



Hawthorne  
by Optima Living



## Message from The Principals:

Welcome to the **April edition** of Optima Daily. This month brings a renewed sense of energy and togetherness across our communities.

This spirit of connection comes to life at our Spring Open House: A Taste of Togetherness on April 18. It's a special opportunity to gather, share a meal, and experience the warmth that makes our homes so meaningful.

Throughout the month, we also celebrate Hospitality and Volunteer Appreciation Week, Admin Professionals Day, and Family Caregiver Day. We will also observe traditions such as Passover, Vaishakhi, and Easter.

As April unfolds, we look forward to sharing moments of kindness and togetherness with you.

**Ali, Farid, & Karim**



## Note from the General Manager:

As we welcome the month of **April**, there is a sense of renewal and optimism throughout Hawthorne. With longer days, warmer weather on the horizon, and signs of spring all around us, it's a wonderful time to reflect on the strength of our community and the care that connects us.

I would like to extend my sincere congratulations and heartfelt thanks to our team members for the successful completion of our CARF accreditation last month. This achievement is a reflection of your dedication, professionalism, and commitment to excellence. Your hard work ensures that Hawthorne continues to provide high-quality programs, services, and supports for our residents—and it does not go unnoticed.

To our residents and families, thank you for being such an important part of our community. We are grateful for your trust and look forward to sharing many more moments together this spring. Wishing everyone a bright and refreshing April.

**Justine Patricio**

**Optima Living**

Let us welcome you home.™

## Updates from Administration:

### Welcome New Residents

Please join us in welcoming **Helen (Suite 2106)** to our community! We're delighted to have you here.

### Tenant Insurance Reminder

Please ensure your tenant insurance is up to date, with a **hard copy provided to the office** for our records.

### Accommodation Charge Update

A memorandum was received regarding a **2% accommodation rate increase** effective **April 1st**, for Type A and B residents in Continuing Care Homes and Alternate Level of Care

This increase is directed by Assisted Living Alberta and is **not controlled at the site level**. Updated monthly rates are as follows:

- Studio Suite: \$2,482.00
- One Bedroom Suite: \$2,972.00

Residents and families are encouraged to contact Assisted Living Alberta directly for clarification. Possible subsidy increases were discussed but remain unconfirmed at this time.

### Support Measures:

- NSF fees for April may be waived if needed.
- Residents are encouraged to review statements and reach out for assistance.

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## Updates from Wellness:

### Upcoming COVID Vaccination Clinic


A vaccination clinic will be taking place this month. Consent forms will be distributed prior to clinic. More information on dates and times will follow.

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## Updates from Hospitality:

### Employee Recognition

Congratulations, Tammy (Hospitality Aide - 3rd Floor) recognized as **"Shining Star Mentor"** for training and supporting team members.



## Updates from Recreation:

### Activities & Seasons of Celebration in April

April is filled with meaningful moments and festive fun! We'll be celebrating many events, including **Easter, National Pet Day, Administration Professionals Day**, and more! We will also be welcoming new entertainment throughout the month. Be sure to check out our monthly calendar—you might just discover a new favourite activity!

### Bingo Gets a Refresh

We're excited to share some updates to our Bingo program this month! You can expect a new variety of prizes, a more consistent program structure, and themed Bingo for holidays, all while keeping the classic fun everyone loves!

### Resident-Led Programs: You're Invited!

We encourage residents to share their talents and passions by leading programs of their own. If you're interested in hosting or helping with an activity, or getting more involved in your community, please connect with the Recreation Team—we'd love to support you! We are currently calling out for residents to host games, needlework, and a welcoming committee!

### Community Connections

Hawthorne will be participating in the **Cochrane Volunteer Fair** on **April 11<sup>th</sup> from 10AM - 2PM** at the **Cochrane Ranchehouse**. We are excited to continue to build partnerships and grow our volunteers. Residents or loved ones who are interested in getting involved are welcome to learn more!

### Armchair Travel

For the past two months, *Passports to Paradise* has given us a wonderful opportunity to explore the world from the comfort of home. As this initiative comes to a close, our much-loved **Armchair Travel** program is evolving in a meaningful way.

