



Shared By: Kelly Bearfield, Executive Director
Eden Heights of Olean/Premier Senior Living

For the past three years, **Kelsie Pease** has been a steady, compassionate presence at Eden Heights of Olean—quietly changing lives in ways that truly matter.

As both Case Manager and Director of the Memory Support Unit, Kelsie steps into some of the most emotional moments families will ever face. She sits beside sons, daughters, and spouses as they navigate the heartbreak of memory loss—the moment a loved one no longer recognizes them, or the difficult decision to move someone they love into a new home. In those moments, Kelsie doesn't just provide answers—she provides comfort, understanding, and a sense that no one is facing it alone.

For residents, Kelsie is their advocate and their voice. She takes the time to truly know each person—their routines, their preferences, their favorite songs, the little things that bring them joy or peace. She makes sure every staff member understands those details, so care is not just provided—but personalized, meaningful, and full of dignity.

But what truly sets Kelsie apart is what she does when no one is expecting it. She answers calls after hours just to listen. She reaches out to families on the hardest days. And sometimes, she sends a simple photo—a loved one smiling, dancing, or enjoying a moment of happiness—just to lift a family's heart and remind them that their person is okay.

Kelsie has a way of making people feel cared for the moment they meet her. It's not something you can teach—it's something she carries naturally in everything she does. Wanting to do even more, Kelsie pursued and earned her Certified Dementia Practitioner (CDP) certification, deepening her ability to support both residents and families through the journey of memory loss. She shares that knowledge openly, helping others understand, cope, and connect.

Kelsie Pease is caring beyond words. She is a source of comfort in uncertain times, a guide through difficult transitions, and a light for families when they need it most. At Eden Heights of Olean, her impact is felt not just in what she does—but in how deeply she cares.