



Perram
House

Reflections ...
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OUR MISSION:

We provide, for people affected by life-threatening illness, a home with holistic, community based services that supports their freedom to live life to the fullest.

OUR VISION:

We will be recognized by the community as the premier provider of services to those affected by life-threatening illness.

A TIME FOR CHANGE — EXECUTIVE DIRECTOR'S MESSAGE

In the spring of the year, we all address and welcome “change.” The word itself summons thoughts of new growth and excitement but also of challenge. 2004 was a year unlike any other for the White Light Hospice, as it underwent changes to its physical environment and to its neighbourhood. There were also changes to numerous aspects of its programs, service offerings, internal processes and its name — now Perram House. Physically, our

neighborhood is a landscape in transition. The former hospital property across from our facility is now a site under construction and will soon to be replaced with an apartment building, town homes and a health care facility.

After many years of neglect, our own building is being rejuvenated and this will include significant changes to our interior. Concurrent with the physical changes, major progressive undertakings are being made to our programs and service offerings, with emphasis on research, outreach and teamwork.

With so many new initiatives underway, we are now in the process of set-

ting new goals, with a focus on the identification and securing of the operational funding required to ensure long term sustainability of our programs. New growth brings challenge but also strength. In stride with the season of spring, the hospice is about to burst with renewed vitality to bringing our organization up to operational excellence. The energy for this transformation is a result of goal setting, teamwork and the vision of many committed individuals. I wish to thank our staff, volunteers, donors and supporters for their contribution to our regeneration.

— Mary Ellen Hopgood

HOSPICE RENAISSANCE

As the healthcare landscape in Ontario changes, the Hospice at 4 Wellesley Place is managing to keep in stride with these transformations.

The history of Perram House, formerly White Light Hospice, has been shaped by foresight and perseverance. Among the pioneers of Hospice in Ontario, Anne Norris, founder of The White Light Hospice Foundation in 1988, operated a visiting hospice out of shared office space at 597 Jarvis Street from 1993–1996. In 1996 Anne negotiated the use of 4 Wellesley Place, once Princess Margaret Hospital's nursing office. In 1997 the space was upgraded and began offering palliative care services to the homeless.

In September 2003, after many years struggling to maintain and operate the Hospice, Anne Norris retired.

In the years before her retirement, Norris fought with governments at all levels for the rights of Hospices, doing whatever was necessary to ensure the Hospice could continue to deliver palliative care services to the homeless.

One of the volunteers employed under Anne Norris' direction was Jean McCrea. Although Jean was a volunteer for only a short time, it was an

experience that she shared with her family. In 2003, following Jean's death, the McCrea Family began its support of the Hospice in order to carry on Jean's volunteer support. Frank McCrea, Jean's husband, increased his support further to the extent that it is Frank McCrea who is responsible for the renaissance that the Hospice is undergoing today. He initiated the development of a fundraising strategy, secured the building, made it available to the Hospice on a long-term rental basis and undertook the much needed renovations to the physical structure. He also supported the efforts of the Hospice staff as they sought additional funding to renovate and update the interior. He spearheaded an application to the Ontario Trillium Foundation. A private donor has committed to matching these funds.

Parallel to these activities, a new

Reflections, the newsletter of Perram House Residential Hospice and Respite Care Centre, is produced twice a year.

It is dedicated to telling the ongoing story of Perram House and its services for people affected by life-threatening illness.

PERRAM HOUSE
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Toronto, ON M4Y 2K4
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www.perramhouse.ca

BIOGRAPHY

ANNE NORRIS was born in England around the time of the outbreak of the Second World War. In the first six years of her life she endured the continuing terror of aerial bombardment and saw injury and death all around her.

Although Anne's family emigrated to Canada when she was a teenager, Anne later returned to London to live with an aunt who ran an "old peoples' home" in a large house. This functioned both as a nursing home and as a Hospice, but was not named as such. It was through this experience that Anne became convinced that the quality and dignity of life should and could be maintained until the end.

Anne continued to pursue this dream of operating a hospice from



that point on. Anne married Geoffrey Norris, raised a family, became a Registered Oncology Nurse, practiced nursing at The Princess Margaret Hospital — all the while working towards her dream. In 1986-87, Anne gathered a group of like-minded people who wished to see an in-patient hospice become a reality. This group became the original Board of Directors of the White Light Hospice Foundation.

Hospice Renaissance continued ...

Board of Directors was established; the hospice initiated an aggressive program of outreach and rejuvenation. The Board commissioned a research report by students from Ryerson University, initiated a Shelter Outreach Program of Loss and Bereavement Counselling and launched a Lodging/Respite Program and Day Hospice — all this with the assistance of students from Osgoode Hall, UofT Law School so that the operating structure of the hospice is legally valid and consistent with the standards of the Hospice Association of Ontario.

