



Hawthorne  
by Optima Living



## Message from The Principals:

Welcome to the October edition of Optima Daily. As autumn arrives, let's embrace the warmth and traditions that make this season special. This month, we look forward to celebrating Thanksgiving—a time to come together in gratitude and appreciation—and Diwali, the Festival of Lights, which fills our hearts with hope, joy, and the promise of new beginnings.

We value the simple acts of kindness that brighten our community and wish you a wonderful October filled with inspiration and community spirit!

**Ali, Farid, & Karim**

**Optima Living**

Let us welcome you home.™



## Note from the General Manager:

**Welcome to a season  
full of gratitude, celebration,  
and connection!**

October brings with it a season of reflection, community, and warmth. I'm so happy to be back with you all after taking some time away to care for my mother during her chemotherapy treatments.

Thank you all for your understanding during my absence, and a heartfelt thank you to **Justine** for stepping up with such dedication and support in my time away. We're truly lucky to have such a strong and compassionate team.

As we move through October, let's continue to support one another, create joyful memories, and celebrate the moments—big and small—that bring us together. Thank you all for being such a vital part of this community.

**Carmela Dixon**



## Note from the General Manager Cont'd:

### October 1 – Seniors Day

Let's kick off the month by celebrating **YOU**, our amazing seniors! This is your day, and we are looking forward to honoring your wisdom, stories, and the vibrant spirit you bring to our community every day.

### October 2 – Principal Visit

We're excited to welcome our special guest on **October 2nd**. Here's the schedule for the day:

1:00 PM – 2:00 PM: Lunch with Leadership Team

2:00 PM – 3:00 PM: Meeting with the Employees

**3:00 PM – 4:00 PM:** Coffee with Residents

We hope everyone takes this opportunity to connect and engage - this is a great chance for us all to interact with Senior leadership on a more personal level.

### Thanksgiving Day

We also hope that many of you will have the chance to connect with your families and friends during this meaningful time.

### October 18 – Health Care Aide Appreciation Day

To our incredible **Health Care Aides** - your hard work, compassion, and dedication do not go unnoticed. On October 18th, we thank you for your dedication to our residents. You are the heart of our care team.

### October 31 – Halloween

Get ready for a spooky good time! We can't wait to see **everyone's costumes**– team members, residents, and families alike. Let's make this Halloween a fun and festive one filled with laughter, treats, and community spirit.

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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 on-boarding process, including buddy shifts with experienced employees.

### Please join us in warmly welcoming:

- Jass, Director of Care
- Maria, Receptionist
- Evenoor, Licensed Practical Nurse
- Heart, Licensed Practical Nurse
- Annette, Health Care Aide
- Anne Marie, Health Care Aide
- Chuks, Health Care Aide

## Updates from our Teams:

### Cochrane Municipal Election - October 20<sup>th</sup>

Residents are welcome to vote on-site for the upcoming Cochrane Municipal Election on October 20. Representatives will be available in the Café from 1:00 to 3:00 PM to support the voting process. Please bring valid ID, and if a Personal Directive is in place, a family representative may need to be present.

### Cottage Naming

During our last hall Town Hall Meeting, we had conducted an anonymous vote to determine if we would proceed with naming each floor to reflect a home like name.

The outcome of the vote was not in favor of the change, so neighborhoods will still be called Cottage A & B.

### Temporary Salon Closure Notice

Please note that the Salon will be closed starting on October 23<sup>rd</sup> and will open again on November 6<sup>th</sup>.

### Annual Vaccination Clinic - October 16<sup>th</sup>

Two Pharmacy will be hosting our annual vaccination clinic at Hawthorne in preparation for flu season. The clinic is scheduled for October 16<sup>th</sup> (exact time to be determined). Consent forms are required in advance. Our Assistant Director of Care will be reaching out to loved ones and substitute decision-makers to coordinate and confirm participation. Let's work together to keep our community healthy this flu season!

### 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.

### Education for All Team Members

- **Responding to Outbreaks**

- Employees will receive specific education on recognizing and managing outbreaks. This includes infection prevention, proper reporting, and following protocols outlined by **Alberta Health Services** to keep our community safe and healthy.

## Updates from our Teams:

### 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
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Date: Tuesday, October 28th

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!

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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 office. 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 **October 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!

October 1st - Robin C

October 21st - Kelly L

October 2nd - Gil K

October 21st - Lorraine C

October 2nd - Maggie S

October 24th - Uma O

October 7th - Richard M

October 26th - Sharon C

October 10<sup>th</sup> - Theresa M

October 27th - Audrey K

October 12th - Irene B

October 13th - Finn H

October 14th - Jean D

## Monthly Birthday Celebration

**Thursday, October 16<sup>th</sup>**

**@ 1:30 PM**

**Multi-Purpose Room**

Entertainment by **Kelly Kalden**

## Upcoming Events:



### Oktoberfest Celebration w Felix Possak

Get ready for an afternoon of fun, music, and celebration! Join us on **Wednesday, October 1st at 2:30 PM** in the Multi-purpose Room for our Oktoberfest Celebration featuring the lively entertainment of **Felix Possak**. Don't miss the music, merriment, and Oktoberfest spirit!



### Optima Living Principal Visit

You're invited to join us on **Thursday, October 2nd at 3:00 PM** for a relaxed afternoon of coffee and conversation with our principals (Farid, Ali, & Karim) of Optima Living and members of our senior leadership team - Angela, Todd, Marie. This is a wonderful opportunity to connect, ask questions, and hear about the vision and direction of our community – all over a warm cup of coffee. We look forward to seeing you there!