Moving forward, each month will highlight destinations connected to the places and cultures of our residents, with programming shaped in collaboration with Recreation and our community.

**April's destination: Austria** – join us as we discover its rich culture, history, and traditions together.

If there is a destination that holds special meaning to you and you'd like to see it featured, please connect with the Recreation Team—we'd love to hear your ideas!

## Updates from Maintenance:

### Ongoing Repairs

Repairs are currently underway to address multiple leaks, helping to prevent larger issues and ensure the long-term care of our building.

### Safety System Improvements

Enhancements to the fire alarm system are in progress as part of our ongoing commitment to resident safety and system reliability.

### Looking Ahead

Planning is underway for future upgrades to the call bell and phone systems, with the goal of improving responsiveness and ease of use for residents.

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## Updates from Food & Beverage

### Coffee & Conversation with Chef Kyle

Please join us on **Tuesday, April 28<sup>th</sup> at 10:00 AM**, in the **Cafe Sanctuary** for Coffee & Conversation with the Chef. Enjoy a warm beverage and the opportunity to connect, ask questions, and hear directly from our chef in a relaxed, friendly setting.

### Fresh Flavours in April

We're pleased to share that our new breakfast menu has officially launched and is already receiving positive feedback from residents. With expanded options and more variety, we hope your mornings are starting off even more delicious!


### Taste of the World: Theme Meals

March brought a festive menu lineup, including St. Patrick's Day, Greek, and Hawaiian-themed meals—thank you to everyone who joined in the fun!

More themed meals are on the way, with Easter celebrations just around the corner.

### Your Feedback Matters

To ensure our menus continue to reflect resident preferences, feedback forms will be distributed on all floors. We encourage everyone to share their thoughts and suggestions—your input helps shape future menus.



# Happy Birthday

Happy Birthday to our wonderful **April 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!

**April 3<sup>rd</sup> - Barbara V**

**April 25<sup>th</sup> - Ken S**

**April 15<sup>th</sup> - Evelyn C**

**April 25<sup>th</sup> - Walter V**

**April 17<sup>th</sup> - Donne Rae B**

**April 27<sup>th</sup> - Harold W**

**April 17<sup>th</sup> - Elisa A**

**April 28<sup>th</sup> - Aubrey G**



## Monthly Birthday Celebration

Thursday, April 9<sup>th</sup>

@ 1:30 PM

Multi-Purpose Room

Entertainment by **Kelly Kalden**



## Upcoming Events:



### Craft & Co

#### A Cozy Afternoon of Creativity & Connection

On **Tuesday, April 28<sup>th</sup> at 1:30PM** in the **Multipurpose Room**, join members of the Cochrane community for a relaxed and social crafting afternoon! Bring along your own project—knitting, painting, sketching, needlework, or anything you enjoy—and spend time creating together. We will provide a craft for those who do not have their own.



### ROARR Outing

#### Giddy-Up with Equine Therapy!

Join us for an upcoming outing to Robinson Outreach at RiverCross Ranch on **Wednesday April 29<sup>th</sup> from 11AM - 2PM**. Please note that space is limited—our team will ensure all residents interested will have a chance to participate through the year. If you're unable to attend this time, don't worry—there will be **two additional opportunities later this year**.



### NEW: Live Entertainment with Merrill Lepp

#### Welcome in Spring with Warm Country Charm

Join us on **Thursday, April 30<sup>th</sup> at 2:30PM** in the **Multipurpose Room** for a special afternoon of live entertainment with Merrill Lepp, a talented country singer bringing heartfelt storytelling and classic country charm to the stage. Come tap your toes, enjoy familiar favourites, and experience the joy of live country music right here at Hawthorne.

## Sign Up Programs: Lunch Bunch: A&W \$20



Time: **11:45 AM | Wednesday, April 15<sup>th</sup> | Cafe Sanctuary**

Join us for Lunch Bunch featuring A&W for \$20.

We'll enjoy our meal together in the Cafe Sanctuary, making it a fun and relaxed social lunch without going out.

