



"We will not leave you. We will watch with you. We will be there."

— Dr. Dorothy Ley



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Welcome to The Dorothy Ley Hospice Centre

ABOUT US

Our Vision

A world which understands and embraces hospice palliative care.

Our Mission

We foster hope and dignity through exemplary care, advocacy, education and research for individuals living with the challenges of life-limiting illness or loss.



The Ballard Foundation

"Living Wall"

The Dorothy Ley Hospice was founded over 25 years ago as a volunteer-based community service organization offering compassionate care to people living with the challenges of a life-limiting illness or loss as well as support for family and caregivers. Today, we offer two programs: Community Support provides coordinated care that enhances quality of life, which is delivered in one's own home. Residential Care provides 24/7 medical care in our 10-bed residential hospice during the last weeks of life.

Hospice is not just a place, but rather a type of care that focuses on living.

Our goal is to provide compassionate care that helps Individuals living with a life-limiting illness to live as fully and comfortably as possible. We do so by supporting their **physical**, **emotional**, **social and spiritual needs**, and we are also here to support their loved ones.

We are guided by our **Model of Engagement**, which supports the Individual living with illness, their family members, and caregivers, in receiving the right care, with the right skills, at the right time and in the right place.



DR. DOROTHY LEY



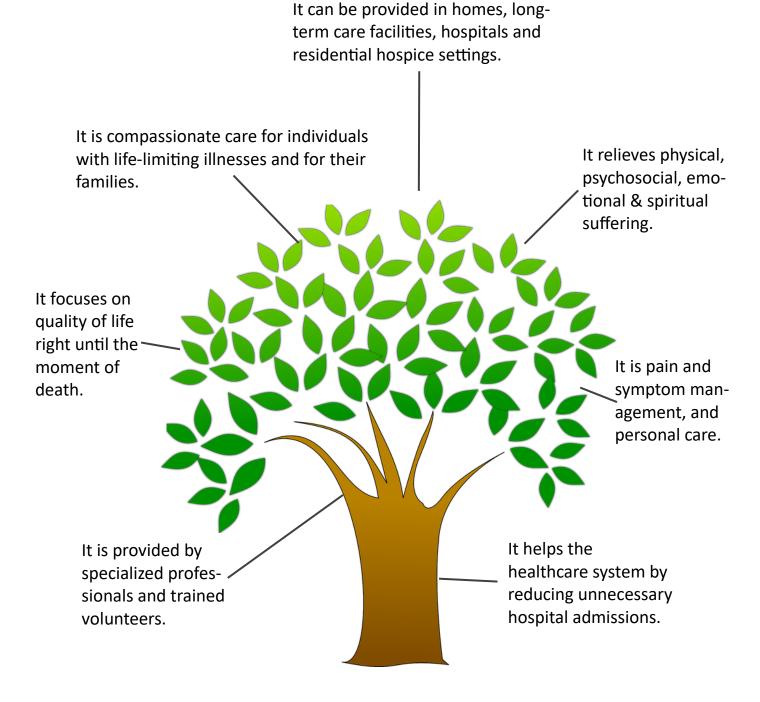
Dr. Dorothy Ley was a woman with a driving spirit, who made the seemingly impossible possible. Her dream was to help and heal others, at a time when the medical profession was dominated by men. Rich in courage and dedication, she put herself through medical school by working in the Niagara canning factories, and went on to become an internationally respected oncologist, treating terminally ill cancer patients with compassion and care.

Dr. Ley's concern for her patients led to a quest for a more personal and loving alternative to end-of-life care; an atmosphere where patients could live in comfort, conducting the remainder of their lives with dignity and meaning, surrounded by the people they loved.

Through her spirit and commitment, Dr. Dorothy Ley pioneered the field of hospice care in Ontario, and has given strength and leadership to others who wished to follow.

Dr. Ley believed that spiritual care lies at the heart of hospice care - that comfort does not come from medicine alone, but from a touch, a glance, a smile, a goal accomplished.

WHAT IS HOSPICE PALLIATIVE CARE?



