



Hawthorne
by Optima Living



Message from The Principals:

Welcome to the October edition of Optima Daily.

This month, we're embracing warmth, gratitude, and togetherness as we recognize Thanksgiving, National Seniors Day, and Healthcare Aide Day.

We hope these moments offer time to connect with loved ones, reflect with appreciation, and celebrate the people who make exceptional care possible in our communities.

We wish you a wonderful October full of warmth!

Ali, Farid, Karim



Note from the General Manager:

As we welcome **October**, I would like to extend my sincere gratitude to our residents, families, and team members for your patience, understanding, and support during my recent absence due to a family emergency. I returned to Hawthorne on September 17 and am incredibly thankful to our management team and frontline staff for their dedication in ensuring the community continued to run smoothly during that time.

As the seasons begin to change, we continue to focus on enhancing the resident experience through ongoing projects, recruitment efforts, and future planning. Our annual employee survey recently closed, and we appreciate the participation of team members who took the time to provide feedback that will help shape our workplace culture and strengthen our services.

Note from the General Manager continued:

I am also pleased to share that progress continues behind the scenes on the Phase Two expansion project. Ongoing discussions with contractors and architects are helping move the project forward, and we remain on schedule with our proposed timelines.

In September, Hawthorne successfully conducted a Code Green emergency drill. While the team responded well, we identified opportunities for improvement, particularly around response timing and awareness of designated muster points. Exercises like these help us strengthen our preparedness and ensure resident safety remains our highest priority.

Thank you to our residents, families, volunteers, and dedicated team members for your continued trust, kindness, and involvement. As we look forward to Thanksgiving, Oktoberfest celebrations, and the many activities October has to offer, I wish everyone a wonderful month filled with connection, gratitude, and community spirit.

Justine Patricio

Updates from Administration:

Welcome New Residents

Please join us in warmly welcoming our newest residents to the Hawthorne community:

- **Saragh** (3rd Floor)
- **Lynne** (Memory Care)

We encourage residents to introduce themselves, offer a warm greeting, and help our newest neighbours feel at home. Our Welcome Committee has also been connecting with new residents to assist with their transition into community life.

Health Card Identification Changes

Residents and families are advised that Alberta Health Services is transitioning away from paper health cards. Health card numbers will be associated with provincial identification cards and driver's licences moving forward.

Should residents require confirmation of residency to obtain updated identification, Hawthorne can provide supporting letters. Staff also maintain resident health card information on file should assistance be required.

Updates from Administration:

Tenant Insurance Reminder

To ensure resident files remain current, we kindly ask all residents to provide a copy of their tenant insurance documentation. Copies may be emailed to the office for printing or dropped off at Reception.

Reception Team Update

Please join us in welcoming **Kennedy**, Casual Receptionist. We are excited to have her supporting residents, families, visitors, and team members.

Tuck Shop Updates

The Tuck Shop continues to operate regularly, and residents are encouraged to share suggestions for new products or items they would like to see available for purchase.

Updates from Wellness:

Vaccination Follow-Up

Thank you to all residents who participated in the recent vaccination clinic. Residents who missed their vaccination appointment or require a second dose are encouraged to connect with Rosi, Director of Care, so arrangements can be made with the pharmacy.

Recruitment & Staffing

Recruitment efforts continue for both Health Care Aides and Licensed Practical Nurses to ensure strong coverage throughout the community, including vacation coverage.

We would also like to share that recruitment for the Assistant Director of Care (ADOC) position is ongoing, with interviews actively taking place and a successful candidate expected to join the team soon.

We would like to extend our sincere appreciation to **Graciella** for her contributions to Hawthorne. As she steps away to spend more time with family, we wish her all the very best and thank her for her dedication to our residents and team.

Hospice Project Update

Planning for Hawthorne's hospice initiative remains a priority. The project is currently paused while Alberta Health Services assigns a new project lead. We look forward to sharing further updates as progress continues.

Updates from Recreation:

Recreation Team Update

Thank you to residents for your patience and understanding during staffing absences earlier this month. We are pleased to welcome our newest casual Recreation Team members: **Alexandra, Corinne, and Hasanpreet**. We are excited to have them join the Hawthorne team and support resident programs and experiences throughout the community.

Residents are encouraged to introduce themselves and share their interests, hobbies, and ideas to help us continue developing meaningful and engaging programs. If you would like to attend a program but are not being picked up by the Recreation Team, please notify your Health Care Aide or contact MacKenzie directly so arrangements can be made.

October Celebrations

October promises to be a busy and festive month at Hawthorne. Residents can look forward to:

- Thanksgiving celebrations
- Oktoberfest-themed programs and entertainment
- Halloween festivities and social events
- A Pumpkin Carving Contest
- A Halloween costume parade with local school students
- Returning Saturday student music recitals
- New weekend entertainment opportunities
- and more!

