



Hawthorne
by Optima Living



Message from The Principals:

Welcome to the **June edition** of Optima Daily. As summer begins, longer days bring more opportunities to connect, enjoy one another's company, and make the most of time together across our communities.

Throughout the month, we recognize Pride, a time to celebrate diversity, inclusion, and welcoming spaces for all. We will also observe Seniors Week and Father's Day, each offering a chance to honour the people and relationships that make our communities so special. This month also brings our Annual Food Bank Drive, running from June 1 to July 19. It's an opportunity to come together in support of those in need and give back in a meaningful way. More details will be shared soon. Finally, many of our communities will be joining in the World Cup spirit cheering for teams in the FIFA World Cup.

We hope you enjoy the sunshine and time spent in good company throughout the month ahead.

**Ali, Farid,
& Karim**



Note from the General Manager:

As we welcome the month of **June**, there is a renewed sense of energy and connection throughout our community. With the arrival of summer and brighter, longer days, it's a beautiful time to come together, enjoy shared experiences, and celebrate the moments that matter most.

June brings many meaningful opportunities for engagement and reflection. We look forward to celebrating Senior's Week and Father's Day, honouring the contributions, stories, and relationships that enrich our lives. This month also marks World Elder Abuse Awareness Day, which we will recognize with a special Lilac Tree Planting—a powerful symbol of dignity, respect, and commitment to the well-being of older adults. We are also excited to come together for our FIFA-themed Foodbank Drive; as we support our wider community through generosity and teamwork. In addition, our Resident Satisfaction Surveys will be shared this month. Your feedback is incredibly valuable and helps guide us in continually enhancing the experience here at Hawthorne.

Thank you to our residents, families, and team members for your ongoing support, kindness, and engagement. Wishing you all a wonderful June filled with connection, celebration, and joy.

Justine Patricio

Updates from Administration:

Welcome New Residents

Please join us in warmly welcoming our newest residents to our community: **Helen** (2103), **Claire** (2104), **John** (3213), and **Pearl** (4105). We are excited to have you with us!

Tuck Shop

Our Tuck Shop continues to grow and evolve. We welcome your feedback and suggestions—please feel free to share ideas for items you would like to see added.

Updates from Wellness:

A Warm Welcome

We are pleased to introduce and welcome our new **Assistant Director of Care, Graciella** (“Ella”). We look forward to her contributions to our team and community.

Upcoming Vaccination Clinic:

COVID-19 vaccinations will be offered on **Thursday, June 4** starting at **10:00 a.m.** in the **Cafe/Sanctuary**.

New Hires & Education:

We are pleased to share that new hire orientations were successfully completed on April 15, April 21, April 30, May 14, and May 22.

Welcome to our new team members:

- **Health Care Aides:** Wendy, Pepito, Narinder, Navneet, Nishma, Harnoor, Zehra, Kirandeep, Nelia, Rajveer
- **Licensed Practical Nurses:** Khushdeep, Manjot, Ripandeep

Education Highlights (May):

- Respectful Workplace
- Leadership for LPNs

Upcoming Education (June):

- Empathy and Conflict Resolution
 - Documentation
-

Updates from Hospitality:

A Grateful Farewell

We would like to extend our sincere thanks to **Jennifer Dunn** for her dedication and contributions. We wish her all the best in her future endeavors.

We are currently hiring for a new Hospitality Manager.

Updates from Recreation:

Resident Satisfaction Surveys

Our annual **Resident Satisfaction Surveys** will be available throughout June. This is a valuable opportunity for residents to share feedback and help guide our ongoing commitment to person-centered care.

To support participation, the Lifestyle & Programs team has prepared information to help residents and families better understand the survey content and process. This information will be shared via email, along with opportunities for additional support through in-person survey stations and information sessions.

- **Survey Stations:** Café/Sanctuary, June 8 & 9 | 9:00 a.m. – 12:00 p.m.
- **Wine & Cheese Information Session:** Café/Sanctuary, June 2 at 5:30 p.m.
(intended for families and survey support persons)

A second information session may be scheduled based on attendance—date to be determined.

Thank you to our residents, families, volunteers, and team members for your continued collaboration and dedication to enhancing the quality of life and services at Hawthorne.

FIFA Cochrane Foodbank Drive

Now – July 19, join our FIFA themed challenge in support of the **Cochrane Food Bank**. Residents, team members, and family can participate! We will host a friendly floor-versus-floor competition for a chance to win an Ice Cream Sundae Party. Hawthorne will also represent Spain in a broader Optima Living challenge. Join us for a **FIFA Watch Party: Friday, June 26 at 6:00 p.m.** (Spain vs. Uruguay) – donations encouraged for entry. We look forward to showing our community spirit!

Celebrating Mothers & Fathers

Due to the recent outbreak, our **Mother's Day Tea** will now take place on **Saturday, June 6 at 1:30 p.m.** Previously registered participants will be contacted directly, and we will share if additional space becomes available.

In partnership with **Men's Shed Cochrane**, we invite all interested men to join us on **Wednesday, June 10 at 10:30 a.m.** for a **Father's Day Coffee Social**. Later this month, Men's Shed and Cultivate Cochrane will also be generously donating a handmade raised garden bed, and we are exploring future hands-on project opportunities together.

