



Hawthorne
by Optima Living



Message from The Principals:

Welcome to the **November edition** of **Optima Daily**. This month, we pause to remember and reflect. On Remembrance Day, we honour the courage and sacrifice of those who served and protected the freedoms we enjoy today.

November is also Fall Prevention Month, reminding us that small actions, like keeping walkways clear and staying active, help keep everyone safe and independent.

As we reflect and care for one another, let's continue to build communities grounded in gratitude, respect, and connection. Thank you for making Optima Living a place that truly feels like home.

Ali, Farid, & Karim

Note from the General Manager:

“Be thankful for what you have.
Your life is someone else’s fairy tale.”

– Wale Ayeni

November is here, and it’s already shaping up to be a busy and meaningful month. Here are a few things I wanted to share and reflect on with you all.

Optima Living Basecamp Recap

On the last week of October, I had the opportunity to attend a leadership event in Edmonton called Basecamp, along with team members Jass and Caitlyn.

It was a chance for us to connect with other sites and gather ideas on how we can make our community even better—from daily routines to community programs and services. We’re excited to put what we learned into action, all with the goal of improving your experience here.

Carmela Dixon

Updates from our GM (Cont'd):

Remembrance Day – November 11

Every year on November 11th, we pause to honour the brave individuals who served and sacrificed for our country. It's a day to reflect, remember, and give thanks to the veterans and service members who helped shape the freedoms we enjoy today. Whether through a moment of silence, wearing a poppy, or simply thinking of those who served, your participation means a great deal.



Cold Weather Reminder

With temperatures dropping quickly, we kindly remind everyone to dress warmly when going outdoors. Please make sure you're wearing layers, warm footwear, gloves, and hats, especially in the mornings and evenings.

If you're missing any winter clothing or need assistance staying warm, don't hesitate to speak with a team member or reach out to me—we're here to help.

Thank you for the energy, warmth, and community spirit you bring to our home. Let's continue looking out for one another as we head into the final stretch of the year. Your kindness and positivity help make this a truly special place to live.

Wishing you a cozy and meaningful November.

Updates from Recreation:

Remembrance Day Ceremony

Join us on **Tuesday, November 11th at 10:30 AM** in the multi-purpose room for a special Remembrance Day ceremony. Together, we will honor and remember the brave lives of our veterans who have served and sacrificed for our freedom.

If you would like to have a photo of yourself or a loved one who is a veteran included in our presentation, please email it to **hawthorne.recreation@optimaliving.ca** by November 7th.

Resident Butterfly Memorial Service

We cordially invite you to join us on **Friday, November 14th at 10:00 AM** for our Resident Memorial Service. This special gathering provides an opportunity to honor and celebrate the lives of our residents who have passed away from February 2025 until now.

Butterflies have always been a meaningful symbol for us, representing the love and presence of those watching over us. Together, we will remember cherished memories and find comfort in the company of friends and family.

Coffee and refreshments will be served following the service.

All residents, family members, and friends are welcome to attend this heartfelt remembrance.

Annual Resident & Family Holiday Dinner - Get your tickets now!

Mark your calendars! Join us on **Thursday, December 11th or Friday, December 12th at 5:00 PM** for an unforgettable evening. Enjoy festive lights, a delicious three-course dinner, live music by Healing Melodies, and a special visit from the North Pole!

Residents and their families are warmly invited to celebrate the holiday season together in our Hawthorne community.

Ticket Information (First Come, First Serve):

- Resident Tickets: FREE (reservation required)
- Family Tickets: \$30 each (limit 2 per resident)
- **Cash Only – Please visit reception to purchase your ticket**
- One night only per household

Let's make the season bright – we can't wait to celebrate with you!

Updates from Recreation:

Personal Items Notice

As shared during the September Town Hall, effective December 1st, Hawthorne will no longer be supplying toilet paper, paper towels, or napkins to resident suites. This change is being made to better align with the current funding structure of the Continuing Care B Program, which does not allocate resources for these types of personal items.

Tuck Shop

Starting in mid-November, toilet paper and Kleenex will be available at the reception. These items are intended as a backup supply for residents who may experience an emergency or are temporarily unable to get to a store.

Tenant Insurance

Just a quick reminder to send us a copy of your renewed tenant insurance once it becomes available. Please note that BFL Insurance is also available at any time. *Keeping your policy up to date ensures protection for you and our community*

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



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.

This November, our team will be focusing on two important areas of learning:

For our Licensed Practical Nurses (LPNs):

Advance Care Planning and Legal Documents – This education helps our nurses understand how to support residents and families in planning ahead for future healthcare decisions. It covers important topics like personal wishes for care, medical directives, and other legal documents that help ensure every resident's voice is heard and respected.

For our Health Care Aides (HCAs) and LPNs:

Resident Mental Health Awareness – This session focuses on recognizing and supporting the emotional well-being of residents. Employees will learn how to notice signs of stress, anxiety, or depression, and explore ways to promote comfort, positivity, and connection in daily life.