We look forward to celebrating the season together.

Spa Days & Community Outings

Our popular Spa Day and community outing programs continue on a rotational sign-up basis to ensure all interested residents have an opportunity to participate. It is never too late to add your name to the list!

Good Vibes Memory Choir

The Good Vibes Memory Choir has resumed and meets every **Tuesday at 10:15 a.m.** in the **Multipurpose Room**. Residents are welcome to attend and enjoy the many benefits of music, connection, and community participation.



Updates from Recreation:

Resident Heritage Project

Looking ahead to 2027, Hawthorne will be participating in a special Heritage Project in partnership with the Alberta Music Education Foundation.

Youth musicians will interview participating residents about meaningful memories from their lives. In the spring of 2027, these memories will be recreated through music, costumes, storytelling, and theatrical presentation right here at Hawthorne.

MacKenzie will be connecting with residents in the coming months to gather interest and answer questions about participation.

Monday's with MacKenzie

The popular "Mondays with MacKenzie" program is expected to return this month. The first project will be a collaborative Hawthorn Tree Community Mural featuring thumbprints from every resident.

Plant Committee

The Plant Committee continues to grow and includes residents, family members, volunteers, and team members. An appreciation luncheon will be held in on **Thursday, October 29 at 12:00pm** in the **Cafe Sanctuary**, followed by regular monthly meetings.

Residents interested in joining are encouraged to connect with the Recreation Team for additional information. Similar recognition opportunities are also being explored for members of the Welcoming Committee.

Program Communication

To help keep everyone informed, posters will continue to be created for special events, meetings, sign-up programs, and unique entertainment opportunities. Residents are also encouraged to regularly review the monthly calendar and whiteboards as they remain the most complete sources of programming information.

Personal Touch Fashions Vendor

We are pleased to announce the return of Personal Touch Fashions, a mobile clothing and accessories vendor. The Recreation Team is working toward scheduling this visit on **Saturday, October 3rd from 11:00 a.m. to 3:00 p.m. in the Cafe Sanctuary** to allow family members an opportunity to attend as well.

Please see the [Activity Calendars](#) for all upcoming program information.

Updates from Hospitality:

Deep Cleaning Program

The first round of resident suite deep cleaning has now been completed throughout the community. Residents who may have been missed are encouraged to notify the Hospitality Team so their suite can be scheduled. The second round of deep cleaning is now underway.

Resident Equipment Cleaning

Complimentary resident equipment cleaning will take place on:

- **October 13**
- **October 20**

Cleaning services are available for walkers, wheelchairs, and other mobility equipment. Residents interested in participating can sign up at Reception.

Updates from Maintenance:

Maintenance Requests

Residents and families are encouraged to use the Maintenance Request QR Codes when reporting concerns or repairs. Additional QR codes will gradually be installed throughout the building, including in resident suites, to improve accessibility.

Preparing for Cooler Weather

As temperatures begin to fluctuate, residents experiencing heating concerns or room temperature issues are encouraged to submit a maintenance request promptly so adjustments can be made.

Building Systems Ready for Winter

All major building systems, including boilers, heat recovery ventilation (HRV) units, and related equipment, have been serviced and prepared for the winter season. Maintenance staff have also completed summer filter cleaning and recent filter replacements to help ensure continued indoor air quality and efficient building operation throughout the colder months.



Updates from Kitchen:

Coffee & Conversation with the Kitchen Team

Resident and family feedback continues to play an important role in menu planning and food service improvements. The Food Committee meets monthly, and all residents and families are welcome to attend. Please refer to posted notices, whiteboards, and event posters for current meeting locations and schedule updates.

For the month of October, our Food Committee Meeting will take place on **Wednesday, October 28th at 11:00 A**, in the **Cafe/Sanctuary**. Please join us and enjoy a warm beverage and the opportunity to connect, ask questions, and hear directly from our chef in a relaxed, friendly setting.

Resident Dietary Needs

The Kitchen Team remains committed to supporting the dietary needs of all residents, including:

- Textured diets
- Diabetic diets
- Food allergies and sensitivities
- Individual dietary preferences when possible

Residents with questions or special requests are encouraged to contact the kitchen directly or ask a Health Care Aide to assist.

Food Quality & Safety

Food temperatures are monitored and recorded daily to ensure meals are served safely and according to food safety standards.



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!

