

MONTHLY NEWSLETTER

VOL. 04
2025



THE NORTH STAR
by Hawthorne



OPTIMA LIVING
Let us welcome you home™

<https://optimaliving.ca>

OPTIMA LIVING COMPANY UPDATES

APRIL

Let us welcome you home.

Learn more about Optima Living
and its communities today.

People | Place | Community

optimaliving.ca/live-with-us



Optima Living Achieves CARF Accreditation: A Commitment to Excellence in Seniors' Care

Five Optima Living communities have earned the prestigious CARF Three-Year Accreditation with a 100% success rate and no recommendations for improvement. This achievement highlights our unwavering dedication to person-centred care, and places Optima Living among an elite group of only 3% of CARF-accredited organizations to achieve this distinction.

CARF International (Commission on Accreditation of Rehabilitation Facilities) sets rigorous standards of quality, accountability, and continuous improvement. By meeting every one of nearly 200 accreditation standards, Optima Living demonstrates its commitment to creating safe, supportive environments where residents can thrive.

"This achievement is an indication of Optima Living's dedication and commitment to improving the quality of life of persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards," wrote Brian Boone, President and CEO, CARF Canada.



Optima-Wide Spring Open House

Join Us for an Open House at Optima Living Communities!
On **Saturday, April 26th, from 1:00 PM - 4:00 PM**, all Optima Living Communities will be hosting a special Open House!

Come enjoy:

- Exclusive tours of our beautiful communities
- Delicious refreshments to savor
- Live entertainment to set the mood
- Exciting prizes you can enter to win!

Discover firsthand what makes Optima Living communities the perfect places to call home.

RSVP is required for this event.



<https://optimaliving.ca/>



Hawthorne

An OPTIMA LIVING Community



Welcome April!

As we step into April, we're embracing the vibrant energy that comes with the arrival of spring. This month is all about renewal, new beginnings, and the excitement that comes with fresh opportunities for growth and connection.

Spring Together: Family and Friends Open House

Mark your calendars for **April 26th, from 1:00-4:00 PM**, and join us for an afternoon of celebration, connection, and excitement! Come enjoy special tours of our community, delicious refreshments, live entertainment, and the chance to win exciting prizes. This is the perfect opportunity to discover what makes Optima Living communities the ideal place to call home.

Register for our Spring Open House:

🌸 Spring Together: Family and Friends Open House 🌸



<https://hawthorneseniors.ca/>

60 Fireside Gate, Cochrane Alberta
(403) - 840 - 0150

From the General Manager:



Carmela Dixon

Spring has officially arrived, bringing longer days, fresh blooms, and a renewed sense of energy. With Easter just around the corner, we look forward to celebrating with delicious meals, fun activities, and cherished moments together. While April showers may come and go, they pave the way for the vibrant colors of May—so let's welcome the season with joy!



We're pleased to introduce our new **Square One machine**, allowing credit card payments for selected services, including guest meals and guest suites. If you have any questions about using Square One, please visit **Reception** for assistance.

A friendly reminder that the **extra services fee adjustment** will take effect on April 1st. Nicole Medland, **sent a letter on January 1st** informing Residents and family members of this update, and we want to ensure everyone is prepared. If you have any concerns or need clarification, please contact the office.

Save the Date: April 26th! We're excited to host an Optima-wide **Open House Social** for Residents and families - an opportunity to connect and celebrate together. More details will be shared by the Recreation Department, so stay tuned!

As we open and close the month, let's recognize few members of our Hawthorne team, Our **Hospitality Team Appreciation Week** on April 7th -11th and **National Hairstylist Appreciation Day** on April 30th! Let's take a moment to appreciate their skills, creativity, and dedications.

Wishing you a wonderful April filled with warmth, joy, and the beauty of spring!

From Administration:



Alina Mihai
Int. Office Manager

Navneet Warring
FT Receptionist

Ivan
CS Receptionist

As we welcome the season of renewal, here are a few important updates:

Tenant Insurance Reminder: Please remember that tenant insurance must be renewed annually, with a copy sent to Hawthorne. Alternatively, tenants can opt for BFL insurance, which is billed monthly.

