



Hawthorne
by Optima Living



Message from The Principals:

Welcome to the September edition of Optima Daily. As the season shifts, we invite you to mark your calendars for Labour Day celebrations, the start of fall, and our Fall Open House in all communities—an ideal chance to explore, connect, and engage.

At Optima Living, we are dedicated to building vibrant communities, and we appreciate your continued participation as we grow together. This month, we also observe Truth and Reconciliation Day, reflecting on our commitment to understanding and respect.

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

Note from the General Manager:

Hello September!

As we welcome a new month and the gentle transition into fall, we want to take a moment to extend a heartfelt thank you to everyone who participated in our recent Code Green evacuation drill. Your cooperation, attentiveness, and teamwork helped ensure the drill ran smoothly and safely. These preparedness efforts are an important part of keeping our community secure—and we appreciate your support!

We're also excited to announce our upcoming **Fall Open House – Family & Friends Day**, happening on Saturday, September 20th from 1–4 PM. It's a wonderful opportunity to celebrate the season, spend quality time with loved ones, and showcase the warmth and spirit of our Hawthorne community. Mark your calendars—you won't want to miss it!

Here's to a safe, festive, and memorable September at Hawthorne!

Community Updates:

Resident Handbook Reminder

During our recent Resident Council meeting, several members mentioned they were unaware of Hawthorne's Resident Handbook. Please note that the handbook has been provided to all new move in's since January 2025. It includes important information about our community, including policies, procedures, and other helpful resources. If you would like a copy, please stop by the reception desk.

New Appreciation Boards on the Floor

The Resident Council requested appreciation boards where residents can post notes for our employees, and we're excited to share that they are now up on the floor! Small thank-you notes are also available if you'd like to share your gratitude in a more personal way. Let's continue building a positive and supportive environment together.


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:

- Julie, Recreation Aide
- Nicola, Recreation Aide
- Neha, Reception
- Manolo, Housekeeper
- Aubrey, Housekeeper
- Luz, Housekeeper

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:

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 Clinical Team Members

- ***Palliative and End-of-Life Care:*** Our clinical team will complete in-depth training on providing resident-centered palliative care. This training will cover managing symptoms, supporting emotional and spiritual needs, communicating effectively with families, and ensuring comfort and dignity for residents during end-of-life care.

Education for All Team Members

- ***Hand Hygiene Review with Alberta Health Services (AHS):*** All team members will participate in a comprehensive review of proper hand hygiene practices. The training will focus on the latest infection prevention protocols, reducing the risk of spreading germs, and maintaining a safe and healthy environment for residents and colleagues.

Coming Soon: Caitlyn is preparing a Fire Safety handout for residents, which will be shared at the next Resident Council meeting to promote awareness and preparedness.

Updates from our Teams:

Food & Beverage:

Join the Resident Food Meeting

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

The meeting will be held monthly to discuss:

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

Next Meeting: September 23rd

Time: 10:00 AM

Location: Meeting Room

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

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 **September 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!

September 1st - Joan W

September 21st - Agnes S

September 2nd - Shirley K

September 21st - Jake O

September 3rd - Helen N

September 24th - Marian K

September 6th - Colin T

September 30th - Gerry C

September 6th - Maida W

September 8th - Marg A

September 13th - Verena R

September 16th - Joyce S

Monthly Birthday Celebration

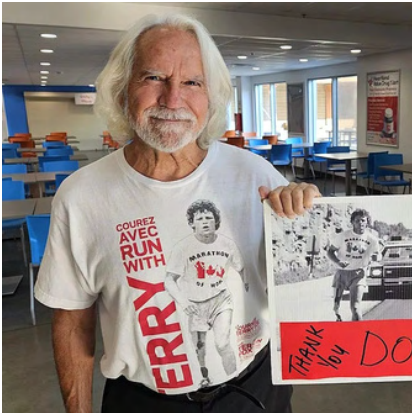
Tuesday, September 9th, 2025

@ 2:30 PM

Multi-Purpose Room

Entertainment by **Brooks & Kevin**

Upcoming Events:



Terry Fox Presentation with Paul Cox

Join us on **Wednesday, September 10th at 2:30 PM** in the Multi-purpose Room for a special presentation with Paul Cox, a long-time supporter and organizer for the Terry Fox Foundation. Paul has dedicated years to keeping Terry's legacy alive, from coordinating Terry Fox Runs in London, Ontario, to leading efforts here in Cochrane. He has been recognized in local news for initiatives such as Club 42, created to honor Terry's daily mileage, and for his ongoing commitment to fundraising and awareness. This presentation will be an inspiring opportunity to learn more about Terry Fox's enduring impact and the mission that continues in his name.



Optima Living Fall Open House - Family & Friends

Join us on **Saturday, September 20, 2025**, from **1:00 to 4:00 PM** for the Optima Living Fall Open House – Family & Friends. This year's theme, A Taste of Home, invites you to enjoy an afternoon of food samples, music, and community as we celebrate the warmth and comfort of home together.

Good Vibes Memory Choir Begins!

Starting Tuesday, September 16th | Every Tuesday thereafter
Led by **Artistic Director Erica Phare-Bergh**.

The choir offers a supportive space to experience the scientifically proven benefits of singing together, including improved cognitive engagement, emotional well-being, and social connection.

Inspired by the Voices in Motion initiative from the University of Victoria, the Good Vibes Memory Choirs have expanded in Cochrane, fostering a community that supports and surrounds individuals living with dementia and their caregivers. No musical background is required—just a willingness to sing and connect.



good vibes
MEMORY CHOIRS



Paid Programs this month::



Lunch Bunch Outing: Mamma Mia Deli

Time: 12:00 PM, Sign up in advance Cost: \$30

This month's Lunch Bunch will feature an outing to Mamma Mia Deli in the Fireside Plaza on **Friday, September 12th**

To join, please sign up in advance and pay **\$30 in cash** at reception. Spots are limited. **Please note that we will be walking to the deli from Hawthorne.**

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>Vacant</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, September 11th at 1:30 PM

Empowering Resident Voices • Enhancing Community Life

Health & Safety:

September's Emergency Code: Code Yellow – Missing Resident

At 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 Yellow - Missing Resident

What is Code Yellow?

Code Yellow is activated when a resident is unaccounted for or may have left the community without notice. A fast, organized response is essential to ensure the resident's safe return.

What Happens During a Code Yellow:

- Employees initiate a coordinated search of the community and surrounding areas
- Entry and exit points may be temporarily secured
- Emergency services may be contacted to assist
- Residents and visitors may be asked to stay alert and report any helpful information

How Residents Can Help:

- Report any concerns about a fellow resident's whereabouts immediately
- Remain in place unless advised otherwise
- Follow directions from team members or emergency personnel

Once the resident is safely located, the Code Yellow will be cleared and normal activities will resume.

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

Naima C
(HCA)



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
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

60 Fireside Gate, Cochrane Alberta T4C 2T9

403.840.0150

hawthorneseniors.ca