By continuing to learn and grow, our employees are better equipped to care for residents with skill, understanding, and compassion.



Updates from Food & Beverage

Coffee & Conversation with Chef Kyle

Join us for a casual and engaging chat over coffee with Chef Kyle!

This monthly gathering is your chance to:

- Share feedback on meals and menu options
- Suggest new dishes you'd love to see
- Discuss any dining-related questions or concerns

Date: Tuesday, November 25th

Time: 10:00 AM

Location: Cafe Sanctuary

Your input helps us create a dining experience that truly reflects our community's tastes. We'd love to hear from you—see you there!

Introducing Our Fall/Winter Menu – Starting Monday, October 27!

We're pleased to share that our Fall/Winter Menu will begin on Monday, October 27 at Hawthorne. As we transition into the cozy seasons, we'll be returning to our classic menu style – offering one main entrée for both lunch and dinner, along with an alternate menu featuring two delicious options for those who prefer something different. This menu will change every month to keep things fresh and exciting.

For the month of November, our alternate selections will include:

- Cobb Salad
- Baked Herb Chicken Breast

Alternate meals will be served with the same sides as the main course – such as creamy mashed potatoes, mixed vegetables, fresh salad, and a delightful dessert.

We'll also continue to offer snacks at 2:00 p.m. and during the evening, so there's always something to enjoy throughout the day.

We look forward to sharing these comforting, seasonal meals with you and hope you enjoy the wonderful flavors of fall and winter!



Happy Birthday

Happy Birthday to our wonderful **November 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!

November 2nd - Gladys S

November 25th - Janice D

November 6th - Lorie M

November 25th - Larry F

November 8th - Jim A

November 9th - Margaret H

November 12th - Tom D

November 13th - Claudia G

November 14th - Leila R

November 21st - Denise B

Monthly Birthday Celebration

Thursday, November 13th

@ 1:30 PM

Multi-Purpose Room

Entertainment by **Kelly Kalden**



Upcoming Events:



Personal Touch Fashions Winter Clothing Sale

Get ready to refresh your winter wardrobe!

Personal Touch Fashions is bringing their travelling clothing vendor to our lobby on **Tuesday, November 4th 10:00 AM - 2:00 PM**. Browse a great selection of stylish and cozy winter wear—perfect for the season. Cash and card accepted. Don't miss this convenient opportunity to shop without leaving the building!



International Men's Day - November 19th

Join us on **Wednesday, November 19th at 12:00 PM** for a special Lunch Bunch in celebration of International Men's Day.

This luncheon is a chance to recognize and appreciate the contributions and value of men in our community.

Please sign up at Reception to reserve your spot.



Seasons of Celebrations: Holiday Decorating

The Hawthorne Recreation Team will be spreading holiday cheer by decorating around Hawthorne on **November 20th, 21st, and 24th from 1:00 to 3:30 PM**.

Interested in helping out?

See the whiteboard for details on the specific areas we'll be decorating each day.

Come lend a hand and help make our community shine this season!



Outings this month:



Lunch Outing:

Rivercross Ranch at Robison's Outreach (ROARR)

Time: 11:15 AM - 2:00 PM

Cost: Free, Spots Limited - 2 Wheelchair spots available.

Join us for a special Lunch Bunch outing to Rivercross Ranch! Enjoy a free catered lunch and meet two equine therapy horses.

Spots are limited, Please sign up at Reception.

Transportation via Southland Charter school bus.

(Note: No nursing employees will be present to assist with care or transfers)

Program Spotlight: Monthly Board Game Club

At recent calendar planning meetings and through conversations with residents, we heard a strong request for more opportunities to play board and card games. We're excited to introduce a Monthly Board Game Club in response!

In addition to the ongoing, resident-led Cribbage Club (Sundays and Tuesdays at 2:30 PM), this new monthly gathering will offer a chance to enjoy a wider variety of games in a relaxed, social setting.

We recently acquired a Crokinole board—a fun, fast-paced disc-flicking game - and also have classics like UNO, Yahtzee, Scrabble, and more available.

Whether you're a game enthusiast or just curious to try something new, we'd love to see you there!

Next Game Club Meeting:

Saturday, November 22th at 2:00 PM

Cafe Sanctuary

No registration needed – just drop in and join the fun!



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>Dawn G (Family Member)</i>	Memory Care
<i>Vacant</i>	Memory Care
Shawna B	2nd Floor Representation
<i>Dale B</i>	2nd Floor Representation
Jacqueline S	3rd Floor Representation
Colin T	3 rd 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, November 13th at 1:45 PM

Empowering Resident Voices • Enhancing Community Life

Family Support and Communication Strategies

Regular Visits and Involvement

- Schedule consistent visits to create a sense of routine and stability.
- Help with personal touches in the loved one's own space (e.g., photos, favorite items).
- Celebrate Milestones Recognizing birthdays, anniversaries, and personal achievements.
- Include the loved ones in family news and updates to maintain their sense of belonging.