Tuck Shop Updates: We've updated a few products in the tuck shop, and we hope you'll enjoy the new offerings. Be sure to stop by and check them out!

Welcoming New Residents: Please join me in extending a warm welcome to our new residents: Donna, Lynne, and Gary. We're thrilled to have you as part of our community!

≡ Welcome ≡

Casual Receptionist

Ivan



Optima Living has established a partnership with **BFL Canada** to offer Tenant Insurance.

For more information or to apply, please reach out to the office manager for application details.

	Personal Property Limit	Personal Liability Limit	Additional Living Expenses <small>In the event a tenant cannot occupy the unit as a result of an Insured Peril</small>	Deductible Per Claim <small>All selections, except \$2,500 deductible for Earthquake</small>	Personal Liability / Earthquake Deductible	Premium <small>Per month per tenant</small>
Option 1	\$30,000	\$1,000,000	\$8,000	\$1,000	\$2,500	\$22.00
Option 2	\$60,000	\$1,000,000	\$10,000	\$1,000	\$2,500	\$35.00
Option 3	<small>I/we understand the options presented. It is understood I/we have chosen to obtain a tenant insurance policy from another provider. I/we will submit a copy of this insurance to OPTIMA LIVING and in addition recognize that failure to do so is a breach of the tenancy agreement.</small>					

From Administration:



Alina Mihai
Int. Office Manager

Navneet Warring

FT Receptionist

Ivan R

CS Receptionist

Guest Suite Booking Information

We are pleased to offer a comfortable guest suite for **\$95 per night**, which includes a complimentary breakfast.

Reservations are on a first-come, first-served basis – early booking is recommended.

Check-in: 2:00 PM | Check-out: 11:00 AM

Maximum occupancy: 2 adults & 1 child

For reservations or inquiries, please contact Reception - (403) - 840 - 0150

We look forward to welcoming your guests.

Guest Meal Information

We are pleased to offer meal options for your guests.

Please note that advance notice is required to ensure proper preparation.

Guest Meal - \$15

Kids' Meal (12 & under) - \$10

Meal tickets must be purchased at Reception prior to dining.

To ensure availability, please provide advance notice when planning to dine with us.

For further assistance or to purchase meal tickets, **please contact Reception directly.**

From the Clinical Team:



Kelly Keeler
Director of Care

Trina Beaudoin
Asst. Director of Care

Caitlyn Demars
Educator

Employee Education Opportunities – April 2025:

HCA's and LPN's: Safe Lifts and Transfers

Learn proper techniques to ensure safe patient lifts and transfers to minimize risk of injury.

All Employees Abuse Prevention and Reporting

Understand the importance of recognizing and reporting abuse to ensure a safe and respectful environment.

LPN's: Order Processing, BPMH, and MAR Checks

Improve knowledge of order processing, Best Possible Medication History (BPMH), and Medication Administration Record (MAR) checks for accurate medication administration.

Code of the Month

PURPLE

Hostage Situation

A **Code Purple** indicates a hostage situation and requires immediate action.

Please follow these safety protocols to ensure everyone's safety:

Upon discovery of a hostage situation:

- Ensure your own safety first. If safe to do so, leave the incident location and find a safe area to call for assistance.
- Activate Code Purple to alert others to the emergency.
- Call 911
- Prevent others from entering the area to avoid further escalation and keep the situation contained.
- Show a calm and reassuring manner to help reduce panic and maintain control.

Health Care Aide

Nancy O

Started March 19th

Health Care Aide

Kate P

Started March 19th

Health Care Aide

Jennifer G

Started March 19th

≡ Welcome ≡

While recruitment is ongoing, we are pleased to announce that the majority of our previously unfilled positions have now been successfully filled with new hires from the past two months.

From the Hospitality Team:



Erlindo Radaza

Housekeeping &
Hospitality Supervisor

Housekeeping Team

Nesvel
Armando
Sidney

Dining Team

Tammy
Mary-Lyn
Renuka
Jennifer

Joy
Brock
Neil
Alla

We're excited to welcome **Jennifer E** as the **new full-time Hospitality Aide** on the Fourth Floor! Please give her a warm welcome when you see her.

