

To Give is to Receive

Being a volunteer at The Dorothy Ley Hospice has given Helen Mulrooney a whole new appreciation for life, honesty and the power of positive thinking.

“When I look back over my 11-years as a volunteer, I feel so fortunate to have been exposed to so many totally different, fascinating personalities and situations,” says Helen. “The individuals I have supported have taught me so much about myself and about life. I am constantly amazed at their positive approach to life, readiness to laugh and ability to reach out to others even though they know they are in a life-threatening situation. They take as a gift whatever the day brings forth.”

After taking early retirement from the pharmaceutical company where she worked for years, Helen wanted to do something of a “positive nature” with her life. She saw a story about the Hospice in the local paper and decided she wanted to become an in-home volunteer. Her role varied from taking people shopping and to their doctor’s appointments, to spending time listening to their stories and life experiences.

In particular, Helen remembered one individual, a woman from Malaysia who was a Canadian citizen and had lived in Canada for six years before being diagnosed with cancer. Towards the end, she became extremely fragile and had to be treated with great care to avoid her bones breaking.

“Despite her illness, she always greeted me with the biggest smile and was determined that no matter what, she would return to Malaysia to die,” Helen recounted. “When her brother arrived to take her to the airport, he gently lifted her up and carried her outside. She never complained even though you knew she was in pain. The smile on her face, knowing she was going home at last, was something I will never forget.”

About 18 months ago, Helen decided it was time for a change and began volunteering for the Day Program. She had spent a lot of time supporting a woman from the Philippines who had a six-year old son. Helen phoned to see how the woman was doing only to learn that the family thought she had died but didn’t know what to do. Helen went over to the house and provided support as they called the funeral home and made the necessary arrangements.

“Her death hit me particularly hard because of her young son,” Helen explained. “I have young grandchildren about the same age and knowing he would grow up without his mother affected me more than I thought. For self care, I signed up for one of the reflective writing workshops the



Helen with Day Program participant Maryan Ali.

Hospice offers to volunteers. When I read what I had written, it helped me put into perspective the loss and grief I was experiencing.”

The safe, supportive environment encourages participants to relate stories with each other...

The camaraderie and sense of family between the participants and volunteers at the Day Program has made it one of Helen’s favourite days of the week. She says it is amazing how much one can learn about others by teaching them to knit or crochet, doing jigsaw puzzles, playing scrabble or just talking and listening to them. The safe, supportive environment encourages participants to relate stories with each other that they may be uncomfortable sharing with family for fear of making their loved ones upset or more concerned.

“Today, everyone drew their hands,” said Helen. “After lunch, the participants came back and talked about what they had drawn and written, the colours they’d used and why. It is amazing how much of themselves was expressed in something as simple as drawing their hand. The art becomes the springboard for a much broader discussion about life and the things they are dealing with.”

At the end of the day, Helen is always surprised at how quickly the time has gone by. “I have met so many people over the years,” she said with a big smile. “When they leave they often say, ‘don’t forget me.’ How could I ever do that? The courage they have shown, their various strengths being demonstrated, the sense of humour that brings a closer bond, makes that impossible.”

There is an old saying that you can’t always choose your family. In the case of the Day Program, people do choose and the love and support shown to each other is what keeps them coming back week after week.

Inside

Page 2 Year in Review

Page 3 Stats at a Glance

Page 3 Community Connections

Page 4 If in Doubt, Try it Out

Page 4 Upcoming Events

2010-11: A Year in Review

It's hard to believe that two years have passed since the opening of the Palliative Care Centre. With the Centre providing us with a permanent home for our community programs and the addition of the residential program, our ability to serve the community continues to grow and flourish.

Over the past year, we provided care and support to 2,650 individuals. When you take into account the services offered to their family members, we touched the lives of more than 10,000 people. (See the chart on the next page for breakdown by program.)

This is an incredible record and one that would not have been possible without the commitment and hard work by staff and dedication of the 260 volunteers who so generously give their time and energy to help others in need. While the volunteers so often tell us that they "receive more than they give," I find it hard to believe.

