



## Hawthorne

An OPTIMA LIVING Community



### Message from The Principals:

Welcome to Optima Daily, your source for community updates.

This August, we're celebrating an incredible 35,427.47 lbs of food donated to our Food Bank Drive—thank you for your generous support. At Optima Living, we are dedicated to exceptional care. With your valuable feedback from our satisfaction survey, we will continue to deliver on our promise.

Communities will complete a code green drill this month to ensure emergency preparedness for all residents and team members.

Stay tuned for more updates, and happy reading! - Farid, Ali, Karim

## Optima Living

Let us welcome you home.™



### Note from the General Manager:

As summer reaches its peak, August at Hawthorne brings a vibrant mix of warmth, community, and new opportunities to grow and connect. Whether you're enjoying the golden sunshine in our lush gardens, participating in exciting events, or simply soaking in the relaxed atmosphere, this month is all about embracing the joys of summer and making lasting memories. Here's to a fantastic August filled with fun, friendship, and fresh experiences at Hawthorne!

### Resident Satisfaction Surveys:

Your satisfaction is our top priority. We recently invited all residents to share their feedback through our Resident Satisfaction Survey. With 107 completed surveys out of 121, we are grateful for your participation and thoughtful responses. Your feedback helps us understand what we're doing well and where we can improve to provide the best possible care and support. The survey is confidential and designed to ensure your voice is heard without any personal identifiers. The results are collected annually by Sensight Surveys, and we expect to receive the full report this fall.

Thank you for helping us create a more person-centred and welcoming community.

## Community Updates:

### Alberta Health Services Accommodation Rate Increase - August 1<sup>st</sup>

Alberta Health has notified Optima Living that the annual accommodation rate adjustment will come into effect as of August 1, 2025. This will result in an increase of 2.8% to the current resident accommodation charges.

Accommodation charges are the monthly amount you currently pay for your accommodation related services such as meals, housekeeping, utilities and routine building maintenance.

If you have any questions or concerns regarding this accommodation increase, please do not hesitate to contact me or call the Alberta Supports Contact Centre toll-free at 1-877-644-9992 or 780-644-9992 (in the Edmonton area) for information on income support programs such as the Alberta Seniors Benefit Program.

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### Welcome New Team Members:

We're delighted to introduce the newest employees joining the Hawthorne Family. To help them settle in smoothly and provide the best care possible, each new team member will take part in a supportive onboarding process, including buddy shifts with experienced employees.

Please join us in warmly welcoming:

- Samreen, Licensed Practical Nurse (LPN)
- Elizabeth, Licensed Practical Nurse (LPN)
- Komal, Health Care Aide (HCA)
- Ronniel, Health Care Aide (HCA)
- Franca, Health Care Aide (HCA)
- Julie, Recreation Aide (RA)
- Luaviminda, Hospitality Aide (HA)
- Aubrey, Hospitality Aide (HA)
- Neha, Receptionist

Thank you for your continued support as we grow and work together to make Hawthorne a welcoming and caring community for all.




## Updates from our Teams:

### Nursing Team:

Kelly, our Director of Care, is currently on leave. Please direct any clinical concerns to Caitlyn or Trina during this time.

### Employee Education:

Our team is committed to ongoing education and training to continuously improve the quality of care and support we provide. These learning opportunities ensure we meet the needs of our residents with skill, compassion, and professionalism.

- **External Stakeholder Communication and Conflict Management** (LPNs): Enhances LPNs' ability to communicate effectively with external stakeholders such as healthcare providers and families, while providing conflict management strategies to promptly resolve issues and maintain positive, collaborative relationships.
  - **Handling Challenging Behaviors & Conflict Resolution** (All Employees): Equips our team to respond calmly, respectfully, and supportively in all situations, fostering a safe and positive environment.
  - **Pain Management** (LPNs and HCAs): Focuses on best practices for accurately assessing pain levels and implementing appropriate interventions to improve resident comfort and quality of life.
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## Updates from our Teams:

### Food & Beverage:

#### Join the Resident Food Committee    Register at Reception to join!

We are establishing a Resident Food Committee to ensure that your feedback, ideas, and concerns are heard and considered in the planning and improvement of our dining services.

The committee will meet regularly to:

- Discuss meal quality and variety
- Share suggestions for menu improvements
- Address any dining-related concerns

Our first meeting was held on July 22, with only three residents in attendance. We appreciate their contributions and encourage more residents to get involved.

Next Meeting: August 26

Time: 1:30 PM

Location: Meeting Room

Your participation is important. By joining the committee, you can help shape a dining experience that reflects the preferences and needs of our community. We look forward to seeing you there.

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### Maintenance Team:

#### 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 Nursing station. Our maintenance team will prioritize your request to ensure it's addressed promptly and efficiently. Your comfort is our priority!



# Happy Birthday

Happy Birthday to our wonderful **August birthdays!**

Wishing you a month filled with sunshine, laughter, and all your favorite things.  
May your special day be the start of a fantastic year ahead, full of joy, success,  
and unforgettable moments.

Have an amazing celebration – you deserve it!