*Space is limited. Sign up at Reception to reserve your spot.*



## Lifestyle & Programs Retrospect:

### A Week of Irish Cheer & Shamrock Spirit!

**St. Patrick's Day** was celebrated in true Hawthorne style with a week full of colour, creativity, and lively traditions. Residents enjoyed painting shamrocks, indulging in green birthday cake, and learning a little history during our Irish Coffee Cocktail Club. The celebrations continued with Irish music and dancing, filling the space with energy and smiles. To top it all off, residents and staff showed off an impressive collection of costumes, hats, and festive accessories, making the day even more memorable. It was a joyful celebration full of laughter, community, and Irish spirit!



## 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:
Dawn G (Family Member)	Memory Care
<i>Vacant</i>	Memory Care
Shawna B	2nd Floor Representation
Dale B	2nd Floor Representation
Jacqueline S	3rd Floor Representation
<i>Vacant</i>	3 <sup>rd</sup> Floor Representation
Kelly L	3rd Floor Representation
Alan H	4th Floor Representation
Leila R	4th Floor Representation
Justine Patricio General Manager	Elected Chair
<i>Vacant</i>	Elected Co-Chair

**Next Resident Council Meeting:**

**Thursday, April 9<sup>th</sup> at 2:30 PM**

**Empowering Resident Voices • Enhancing Community Life**



# MENTAL HEALTH MATTERS

Taking care of your mind



## MENTAL HEALTH MATTERS AT EVERY AGE

- Your mental health is just as important as your physical health!
- Many older adults experience emotional changes related to loss, illness, changes in independence, or loneliness
- It is normal to need support sometimes. This is true for all of us!
- Talking about mental health helps people feel less alone



## REDUCING STIGMA

- Mental health challenges are common and treatable
- Experiencing sadness, anxiety, or stress does not mean weakness
- Many people improve with conversation, support, or professional help
- You are not alone - many people experience mental health challenges
- Seeking help is a sign of strength!

## COMMON SIGNS TO WATCH FOR

### DEPRESSION

- Feeling sad, empty, or hopeless
- Loss of interest in activities you used to enjoy
- Changes in sleep or appetite
- Feeling tired most of the time
- Withdrawing from others



### ANXIETY

- Constant worry or nervousness
- Trouble relaxing
- Difficulty sleeping
- Feeling restless or tense
- Difficulty concentrating



**IF YOU OR SOMEONE YOU KNOW IS EXPERIENCING THESE FEELINGS FOR SEVERAL WEEKS OR IT INTERFERES WITH DAILY LIFE, IT MAY HELP TO TALK TO SOMEONE**



## HELPFUL RESOURCES



- Your care team members are here for you! You can talk to your nurses and practitioners. They are ready to help!
- Spend time with family members, trusted friends, and your neighbours
- Join our fun daily recreation activities and programming. There's something for everyone!
- Spend time outdoors. Nature has a positive impact on our health
- Maintain consistent and quality sleep
- Prioritize proper nutrition and hydration



- Engage in fun hobbies: puzzles, music, reading, art, journaling, knitting, playing boardgames, whatever you enjoy. This can improve mood and reduce stress
- Join social clubs or faith communities to feel connected
- Move your body! Exercise with our recreation team, walk around, do some yoga, stretch, do seated chair exercises. These are great options to maintain your physical health while taking care of your mental health too!

## What Is Environmental Sustainability?

Sustainability means living in a way that protects the earth's natural resources - like clean air, fresh water, and healthy soil - so they last for years to come.

### Why It Matters:

Protecting our environment helps preserve clean air, water, and land for our children, grandchildren, and future generations. It also supports your health and well-being today.

Easy Things we can all do within our Homes and Communities!

- Turn off lights when you leave a room
- Use reusable shopping bags instead of plastic
- Recycle paper, cardboard, cans, and bottles
- Avoid wasting water - turn taps off when brushing teeth
- Unplug small appliances when not in use

### Small Actions, Big Impact:

- Plant a flower or tree - it helps bees and clean air
- Share or donate items instead of throwing them away
- Walk or carpool, when possible, reduce emissions to reduce air pollution

**WORLD  
EARTH  
DAY**  
22 APRIL



**Earth Day** is an annual event on April 22 to demonstrate support for environmental protection. First held on April 22, 1970, it now includes a wide range of events coordinated globally through earthday.org including 1 billion people in more than 193 countries.

