WHEN THERE IS HELP, THERE IS HOPE.

A Guide to Chai Lifeline Canada Programs and Services
The diagnosis of a serious pediatric illness changes everything for a family.

You are at the beginning of a difficult journey along which Chai Lifeline can smooth the way. Our programs enable your family to cope with the daily challenges faced by young patients, their parents and siblings. From holding your hand and providing a shoulder to lean on to providing critical services and support programs, our goal is to help families cope with a child’s illness.

For more information on any of our programs, please call (647)430-5933 or email Canada@chailifeline.org.
Whether your child’s hospital stay is measured in hours or months, Chai Lifeline can help ease the pain for patients and caregivers.

**CASE MANAGEMENT/ADVOCACY**
Every family is assigned a case manager. A trained professional and whose goal is to provide information, assistance and support. Feel free to ask your case manager about any program or service in this brochure offered by Chai Lifeline Canada.

**HOSPITAL VISITS**
Our volunteers can turn tears into smiles just by walking into a room. Expect music, games, and lots of fun when Chai Lifeline volunteers come to visit your child.

**WOW GIFT FOR NEW CHAI LIFELINE CLIENTS**
Toys and games that children might not ordinarily receive that will “wow” and excite them.

**OVERNIGHT RESPITE**
Leave your child in the hands of a trained volunteer overnight and return refreshed and ready to face a new day in the morning. 
*Note: respite volunteers are not nurses and do not provide skilled nursing care.*

**TRANSPORTATION ASSISTANCE**
Leave the driving to us! Rides to hospitals and doctors’ offices allow parents to focus on children instead of the road. A fleet of volunteer drivers offer round-trip door-to-door service.
TUTORING
Volunteers help children who cannot attend school stay current with classwork.

BIG BROTHERS AND BIG SISTERS
Friendship and support for patients and siblings.

TOY DRIVE
The holidays are brightened by toys collected through toy drives across the country and distributed to patients, their siblings, and hospital playrooms.

SHINING STARS
Weekly after school programs for children and their siblings that focus on fun, not illness.

HARTMAN FAMILY FOUNDATION
WISH AT THE WALL
A project of Chai Lifeline Midwest
An invigorating celebration of life for teens who have fought battles against illness.

TRIP TO DISNEY WORLD
Sponsored by the Ohr Meir Foundation
Four days in America’s most famous theme park lift the spirits of pediatric cancer patients.

FOOD SUPPORT
Meals for the family at home or on days when it’s just too tough to cook. Grocery shopping to ensure the entire family is taken care of.

WEEKEND WONDERS
In-hospital parties to liven up the long weekend for patients in the hospital.

AARON’S APPLE
Financial assistance to help pay for extraordinary medical costs.

PENINA’S HELPING HAND
Named in memory of Penina Rubinoff
Select Chai Lifeline Canada services for young children of a seriously ill parent.
NATIONAL AND REGIONAL RETREAT PROGRAMS
Peer and professional support through day and weekend programs.

FAMILY RESPITE VACATIONS
Take a few days off at a local resort such as Great Wolf lodge and Deerhurst.

COUNSELING
Counseling at our community-based centers helps families cope with the myriad of issues surrounding illness or loss.

FAMILY DAYS AND HOLIDAY PARTIES
Exciting, fun days with Chai Lifeline Canada friends.

MOTHERS’ PROGRAMS AND DADS’ DAYS
Retreats and day programs give parents a chance to befriend and support other mothers or fathers also parenting a sick child.

SIBLING ADVENTURES
Programs and activities for siblings of seriously ill children.

BEREAVEMENT SERVICES REFERAL
Innovative programs help parents and siblings heal after the loss of a family member.

CRISIS INTERVENTION PROGRAMS
A network of programs to help families, schools, camps, synagogues and community institutions cope with an untimely death or medical crisis. Counseling, retreats, and Project C.H.A.I. provide support to help the grieving and healing processes.

FINANCIAL ASSISTANCE
Help for families impacted by loss of income due to a child’s illness.