August 1<sup>st</sup> - Pauline H

August 15th - Alan H

August 4th - Eve K

August 18th - Jennie C

August 4th - Maggie B

August 5th - Faye C

August 7<sup>th</sup> - Edith P

August 8th - Frances P

August 14th - Betty B

August 14th - Ken C

## Monthly Birthday Celebration

**Thursday, August 21<sup>st</sup> at 1:30 PM**

**Location TBD**

Entertainment by **Kelly Kalden**



## Upcoming Events:



### Personal Touch Fashions Summer Clothing Sale

Join us on **Monday, August 11th from 10:00 AM to 2:00 PM** in the Multi-purpose Room for the Personal Touch Fashions Summer Clothing Sale. Enjoy great seasonal deals on stylish apparel. Both cash and card payments are accepted.



### Glamour Spa & Legacy Lens Experience

Join us on **Friday, August 15th** for the Glamour and Glow Spa & Legacy Lens Experience. Starting at 10:00 AM, enjoy light hair and makeup makeovers to refresh your look in a relaxed and welcoming atmosphere.

Then, at 1:00 PM, take part in a professional photography session with **Sarah Taylor Photography**, where your portrait and personal story will be beautifully captured.

You can view her stunning portfolio at [www.sarahtaylorphotography.com](http://www.sarahtaylorphotography.com)

**Spaces are limited, so please sign up at reception to reserve your spot.**

A special thank you to Sarah Taylor Photography for partnering with us to bring this memorable experience to life. Celebrate your beauty and share your story with us!



## Paid Programs this month::



### Lunch Bunch: Takeout from Chinese Wok

Time: 12:00 PM, Sign up in advance      Cost: \$20

This month's Lunch Bunch will feature takeout from **Chinese Wok** in Cochrane on **Tuesday, August 12th at 12:00 PM.**

To join, please sign up in advance and pay **\$20 in cash** at reception. Don't miss out on a delicious meal and great company!

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## Program Spotlight: Meet Our Welcome Ambassadors!

Starting life in a new community can bring a mix of emotions but thanks to our **Welcome Ambassador Program**, new residents are greeted with warmth and friendship from the very beginning.

We're proud to introduce **Colin** and **Jacci**, our dedicated volunteer Welcome Ambassadors. As long-time residents, they generously give their time to help newcomers feel at home. Whether it's a friendly hello, a helpful tour, or simply sharing a cup of tea, Colin and Jacci are always ready with a smile and a listening ear. Their goal? To ensure every new resident feels connected, supported, and part of our wonderful community.

If you're new here, don't be surprised if Colin or Jacci pop by to say hello - they're here to make your transition smooth and welcoming.

Thank you, Colin and Jacci, for helping make our community feel like home!





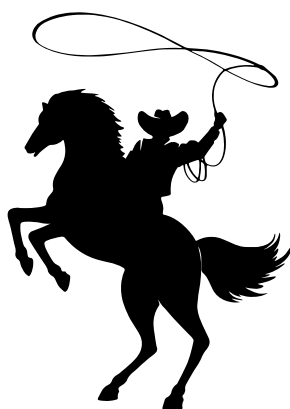
## Lifestyle & Programs Retrospect:

### Stampede Week: Hawthorne's Western Celebration Roundup!

Stampede Week brought a wonderful blend of tradition, activity, and community spirit. We kicked off the festivities with a classic pancake breakfast, where residents gathered to enjoy a hearty start to the week and connect over stacks of warm flapjacks and fresh coffee. Midweek, we headed out to the ROARR for a scenic visit with the horses. The outing offered a peaceful change of pace and a chance to appreciate the beauty and calm of the countryside.

Back on-site, the energy picked up with our Cowboy Rodeo Robbery game—a playful and engaging team challenge that had everyone collaborating and competing in true Western spirit. This was followed by a fun-filled barrel racing tournament, where participants showcased their agility (and sense of humor) in a lighthearted race that brought out plenty of cheers and laughter.

To cap off the week, we welcomed a miniature petting zoo featuring gentle sheep, friendly goats, and a charming baby pot-bellied pig. The joy on everyone's faces as they interacted with the animals made it a heartwarming finale to a week full of connection and celebration. Thank you to everyone who participated and helped make Stampede Week such a memorable success. From shared meals to outdoor adventures, we're proud to create experiences that bring joy, foster friendships, and celebrate the season together.





## Resident Council:

The Resident Council serves as an essential advisory group - providing a platform for residents and families to share feedback, raise concerns, and collaborate on community initiatives.

Council members work closely with leadership to support a welcoming, respectful, and engaging environment for all.

We encourage residents and families to stay informed and connected.

Please visit the Council Information Board, located across from Reception, for current announcements, meeting minutes, and membership opportunities.

### Interested in Joining the Council?

**Resident Council membership is by referral or election only.**

If you are interested in serving, or would like to nominate a fellow resident, please speak directly with a current Council member for more information.