### Final Thought:

Every **small step** makes a difference. Living **simply, sharing, and reducing waste** are ways seniors have been supporting sustainability for years-now it's time to keep it going.

***Let's care for our world, one thoughtful choice at a time.***

# ENVIRONMENTAL SUSTAINABILITY

**SUSTAINABILITY MEANS LIVING IN A WAY THAT PROTECTS THE EARTH'S NATURAL RESOURCES--LIKE CLEAN AIR, FRESH WATER, AND HEALTHY SOIL--SO THEY LAST FOR YEARS TO COME.**

## REDUCE & REUSE

Easy Things we can all do within our Homes and Communities!

- Turn off lights when you leave a room
- Use reusable shopping bags instead of plastic
- Recycle paper, cardboard, cans, and bottles
- Avoid wasting water - turn taps off when brushing teeth
- Unplug small appliances when not in use



Reusable bottle and bag

## SMART SHOPPING TIPS

- Choose locally grown fruits and vegetables
- Look for refillable or recycling containers
- Buy products and items with less packaging
- Share or donate items instead of throwing them away.
- Walk or Carpool when possible, reducing emissions to reduce air pollution

## FUN FACTS

- If every Canadian household switched one light bulb to LED, we could save enough energy to power over 30,000 homes for a year!
- Recycling one aluminum can saves enough energy to run a TV for 3 hours.
- Trees not only provide oxygen--they cool the air and help reduce noise pollution
- Seniors Create less waste on average than younger generations



## Health & Safety:

### April's Emergency Review: Code Purple - Hostage

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 Purple - Hostage

#### What Is a Code Purple Event?

A Code Purple is declared when there is a hostage or active threat situation within the community. This could involve:

- A person holding someone against their will
- A violent or threatening individual in a common area
- Situations where employees or residents may be at risk

Immediate action is critical to ensure safety.

#### What You Can Do

If you are in the building:

- Follow instructions immediately: Listen to employees or security announcements. Directions may include locking doors, staying in a safe location, or evacuating certain areas.
- Stay calm and quiet: Avoid drawing attention to yourself or moving toward the threat.
- Lock and barricade: If possible, secure yourself in a room or apartment.

If you are outside or can safely leave:

- Evacuate if directed: Use safe routes away from the threat.
- Avoid the area: Do not attempt to confront the individual or enter affected areas.

If you witness the event:

- Do not intervene directly unless instructed by trained personnel.

### Our Commitment to You

Optima Living Communities have a Code Purple protocol to respond quickly and effectively to hostage or threat situations. Employees are trained to guide residents safely, coordinate with local law enforcement and emergency services, and keep everyone informed. Your safety is our priority—stay calm, follow instructions, and trust our trained employees.

## 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



**Yu (LPN)** - Awarded for Exemplary Attendance  
**Tammy (HA)** - Awarded for Outstanding Mentorship  
**Navneet (Reception)** - Awarded for Upholding Values

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.

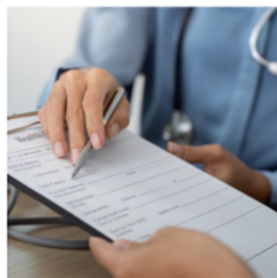
### Salon Prices - Ladies

- 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



**Alberta Health  
Services**

**Kerrie Wynnchuk**

**Case Manager**

Ext. 1061



**Ricardo Zalamea**

**Case Manager**

Ext. 1062



**Sara Tysseland**

**Case Manager**

Ext. 1064

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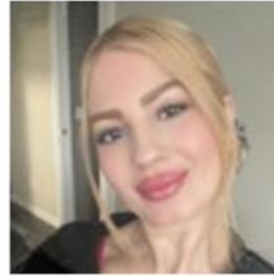
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## Leadership Directory:



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