



Hawthorne  
by Optima Living



## Message from The Principals:

Welcome to the **December edition** of **Optima Daily**. As the year comes to a close, this month invites us to reflect, gather, and enjoy the traditions that bring light and meaning to our communities.

Whether you celebrate Christmas, Hanukkah, or Kwanzaa, each occasion offers a chance to honour hope, renewal, and togetherness while sharing time with the people who matter most.

Thank you for bringing warmth and kindness to our communities. We wish you a peaceful, joyful December and look forward to welcoming a bright new year with you.  
**Ali, Farid, & Karim**



## Note from the General Manager:

As we move into the month of **December**, I hope you are all keeping warm and comfortable. The weather is getting colder, so please remember to wear proper winter clothing and sturdy shoes when heading outdoors. This helps keep everyone safe on snowy or icy days.

December is a wonderful time of celebration, and we are excited to share the Christmas season and festive spirit with all of you. It's a time for joy, togetherness, and enjoying the special moments that make this time of year so meaningful.

Our Recreation team has planned a variety of fun and festive holiday events throughout the month. We hope you'll join in the activities - they're designed to bring cheer, connection, and enjoyment to everyone.

## Note from the General Manager Cont'd:

### Leadership Updates:

We wanted to share a few changes happening within our team. We know that team member transitions can feel difficult, so we want to communicate openly and reassure you that our focus remains on your care and well-being.

- **Isabella**, our Recreation Manager has received a wonderful opportunity and has been promoted to Regional Manager, Lifestyle & Programs with Optima Living. While we will miss seeing her in the building as often, we are very proud of her, and she will continue to support our Recreation Directors in meaningful ways.
- **Erlindo**, whom many of you know from Hospitality, will be stepping into a new role as a Casual Health Care Aide starting December 15th. We're happy that he will still be here supporting the community in a different capacity.
- We also want to share that **Jass**, our Director of Care, has chosen to move on. We are grateful for the care and compassion Jass provided during their time here. Changes like this can be emotional, but please know that we are working quickly and thoughtfully to find the right person to continue leading our care team.



Thank you for being part of our wonderful community.

Wishing each of you a warm, joyful, and peaceful holiday season.

**Happy Holidays!**

**Carmela Dixon**  
General Manager

## Updates from Admin:

### Tuck Shop Update

Kleenex and toilet paper rolls are now available at the tuck shop for \$1 each.

### Internet Service Upgrade

Our internet service has recently been upgraded. A new Wi-Fi line and password are now in place. Residents who already subscribe to the internet service have had the new password installed automatically on their devices.

If you experience any connection issues or would like help connecting, please contact Reception.


### Internet Bundle Package Add On

Shaw is offering a Cable, Internet, and Phone bundle for \$95 per month for Hawthorne. This bundle is available only as a package.

If you do not currently have an account but would like to sign up, please contact the **Office Manager** for assistance.

### New Vending Machine Available!

A vending machine has been installed on the main floor in the exercise room, offering a variety of snacks and beverages. Please note, it is card payment only. While residents are still encouraged to visit the Tuck Shop at reception, the vending machine provides a convenient option after hours and on weekends.



## Update from from the Recreation Manager:

Dear Residents, Volunteers, Families and Friends,

As I sit down to write this, I find it difficult to capture in words the depth of what the last five years at Hawthorne have meant to me. From the very first day I walked through these doors, I never imagined how profoundly this community would touch my heart.

Working alongside you, getting to know each of your unique stories, sharing your joys, your laughter, and sometimes even your challenges, has been more than a job – it has been an honor, a privilege, and truly a gift.

Over these five years, we have celebrated birthdays, holidays, special milestones, and even small everyday moments that seemed ordinary but were extraordinary because we shared them together. I have watched you show courage, resilience, humor, and grace in ways that have inspired me more than I can ever express. Each program, each story shared, each smile, each connection has left an imprint on my heart. I feel so fortunate to have been part of your lives, to have been welcomed into your homes and hearts, and to have shared in the life of this remarkable community.