ONE FAMILY'S STORY



The Dorothy Ley Hospice gave our family peace and comfort at a time that for many can be filled with fear and uncertainty – facing the death of a loved one.

Our father, John Curtis, was born in Toronto and raised in Mississauga, where he spent most of his life with our mom (Gillian), his three human children (Eva, Clare and Desmond), and his fourth, and often favourite child, our Chocolate Lab Grace.

Our dad lived a busy life – he worked on Bay Street and his career took our family to Bermuda for three years when we were toddlers. He was an avid runner, often participating in the Terry Fox Cancer Run. In swimming, he worked his way up to his personal best of more than 70 laps. He even took up Karate with Desmond and Yoga with his sister Robin.

And we can't forget his love of music – he played guitar, loved to go to live concerts, accumulated over 500 LPs and even still had a juke box!

Family time was precious and as we all grew older and moved out of the house we always made a point of getting together for dinners at our favorite spots, for holidays, and quick hugs and hellos. We'll treasure all of these moments forever.

Dad's cancer diagnosis came on Labour Day 2016. The big "C" word hit like a ton a bricks when the MRI results came back. Within days our world had been changed.

When you are told someone you love may only have 3-6 months left, your priorities quickly shift and your loved one's comfort becomes the number one thing in your life.

This is when the Dorothy Ley Hospice entered our lives. Dad's doctor at Trillium referred him to a palliative doctor affiliated with the hospice and we took a tour. We were comforted by the warm and home-like environment and dad was particularly struck by a room that looked out onto an area where he had walked Grace many times.

Our father lived for nine more months and The Dorothy Ley Hospice helped us at every step of the way.



Care Coordinators came to visit regularly in our home and there was a wonderful Wellness Day Program where people on their end-of-life journey met weekly for social time, a lovely meal, and activities. For us there was grief counselling, support groups and even massage therapy sessions.

When caring for our Dad at home was no longer possible he moved to The Dorothy Ley Hospice Residence, where he received consistent, compassionate care around the clock. Friends and family were welcome to visit 24/7 and everyone had their chance to say a peaceful good-bye. At the hardest time in our lives we were in the best place we could be.

The last weeks were filled with meaningful moments. One of our most memorable experiences was during a warm sunny day when our family cobbled together a playlist of songs that reminded us of special times from different aspects of Dad's life. The staff arranged to have his bed and oxygen tank brought outside – their gracious accommodation will never be forgotten.

Gathered around Dad's bed with the sun shining down on him, listening to the music he loved, and sharing favourite memories felt like a celebration of his life. It was a beautiful way to say goodbye and we will cherish this special time forever.

You see, in moments like this, you realize that hospice is not all about dying, it is about living life to the fullest, right to the end.

Sincerely, Eva, Clare and Desmond - John's Children



There are far too many deaths that happen without the support and care that The Dorothy Ley Hospice can provide. Please support The Dorothy Ley Hospice - Your donation will help ensure that another family, like ours, receives the care and support that is needed. It will make all the difference in the world for people who will face the same situation that we did.

COMMUNITY SUPPORT PROGRAM

Hospice services are available to adults (18 years and older) living with a life-limiting illness, who have an anticipated prognosis of less than twelve months, and reside within the boundaries of the Etobicoke community. This individual must give their consent to access services.

Hospice care is about Living.

We provide individualized care, which is guided by the unique needs and goals of each person served. These are identified through initial and ongoing exploration of what is important to the Individual and their family. A care plan is jointly developed for the delivery of hospice services.

Individual centered care entails meeting people where they are at (physically, emotionally, spiritually) to gain understanding from their perspective. We recognize that the individual is the expert. Individual centered care affords respect, dignity and choice.

Contact us to learn more: 416-626-0116



Benefits of our services include:

- A collaborative transdisciplinary care team providing a coordinated plan of care
- Informed choice and direct input to one's care
- Enhanced quality of life
- Information and education in addressing end-of-life issues
- Pain and symptom management through complementary therapies
- Support for suffering beyond physical ailments, including psychological, social and spiritual distress
- Reduced isolation through a supportive network of compassionate and understanding companions
- Ongoing bereavement support for family and friends

"January 20, 2017 was your first visit to see Ron and me. After you left I felt like a huge weight had been lifted from my shoulders; however I had no idea what a pivotal role you would have in Ron's final months. Ron loved your visits ... you made his last months and weeks so much better and mere words cannot express my gratitude and thanks." —Cathy H.

