

‘From the first day, he loved the place.’



Hill House Hospice

The Hill House experience

After over half a year of uncertainty and running out of options, the Canelon-Lopez family is forever grateful that they found Hill House. In December 2018, Jesus Canelon-Lopez left his native Venezuela to visit his son Jorge in Toronto for the holidays, however, shortly after arriving, Jesus went to the hospital experiencing chest pains, there he was diagnosed with Stage 4 cancer. Jesus was staying in Jorge's home and didn't have insurance in Canada. Jorge was trying to look after his father and run his bakery at the same time.

"He was just stressed for me," Jorge said. "He was visiting Canada, so he felt very bad that way... He was feeling bad for being sick." Jorge recalls his father being very concerned with what was happening to him. He didn't understand why his health was deteriorating so fast. He was also worried that if he went somewhere to be taken care of, they would not be able to communicate with him, as English is not his first language.

All those worries immediately vanished when Jesus accepted a bed at Hill House in August of 2019. Jesus knew he was in good hands after his first interactions with Hill House staff.

"From the first day, he loved the place," Jorge said. "I saw it in his face, how pleased he was with being there and how well he was being treated. When we got the opportunity to go to Hill House, it was truly a blessing. "We were very fortunate to have the opportunity to have him looked after at Hill House"

Throughout Jesus' two months at Hill House, the family got to know the staff and at the end of September Jesus died peacefully and to this day the Canelon-Lopez family is connected to Hill House Hospice.

"In the end, it was a good relationship with good human beings," Jorge said. "Even in another language, they were able to communicate and to express feelings...My Dad, he left with a big smile on his face. And I know I speak for the rest of my family: we will be forever grateful to Hill House."