Resident Council Members	Representation:
<i>Vacant</i>	Memory Care
<i>Vacant</i>	Memory Care
Shawna B	2nd Floor Representation
Marian K	2nd Floor Representation
Jacqueline S	3rd Floor Representation
Colin T	3 <sup>rd</sup> Floor Representation
Kelly L	3rd Floor Representation
Alan H	4th Floor Representation
Lelia R	4th Floor Representation
Carmela Dixon General Manager	Elected Chair
Isabella Yendt Recreation Manager	Elected Co-Chair

**Next Resident Council Meeting:**

**Thursday, August 14th at 1:30 PM**

**Empowering Resident Voices • Enhancing Community Life**

# Steady Steps: Your Guide to Fall Prevention

## Simple Tips to Stay Safe and Move with Confidence

### 1. Strengthen Your Body

- Engage in gentle exercises like walking, stretching, or seated leg lifts.
- Participate in balance and coordination programs designed for seniors.

### 2. Safe Footwear Matters

- Wear well-fitted, non-slip shoes with sturdy soles.
- Avoid walking in socks or slippers without grips.

### 3. Clear Your Path

- Remove tripping hazards like loose rugs, cords, or clutter.
- Ensure hallways and living areas are well-lit.
- Use grab bars in bathrooms and sturdy handrails on stairs.

### 4. Medication Awareness

- Some medications may cause dizziness or drowsiness.
- Ask your nurse about side effects that may increase fall risks

### 5. Assistive Devices for Safety

- Use walkers, canes, or other aids if your healthcare provider recommends.
- Ensure these devices are in good condition and fitted to your height.

### 6. Know Your Limits

- Ask for help when needed – especially when getting out of bed or reaching for high shelves.

## Interesting Fact:

Older adults who fall once are 2-3 times more likely to fall again within a year

## What to do if you Fall!

1. Stay Calm!
2. Check your Body
3. If you are hurt, please call for help - stay where you are and stay warm!
4. If you are not hurt, follow these steps
  - a. Roll on your side & crawl to a sturdy chair
  - b. Get into a kneeling position and brace your arms on the chair
  - c. Put one knee up and place your foot on the floor
  - d. Push your body up, pivot your body, and sit on the chair



## Health & Safety:

As part of our ongoing commitment to safety, Optima Living communities will be conducting a full evacuation drill this month. To simulate a real-life emergency, the exact date of the drill will not be announced in advance.

We appreciate your cooperation and encourage everyone to take the drill seriously to ensure we're all prepared in case of an actual emergency.

### Code of the Month

#### Code Green - Evacuation

In the event of a situation requiring evacuation, our community activates Code Green to ensure the safety of all residents. Situations that may trigger Code Green include fire, gas leaks, or other environmental hazards.

This means all individuals must leave the building or affected area immediately and follow emergency procedures.

#### Steps for Residents During Code Green:

1. Remain calm and listen to the directions of the employees or emergency personnel
2. Bring essential items only (keys, phone, medications if safely accessible).
3. Close doors behind you to help contain any hazards.
4. Proceed to the designated assembly area outside the building.
5. Do not re-enter the building until the all-clear is given by emergency services or employees in charge.
6. Once the situation is resolved and the area is confirmed safe, the Code Green will be cleared and residents will be notified when it is safe to return.
7. Your safety is our top priority. Stay alert, follow directions, and look out for one another.

**\*\* Employees/emergency personnel will assist residents who require support with mobility or other needs \*\***

## Employee Recognition: The Shinning Stars of the Month

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.

# Congratulations

**Merlyn S**  
(HCA)



**Merlyn** was nominated for embodying one of our core values: **“Work Together”**

In memory care, Merlyn consistently goes the extra mile—taking time to sit with residents, sing with them, and genuinely connect, all without being asked. Her warmth, kindness, and teamwork play a vital role in creating a truly person-centred environment. Thank you, Merlyn, for your compassion and dedication. You make our home a better place every day!

### Our Values

**Respect, Dignity, Collaboration**

#### **We Respect You**

We actively listen to provide a dignified and welcoming home where everyone feels comfortable and supported to live their best life.

#### **We Uphold your Dignity**

We respect what you say and support your right to make choices yourself.

#### **We Work Together**

We work with one another to create an empowering, inviting, and person-centred home, uplifted by the diversity we create as a community.

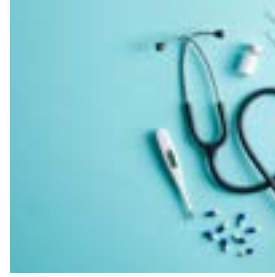
#### **We do the Right Thing**

We are passionate about doing right by you every day.

## Leadership Directory:



**Justine Patricio**  
**Int. General Manager**  
Ext. 1009  
justine.patricio  
@optimaliving.ca



**On Leave**  
**Director of Care**  
Ext. 1013



**Alina Mihai**  
**Office Manager**  
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**Trina Beaudoin**  
**Asst. Director of Care**  
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**Caitlyn Demars**  
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**Navneet Warring**  
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**Isabella Yendt**  
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**Kyle Klassen**  
**Kitchen Manager**  
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**Erl Radaza**  
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**Barry Long**  
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