HOSPICE SERVICES

Care Coordination

Guided by the unique needs of each individual, our care coordinators will:

- Conduct an in-home assessment
- Co-develop an initial Care Plan
- Facilitate Advance Care Planning
- Initiate referrals to hospice services
- Arrange for in-home visiting volunteers
- Facilitate linking with other support agencies
- Provide information and education about end-of-life issues
- Provide ongoing psychosocial support
- Advocate for increased services
- Liaise with Community Palliative Care Physicians
- Liaise with the Residential Admissions Coordinator when transitioning into our Residential Care Program.







We recommend the following resources for information on palliative care, caregiver support, and the experience of grief by adults and children.

Canadian Hospice Palliative Care Association: www.chpca.net

Canadian Virtual Hospice: www.virtualhospice.ca www.mygrief.ca www.kidsgrief.ca



Our Volunteers

Our volunteers are dedicated and amazing people who generously donate their time in many capacities. They are tremendously compassionate in their care of individuals, family members and caregivers. As ambassadors, they forward our vision of awareness of and accessibility to hospice palliative care.



Visiting Volunteers

Friendly volunteers provide support and companionship, offer comfort such as holding a hand, listening and being a caring presence. Visiting volunteers come with no agenda other than to enter into your life and focus on what's important to you.

All direct care support volunteers participate in a 30-hour training program. Training is offered three times a year and volunteers receive a certificate upon completion.

Organizational Support Volunteers

Organizational Support Volunteers contribute 4 hours per week every other week, or on an as needed basis at the Hospice Centre. They make a significant contribution to how the Hospice is able to operate day-to-day through volunteering in the following areas: Nutrition & Kitchen, Hospitality & Reception, Data Entry & Administration, Special Events & Fundraising, Governance & Committees, Education & Training, Gardening, Giving Talks, and general Awareness.



"Thank you so much for all the love and kindness your volunteers gave to my dad during his last few months. It meant so much to him. He always looked so forward to his Monday date with his volunteer."

—a family member served





Wellness Services

Self-care is an integral aspect of a person's overall sense of well-being. Individual services offered include complementary therapies such as *Acupuncture*, *Reiki*, *Therapeutic Touch®*, and *Gentle Hand and Foot Massage*, which can augment traditional pain and symptom management, and provide a restorative and relaxing experience.

Wellness Services are delivered by our volunteers who have specific training in a complementary therapy modality and/or students completing a clinical practicum at the Hospice Centre.

At our Hospice Centre there are *Pet Therapy visits* for those participating in the Wednesday Wellness Day Program and also individuals and their family staying in the residence. Group services include a weekly *Relaxation Circle*, which teaches breathing techniques and offers guided visualizations for stress management, and *Restorative Yoga*.

Wednesday Wellness Day

Wednesdays, 10 am to 2 pm

Wednesday Wellness Day Program is for individuals living with a life-limiting Illness, providing a day out in a safe, friendly and caring atmosphere. Participants gather to share their highs and lows of life and to give and receive support.

This is an opportunity to experience camaraderie and new friendships, conversation and laughter, and learn new skills. As the day unfolds, participants can engage in a variety of activities such as arts and crafts, music, legacy projects, board games, discussion circles and wellness services. A nutritious breakfast and lunch is served.

Caregiver Support

A life-limiting illness can be stressful for everyone involved. Family caregivers may experience a variety of emotions, and their physical and emotional energy may become depleted by the demands of ongoing caregiving. A visiting volunteer can be arranged to stay with your loved one while you take a much needed break, attend a personal appointment, run errands, have a nap or perhaps join in the conversation at our weekly *Caregivers' Time Out* support meetings.