Given that the building is designated a historical landmark, the Board of Directors determined that renaming the hospice was a critical component to its revitalization. The name "Perram" recalls the history of the house through a previous owner, Mary Ann Perram who exemplified the qualities that guide us in our work as a Palliative Care Residence and Respite Centre. This name not only reflects the building's heritage, but it also recognizes the facility's restoration and inherent spirit of compassionate care.

As we move into 2005, the future of the hospice has never been brighter.

In January 2005, phase one of the extensive exterior renovation was successfully completed with preliminary plans for landscaping which will include off street parking, a new deck, wheelchair access and a shaded garden area.

The hospice has successfully re-established its relationship with all industry associations; income from fundraising activities has increased and stabilized, internal office procedures have been reviewed and upgraded, our volunteer program has an active training agenda and the overall program is being positively received.

We continue to pursue a program of excellence, one that recognizes the "under-served" and integrates with other community organizations to minimize inevitable gaps in the health care continuum. Although these activities and others are ongoing, much remains to be done. We are grateful to those individuals in our history whose vision and perseverance have created this idyllic setting so that we, at Perram House, will be among the premier providers of community based services to those affected by life threatening illness.

— Mary Ellen Hopgood

THERE'S NO PLACE LIKE HOME

It sounds reasonable; Canadians want to be at home during the last stages of life. In fact, 95% of Canadians say they want quality hospice palliative care at the end of their life, yet less than 15% have access to it. The statistics reflect the sad reality that too many Canadians face following the diagnosis of a terminal illness.

At Perram House health professionals and volunteers care for individuals who have life-threatening illnesses. Perram House is committed to ensuring that end-of-life care and support becomes a right, not a privilege.

The residents of Perram House have life threatening illnesses. They come from all walks of life and have found their way here because they need the support we provide. The house fees are geared to the individual's income. Private funding maintains its high standard of care.

The need for the hospice is real and growing. A great number of our residents are the homeless, not just the people who live on the streets but also the "hidden homeless" — the more than 80% of Canada's homeless who

are improperly housed or on the verge of eviction. These are the Canadians who sleep in temporary beds with friends, relatives, in church base-

ments, in welfare motels, in abandoned buildings and vehicles, or in other sites away from the public eye. 31,985 stayed in a Toronto shelter at least once during 2002. The numbers continue to grow.

The financial burden associated with a terminal illness is often too great for a family to handle alone. 552,000 Toronto households have incomes below the poverty line. Patients and their family caregivers bear the financial costs associated with the move from institutional care to homecare. In a hospital setting many of these costs would be absorbed by the govern-

MARY PERRAM'S MUSINGS
It is only upon the reflection of death that we can truly learn to live.

ment, including expenses related to medical equipment, special meals, renovations to accommodate disabilities, repairs and maintenance of the care setting, and in some instances, prescription and non-prescription drugs.

The financial burden of caring for a family member who has a life-threatening illness can have a detrimental effect on the 250,000 Toronto households who pay more than 30% of their incomes on rent. These families have very few options and are often must choose between shelter and proper care.

Canada has introduced legislation that will expand the employment insurance program, ensuring compassionate leave for caregivers who must take time off work to care for a gravely ill child, parent, or spouse. Yet financial and emotional burdens of caring for an ill family member are strenuous.

Perram House is also a respite care centre where clients may be brought for either short-term or extended periods of time to receive professional assistance, thus giving their caregivers temporary relief. A 1997 Angus Reid poll indicated that 90% of Canadians wish to remain in their own homes, yet only 6% of caregivers feel they can adequately care for their loved ones without hospice palliative care support.

Therefore, expectations and efforts to provide home-based palliative care must also take into account the financial and emotional strains on family caregivers in order to deliver the best services to those in need.

We all remember the magical moment in the film *The Wizard of Oz* when Dorothy realized that she only had to click her heels three times and repeat "There's no place like home" to get back to the place where she belonged. It was a happy ending to a wonderful story.

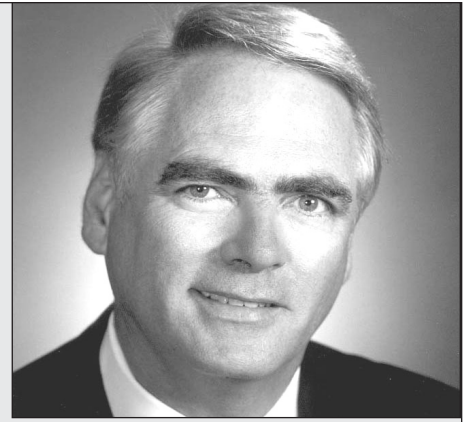
Perram House is a caring home that believes that everyone should have a happy ending to their own story.

The residential and respite care programs offered at Perram House have been put in place to ensure that Canadians have an alternative to dying in a hospital or on the street.

