



Message from The Principals:

Welcome to the **May edition** of Optima Daily. As spring settles in, May brings a wonderful opportunity to enjoy moments of connection, kindness, and reflection throughout our communities.

This month, we encourage everyone to take time for their health, safety, and overall well-being.

Throughout May, there are also meaningful moments to share together. Vesak invites reflection on peace and compassion, World Laughter Day reminds us of the joy found in simple moments, and Mother's Day offers a chance to celebrate the many forms of care and support that enrich our lives.

We hope this month brings you warmth, comfort, and many small moments of joy.

Ali, Farid, & Karim



Message from the General Manager:

To Our Resident families and Friends

Spring is officially here, and with it a fresh season of connection, activity, and joy. Over the coming months, we look forward to creating many memorable moments together across our community.

Our Recreation team has a wonderful lineup planned for Seniors' Week, with events designed to celebrate our residents' wisdom, stories, and community spirit. We can't wait to take part in these activities with you and your loved ones.

As in previous years, we will also be participating in Optima Living's Annual Resident Satisfaction Survey. Initial communications have been shared, and we will continue to provide updates as they become available to encourage strong participation. Your feedback helps us recognize what's working well and where we can improve –thank you in advance for lending your voice.

Thank you to our residents, families, and team members for your ongoing support and partnership. Here's to a vibrant season ahead at The Hamlets at Red Deer.

Updates from our Teams:

Clinical:

- Thank you for everyone who participated in the Nursing week. We want to say thank you for the hard work our nurse's.

Maintenance:

- If you have any Maintenance concerns, please ask for a Maintenance request to be placed by staff, or contact Kerry.

Kitchen:

- If you have any food related concerns, please stop by Ann's office just outside the main kitchen doors.

Administration:

- Tanicia was our point of contact for the 2026 Canadian Census that was held in May. Everyone in the building was accounted for and the residents did not have to fill out individual surveys online.
- The Resident Satisfaction Survey start June 8 and we will have a Sundae Social June 9 at 1:30 in the MDR to get a good start. If you are your own decision maker, you can do your own survey. Memory Care families will be sent an email from an outside company to complete an online survey. If you are your loved ones agent in Type B care, you will get an email from Christine or have the option to fill it out on site on paper as well. We will have prizes for completing the survey again, so be sure to enter your name into the draw box when your survey is complete! We hope to get 90%+ completion rate on the survey so we can best serve our community.
- If you as a resident or a family member would like to help volunteer for this years survey, please contact Christine or Richel on or before June 4.
- Please submit a photo of you or your dad to Reception for a Father's Day display in the main Reception area. Bring your photo to Christine to be scanned or email thard.reception@optimaliving.ca.

Updates from our Teams:

Recreation

- Jill Decena has officially assumed the role of Recreation Manager, effective May 21st
- Let's extend a warm welcome to Chantal as she transitions into her part-time role from her previous casual position.

Resident Meetings:

Resident council: We currently do not have a resident council. Resident council meeting is intended for residents to advocate for their needs and wants without a staff present. If you would like to become a member of this council to get it started please speak with Sid.

Food Committee:

Food Committee meets once a month on the 3rd Tuesday of each month.

June 16th

Start time: 1:00pm

Location: Chapel

Facilitators: Ann and Sid

Health and Wellness:

Health and Wellness meets once every other month on the 4th Thursday.

June 25th

Start time: 11:00am

Location: Chapel

Facilitators: Recreation Manager Jill and Clinical Lead Independent Living Bonnie

Town Hall:

Town Hall meets once a month on the last Tuesday of each month

June 30th

Start time: 12:30pm (Independent Living) 1:30pm (Supportive Living and Memory Care)

Location: Independent Living- Main Dining Room, Supportive Living -Multipurpose Room

Facilitators: Sid and Leadership guests.

Resident Led Activities:

We have some wonderful residents in independent living who lead activities. These activities do not have portering or staff available. Community members are welcome to attend but are to be aware of restrictions such as portering and supervision.

Wednesday 6:00pm MPR

Bible Study Live

This bible study is open to everyone. Hosted by members of the Calvary Chapel.

Wednesday 10:00am ITR

Fun and Fitness

This event is an informational get together to discuss a health related topic.

Sunday 9:30am MDR

Piano Hymns

Come enjoy the classic hymns being played in the main dining room. Sing along if you like.