Great news - Housekeeping has a brand-new carpet cleaner machine to help us work faster and more efficiently! Plus, Spring Cleaning kicks off next month, starting with deep cleaning chairs and couches in Memory Care.

Lastly, we're hiring! If you know someone who'd be a great fit for our Housekeeping team, send them our way.

Thanks for all your hard work!

≡ Welcome ≡

**FT
Hospitality Aide**

Jennifer E



From the Food Services Team:



Kyle Klassen
Food Service Manager

Maricel
Cook

Precy
Cook

Abegial
Cook

Rutchelle
Cook

Joycee
Cook

Albert
Cook

Exciting changes are on the way! Our Spring/Summer menu is currently in development, and we'll share details as soon as it's published.

In the meantime, we've expanded our snack selection to offer more variety, with ongoing adjustments to keep options fresh and engaging. Snacks are sent up to the floors every afternoon, please ask your hospitality aide for more details.

All kitchen team members are back from vacation, resolving previous shortages, so service is running smoothly.

Hawthorne Breakfast Menu

- Assorted Cereals
- Hot Oatmeal
- Bacon Eggs (Any Style)
 - Scrambled Eggs
 - Plain Omelet
 - Fried Eggs
 - Boiled Eggs / Poached Eggs
- Pancakes with Syrup
- Toast with Butter and Jam
 - White Bread
 - Raisin Bread
 - Whole Wheat Bread
 - Fresh Berries

Breakfast Offerings Update

We've had some inquiries regarding our breakfast options, and we'd like to remind everyone that we continue to offer cook-to-order breakfasts, which remains a favorite choice among our residents. We're pleased to provide this personalized option to start your day!

menu

From the Maintenance Team:



Barry Long
Maintenance Supervisor

Armando
CS Maintenance Worker

Maintenance Request Reminder

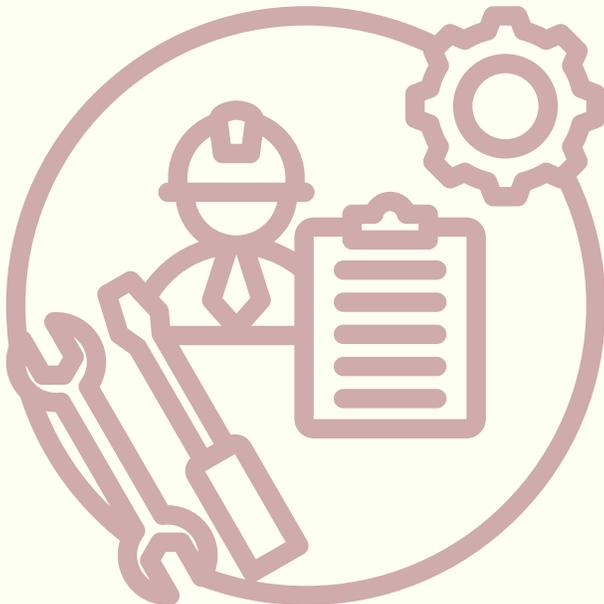
If you encounter any issues in your suite, please don't hesitate to ask an employee to fill out a maintenance request form, available at every Nurse's station. Our maintenance team will prioritize your request to ensure it's addressed promptly and efficiently. Your comfort is our priority!

Maintenance Updates

The heating issues have been resolved - thank you for your patience. However, we are still monitoring concerns with domestic hot water circulation following the recent water shutdown.

Spring cleanup is set to begin in mid-April, with exterior window cleaning scheduled for early May to keep our community looking its best.

We appreciate your cooperation and will provide updates as needed.



From Recreation:



Isabella Yendt
Recreation Manager

Holly M
Recreation Aide

Rachel D
Recreation Aide

Jackie S
Recreation Aide

Madeleine G
Recreation Aide

Lindsay B
Recreation Aide

National Volunteer Week!

As we approach **National Volunteer Week 2025, from April 27 to May 3**, I want to take this opportunity to highlight the amazing contributions of our volunteers. Their commitment and passion are integral to the success of our recreational programs and the well-being of our community.