Spiritual Care

Our spirituality is what we seek when we search for meaning in our lives.

Spirituality is an important part of life and we recognize the various personal expressions of beliefs, traditions, and rituals. Spiritual Care support helps one discover and affirm meaning, value and connection. Spiritual Care support is for all, whether religious or non-religious, and it is available to individuals living with a life-limiting illness, their family and friends, and those who are bereaved. Our Spiritual Care Coordinator can also help connect individuals with faith leaders and faith communities.

We Offer:

- Psycho-spiritual support from diagnosis to end of life
- Engagement in spiritual conversation
- Clarification of ethical issues
- Opportunities for prayer, meditation, reflection and ritual

Bereavement Support

We provide opportunities to learn about grief as a healing process, connection with other bereaved persons, and an understanding and supportive space in which to share and express grief.

Individual support is offered through in-person visits, telephone outreach and mailings of our **Caring Connections** newsletter. A variety of programming is offered to address the needs and concerns of the newly bereaved and relationship specific grief support groups are regularly held.

Quarterly, we host an **Evening of Remembrance** memorial service, welcoming the families and friends of individuals served.





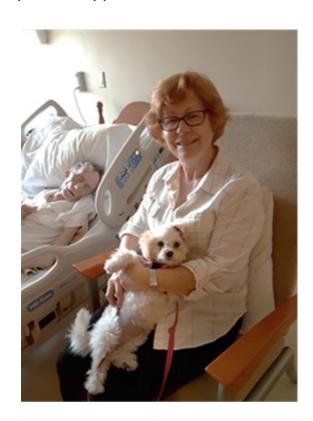
Bereavement Services are available to anyone anticipating a death and/or grieving the loss of someone significant, regardless of whether or not the dying/deceased person has been connected with our Community Support or Residential Care Programs.

RESIDENTIAL CARE PROGRAM

Residential Care is provided to individuals in the last weeks of life. Our 10-bed residential hospice is a home-like environment. We provide 24/7 nursing and medical care to individuals at end of life, whose care needs exceed the capacity of the care providers to be managed at home or who do not wish to die at home.

Residents and their Family

At The Dorothy Ley Hospice, family – as defined by each resident – is recognized as integral to the planning and implementation of care. Person-centered care plans are developed with each individual based on specific needs, preferences, hopes and goals. A typical plan of care includes pain and symptom management, personal care and psychosocial and spiritual support.





Residential care aims to allow end of life to occur naturally rather than prolong life or hasten death. Care is provided through a transdisciplinary team approach consisting of palliative care physicians, registered nurses (RNs), registered practical nurses (RPNs), and personal support workers (PSWs). Specially trained volunteers augment support and care provided by hospice staff. Our trans-disciplinary approach enhances our highly individualized care.

The Dorothy Ley Hospice is a learning institution and as such we routinely host students for practicum placements. Alongside the staff and volunteers, these students are an important part of our care team.

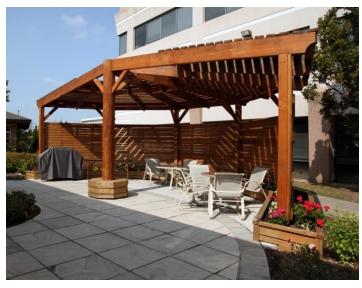




In addition to our comfortable bedroom suites, our centre provides a home-like atmosphere with a welcoming living room, a dining area, a playroom for children, and a quiet room for prayer, meditation and reflection. There is also a lovely outdoor sitting area to enjoy during the warmer months. Other amenities include a family kitchenette, family shower room, satellite TV and free WiFi, and access to an on-site public pharmacy.









We encourage individuals and families to make themselves at home during their stay at The Dorothy Ley Hospice residence.

ADMISSION TO THE RESIDENCE

Eligibility for Admission

In order to be admitted to the Residential Care Program, individuals must have a valid Ontario Health Card or be eligible for Interim Federal Health Services. Individuals seeking admission to the residence must consent to allow natural death to occur and their medical care needs must be compatible with being safely cared for in a homelike environment.

What is the referral process?