Senior's Week June 1 -5

Upcoming Events:

Monday - Intergenerational Walk and Talk Event @ 1:00

- Amazing Game Show @ 5:30 - 8:30 (off - site sign up)

Tuesday - Bake Sale in MDR 2:30-3:30 MDR

Wednesday - Lunch BBQ & Super Mega Bingo in MDR @ 1:30

Thursday - Concert, Corndogs & Lemonade in MDR @ 1:30

Friday - Pancake Breakfast 8:30 a.m. for all residents &

Aloha Festival + Talent Show @ 1:30 in MDR

Ice Cream Sundae Social for Resident Satisfaction Survey

Tuesday, June 9 @ 1:30 Main Dining Room

All residents welcome!



Therapy Minerature Horse - Nugget

Wednesday June 10th from 1:30-3:00

Main Dining Room

Red Deer Cruise Night

Saturday June 13th from 11:30-1:30

Outside the Main Doors. Cars from Red Deer Cruise Night will be parked in the parking lot.



Father's Day BBQ (Guest tickets \$10)

Friday, June 19 @ lunch for all Residents in their respective Hamlets.

Please see Reception for your BBQ ticket.

Can pay by cash, debit/credit, comfort fund.

Summer Market

Saturday, June 27 from 2-4 in the Main Dining Room.

Invite your friends and family to check out the local vendors at the Hamlets.



Outings this Month:

Outings are indicated on the calendar in purple, we request those who are interested in a trip to sign up prior to the day of the outing. Sign up sheets for SL4/SL4D (1st and 2nd floor) are found at the nursing desk on their Hamlet. IL sign up is found at the reception desk. A signed outing consent must be on file in order for a resident to attend. Typically bus trips are designated to a level or care and will repeat in other levels of care if the trip is appropriate and accommodating. Supportive living and memory care will have 2 staff on board (one being the driver). Independent living will have only one staff on board (the driver).



Supportive Living Bus Trips:

Monday, June 15 to Little Ice Cream Shoppe
Leaving the Hamlets at 1:30.

Monday, June 22 to McKenzie Trails.
Leaving the Hamlets at 1:30.

Sign up at your Nursing Desk



Memory Care Bus Trips:

Friday, June 19 to Little Ice Cream Shoppe
Leaving the Hamlets at 1:30.

Monday, June 22 to McKenzie Trails.
Leaving the Hamlets at 1:30.

Sign up at your Nursing Desk



Independent Living Bus Trips:

Wednesday, June 17 to Little Ice Cream Shoppe
Leaving the Hamlets at 1:30.

Wednesday June 24 to Parkland Mall.
Leaving the Hamlets at 1:30 and Pick up at 3:15.

Sign up at Reception

Lifestyle and Program Insights

Date Range: Apr 15 - May 15

Resident Attendance: 131 out of 200 residents (66%) attended at least 4 programs.

Average Number of Programs Per Day: 7 group programs, 8 1:1 programs, 1 self directed program, 16 total programs.

Average Number of Programs Per Weekend: 7 group programs, 10 1:1 programs, 17 total programs.

Number or programs by Dimension of Wellness:

Emotional: 237 (IL 48) (SL4D 42) (SL4 62)

Social: 118 (IL 43) (SL4D 30) (SL4 45)

Physical: 71 (IL 9) (SL4D 25) (SL4 25)

Intellectual: 50 (IL 40) (SL4D 23) (SL4 18)

Spiritual: 29 (IL 30) (SL4D 11) (SL4 21)

Vocational: 6 (IL 3) (SL4D 13) (SL4 4)

For resident specific insight please contact one of the following;
Clinical Lead Richelle, Clinical Lead Jamie or Recreation Manager
Andrea.

Lifestyle & Programs Retrospect:

May Fun



Program Highlight: In May we celebrated our Moms with a High Tea that was enjoyed by everyone! Lot of flowers, excellent food and lots of love!



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

Ravinder Kaur

Clinical Team

Vasu Madaan

Clinical Team

Thara Vinoth

Clinical Team

Normie Estrera

Housekeeping

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.

Happy Birthday

Here at The Hamlets at Red Deer, we believe every year is a gift.
Join us each month with a huge, collective Happy Birthday to all our residents who are
adding another candle to their cake this year!
We hope your day is filled with joy, laughter, and wonderful memories.

June 2 - Victor C

June 4 - Lois S

June 12 - Charonne S

June 12 - Tal T

June 15 - Lesley W

June 16 - Mary D

June 17 - Mervin L

June 17 - Sheryl B

June 18 - Rena U

Please note: the birthday list is not a complete list. For newsletter use a signed consent form indicating full consent must be on file. Birthday posters with verbal consent are displayed on the respective hamlet.

