Optima Daily

November 2026

Hawthorne
by Optima Living



Message from The Principals:

Welcome to the **November** edition of Optima Daily. As the month unfolds, we'll come together to reflect, raise awareness, and celebrate. On Remembrance Day, we pause to honour those whose courage and sacrifice helped protect the freedoms we enjoy today.

November also marks Fall Prevention Month, offering a reminder that simple steps, such as keeping floors free of clutter and participating in gentle exercise, can help prevent injuries and keep everyone safe.

We also look forward to celebrating Diwali, an occasion that symbolizes light, hope, and new beginnings.

May this November be a safe, meaningful, and joyful month for everyone.

Ali, Farid, Karim



Note from the General Manager:

As we welcome **November**, we begin to embrace the changing season and the many opportunities it brings for reflection, connection, and community. This month offers meaningful occasions to gather together, honour and remember those who have served our country, and celebrate the friendships and relationships that make Hawthorne such a special place to call home.

As planning continues for the future growth of our community, residents are invited to attend the **Hawthorne Expansion FAQ Meeting** on **November 17 at 3:00 p.m.** in the **Multipurpose Room**. This meeting will provide an opportunity to learn more about the project, ask questions, and stay informed about upcoming developments.

With the holiday season quickly approaching, our teams are already preparing for festive programs, celebrations, and opportunities for residents and families to enjoy together. We look forward to sharing more details in the coming weeks.

Thank you to our residents, families, volunteers, and dedicated team members for your continued support, engagement, and kindness. Wishing everyone a cozy and enjoyable November filled with meaningful moments and community connection.

Justine Patricio

Optima Living
Let us welcome you home.™

Updates from Administration:

Welcome New Residents

Please join us in warmly welcoming our newest residents to the Hawthorne community: **Karen** (2213) and **Patti** (4212)

Tuck Shop Updates

We have recently updated our Tuck Shop. While not all items are currently on display, a catalogue is now available at Reception featuring our current selection of products. The catalogue is updated regularly to reflect new items and changes to inventory.

Tenant Insurance Reminders

To ensure our records remain current and accurate, please provide the Administration Office with an updated copy of your tenant insurance each time your policy is renewed.

Sign-In/Sign-Out Procedures

We kindly remind residents, families, and visitors to use the sign in/sign out binder located at Reception whenever residents are leaving the community. This helps us maintain accurate records and supports resident safety.

Updates from Wellness:

Community Health Update

Thank you to everyone who helped keep our community safe during the Influenza A outbreak in October. We appreciate residents, families, and team members for their cooperation and support throughout this period. Tamiflu was made available to all residents as part of our response efforts.

Vaccination Information

Additional Influenza and COVID-19 vaccination clinics took place on October 22. As a reminder:

- Pneumococcal and RSV vaccinations are generally only required **once in a lifetime**.
- Influenza vaccinations should be received **annually**.
- COVID-19 vaccinations are recommended one to two times per year.

Residents with questions regarding vaccinations are encouraged to speak with Rosita, Director of Care.

New Team Member

Please join us in welcoming **Mary Griffith**, who has joined Hawthorne as our new Assistant Director of Care. We are pleased to have her as part of our Wellness team and look forward to the experience and support she will bring to our community.

Updates from Lifestyle & Programs:

Lifestyle & Programs Team Updates

Arsh will be transitioning to a casual position. We thank her for her contributions to our Recreation team and wish her continued success in her new role.
We are currently recruiting for a full-time Recreation Assistant and will share updates as the recruitment process progresses.

Plant Committee Update

We recently held our first Plant Committee meeting and appreciate the participation and enthusiasm from those who attended. Additional meeting dates can be found on the monthly calendar. Residents interested in joining the committee are encouraged to speak with the Recreation Team or their Floor Representative. Information identifying Floor Representatives will be posted on each floor in the coming weeks.

Remembrance Day Ceremony

Residents, families, and guests are invited to join us for our **Remembrance Day Ceremony** on **November 11 at 10:30 a.m.** in the **Multipurpose Room**.
Poppies are available at Reception, and donations of any amount are welcome in support of the Royal Canadian Legion's Poppy Campaign.

International Men's Day Celebrations

Throughout November, we will recognize **International Men's Day** with several special events and programs, including:

- Coffee Social with Men's Shed Cochrane
- Grey Cup celebrations
- WWE Watch Party

Please refer to the monthly calendar and community whiteboards for additional details and event updates.

Holiday Planning Underway

Planning for the holiday season is well underway. Residents can look forward to information regarding community decorating days, community holiday markets, seasonal entertainment, and holiday dining experiences for residents and their loved ones. More details will be shared soon.

Monthly Recreation Meeting

The Lifestyle & Programs team meets monthly - all residents are welcome to attend! Please join us **Wednesday, November 25th** at **10:30 a.m.** in the **Multipurpose room** to discuss upcoming programs and share your input for the activity calendars.

Updates from Hospitality:

Hospitality Team Updates

We would like to thank **Jessie** for her contributions to Hawthorne as she moves on to a new employment opportunity. We wish her all the best in her future endeavors.
Mary-Lyn will be transitioning to a casual position, and we thank her for her continued support of our community.
Please join us in welcoming **Courtney**, who will be joining the Hospitality team as a full-time team member.

Deep Cleaning Program

The second phase of deep cleaning throughout the community is currently underway and remains on schedule for completion by December. Thank you for your patience and support as we continue enhancing our shared spaces.

Updates from Maintenance:

Maintenance Requests

Residents and families are encouraged to continue using 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 Winter

If you notice icy conditions anywhere on the property, please report them immediately so Maintenance can respond as quickly as possible.
For minor icy areas, residents and families may also use the ice melt provided in the yellow safety bins located throughout the property. Thank you for helping us maintain a safe environment for all.