For consideration of admission to the Residential Care Program we require the Common Palliative Care Referral Form to be completed by an attending health care professional who will fax the referral and supporting medical documentation directly to us. Usually referrals are initiated by a hospital or healthcare provider through the LHIN (Local Health Integration Network).

On receipt of the referral we review the information and get in touch with the primary contact person to arrange for an Admissions Assessment. In most situations, our admissions nurse will visit in person to assess the readiness and appropriateness for admission to the Residential Care Program.

If on the waitlist, families are encouraged to keep in touch with us so we can monitor

changes in status and adjust priority as necessary. Our assessment coordinator is always happy to answer any questions you may have.

Acceptance to the Residence

Once a bed becomes available, the appropriate individual will be contacted. We usually require the transfer to occur within 24 hours. This allows individuals to settle in as soon as possible, and helps us maintain our commitment to serve the community as fully as possible.

We recognize the stress associated with moving, and we will do our best to help the transition go as smoothly as possible.

Declining Admission

Moving to the hospice residence is a big step. We recognize that individuals may not be ready when admission is offered and we will fully support the choice if one decides to decline the admission offer.

When the next bed becomes available it is offered to the individual with the greatest need at that time. An update on the individual's health status will be required if some time has elapsed since the first assessment and admission offer.



Medical Care

Hospice care is about providing for the unique needs of the individual and supporting their family. We will provide comfort measures and pain symptom management with a focus on quality of life.

There is 24-hour nursing staff supported by volunteer care providers. If there is a physician already providing care, they are welcome and encouraged to do so in the residence just as they would in your home. Our Medical Director ensures that every resident is followed by a Family Care Physician and will be available for mentorship to family physicians as needed. The care team also has "after hours" physician-access on an on-call basis.

Additional Supports and Services

Along with medical care, residents and their families have access to all the other services provided by The Dorothy Ley Hospice. These include Wellness Services, Spiritual Care, and Bereavement Support.



Changing Condition

It is not unusual that an individual's health status will change following admission to a residential hospice setting. We constantly consult with the resident and the family, and the health care providers to carefully monitor the situation and assess whether the Residential Care Program continues to be the right place for care.

At some point, it may be determined that a transition back to one's home or to another setting is more appropriate. If this becomes necessary, we work with individuals and their families to put in place support services that may be required. Individuals are always welcome to be reconsidered for the Residential Care Program when their situation changes.

We welcome and encourage individuals and families considering the Residential Care Program to tour our Centre. To schedule a visit speak with your hospice Care Coordinator or call our hospitality desk at 416-626-0116 and ask to arrange a tour.

BILL OF RIGHTS

Hospice palliative care providers support an integrated approach to care that recognizes the right of individuals to determine how to best address their unique needs and desires for support. We adhere to a standard set of criteria that recognizes the importance of Individuals' wishes in the provision of care. We will respect the rights of each individual, caregiver and family member. While we do our best to provide excellence in our work, the provision of care is a partnership, therefore, you should be fully aware of your rights.

Individual-Served Bill of Rights

As an individual facing the end of my life, I have the right to:

- Be treated as a living human being with dignity and respect until I die.
- Be as comfortable as possible physically, emotionally, socially and spiritually.
- · Maintain the highest possible quality of life.
- Participate in the decisions that affect my treatments and quality of life and make choices regarding my care.
- Have my decisions and choices respected and followed, even though they may be contrary to the wishes of others.
- Be treated with openness and honesty without deception or half-truths.
- Receive ongoing medical and nursing care even though the goals will be changed from cure to comfort.
- Express my feelings and emotions about my approaching death in my own way.
- Maintain a sense of hopefulness, however changing its focus may be.
- Be cared for by those who can maintain a sense of hopefulness, however changing its focus may be.
- Discuss and enlarge my spiritual and religious experiences, regardless of what they mean to others.
- Be cared for by compassionate, sensitive, and knowledgeable people who will attempt to understand my needs, values and preferences and try to meet them.
- Receive support from and for my loved ones in learning how to accept my death.
- Die in peace and with dignity.