I have been promoted into a new role within **Optima Living**,  
working in a different capacity as a **Full-Time Regional Manager, Lifestyle & Programs**  
My last day will be based on recruitment for my successor, but tentatively December 12<sup>th</sup>.

While this means I will no longer be here daily, please know that I am still part of the Optima Living family, supporting Recreation in a new way. Though my day-to-day presence will change, the memories, the laughter, the moments we shared, and the bonds we created will remain with me always. I will carry the lessons I have learned from each of you - about kindness, patience, resilience, and the importance of living fully in each moment. I want to thank each and every one of you for trusting me, for allowing me to be part of your lives, and for making the last five years unforgettable. You have enriched my life in ways I cannot fully express, and I will always look back on this time with immense gratitude, fondness, and love.

I hope you continue to share your stories, your laughter, and your warmth with each other, and I know the Recreation team will continue to make every day bright and meaningful. I will forever hold each of you close in my heart, and I hope that, in some small way, I have made your days just a little brighter as you have made mine.

With all my love, respect, and deepest gratitude,

*Isabella Yendt*

Isabella Yendt ♡♡

*"How lucky I am to have something  
that makes saying goodbye so hard."*

Winnie the Pooh - A.A. Milne



## Updates from Recreation:

### Recreation Feedback Surveys

Following the Resident Satisfaction Surveys conducted in June - where Lifestyle & Programs (Recreation) ranked within the **bottom three scoring areas** - we will be launching a secondary, community-focused survey. This survey will take place during the first week of December.

Our Recreation and Care Teams will be assisting residents in completing the survey to help ensure everyone has the opportunity to participate. The goal of this follow-up survey is to gain a deeper understanding of your experiences and identify where we can make meaningful improvements. The questions will be more targeted so we can better capture the true recreation atmosphere here at Hawthorne.

We are aiming for at least 80% resident participation, and we greatly appreciate your time and feedback as we continue to enhance our programs and services.

### Share your Christmas Campaign - Cochrane Activettes

We're proud to support the **Cochrane Activettes' Share Your Christmas Campaign!** A donation box is set up across from reception, and we welcome contributions of non-perishable food items, gifts, and essentials. Please drop off your donations **before December 8th** and help brighten the holidays for families in our Cochrane community.

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## Updates from Maintenance:

### 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!



## Monthly Employee Education Focus

### 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.

This December, we are continuing our commitment to professional development with focused training opportunities designed to support excellence in care:

### For our Licensed Practical Nurses (LPNs):

**Leadership & Supervision Training** – Enhancing leadership skills, fostering effective teamwork, and strengthening the ability to guide and support others in delivering high-quality resident care.

### For All Team Members:

**Infection Control Committee** - Our Infection Control Committee works year-round to help keep our community healthy and safe. This dedicated team reviews best practices, monitors safety standards, and ensures our home follows effective measures to prevent the spread of illness. Their efforts protect not only our residents, but also our staff and visiting family members, creating a clean, safe, and reassuring environment for all.

**Falls Committee** - Resident safety is our top priority, and our Falls Committee plays a key role in supporting that mission. This team carefully reviews fall-prevention strategies, identifies potential risks, and develops solutions to keep our community as safe and supportive as possible. With thoughtful planning and continuous improvement, we aim to help residents maintain confidence, independence, and well-being.

By investing in continued education, we empower our team to provide care rooted in professionalism, understanding, and heartfelt compassion - every day, in every interaction.



## Updates from Food & Beverage

### Coffee & Conversation with Chef Kyle

Please note that our December Coffee & Conversation gathering will be taking a short break for the holiday season.

We look forward to welcoming everyone back when meetings resume on the last Tuesday of the month in January.

Thank you, and we can't wait to reconnect with you in the new year!