Updates from Kitchen:

New Fall-Winter Menu 2026

We are pleased to share that our new Fall-Winter Menu for 2026 has officially launched. We hope residents enjoy the seasonal selections and variety of menu options available.

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 November, our Food Committee Meeting will take place on **Tuesday, November 24th at 10:00 a.m.** 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 Feedback

Thank you to everyone who continues to provide feedback regarding dining services. The Kitchen team remains committed to improving resident satisfaction and is continuing enhanced food temperature monitoring to support meal quality and consistency.

Resident Dining Comment Cards

New Resident Dining Comment Cards will be available at dining tables throughout the community. Additional copies can be requested from Food & Beverage Services Manager, **Joycee**.

Honouring Food Preferences and Cultural Choices

We value the unique food traditions and preferences of our residents. If there are meals or foods that remind you of home, please let the Kitchen team know. We will work to incorporate resident preferences into alternative menu options whenever possible.



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!

Judy Z. - November 3

Loyola L. - November 3

Robert L. - November 5

Helen P. - November 6

Lorie M. - November 6

Jim A. - November 8

Margaret H. - November 9

Claudia G. - November 13

Lee R. - November 14

Lynne C. - November 17

Denise B. - November 21

Janice D. - November 25

Larry F. - November 25

Kenneth A. - November 26



Monthly Birthday Celebration

November Birthdays

Thursday, November 26th

@ 1:30 PM

Multi-Purpose Room

Entertainment by **Kelly Kalden**

Upcoming Events:

Cochrane & Area Hospice Society Speaker Event

Care for the Caregiver: Compassion Fatigue & Self-Care

Thursday, November 19th at 6:00PM | Cafe/Sanctuary

The CAHS invites caregivers, family members, and interested residents to attend this informative presentation focused on recognizing compassion fatigue and exploring practical self-care strategies in caregiving. This session will provide valuable insights, resources, and support for those caring for others while maintaining their own well-being.



Hawthorne Expansion FAQ Meeting

Learn More About the Future of Hawthorne

Monday, November 17th at 3:00PM | Multi-Purpose Room

Residents are invited to attend an information session regarding Hawthorne's expansion plans. This meeting will provide an opportunity to learn more about the project, ask questions, and receive updates directly from leadership. We encourage all interested residents to attend and participate in the discussion.



Cochrane Activettes: Share Your Christmas

Support for the Broader Community

November 12th - December 7th | Reception Area

Hawthorne is proud to support the Cochrane Activettes' annual Share Your Christmas campaign. Residents, families, and team members are encouraged to donate non-perishable food items and other requested items to help support local families through the holiday season. Donation boxes will be located in the Reception area throughout the campaign period. Thank you for helping make a difference in our community.

Lifestyle & Programs Retrospect:

Hawthorne's Haunted Halloween

A heartfelt thank you to all residents, families, volunteers, students, and team members who helped make Halloween at Hawthorne a wonderful success. Residents enjoyed a variety of festive activities throughout the month, including Spooky Bingo, pumpkin carving with the Leadership Team, and visits from local students during the Holy Spirit School costume parades.

Our Halloween Party brought everyone together for an afternoon of costumes, seasonal decor, games, laughter, and community spirit. We appreciate everyone who participated and helped create such a fun and memorable celebration!



















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
Vacant	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, November 12th at 2:30 PM | Cafe Sanctuary

Empowering Resident Voices • Enhancing Community Life

Health & Safety:

November 's Emergency Review: 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 Orange

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.

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 Brown event, our team will follow established emergency procedures, provide clear instructions, and take appropriate steps to help keep everyone safe.

5 Social Media Safety Tips



Don't Give Out Personal Information

- Avoid putting personal information, phone numbers, addressess or current locations, on social media sites
- Some cyber criminals will use personal information you've put online to make their scam seem more legitimate

Create Unique/Complex Passwords



- Create passwords with a combination of letters, numbers, and symbols.
- Don't use words easily found online, like a pet's name or a birthday
- Try using a "Passphrase" with 4 or 5 words together instead of just 1
- If you think you were hacked, don't be afraid to change your password



Avoid Suspicious Online Links

- Some websites may steal your personal information by asking you to look at something funny or take an online quiz by clicking a link
- Scam links will use catchy phrases or pretend to come from someone you know - This is called "Phishing"
- When in doubt just delete the message



Keep Your Device Updated

- Keep your device software up to date so it is not vulnerable to malware.
- Once malware is on your device, it can send spam messages, steal your information or harm your device.
- Remember to lock your phone or have auto-lock set up so your phone screen turns off after 1-2 minutes

Beware of Fake Accounts

- Scammers will use accounts that look like someone you know, including pictures and names
- Before following or friending an account, check to see if you are already following that person, if you are, it's a fake account!

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

To be announced at the next Employee Townhall!



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

annscott111@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



Nikki Richard

Case Manager

Ext. 1064

60 Fireside Gate, Cochrane Alberta T4C 2T9

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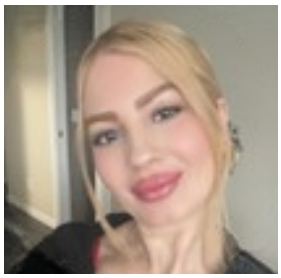
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Leadership Directory:



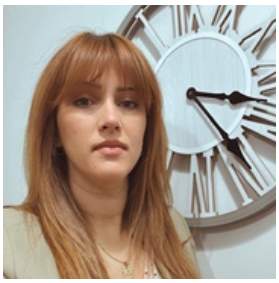
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Photo Coming Soon

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