CASE MANAGEMENT
Immediate help, information, emotional and psychosocial support, and access to Chai Lifeline Canada’s programs and services.
If you think your child is too sick for camp, then you have never heard of **Camp Simcha, Camp Simcha Special and Camp Lifeline.**

Chai Lifeline Canada is a pioneer in illness camping. Our camps offer children with serious medical conditions the chance to savor camping at its best. Developed by pediatric specialists and camping mavens, each camp combines superb medical care with the fun and frenzy of camp life.

At Camp Simcha and Camp Simcha Special, campers swim, boat, engage in regular and adaptive sports, create marvelous crafts projects, indulge their inner performers, and make an entire bunk of new best friends. At Camp Lifeline, our local day camp, campers aged 4-8 years old are offered a unique experience tailored just for them. With increased infection control measures, one to one staffing and onsite medical supervision, all three camps enable our Chai Warriors with the ability to learn new skills, develop self-confidence, and find the courage to continue to fight the pain and isolation of their illnesses.

**CAMP SIMCHA SPECIAL**
*Named in memory of Zvi Dovid Obstfeld*
A magical camping experience for chronically ill and disabled children and teens.

**CAMP SIMCHA**
*Named in memory of Dr. Samuel Abraham*
The foremost summer camp for youngsters with cancer and other life-threatening illnesses.

**CAMP LIFELINE**
A local day camp and safe haven for kids with fragile immune systems and complex medical needs.
Access to many of Chai Lifeline Canada’s services for children of a seriously ill parent. Services include:

**COUNSELLING REFERRAL**
Counseling at community-based centers helps families cope with the myriad of issues surrounding illness or loss.

**FAMILY DAYS AND HOLIDAY PARTIES**
Exciting, fun days with Chai Lifeline Canada friends.

**BIG BROTHERS AND BIG SISTERS**
Friendship and support for patients and siblings.

**FAMILY RESPITE VACATIONS**
Take a few days off at a local resort such as Great Wolf lodge and Deerhurst.

**DISNEY TRIP**
An annual trip for children who have recently lost a parent to illness or sudden death.
To prevent any child from suffering when they cannot afford the medical treatment they need.

Aaron’s Apple provides direct funds for medication, treatments, and patient amenities for chronically ill children. Parents of children with chronic illness are faced with the harsh reality that they are unable to control the illness that their child has been diagnosed with. For many chronic illnesses, the only option to ease the suffering of these children comes in the form of extremely expensive medical treatments. Some families are fortunate enough to have insurance that covers such medications and treatments. It is devastating to know, however, that many who are uninsured, or do not have the financial means, cannot help treat their child’s illness, or ease the intolerable pain that their child is experiencing. Aaron’s Apple provides families with the ability to have their child’s medication funded.
Volunteers are the heart and soul of Chai Lifeline. The hours they devote can change the experience of illness for a family.

We invite you to volunteer in any of the following areas. Be part of the “best place on earth” for seriously ill children and teens.

**BIG BROTHER BIG SISTERS**
Make a new friend for life. With their visits and personal contacts, volunteers add stability and structure to lives upended by illness.

**CHAI VOLUNTEERS**
1. Visit hospitalized children
2. Visit recuperating children and their siblings in their home.
3. Work on toy drives and organize and deliver holiday gift packages.
4. Prepare and/or deliver nutritious meals to hospitalized or recuperating children and their families.
5. Drive children and parents to medical appointments (requires completed transportation volunteer form).
6. Tutoring
7. Sit on a fundraising committee for one of Chai Lifeline’s legendary gala events.

**TEAM LIFELINE & BIKE4CHAI**
Team Lifeline & Bike4Chai sends running teams to various marathons and biking events all over North America. You can run, walk or cycle and raise funds for our continued programming.

**GO-MITZVAH**
Children can raise funds through our readathon, swimathon, or bar/bat mitzvah programs.
Chai Lifeline Canada provides training to staff and volunteers to ensure the best support for your family. This includes:

Effective safety procedures; Ensuring client privacy and confidentiality; Addressing physical and emotional stressors that families may experience; Reporting actual or possible risk of harm to a child; Appropriate and acceptable conduct.