Our volunteers go above and beyond - assisting with special events, leading activities, and providing invaluable support every day. They help create an atmosphere of warmth, connection, and joy, making a lasting impact on the lives of those we serve.

During National Volunteer Week, we will be celebrating their efforts and saying a heartfelt thank you to each volunteer for their dedication and hard work. We truly appreciate the time, energy, and compassion they bring to our team.

Thank you for everything you do, and we look forward to continuing to work together to foster a vibrant and caring community!

Recruiting Representatives for the New Resident Welcome Committee

We are excited to announce that we are currently recruiting representatives for our **New Resident Welcome Committee!** This is a wonderful opportunity for volunteers & residents to help new residents feel welcomed and supported as they settle into our community.

If you're passionate about creating a warm and inviting atmosphere, we would love for you to join the committee and make a positive impact on the experience of our new residents.

We would like to host our first meeting in **May 2025!**

For more details or to express interest, please contact Isabella.

From Recreation:



Isabella Yendt
Recreation Manager

Holly M
Recreation Aide

Rachel D
Recreation Aide

Jackie S
Recreation Aide

Madeleine G
Recreation Aide

Lindsay B
Recreation Aide

Annual Horticulture Program – Seeking Donations & Volunteers!

Spring is on the way, and our Annual Horticulture Program is preparing for another wonderful season of growth! We will begin **seedlings in April** and **gardening in May**, and we need your support to make it happen!

We will be planting in two courtyards, the front entrance, and six balconies to create beautiful, welcoming spaces for everyone to enjoy this spring/summer season!

We are currently seeking donations of the following items:

- Potting Soil
- Plastic Seedling Trays (*Please no cardboard*)
- Plant Food
- Bamboo Stakes (5-6 feet)



Starting in May, we will also need donations of:

- Flowers – Petunias & Geraniums
- Hanging Pots (Pots with only one or two flower varieties last the longest!)

We also welcome volunteers to help bring our garden to life! Whether you can donate supplies or lend a helping hand, **your support makes all the difference.**

Interested in donating or volunteering? Contact us today @

hawthorne.recreation@optimaliving.ca

Thank you for helping us grow a beautiful and thriving space for our community!

VOLUNTEER SPOTLIGHT

Volunteers:	Support to Hawthorne:
Jo-Anne	Lifestyle & Programs Support, Hymn Sing Facilitator
Jennifer & Lily	Pet Therapy
Christine & Gandalf	Pet Therapy
Cameron	Lifestyle & Programs Support
Paula	Plant Care & Horticulture
Dawn	Volunteer Seamstress & Lifestyle & Programs Support
Dave	Volunteer Pianist & Spiritual Care Facilitator - Alliance Services
Jim	Spiritual Care Facilitator - Catholic Services
Heather-Jo	Spiritual Care Facilitator - Catholic Services
Phillip	Hymn Sing Facilitator
Steve	Musical Volunteer - SAUCIE
Gail	Musical Volunteer - SAUCIE
Carole	Musical Volunteer - SAUCIE
Emilly	Monthly Yoga Facilitator
Paulo	Spiritual Care Facilitator - Baptist Services

Thank you!

Volunteers:	Support to Hawthorne:
Jerry	Tax Volunteer
Larry	Spiritual Care Facilitator - Alliance Services
Erica	Good Vibes Memory Choir Facilitator



RECREATION RECAP

OPTIMAL MOMENTS

International Women's Day March 8th

On International Women's Day, our residents gathered for a delightful high tea, filled with meaningful discussions and heartfelt connections. As they sipped tea and savored delicious treats, they shared personal stories, reflections, and insights about the power of womanhood. The afternoon became a beautiful celebration of strength, resilience, and the unique experiences that shape each woman's journey. It was a time for deep conversation, mutual support, and honoring the collective spirit of women, making this event both memorable and empowering.



LIFESTYLE & PROGRAMS

Upcoming Special Events & Activities

Outing: ROARR Lunch Visit

with Robison's Outreach at Rivercross Ranch

Date: Tuesday, April 29th

Time: 11:15 AM

Location: Rivercross Ranch

Transportation: Southland Charter

Cost: Free

Mobility Rating: 1 Wheelchair Spot.