Collaborative Care Planning



- Attend care planning meetings with team member to stay informed and involved.
- Advocate for your loved one's preferences, values, and needs.
- Monitor changes in care and stay proactive in addressing concerns.

Social and Emotional support

- Engage in meaningful conversations, not just check-ins.
- Facilitate connections with other family members or old friends.
- Encourage hobbies, activities, or religious practices that give purpose.



Clear and Compassionate communication



- Use simple, respectful language, especially if the loved one's has cognitive impairments.
- Speak slowly and clearly and give time to respond.
- Use non-verbal cues like eye contact and gentle touch to reinforce connection.

Use of Technology

- Schedule regular video calls if in-person visits aren't possible.
- Set up easy-to-use devices (e.g., tablets with large icons, smart displays).
- Share photos and videos through secure apps or printed albums.



Feedback and Transparency

- Keep open communication with community team members.
- Provide constructive feedback and express appreciation when things go well.
- Address issues calmly and collaboratively.



Health & Safety:

November's Emergency Code: **Brown - Hazardous Materials/Spill**

At our Optima Living Communities, the safety and well-being of our residents is always our highest priority. Each month, we highlight one emergency code to ensure everyone is informed and prepared should a situation arise.

Code of the Month

Code Brown - Hazardous Materials/Spill

What is Code Brown?

Code Brown is activated in response to the release or spill of hazardous materials, such as chemicals or biohazards, that may pose a threat to the health and safety of residents, employees, or visitors. These incidents require immediate containment and proper handling to prevent exposure or injury.

How Residents Can Help

During a Code Brown event, your cooperation is essential to ensure the safety of everyone in the community.

Please follow these important guidelines:

- **Stay Calm and Remain in Place:** Do not attempt to clean or investigate the spill yourself. Wait for instructions.
- **Follow Instructions:** Listen carefully and follow the directions provided by employees and emergency personnel.
- **Avoid the Area:** Stay away from the location of the spill or any area identified as unsafe.
- **Report Symptoms or Concerns:** Notify an employee immediately if you experience any unusual symptoms such as dizziness, nausea, difficulty breathing, or if you have any concerns about exposure.

Thank you for your attention and cooperation in keeping our community safe.

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



Samrawit A

Licensed Practical Nurse

Samrawit was recently recognized for her outstanding commitment to the value of **“Work Together”**. During a recent care conference, a family member expressed heartfelt appreciation for Samrawit's collaborative approach to care. She consistently ensures that care planning is inclusive, involving both the individual and their loved ones to make the best possible decisions together. Samrawit's practice reflects professionalism and a strong commitment to person-centred care. She values input from families, respects their insights, and works in partnership with them to support the wellbeing of those she cares for. Her ability to build trusting relationships and foster open communication makes a meaningful difference in the lives of residents and their families.

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.

Supporting Services



Anna Scott

Hair Design at Hawthorne

905-865-7579

annscott11@gmail.com

Hair Design at Hawthorne

Open Thursdays & Fridays

Appointment Required

Visit Hair Design at Hawthorne, where style meets value! Our experienced stylist offers a full range of services for both ladies and gentlemen, all in a warm and welcoming atmosphere.

Please note: Appointments must be made directly with the stylist, as Hawthorne does not manage bookings.

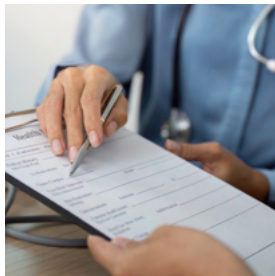
Salon Prices - Ladies

- Cut Only: \$25.00
- Cut & Blow Dry (No Curl): \$30.00
- Cut & Set: \$40.00
- Set: \$25.00
- Perm Only: \$65.00
- Perm Cut & Set: \$100.00
- Colour Only: \$60.00
- Colour Cut & Set: \$90.00
- Shampoo Only: \$10.00

Salon Prices - Men

- Cut Only: \$15.00-\$25.00
- Beard Trim: \$10.00
- Neck Trim: \$5.00
- Shampoo Only: \$6.00

Alberta Health Services - Case Managers



Tia Shell

Case Manager

Ext. 1063



Kerrie Wynnchuk

Case Manager

Ext. 1061



Sherry Barnes

Case Manager

Ext. 1062



Sara Tysseland

Case Manager

Ext. 1064

60 Fireside Gate, Cochrane Alberta T4C 2T9

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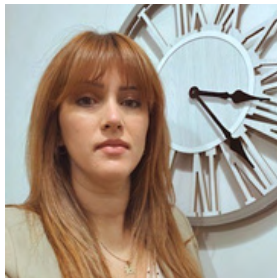
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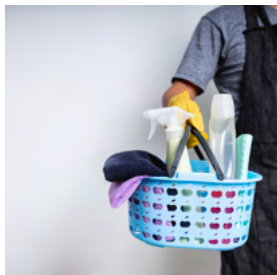
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