### Menu Update

Thanks to your feedback, we're returning to our original menu format with one main entrée for lunch and dinner, plus an alternative menu for anyone who would like a different option.

The alternative choices for December will be:

- Ham & Cheese Sandwich
- Spinach and Cheese Cannelloni with Tomato sauce

If you'd like something from the alternative menu, please let an hospitality aide know ahead of time so the kitchen can prepare it:

- Lunch orders by 10:00 AM
- Dinner orders by 2:00 PM

We'll also continue to offer snacks at 2:00 p.m. and in the evening, so there's always something to enjoy throughout the day.

As always, resident clinical dietary needs will continue to be taken into account in the main menu.



# Happy Birthday

Happy Birthday to our wonderful **December 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!

December 2<sup>nd</sup> - Angus M

December 6th - Bev G

December 6th - Ruth R

December 11th - Leslie M

December 11th - Jacob P

December 27th - Joan W

December 28<sup>th</sup> - Shaaf M

December 30th - Alda J

## Monthly Birthday Celebration

**Tuesday, December 16<sup>th</sup>**

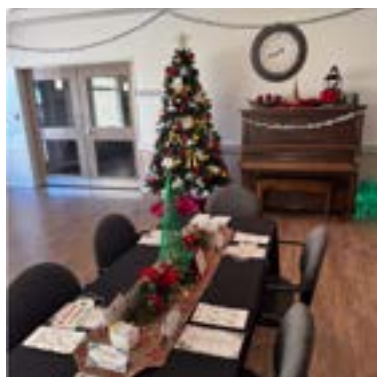
**@ 2:30 PM**

**Multi-Purpose Room**

Entertainment by **Brooks & Kevin**



## Upcoming Events:



### Resident & Family Holiday Dinner Parties

Join us for Hawthorne's Holiday Dinner Celebration on December 11th or 12th at 5:00 PM!

**RSVP Required by December 5<sup>th</sup> Limited spots available!**

Enjoy a delicious three-course meal, live music by Healing Melodies, and a special North Pole visit. Resident tickets are free with reservation; family tickets are \$30 each (limit 2 per resident, cash only).



### Good Vibes Memory Choir Holiday Concert

Our Hawthorne residents are ready to shine at our 2nd Annual Christmas Choir Concert, led by the **Good Vibes Memory Choir!** They've been joyfully practicing each week, and we can't wait for you to hear their beautiful voices.

Join us on **Sunday, December 14th at 2:00 PM** for this heartwarming performance.



### Christmas Concert at Hawthorne by Holy Spirit School

Join us for an afternoon of holiday cheer! On **Thursday, December 18 at 1:35 PM** the Grade 1 & 2 students take the stage to share the joy of the season with a heartwarming Christmas Sing Along!

## Sign Up Programs:



### Holiday Gnome Craft Workshop

Time: 2:30 PM | Wednesday, December 3<sup>rd</sup> | MR

Join us for our Holiday Gnome Craft Workshop, taking place on Wednesday, December 3<sup>rd</sup> at 2:30 PM in the MR.

We'll be diving into a fun, hands-on session where you can create your very own festive gnome décor - perfect for adding a cheerful touch to the season.

Spots are limited, so please sign up at Reception to save your place. Come ready for some creative holiday fun!

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### Program Spotlight: Cherubim Music Therapy Recital

Each month, under the caring guidance of a music therapy teacher, Nathene, a small group of Cherubim students takes the stage to share their talents in our Music Therapy Recital.

These informal performances create a warm, supportive space for participants to build confidence, strengthen presentation skills, and express themselves through music.

Our recitals feature students of all ages - from young beginners discovering their musical voice to older adults who continue to share their lifelong love of music. Audiences enjoy a delightful mix of piano pieces, vocal performances, and occasionally a heartfelt poem.

Every recital is a celebration of courage, creativity, and community. We're proud of each performer and grateful to Nathene for fostering such an inclusive and encouraging environment.