Our volunteers are one of our most vital resources. Last year, they donated 23,253 hours – a significant contribution. Without their help, the number of people we support would be reduced dramatically. Whether it is volunteering in people's homes, in the residence, preparing food, greeting visitors, helping maintain the gardens or providing administrative support, their roles make a difference. Families talk about the compassion and care shown by the volunteers through a touch, a kind word and most importantly, their ability to listen when individuals share the ups and downs of living with a life limiting illness or loss. For the laughter, camaraderie and sense of family that they extend to one and all, we cannot say thank you enough.

From previous reports to you, you know that one of our biggest concerns over the past two years has been obtaining long term sustainable funding for the residential program. I am pleased to report that the government announced this spring an additional \$7 million in funding for residential hospices, covering 100 per cent of the nursing and personal support costs for the program. Of that \$7 million, The Dorothy Ley Hospice received an additional \$320,000 bringing the government's funding for residential care to \$940,000, up from the previous \$620,000.

We are indeed grateful to the government for the invaluable infusion to our base funding. This increase will allow us to reopen our closed beds and return to operating all 10 beds. Closing beds was one of the hardest decisions we have ever had to make, especially knowing that there was

a wait list to access beds. However, it was a decision that had to be made in order for us to maintain a balanced budget.

We were not the only one in difficulty. Residential hospices across the province were facing similar financial pressures. The Hospice Palliative Care Ontario (formerly known as the Hospice Association of Ontario) took our case to the Ontario Ministry of Health and Long-Term Care. Their aggressive lobbying on our behalf was heard and the government responded.

We thank everyone who took the time to write to the government on our behalf. Your letters definitely had an impact. We are also appreciative of the incredible support we received from Etobicoke MPPs Donna Cansfield, Etobicoke Centre and Laurel Broten, Etobicoke Lakeshore. We recognize how fortunate we are to have such tremendous advocates.

While the extra funding provides us with a much needed infusion of cash, we still need to raise more than \$800,000 from the community to sustain our current programs and maintain the upkeep of the Centre. The government funding covers the majority of our community program costs and 100 per cent of the nursing and personal support care costs for the residential program, which is significant. However, we still need to cover the cost of food, cleaning, building maintenance, heating, hydro and administration, communications and fundraising. Your gift, no matter how large or small, makes a vital difference to the people we serve.

Here is what one individual wrote in response to a satisfaction survey:

"I had no idea how out of control I was until the morning we transferred my Mother to DLH from our home. Everyone was so helpful and understanding. They never made me feel that I needed to provide care for Mom – just love her until the end. To this day, I cannot thank DLH enough for all you did for us."

Other comments referred to how fantastic the nurses were-how loving, caring and respectful – and how the team was always there to help with pain management, information and comfort. It is your support that makes this possible.

The coming year will be an incredibly busy one as we prepare to undergo an accreditation review by the Commission on Accreditation of Rehabilitation Facilities (CARF). Accreditation is a third party review that demonstrates to the public our ability to meet standards for quality care and ensures the organization embraces an



Incoming Chair, Andrew Salem

Andrew Salem is a lawyer at Fraser Milner Casgrain LLP, practicing in the areas of commercial real estate and land use planning and development law. He became a lawyer in 1998 and a partner with FMC in 2005.



He joined the Board at The Dorothy Ley Hospice in March 2007. He was already familiar with the Hospice, having worked closely with his colleague Paul Ginou, who was President of the Hospice at the time of his death in 2007. Andrew was responsible for the legal work related to construction of The Dorothy Ley Hospice Palliative Care Centre, which opened in February 2009. Andrew became President and Board Chair of the Hospice in June 2011.

Andrew studied law in Vancouver at the University of British Columbia (graduating in 1994) followed by graduate law studies at Osgoode Hall Law School (York University) in Toronto (1999).

environment for ongoing quality improvement and accountability. CARF was chosen as our accrediting body because it is recognized by the Ontario Ministry of Health and Long Term Care and its standards address both community and residential care.

In addition, we will be focusing on ways to enhance the quality of care provided, expand our fundraising initiatives to ensure our long term sustainability as well as complete the capital campaign to repay the bank loan for the Centre, strengthen upon our community partnerships, and build upon our current volunteer base to address needs throughout the organization.