—Tiana Russell

BIOGRAPHY

FRANK MCCREA was born in Niagara Falls and graduated from the University of Western Ontario. He is founder and President of Procom, a firm that provides supplemental staffing services to corporate clients across Canada and the United States. Frank is active in a number of Associations. He is the founder and current president of the Association of Professional Computer Consultants (APCC). He is also one of the founding members and current President of the National Association of Computer Consulting Businesses, NACCB (Canada). In October 2000, Frank



was selected by Ernst and Young as Entrepreneur of the Year in the Business-to-Business Services category for Ontario.

GRIEF AND BEREAVEMENT SERVICES

I was still a teenager when my family learned of my father's untreatable illness. He lived longer than was anticipated and believe that one thing that gave him strength was the experience of "home" — in his definition of the word. Orphaned at four days old, he was brought from northern Ontario to be raised in Toronto. He was fortunate to enjoy sporadic visits to the north during his childhood, but economics forced him to make his life in Toronto.

At the time he was diagnosed, we were fortunate enough to be able to take him back north and we spent a portion of his last days in a house on the property of an old a lumber camp. It had been the last camp where Dad's own father, a cook, had worked before he died. It was northern Ontario — in all its rugged beauty. Despite living most of his life in Toronto, I could understand why my father called the north "home." It is now a part of me too, and my continuing love for my father resides in memories of our shared experiences. Memories of the time our family spent in that home during those last days will stay with me forever.

We were able to share so much. There were memorable times — both happy and sad — which helped me accept his passing and give me

strength to move on. For those with few supports in their life, Perram House provides a home-like environment where clients are received and supported as the unique individuals they are. This support is offered to residents, their loved ones and others in an outreach capacity.

The diagnosis of a life-threatening illness is the point at which loss and grieving begins for the recipient of the diagnosis and his/her loved ones/caregivers. Coping with the experience of loss brought on by the diagnosis of a life-threatening illness can be very difficult when we are carrying the emotional burden of other unresolved losses in our lives. It is a time when we need to be encouraged to be especially gentle with ourselves and a time when we often need guidance and support in understanding how past losses affect us now.

The Perram House Bereavement Program walks with grieving people on their path. We believe that healing is optimized when people are given the freedom and support to determine the direction of their journey. Perram House staff, volunteers and bereavement counsellors are committed to providing hospice and respite care to enhance the meaningfulness of your experience, on your own terms. Moreover, at Perram House we offer continuing support for the grieving process — freeing you to determine the length of your period of grieving.

— Teri Pigeau

**THE ONTARIO
TRILLIUM
FOUNDATION**



**LA FONDATION
TRILLIUM
DE L'ONTARIO**

Perram House Residential Hospice and Respite Care Centre gratefully acknowledges the financial support of The Ontario Trillium Foundation, an agency of the Ministry of Culture. With \$100 million in annual funding from the province, generated through Ontario's charity casino initiative, the Foundation provides grants to eligible and not-for-profit organizations in the arts, culture, sports, recreation, environment and social services sectors.

**BUILDING MATERIALS
SUPPLIERS PROGRAM**

In order to help reduce the financial burden of our renovations, Perram House has initiated a Building Material Suppliers Program.

As a result, Perram House has managed to secure donations ranging from the lumber supplies that will support our walls to the trees that will grow in our garden.

OUR DONORS TO DATE:

- Canada Blooms
- Century Builders Hardware Ltd.
- Central Fairbanks Lumber East Inc.
- Royal Home Hardware & Building Supplies Ltd.
- Taps Bath Centre
- Unilock Limited
- Universal Lamp

THANK YOU TO THESE
GENEROUS DONOURS FOR
HELPING TO MAKE OUR DREAMS
A REALITY!



**2005
HOSPICE HAPPENINGS**

Come join us on our first annual
HIKE FOR HOSPICE
Riverdale Park, Sunday May 1
Good exercise for a great cause.
hikeforhospice@perramhouse.ca
or 416-925-9866

PERRAM HOUSE YARD SALE
4 Wellesley Place, Saturday May 14

**OUTREACH LOSS AND
BEREAVEMENT COUNSELLING
PROGRAM**

Commences — Spring

**CARE FOR THE CAREGIVER
PROGRAM**

Commences — Summer

DAY HOSPICE PROGRAM

Commences — Summer

**ANNUAL PERRAM HOUSE
GOLF TOURNAMENT**

Tuesday September 6

**LODGING PROGRAM and
RESIDENTIAL PROGRAM**

Commence — Fall

WHO'S WHO AT PERRAM HOUSE

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George Wall
Financial Assistant
Patty Niles
Treasurer, Financial Assistant
Alex MacKenzie
Charity Bingo Coordinator
Sonya Scarrow
Secretary
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VOLUNTEERS

IF YOU ARE
INTERESTED IN
CONTRIBUTING TO
PERRAM HOUSE
HOSPICE THROUGH
A DONATION OR
AS A VOLUNTEER,
PLEASE CONTACT:
MARY ELLEN
HOPGOOD
416-925-2650.

PERRAM HOUSE
wishes to thank
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