### Alberta Clothing Sale

Refresh your wardrobe just in time for fall! Join us on **Tuesday, October 21st** for a special Alberta Clothing Sale right here at Hawthorne. Explore seasonal styles and cozy must-haves at their pop-up booth, located in our Café Sanctuary and Lobby from **10:00 AM to 2:00 PM**. Don't miss this chance to shop local and find your perfect fall look! Cash and Card Accepted.



## Paid Programs this month::



### Lunch Bunch Take Out: A&W

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

This month's Lunch Bunch will feature takeout from A&W on **Wednesday, October 22<sup>nd</sup>**.

To join, please sign up in advance and pay **\$20 in cash** at reception.

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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!





## 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
<i>Dale B</i>	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, October 9<sup>th</sup> at 1:45 PM**

**Empowering Resident Voices • Enhancing Community Life**



# EMBRACE TECHNOLOGY SAFELY

TECHNOLOGY HELPS US STAY CONNECTED, INDEPENDENT, AND INFORMED – BUT  
IT'S IMPORTANT TO USE IT SAFELY!



## CHOOSE STRONG PASSWORDS



- USE A MIX OF LETTERS, NUMBERS, AND SYMBOLS
- AVOID PERSONAL INFORMATION, NO BIRTHDAYS OR NAME
- CONSIDER A **PASSWORD MANAGER** TO KEEP TRACK



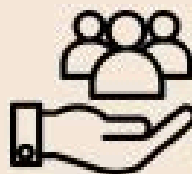
## KEEP YOUR DEVICES SAFE

- KEEP ANTIVIRUS SOFTWARE **UPDATED**.
- INSTALL UPDATES FOR YOUR PHONE, TABLET, OR COMPUTER.
- TURN ON FIREWALLS AND SECURITY SETTINGS



## WATCH OUT FOR SCAMS

- DON'T CLICK ON UNKNOWN LINKS OR POP-UPS
- **NEVER SHARE PERSONAL INFORMATION** BY PHONE, EMAIL, OR TEXT.
- HANG UP ON CALLS ASKING FOR BANKING OR SIN DETAILS.
- **TRUST YOUR INSTINCTS** – IF IT FEELS ODD, IT MOST LIKELY IS!



## ASK FOR HELP

- ASKING QUESTIONS KEEPS YOU SAFER AND MORE CONFIDENT!
- IT'S OKAY TO **ASK FOR HELP** FROM FAMILY, FRIENDS, OR STAFF IF YOU'RE UNSURE OR NEED HELP USING YOUR DEVICE

### **HELPFUL RESOURCES**

DIGITAL LITERACY PROGRAM | ALBERTA.CA

AT&T - DIGITALLEARN

FREE TECH HELP - CYBER-SENIORS INC.

**TECHNOLOGY SHOULD MAKE LIFE EASIER – NOT RISKIER.**  
**WITH THIS INFORMATION, YOU CAN STAY CONNECTED AND SAFE ONLINE!**

## Health & Safety:

### October's Emergency Code: **Orange - Mass Causality**

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 Orange - Mass Causality**

#### **What is Code Orange?**

Code Orange is a critical alert activated during hazardous materials incidents or large-scale external emergencies that may impact our community's safety. This includes serious events such as wildfires, earthquakes, severe flooding, or acts of terrorism. These situations pose significant safety risks and may result in multiple injuries.

#### **How Residents Can Help**

During a Code Orange event, your cooperation is vital to ensure everyone's safety.

Please follow these important guidelines:

- **Stay Calm and Remain in Place:** Avoid unnecessary movement unless you are specifically instructed otherwise.
- **Follow Instructions:** Listen carefully and comply with directions from emergency responders and official personnel.
- **Avoid Affected Areas:** Do not attempt to investigate or enter hazardous zones.
- **Report Symptoms or Concerns:** Immediately inform emergency responders if you experience any unusual symptoms or safety concerns

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

**Carmen**  
**Health Care Aide**



Carmen was nominated for for upholding our Value of  
**Working Together** and **Doing the Right Thing**

Despite facing a personal hardship and having a day off approved, Carmen chose to come in when the team was short-staffed—putting her team and our Residents first.

Thank you, Carmen, for your incredible dedication!

### 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:



**Carmela Dixon**  
**General Manager**  
Ext. 1009  
carmela.dixon  
@optimaliving.ca



**Jass Saini**  
**Director of Care**  
Ext. 1013  
jass.saini  
@optimaliving.ca



**Alina Mihai**  
**Office Manager**  
Ext. 1008  
alina.mihai  
@optimaliving.ca



**Trina Beaudoin**  
**Asst. Director of Care**  
Ext. 2023  
trina.beaudoin  
@optimaliving.ca



**Caitlyn Demars**  
**Employee Educator**  
caitlyn.demars  
@optimaliving.ca



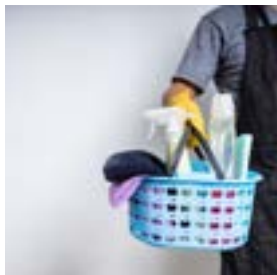
**Navneet Warring**  
**Receptionist**  
Ext.1005  
hawthorne.reception  
@optimaliving.ca



**Isabella Yendt**  
**Recreation Manager**  
Ext. 1011  
isabella.yendt  
@optimaliving.ca



**Kyle Klassen**  
**Kitchen Manager**  
Ext. 1030  
kyle.klassen  
@optimaliving.ca



**Erl Radaza**  
**Hospitality Supervisor**  
Ext. 7095  
erlindo.radaza  
@optimaliving.ca



**Barry Long**  
**Maintenance Supervisor**  
Ext. 1053  
barry.long  
@optimaliving.ca

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60 Fireside Gate, Cochrane Alberta T4C 2T9

**403.840.0150**

**[hawthorneseniors.ca](http://hawthorneseniors.ca)**