We strive to best support your family while ensuring the safety and security of our staff and volunteers. You have a responsibility to inform Chai Lifeline Canada of any significant events or changes that affect your family status, including marital separation, death in the immediate family or involvement of Children’s Aid/JF&CS and police.

Our effective and responsible head office is happy to ensure appropriate levels of services as can be provided. All changes or requests for additional services should be made through your Case Manager and not directly with volunteers. Asking volunteers can interfere with our administration and might make volunteers uncomfortable.

Chai Lifeline Canada will use its discretion to withdraw, suspend or vary services as it sees fit. In this event, we will provide reasonable written notice. Typical circumstances in which services are withdrawn, suspended or varied include: No longer requiring Chai Lifeline Canada’s services; The need to reallocate resources to meet Chai Lifeline Canada’s mandate; Concern for the safety and security of staff or volunteers; Unreasonable demands on staff or volunteers; Failure to inform Chai Lifeline Canada of any significant events or changes that affect your family status, including marital separation, death in the immediate family or involvement of Children’s Aid/JF&CS and police; Conduct that is in violation or can reasonably be determined to lead to a violation of Chai Lifeline Canada’s by-laws; The discovery of a material misrepresentation in the application process.

Chai Lifeline Canada takes privacy of our clients and families very seriously. Our privacy policy is available on request. Chai Lifeline Canada may need to release personal information if directed to by a court.
We train our staff and volunteers to treat all client information as confidential and we will not disclose information to outside sources without signed consent from the parents. Limits of confidentiality include a duty to report actual or possible risk of harm to a child.

Information and documentation generated by the organization is the Property of Chai Lifeline Canada. The organization will only release information and documentation as we see fit or if directed to by a court.

**CONFIDENTIALITY AND PRIVACY**

While maintaining strict levels of confidentiality Chai Lifeline reserves the right to allow professionals within and across disciplines at Chai Lifeline Canada to informally consult each other in order to best serve the client. Please be aware that Chai Lifeline Canada will not share any information about the client to outside parties (e.g. school, physicians, community programs) without written consent.

**LIMITS OF CONFIDENTIALITY**

However, please be aware that there are a few situations when we are obligated, either legally or ethically to share information: *When there is concern a child is being harmed or is at risk of being harmed. This may include actual or suspected physical, emotional, or sexual abuse, neglect, or a pattern of failure to follow through on necessary treatment. We are required to contact the Children’s Aid Society (CAS).*

* If someone presents an imminent danger to him or herself, or to others (e.g. if a client or parent is considered suicidal or homicidal).
Chai Lifeline

Helping the child, the family and the community

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West Coast, USA Sohacheski Family Center, 9701 W. Pico Boulevard, Los Angeles, CA 90035
(310) 274-6331 • (877) 374-6331
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New Jersey 106 Clifton Avenue, Lakewood, NJ 08701 • (732) 719-1700 • (800) 882-0745
CAMP SIMCHA Glen Spey, NY 430 White Road, Glen Spey, NY 12737 • (845) 856-1432 • (888) 756-1432

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Antwerp Sint Thomasstraat 36, 2018 Antwerp, Belgium • (32) 495-198-100

CHAI FAMILY CENTERS
Brooklyn, NY Iliana Schindler Chai Family Center 1034 East 14th Street, Brooklyn, NY 11230
Chicago, IL 6600 N. Lincoln Avenue, Lincolnwood, IL 60712
Long Island, NY Adeline S. Zucker Chai Family Center 91 Carman Avenue, Cedarhurst, NY 11516
Monsey, NY 404 Route 59, Monsey, NY 10952
Ft. Lauderdale, FL 2699 Stirling Road, Suite B303, Ft. Lauderdale, FL 33312
New York City, NY 151 West 30th Street, New York, NY 10001

CHAI HOUSE Philadelphia, PA 3434 Sansom Street, Apt. 3F, Philadelphia, PA 19104

RIVER RETREAT Pamela & Craig Goldman River Retreat 1058 Ramapo Valley Road, Mahwah, NJ 07430