

Visioning

“Home and memories.” That’s how Elaine Walsh describes Hill House. With nine years of hands-on nursing work before joining the board of directors in 2019, Elaine Walsh knows! At Hill House, you’re never far away from the smell of freshly baked cookies, or a hot mug of coffee. There are nurses working to make sure each patient is as comfortable as they can be, and it feels more like grandma’s house than a medical centre.

“It’s really a home,” continued Elaine. “We don’t have patient rooms, we have patient bedrooms—with real carpeting and real patterned sheets. Nobody wears hospital gowns. It’s a real homelike atmosphere. It’s special.”

Elaine smiles when asked about creating memories with patients. “There’s a time to bring joy. We’ve sung opera, we’ve sung rock and roll songs and we’ve danced. We’ve had a bit of a party in the room. It’s just a wonderful place to be cared for, and a wonderful place to care for someone.”



The Green Room- One of three patient bedrooms at Hill House

One of Elaine’s tasks this year was working with staff, volunteers, and an outside consultant to learn from virtual focus groups and articulate a forward-looking vision statement. After many hours of input and discussion, the Board enthusiastically supports the new vision statement:

“Sharing our compassionate approach to hospice care and creating comforting memories for everyone in our home”

When somebody is dealing with a terminal condition, family members find themselves spending a lot of their time caring for loved ones. When patients come to Hill House, family members can go back to being just that— loving family members.

One of our key messages to families is “we’re going to do the nursing care, and you’re going to be their family member again,” Elaine said. They’re going to be the wife, husband or any other family member, and that’s quite a relief to them”. They can go to the kitchen and make a snack, or just be with their loved ones, hold their hands, touch, and speak with them. That’s what making memories is all about!



Hill House Hospice- Has all the looks, feels and smells of a home