Before closing, I would like to thank my fellow Board Members for their support and guidance over the past four years during my tenure as Board Chair. Together, we have accomplished a great deal including the building and opening of the Centre. We have seen the organization more than double in size and more than quadruple the number of people it serves. While I am stepping down as Chair, I will continue to be dedicated to DLH and serve on the Board as a Director and plan to focus my attention on fundraising. To Andrew Salem, the new Chair, I wish him all the best and look forward to working with him and the rest of the Board as the Hospice enters the next phase of its journey in serving the community.

Sincerely,
Jack Cooper



The Dorothy Ley Hospice fosters hope and dignity through exemplary care, advocacy, education and research for individuals living with the challenges of life-limiting illness or loss.

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Executive Director Todd Fraleigh
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Privacy Policy

The Dorothy Ley Hospice is committed to protecting your privacy. We do not sell, trade or rent personal information to others.



New Executive Director, Todd Fraleigh

Todd Fraleigh joined the Hospice as Executive Director on August 2. He brings to the position 20 years of executive and management experience in cause-related organizations.

Prior to joining DLH, Todd was the Executive Director for agencies within HIV/AIDS as well as regional and national cancer foundations. He was appointed to positions on several different not-for-profit boards of directors and has held senior roles in organizations within the for profit sector. Todd also

brings an extensive background in organizational development, strategic planning, finance, human resources and fund development.

In addition, he has experienced personally, professionally, and as a family member, the impact cancer and life-limiting illness can have on individuals and their families.

Todd is married with three children. He has an MBA from the Michael DeGroote School of Business at McMaster University and a B.A. in political science and international development.

Stats at a Glance

Program	2010-2011	2009-2010	2008-2009
Total Number of Individuals Served	2,650	1,954	580
Community Care Coordination	581	608	308
Spiritual Care	181	338	134
Bereavement Care	311	246	
Integrative Wellness	957	1,103	N/A
Day Program	515	37	40
Residential Care	105	131	N/A
Palliative Pain & Symptom Management	679	954 individuals served	143 hours of care 26 group sessions
Volunteer Hours	23,253	22,353	21,335

Schedule of Program Revenue and Expenses for the year ended March 31, 2011

	Community Programs	Residential Services	Specific Initiatives	Fundraising and Other	Total
Revenues					
Provincial government funding	\$ 580,012	\$ 752,988	\$ 244,800		\$ 1,577,800
Contributions				\$ 733,162	\$ 733,162
Investment income				\$ 174	\$ 174
Cost sharing recoveries			\$ 110,750		\$ 110,750
Sub-tenant rental income				\$ 21,312	\$ 21,312
	\$ 580,012	\$ 752,988	\$ 355,550	\$ 754,648	\$ 2,443,198
Program costs					
Bereavement Care	\$ 39,548	\$ 16,947	\$ 10,023		\$ 66,518
Direct care co-ordination	\$ 210,654	\$ 27,656	\$ 33,964		\$ 272,274
Direct residential care		\$ 848,159			\$ 848,159
Education			\$ 227,536		\$ 227,536
Integrated Wellness	\$ 64,240	\$ 16,059	\$ 9,743		\$ 90,042
Spiritual Care	\$ 46,351	\$ 19,865			\$ 66,216
Other costs					
Administration	\$ 51,408	\$ 51,408	\$ 57,020		\$ 159,836
Amortization				\$ 320,016	\$ 320,016
Communications				\$ 19,961	\$ 19,961
Facilities	\$ 90,757	\$ 176,871			\$ 267,628
Office	\$ 44,502	\$ 31,032	\$ 17,264		\$ 92,798
Resource Development				\$ 267,364	\$ 267,364
Volunteer Services	\$ 39,848	\$ 17,079			\$ 56,927
	\$ 587,308	\$ 1,205,076	\$ 355,550	\$ 607,341	\$ 2,755,275
Surplus (deficit)	\$ (7,296)	\$ (452,088)	-	\$ 147,307	\$ (312,077)

COMMUNITY CONNECTIONS



Judy Lewis from the Etobicoke Quilters Guild presents "bingo" quilts to Programs and Services Manager Karina Wulf. The Quilters Guild made a quilt for each of the 10 care suites for the residential program.