Adapted from the Canadian Hospice Palliative Care Association

Caregiver Bill of Rights

As a caregiver for a loved one living with life-limiting illness, I have the right to:

- Take care of myself. This is not an act of selfishness.
 It will give me the capability to take better care of my loved one.
- Seek help from others, even though my loved one may object. I recognize the limits of my own endurance and strength.
- Maintain facets of my own life that do not include the person I care for, just as if he or she were healthy. I know that I do everything I reasonably can for my loved one; I have the right to do some things just for me without feeling guilty.
- Get angry, be depressed or happy, experience frustration, laugh and cry and express the normal range of human emotions.
- Reject any conscious or unconscious attempt by my loved one to manipulate me through guilt, anger or depression.
- Receive consideration, affection, forgiveness and acceptance from my loved one for what I do for them on a daily basis.
- Take pride in what I am accomplishing and to applaud my own courage in taking on the responsibility for caring for my loved one.
- Protect my individuality and maintain a life for myself that will sustain me once my loved one has died.
- Expect and demand that, as government makes strides in finding resources to support ill persons, similar strides are made toward aiding and supporting caregivers.

Adapted from Caregiving: Helping an Aging Loved One (AARP Books, 1985) by Jo Horne

HOW YOU CAN HELP

Each year The Dorothy Ley Hospice must raise just over \$1 million in order to provide programs and services at no cost to the individual. Through the support of our community, we are able to do this.

Financial Support

There are many ways that you can financially support The Dorothy Ley Hospice: make a donation in memory of a loved one, become a monthly donor, leave a planned gift/bequest or even host a third party event to raise funds. To learn more about the ways you can financially support the Hospice, visit www.dlhospice.org.

Volunteer

Each year, The Dorothy Ley Hospice relies on a group of dedicated volunteers to help run our programs and services. They provide important support, from answering the phone and cooking meals in the kitchen, to visiting individuals in their homes. We would not be able to do what we do without our volunteers. To learn more about becoming a volunteer call Volunteer Services at 416-626-0116.

Advocate

We are always looking for opportunities to educate our community about the programs and services offered by The Dorothy Ley Hospice. If you know of a community organization or group who would be interested in learning more about us, we will happily send out a speaker to share information. Helping spread the word, and building awareness through advocacy, is an important part of building a sustainable future for The Dorothy Ley Hospice. Contact the Hospice today to book a speaker.

How We Are Funded

The Dorothy Ley Hospice receives partial financial support from the Mississauga-Halton LHIN (Local Health Integration Network), which accounts for approximately 65% of our annual operational budget.

We are very grateful for the generosity of individual donors, and corporate and foundation sponsors that augment government funding.



DONATION FORM

The Dorothy Ley Hospice

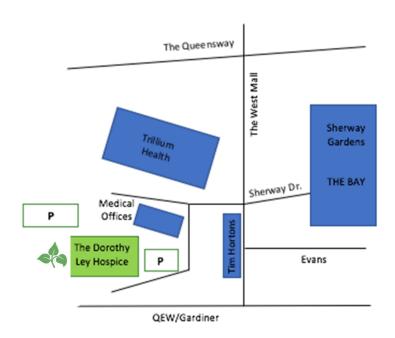
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I would like:		NEW! - GO PAPERLESS!
More information or	volunteer opportunities Information	Help us be environmentally friendly. Check the box below.
about upcoming eve	nts	I would like to go paperless
To notify you that I h	ave included a gift to the hospice in	
To receive informati	on about making a planned gift	RESPECTING YOUR PRIVACY The Dorothy Ley Hospice is committed to protecting our donor and client
To discontinue recei	ving mailings from the hospice	Tax receipts will be issued for any donation over \$20.

Address: 220 Sherway Drive, Etobicoke, ON M9C 0A7

Phone:(416) 626-0116 **Fax:** (416) 626-7285

Email: info@dlhospice.org **Web:** www.dlhospice.org





For more information about accessing The Dorothy Ley Hospice's Programs and Services, to volunteer, or to make a donation, please call us or visit our website.