Monthly Birthday Celebration

Thursday, June 25 @ 1:30

Main Dining Room

Beautiful Outlaw to perform.

Health & Safety:

June's Emergency Review: Loss of Services/Contingency Planning

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.

Loss of Services/Contingency Planning

What Is a Loss of Services Event?

A Loss of Services event occurs when an essential service or utility in the community becomes unavailable or disrupted. These services are important for daily comfort, safety, and smooth operations. When something is affected, the community activates Contingency Plans to ensure residents remain safe, supported, and informed. Each type of disruption has a specific response plan designed to keep the community operating safely.

Loss of Services may include:

- Loss of Team Members or Labour Disruption
- Loss of Essential Services (laundry, housekeeping)
- Loss of Utilities (water, power, heat)
- Loss of Technology Systems (information technology or nurse call system)

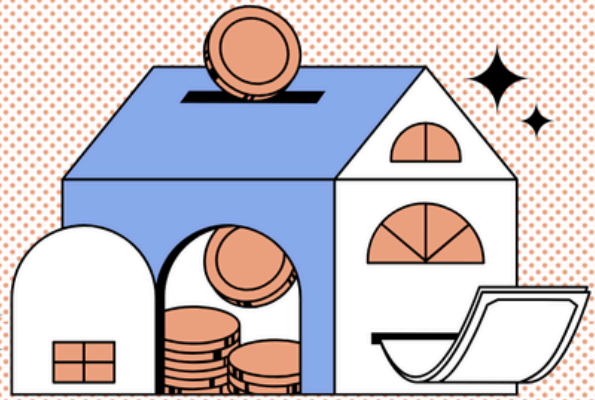
How Residents Can Help:

- Listen for announcements or instructions from employees. Updates will be provided as soon as possible.
- Remain Calm - These events are anticipated and planned for. Employees will put procedures into action to maintain safety and comfort.
- Follow Instructions - You may be asked to limit water use, reduce electricity use, remain in your suite, or temporarily relocate within the community - please follow all guidance provided.
- Report Any Concerns - If you notice a disruption (e.g., no heat, flickering lights, low water pressure, or a non-working call bell), notify an employee right away.
- Support Safety Measures - During service interruptions or reduced employee availability, some routines may be adjusted.

Our Commitment to You

The community has detailed Contingency Plans for each type of service disruption. These plans ensure that essential needs—such as comfort, communication, safety, and care continue without interruption. Your well being remains our highest priority.

SCAM PREVENTION TIPS



3 Common Types of Scams & What to Do About It

1

Phone Scams



What this looks like:

- Calls claiming to be from the government, bank, or police
- Requests for personal information or payment
- Pressure to act quickly (using words like “urgent” or “final notice”)

Tip:

- Hang up and call the official number yourself to verify

2

Email & Text Message Scams



What this looks like:

- Messages asking you to click links or download attachments
- Fake alerts about accounts, deliveries, or prizes
- Emails that look real but have slight spelling errors

Tip:

- Do not click suspicious links. Ignore unsolicited messages on social media, texts, online platforms, etc. Simply delete the message

3

In-person Scams



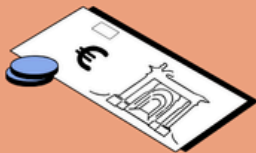
What this looks like:

- Someone at your door offering services or repairs
- Requests for donations or selling products on the spot
- Pretending to be a utility worker or official

Tip:

- Never let strangers in. Ask for ID and verify before engaging

Red Flags



- Urgent or threatening language or behaviour: Example: “limited time offer and high returns”
- Requests for money, gift cards, or wire transfers
- Asking for personal or banking information
- Calls asking you to confirm passwords or account details
- “Exclusive” investment groups that make you feel pressured to do something
- Offers that seem “too good to be true” likely are

How to Protect Yourself



- Keep personal information private (SIN, banking, passwords)
- Use strong, unique passwords
- Do not share information over the phone unless you initiated the call first and it is an official number
- Consult a trusted family member or care team member if unsure
- Shred important documents before throwing them away
- **Remember: it's okay to say NO, hang up, or walk away**
- **Scammers rely on pressure. Take your time and stay cautious!**

If You Think You've Been Scammed



- Talk to your supported network and people you trust (like family or care team) if something feels off
- Contact your bank immediately
- In the case of an investment scam: anyone selling investments in Canada must be registered to endorse financial products. Use the **National Registration Search tool** online. If they're not listed, don't invest
- Report the scam to local authorities or a fraud reporting center

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