Despite the cold, overcast weather, about 200 people Hiked for Hospice on May 1 raising more than \$40,000 after expenses for our Bereavement Program. Even the dogs, part of Rita Dean's team, got into the spirit of the event. Face painting was a huge hit along with a BBQ lunch provided by Enbridge. Thank you to everyone who participated and actively collected pledges. A special thanks also to our sponsors, MSCM LLP, Turner & Porter Funeral Directors, Bayshore Home Health, Cobs Bread, Enbridge, The Etobicoke Guardian and Meridian Credit Union.



On May 17, the Hospice hosted a Celebration of Self art show in partnership with the Rexdale Community Health Centre. The project was sponsored by HRDC New Horizons for Seniors and was designed to break down cultural isolation and silos through "peer support" and art therapy. L to R: Cher Curshen, DLH Integrative Wellness Coordinator; Donna Cansfield, Etobicoke Centre MPP; Miriam Urbeck, Opportunity for Advancement Canada; and Wendy Caceres-Speakman, Rexdale Community Health Centre, Coordinator, Ethno Cultural Seniors Program.



Och aye laddie, it was a great day on the links at Brae Ben Golf Course for the 16th Annual Hospice Golf Classic, held July 12. The weather was perfect, the course was challenging and everyone got into the spirit of the day as they were led onto the course by two Highland Pipers provided by Turner & Porter. The competition holes kept the excitement flowing and cheers erupted as the prizes were given out at the closing dinner. Congratulations to our 2011 Golf Classic champions Wade Finegan, Mark Simone, Brian Solomonian and Jon Ursini representing Stonegate Private Counsel. A heartfelt thanks to the main sponsors who made this event possible: Presenting Sponsor, Stonegate Private Counsel; Dinner Sponsor, Medigas; and Cart Sponsor, Woodbine Entertainment Group. For more details on the event, check out our website at www.dlhospice.org.



Thanks to the generosity of the Rotary Club of Etobicoke and artist Kym McKay, the Hospice was able to transform the plain beige walls of the Sharon and Howard Campbell Children's Room into a wonderful African Safari and the shower room into an amazing underwater sea world. Hospice residents and family members have commented on how much the colourful artwork has added to the environment.



If in Doubt, Try it Out

“I don’t like needles” was Robert’s initial response when asked if he would like an acupuncture treatment. Today, four weeks later, he looks forward to his weekly treatments saying they have greatly improved his quality of life.

Robert, aged 76, attends the Day Program at The Dorothy Ley Hospice and embraces the complementary therapies offered such as acupuncture and therapeutic touch.

“I’m a cancer patient at the Trillium Health Centre,” says Robert. “I joined the Day Program for the social interaction with others who are going through similar experiences with illness. I was delighted to see I wasn’t the oldest or the youngest one there. Best of all, I have a great time. Cher (the Day Program Coordinator) puts together such an interesting agenda, I look forward to attending.”

It was Cher who first introduced Robert to acupuncture. Robert had complained of digestive problems and she thought acupuncture might help. Judy Vena, a breast



cancer survivor and Day Program attendee, overheard the exchange and encouraged Robert to try a treatment before saying no. She is convinced that acupuncture has changed her life for the better.

“Within five weeks of starting acupuncture treatments, I no longer need my pain pills for my fibro-

myalgia or migraine headaches,” raved Judy. “The spasms in my legs are greatly reduced and I feel like I am getting my energy back. I feel like a whole new person.”

Robert, a self-proclaimed realist and optimist, decided why not give it a try, especially after such a positive endorsement. Before the first

treatment, the acupuncturist took a detailed history and asked Robert to talk about some of his challenges. The chemotherapy treatments for cancer of the esophagus were making him dizzy, weak and not interested in eating. He’d lost more than 20 pounds in two weeks. The acupuncturist listened and then started pressing different points on Robert’s arms and legs to identify where the acupuncture needles needed to be placed.