Details:

Join us for lunch at the ranch and a visit with the therapy horses!

Sign up Required

Outing: Mamma Mia Deli (\$30)

Date: Thursday, April 24th

Time: 11:15 AM

Transportation: Walking to Deli

Mobility Rating: Moderate/Some Limitations (1 Wheelchair Spot)

Please sign up and pay at reception :)



Register for our Spring Open House:

🌸 Spring Together: Family and Friends Open House 🌸



Outing: Warm Water Therapy Pool

at the Cochrane SLS Centre

LIFESTYLE & PROGRAMS

Upcoming Special Events & Activities

Entertainment Schedule

Kelly Kalden

April 10th @
1:30 PM



Wild Rose Duo

April 11th @
2:30 PM



Cherubim Music Therapy

April 12th @
2:00 PM



Brooks & Kevin

April 15th @
2:30 PM



SAUCIE

April 16th @
3:00 PM



Special Days in April

April 1st - April Fool's Day

April 4th - OLVTV Episode #15 - Safety

April 7th-11th Hospitality Week

April 11th - National Pet Day

April 12th-22nd - Passover (Judaism)

April 20th - Easter

April 27th - May 3rd - Volunteer Appreciation Week

April 23rd - Admin Professionals Day

April 26th - **SPRING OPEN HOUSE**

April 30th - National Hairstylist Day



Shining Star Recognition Program

March Recipients

Team Member Award:

Tammy Langill

Hospitality Aide

Peer Award:

Clayton Lukacs

LPN



Optima Living is thrilled to announce the **Shining Star Recognition Program** to recognize those who **embody the Optima Values** and to celebrate the everyday ways our teams live these values that defines our community.

Each member plays a vital role in shaping the culture of our organization and the Shining Star Recognition Program is our way of shining a spotlight on the remarkable team members who live and exemplify the company's values.

Our Values

Respect You

Uphold Your Dignity

Work Together

Do The Right Thing



April Birthdays

HAWTHORNE

2025

MAKE A WISH

In April we Celebrate:

✦ Dennis W - April 14th

✦ Donna R - April 17th

✦ Elisa A - April 17th

✦ Ken S - April 25th

✦ Harold W - April 27th

Birthday Celebration

Thursday April 10th at 1:30 PM

in the Multi-Purpose Room

Entertainment by Kelly Kalden



Happy
Birthday



Hawthorne

An OPTIMA LIVING Community

Employee Directory

General Manager	Carmela D carmela.dixon@optimaliving.ca	ext. 1009
Director of Care	Kelly K kelly.keeler@optimaliving.ca	ext. 1013
Asst. Director of Care	Trina B trina.beaudoin@optimaliving.ca	ext. 2023
Office Manager	Alina M alina.mihai@optimaliving.ca	ext. 1008
Recreation Manager	Isabella Y isabella.yendt@optimaliving.ca	ext. 1011
Kitchen Manager	Kyle K kyle.klassen@optimaliving.ca	ext. 1030
Maintenance Supervisor	Barry L barry.long@optimaliving.ca	ext. 1053
Hospitality Supervisor	Erl R erlindo.radaza@optimaliving.ca	ext. 7905
Receptionist	Navneet W hawthorne_reception@optimaliving.ca	ext. 1005
Employee Educator	Caitlyn D caitlyn.demars@optimaliving.ca	

 60 Fireside Gate, Cochrane Alberta, T4C 2T9

 403-840-0150

 <https://hawthorneseniors.ca>



239 Griffin Rd E | Cochrane, AB, T4C2B9 | 403-907-1386

A Special Thank You to Dollar Tree

We would like to extend our heartfelt gratitude to the **Cochrane Dollar Tree** for their generous donation of St. Patrick's Day Decor. Thank you for making a difference and helping brighten our community!

Resident & Family Council

We're pleased to introduce our Resident & Family Council members for this term:

1. Colin T
2. Jacqueline S
3. Alan H
4. Shawna B
5. Marian K
6. Kelly L
7. John S

These dedicated individuals play an important role in representing the voices of our residents and their families, ensuring their needs and concerns are heard.

Stay tuned for upcoming meetings and updates from the Council!