#### Next Music Therapy Recital:

**Sunday, December 13<sup>th</sup> at 2:00 PM**

Multi-purpose Room



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

**Next Resident Council Meeting:**

**Thursday, December 11th at 1:30 PM**

**Empowering Resident Voices • Enhancing Community Life**

# Mental Health and Wellness

## Staying Mentally Strong as We Age

Aging is a natural process that brings both joys and challenges. While physical health often gets attention, mental wellness is just as important. It helps to promote independence, dignity, and quality of life.

“Mental wellness is not just the absence of illness - it's the presence of meaning, joy, and connection.”



### Common Mental Health Concerns

- Depression - Often underdiagnosed, especially when symptoms are mistaken for "normal aging."
- Anxiety - Can increase with health changes, loss, or financial stress.
- Loneliness & Isolation - A major risk factor for both mental health decline.
- Cognitive Decline - Early signs may include memory loss or confusion.



### Recognize the Signs of Mental Health Issues

Recognizing signs can help you seek appropriate support and interventions. Be aware of potential warning signs, such as changes in sleep patterns, anger, headaches, unusual behavior, memory loss, and social isolation.

#### Seek professional help if you or someone you care about:

- Shows lasting sadness/mood changes or hopelessness.
- Withdraws from others
- Experiences confusion or forgetfulness
- Has trouble sleeping or eating regularly

### Ways to Support Mental Wellness

**Stay Socially Connected:** Participate in recreation events and activities. Join social clubs, faith communities. Set up regular calls with family and friends.

**Engage in Healthy Habits:** Balanced nutrition, hydration, and good sleep hygiene are essential for emotional stability.

**Keep Moving:** Light exercises like walking, stretching, yoga boost both mood and mobility.

**Engage the Mind:** Engage in mental activities. Read, do puzzles, learn a new skill, or play a musical instrument. It can help keep the mind sharp and improve cognitive function.

**Speak Openly about Emotions:** It's okay to talk about sadness, fear or grief. It's okay to ask for help. If you're feeling down, anxious, or overwhelmed, seek support from a doctor, counselor or peer group support.

**Practice Gratitude:** Daily reflection on things you're thankful for can uplift your mindset.



**Early intervention makes a difference!**

## Health & Safety:

### December's Emergency Review: Loss of Services

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

### 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)
- Extreme Hot or Cold Weather Conditions

#### How Residents Can Help:

**1. Listen for announcements** or instructions from employees. Updates will be provided as soon as possible.

**2. Remain Calm** - These events are anticipated and planned for. Employees will put procedures into action to maintain safety and comfort.

**3. 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.

**4. 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.

**5. 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 wellbeing remains our highest priority.

## 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

### Kirstin M & Alicia M

Licensed Practical Nurse and Health Care Aide



Kirstin & Alicia were recently recognized for their outstanding commitment to the value of **“Doing the Right Thing”**.

During a resident meal, they heard a resident’s dog crying and immediately took the initiative to check in. They brought the dog outside for a break, allowing the resident to enjoy her meal comfortably, without interruption, and while it was still warm. Their teamwork, compassion, and quick action truly reflect the spirit of supporting both our residents and one another.

### 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.

## 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



**Sherry Barnes**

**Case Manager**

Ext. 1062



**Sara Tysseland**

**Case Manager**

Ext. 1064

60 Fireside Gate, Cochrane Alberta T4C 2T9

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**hawthorneseniors.ca**

## Leadership Directory:



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**Caitlyn Demars**  
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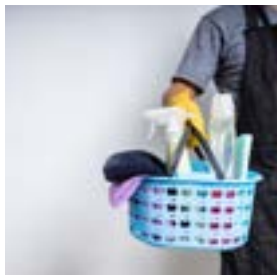
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**Kyle Klassen**  
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**Erl Radaza**  
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