cancer was incredibly difficult, but even through the hardest moments, her strength and spirit were unmistakable. She welcomed people- friends, nurses, volunteers, and doctors - into her life with openness and trust.

One of the most meaningful parts of her care was the relationship she formed with Dr. Mavrogiannis. Over more than a year of visits into his office, then home visits, he became more than her physician, he became like family. His presence in our home made the transition into palliative care feel natural and safe. He supported her with gentleness, wisdom, and patience, and our family will always remember how effortlessly he fit into the rhythm of our lives. That kind of trust is rare, and it is a testament to the kind of care Dorothy Ley Hospice provides.

-Ashley Marchese, Loggia's daughter

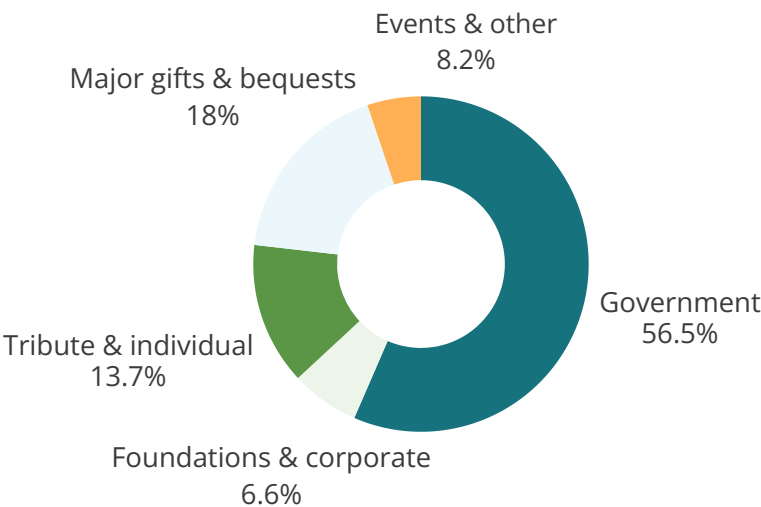
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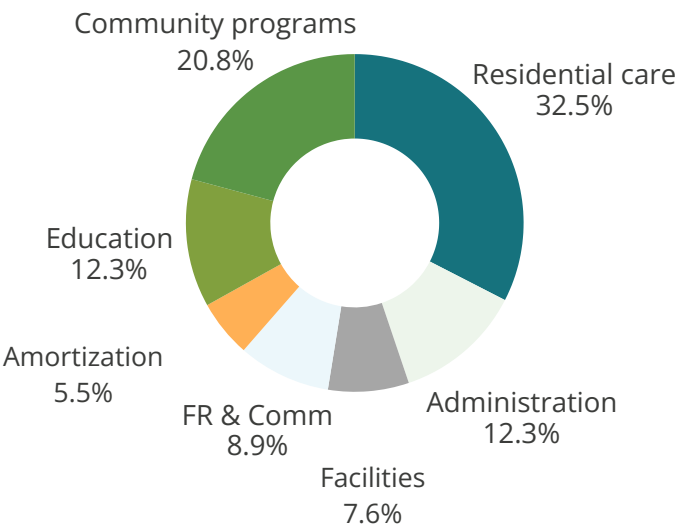
Financial highlights for the year ending March 31, 2026

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	3,885,445
Foundations and corporate	453,420
Tribute gifts	499,763
Events	233,049
Individual giving	443,633
Major gifts and bequests	1,237,830
Other income	122,572



Expenses	\$
Community programs	1,262,468
Residential care program	1,973,224
Education and outreach	743,520
Administration	645,324
Facilities	468,966
Fundraising & Communication	538,093
Amortization	332,775



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.

2025 - 2026 Board of Directors

Donna Cansfield, Chair
Douglas McFadden, Vice Chair
Peter Macaulay, Treasurer
Scott Spearn, Secretary

Members at large

Lovleen Bassan, Director
Roberto Chiotti, Director
Richard Falconer, Director
Gail Galea, Director
Linda Javorski, Director
Renu Kulendran, Director
Moussa Tahlil, Director
Alison Weyland, Director
Robert Yeo, Director

Ex-officio board members

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

2025 - 2026 Board Committees

Finance Committee

Peter Macaulay, Chair
Richard Falconer
Scott Foster
Isidore Germain
Ken Murray
Alison Weyland

Quality and Risk Committee

Lovleen Bassan, Chair
Sue Douglas
Renuka Kulendran
Melissa Kitmmer
Dianne Godkin
Dr. Louie Mavrogiannis
David Shulman
Robert Yeo

Audit Committee

Young Lee, Chair
Scott Spearn

Capital Campaign Committee

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

Fund Development Committee

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

Governance Committee

Douglas McFadden, Chair
Donna Cansfield
Peter Macaulay
Scott Spearn
Moussa Tahlil
Alison Weyland

Facilities Management & Development Committee

Roberto Chiotti
Lovleen Bassan
Richard Falconer
Gail Galea
Renuka Kulendran
Robert Yeo

The Board Chair is an ex-officio member on all committees

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.

Follow us on social media

Find us on Instagram and Facebook

Visit us online at
dlhospice.org

Let's stay connected

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