Robin C. - October 1

Irene B. - October 12

Lorraine C. - October 21

Gil K. - October 2

Finn H. - October 13

Betty A. - October 23

Maggie S. - October 2

Jean D. - October 14

Uma O. - October 24

Richard M. - October 7

Mary F. - October 17

Sharon C. - October 26

Theresa M. - October 10

Kelly L. - October 21

Audrey K. - October 27



Monthly Birthday Celebration

October Birthdays

Thursday, October 22nd

@ 1:30 PM

Multi-Purpose Room

Entertainment by **Kelly Kalden**

Lifestyle & Programs Retrospect:

“Do You Remember...” 🎵🎵🎵

Enjoy a glimpse of some of the activities that happened at Hawthorne this September.



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.

Calling All Residents! We are looking for 2-3 resident council representatives per floor.

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:
Dawn G (Family Member)	Memory Care
Rebecca P (Family Member)	Memory Care
Shawna B	2nd Floor Representation
Dale B	2nd Floor Representation
Betty A	2nd Floor Representation
Kelly L	3rd Floor Representation
Robin C	3rd Floor Representation
Vacant	3rd Floor Representation
Leila R	4th Floor Representation
Sharon Z	4th Floor Representation
Vacant	4th Floor Representation
Justine Patricio General Manager	Elected Chair
Alina Mihai Office Manager	Elected Co-Chair

Next Resident Council Meeting:

Thursday, October 8th at 2:30 PM | Cafe Sanctuary

Empowering Resident Voices • Enhancing Community Life

Health & Safety:

October's Emergency Review: 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 Orange

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

Our Commitment to You

Optima Living is committed to protecting the safety and well-being of our residents, team members, and visitors. During a Code Orange, our team will follow emergency procedures, provide clear instructions, and work with emergency responders to keep everyone safe. We ask that you remain calm and follow directions throughout the emergency.

Nurturing Family Connection and Communication

01

Practice Empathy & Active Listening

- Listen to understand rather than to respond.
- Don't try to "fix" your family's problems. Instead listen to them and encourage their own strengths. Allow them to ask you what they need
- Listen if you expect to be heard



02

Establish Consistent, Scheduled time together

- Life gets busy, plan a time to spend time together, call, message or even send a letter!
- Set a consistent routine and give your family member something to look forward to.



03

Plan Activities Together

Instead of always sitting and talking, plan an activity to do together:

- Puzzles
- Card games or board games
- Go for a walk
- Look at old photo albums



04

Acknowledge errors and take Accountability

- Demonstrating humility through saying you're sorry can help strengthen trust and respect among family members
- Apologizing shows no one is perfect and that you can learn at any age
- Acknowledge that all feelings are okay, but not all behaviours



Employee Recognition: The Shining Stars of the Month

We are excited to launch Hawthorne's improved **Shining Star Program**, a meaningful way to recognize team members who go above and beyond in the ways that matter most. Each month, we will celebrate three outstanding individuals—one for exemplary attendance, one for outstanding mentorship, and one for upholding Optima Living's core values. 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

Nesvel (HA) - Mentorship

Sam (LPN) - Values

Juwerat (LPN) - Attendance



Our Shining Stars shine through their reliability, willingness to support and guide others, and everyday actions that strengthen our community and enhance the experience of our residents, families, and team members. To our well deserved recipients: thank you for your commitment, compassion, and integrity—you truly make a difference.

Please join us in celebrating our Shining Stars and the positive impact they have at Hawthorne each day!

Our Values

Respect, Dignity, Collaboration, Doing the Right Thing

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.

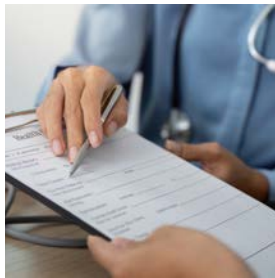
Salon Prices - Ladies

- 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



Ricardo Zalamea

Case Manager

Ext. 1062



Sara Tysseland

Case Manager

Ext. 1064

60 Fireside Gate, Cochrane Alberta T4C 2T9

403.840.0150

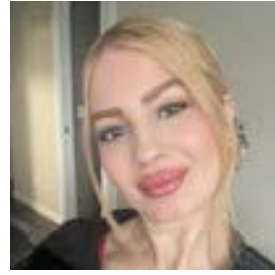
hawthorneseniors.ca

Leadership Directory:



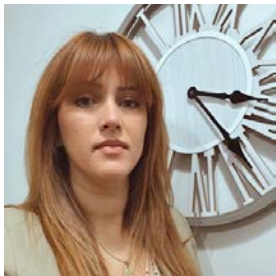
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Rosita Topalian
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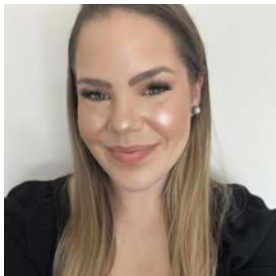
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