“I didn’t feel a thing with the first needle or the second,” said Robert. “The fourth one I really felt and I was told that’s the area that was linked to the blockage in my digestive energy system. The acupuncturist told me to take a deep breath and relax. I did and the tingling went away. He used 10 needles during the first treatment. When I went home later that day, I was hungry for the first time in ages. I ate a bit and then wanted more. The food tasted great. My appetite lasted the whole week.”

Robert was so impressed with how much better he felt, he couldn’t wait for his next treatment. This time the acupuncturist used 14 needles and Robert walked away feeling he had a lot more energy and continued to see improvements in his overall well being.

“I felt so good, I may have over done it,” Robert explained. “My wife and I met with friends and ate out a couple of times during the week. We really enjoyed ourselves. By the time I was due for my next treatment, I was feeling a bit tired and not great. After the treatment, I went home and slept and woke up feeling much better.”

Acupuncture is a relatively new addition to the Hospice’s Integrative Wellness services. It is offered at the Hospice in partnership with the Toronto School of Traditional Chinese Medicine.

“Acupuncture has been used for over 5,000 years,” said Cher. “It promotes health and healing and is beneficial for symptom focused treatments as it restores the balance of vital energy. It is proven to be a safe and effective complement to medications and treatments for a variety of conditions and ailments and its effectiveness for pain relief, nausea, anxiety, and addiction is well recognized by medical professionals.”

In September, the Hospice and Toronto School of Traditional Chinese Medicine plan to expand the program with the addition of more practitioners. The clinic will be offered on Tuesday’s from 2:00 p.m. to 6:00 p.m. For more information about the program or to book an appointment, please contact Cher Curshen at ccurshen@dlhospice.org or call 416-626-0116 ext. 228.

UPCOMING EVENTS

Programs and Services

Spiritual Care

18th Annual Celebration of Life
Thursday, October 20,
Montgomery’s Inn at 7:30 p.m.

Bereavement

Walking Through Your Grief
Wednesdays,
Mississauga Valley Park,
6:30 to 8:00 p.m.
Sundays, Dorothy Ley Hospice,
2:30 to 4:00 p.m.

Grief Sucks- teens aged 13-18
Every other Tuesday, September 27
to December 6, 4:30 to 6:00 p.m.

**A Time to Heal- Young Adults
aged 19 to 26**
Every other Tuesday, October 4 to
December 13, 7:00 to 9:00 p.m.

**Circle of Daughters-Loss of
Parent/Grandparent**
Wednesdays, October 5 to
December 14, 7:00 to 9:00 p.m.

**Finding My Way-Loss of Spouse/
Partner**
Thursdays, October 6 to
December 16, 7:00 to 9:00 p.m.

**When Mourning Dawns-Loss of
a Child**
Thursdays, October 20 to
December 22, 10:00 a.m. to noon

**Companions on the Journey-
Support for the Newly Bereaved**
Thursdays starting October 13 to
December 8, 6:30 to 8:00 p.m.

Integrative Wellness

**Acupuncture Clinic with
students of Toronto School of
Traditional Chinese Medicine**
Every Tuesday starting
September 13, 2:00 to 6:00 p.m.

Stress Relief Relaxation Circle
Every Monday starting
September 19, 6:30 to 8:00 p.m.

Therapeutic Touch Spa
Thursdays, 2:00 to 6:00 p.m.

Day Program
For people living with
life-limiting illness
Wednesdays, 10:00 a.m. to 2:00 p.m.

Legacy Program
Scrapbooking or assistance with
memory writing, by appointment.
Call Cher x 228

Fundraising

Wine and Art
September 25 – 1:00 to 4:00 p.m.
Westmount Gallery,
Tickets are \$100 each/10 for \$900

Halloween Bed Race
October 23 – 8:00 a.m. to noon
The Kingsway – Bloor between
Royal York and Prince Edward
\$100 registration fee per team

Zesty Appetizers
Hands on cooking class
November 17 – 6:00 to 9:30 p.m.
Cirillo’s Culinary Academy
Tickets are \$200 each
(\$100 tax receiptable)

Doves of Remembrance
December 2 to December 18
Cloverdale Mall

Please register for all programs by calling the Hospice at 416-626-0116.
Individual sessions or programs may be cancelled if there is insufficient registration.
For more details on any of these events, please go to the website at www.dlhospice.org