World Elder Abuse Awareness Day:

Hawthorne is honoured to host a **Lilac Tree planting ceremony** on **Monday, June 15 at 1:00 p.m.** in our main courtyard, featuring speakers from Big Hill Haven, the Mayor, and additional guests. The event will include "It's Not Right" education, along with coffee and cake. Families and team members are warmly invited to join.

Updates from Recreation:

Outings in the Community:

- **Seniors' Week:** Outing to the Cochrane Movie House on **Thursday, June 4 at 12:45 p.m.** for a viewing of *"The Bucket List"*. Sign-up is available at reception.
- We have a second **ROARR** visit planned on **Wednesday, June 24 at 11:00 a.m.** Families will be contacted to inform you if your loved one will be attending.

Updates from Maintenance:

Team Training & Coverage

Training is underway for the management team, along with an on-call maintenance team member, to ensure coverage during weekend emergencies.

Repairs & Servicing

- Pipe repairs are currently in progress to maintain system integrity.
- Repairs to Boiler 1 are underway.
- HVAC system filters are scheduled for cleaning and servicing.

Thank you for your patience and understanding!

Updates from Food & Beverage

Coffee & Conversation with Chef Kyle

Please join us on **Tuesday, June 30 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.

We Hear Your Feedback

We're pleased to share that we are transitioning from pre-made options to more fresh, homemade meals, guided by resident feedback. Our kitchen team is already hard at work—be sure to try our delicious homemade banana cake! Look for the "Homemade" label on our menu board to easily identify fresh offerings.

A "Taste of Home"

We're excited to share a new idea currently in development—Hawthorne's very own **"Taste of Home"** signature bark!

In the near future, residents will have the opportunity to sample different bark variations and help us choose three signature flavour combinations that will become our community's unique treat. Once selected, it will be featured at events, tours, and in the Tuck Shop as a special representation of our home. We invite you to share your ideas and creativity in developing the packaging design concepts in collaboration with fellow residents and the Recreation team. Your input will help bring this special "Taste of Home" experience to life!

Happy Birthday

Happy Birthday to our wonderful **June 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!

June 3rd - Terry W

June 11th - Helen P

June 4th - Joyce S

June 12th - Shawna B

June 5th - Leona B

June 27th - Tony P

June 8th - Darlene S

June 29th - Hennie A



Monthly Birthday Celebration

May & June Birthdays

Thursday, June 11th

@ 1:30 PM

Multi-Purpose Room

Entertainment by **Kelly Kalden**

Upcoming Events:



Hawthorne Team Talent Show

Come See Our Team Shine | Monday, June 1st at 2:30PM

Join us for an afternoon of entertainment as our Hawthorne team takes the stage to showcase their unique talents! From music and performance to creative surprises, this special event is a wonderful opportunity to come together, share some laughs, and celebrate the incredible individuals who make our community so special.

Armchair Travel: Resident Spotlight

Northwest British Columbia | Thursday, June 4th at 1:30PM



Last month, we launched our Resident Spotlight Armchair Travel program with a wonderful journey to Austria. Thank you to everyone who helped make this experience so memorable! This month, we'll be travelling to the Northwest of British Columbia to explore its unique landscapes, culture, and stories. If there's a destination that holds special meaning to you, we'd love to hear your ideas—please connect with the Recreation Team.

Mother's Day Tea - rescheduled!

A Celebration of Love and Tea | Saturday, June 6th at 1:30PM



Our Mother's Day Tea will be a special opportunity to celebrate and honour the wonderful mothers in our community. Due to the recent outbreak, we have rescheduled our seating time. Previously registered participants will be contacted directly, and we will share if additional space becomes available. Maximum two guests per resident, \$10 per guest. We look forward to sharing an elegant and memorable afternoon together with residents and their loved ones.

Sign Up Programs: Lunch Bunch: TacoTime \$20



Time: 11:45 AM | Tuesday, June 9th | Cafe/Sanctuary

Join us in our rescheduled celebration of **Cinco de Mayo** during Lunch Bunch, featuring TacoTime 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:

Outbreak? We Prefer Snack Break!

During the recent outbreak period, our Recreation team adapted programming to keep residents engaged, comforted, and connected while maintaining safe practices. We provided a variety of independent, in-suite activities, along with individual snack deliveries to help keep spirits up.



As we return to regular programming, we are excited to begin rescheduling previously postponed events, ensuring residents have the opportunity to enjoy the experiences they may have missed. Thank you to everyone for your patience, flexibility, and positive spirit—we're happy to be back together and in full swing!

Lifestyle & Programs Retrospect:

Live Action Casino Slot Machine

Our leadership team hosted a lively casino experience featuring an interactive slot machine where residents exchanged poker chips for fun prizes!



Good Vibes Memory Concert

The season concluded with the inspiring *"Oh, the Places You'll Go"* concert, featuring music from around the world. Highlights included a special highland dance performance to Loch Lomond—and in true theatrical spirit, the show carried on seamlessly even during a power outage!



Care & Connect Week

A series of special events dedicated to our care team, featuring games, team-building activities, ice cream, and a BBQ to celebrate and thank staff for their dedication and hard work. Thank you Hawthorne team for all that you do!!



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
<i>Vacant</i>	Memory Care
Shawna B	2nd Floor Representation
Dale B	2nd Floor Representation
Jacqueline S	3rd Floor Representation
<i>Vacant</i>	3 rd 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, June 11th at 2:30 PM

Empowering Resident Voices • Enhancing Community Life

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

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

Madison - Mentorship

Manolo - Values

Ricardo - 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.

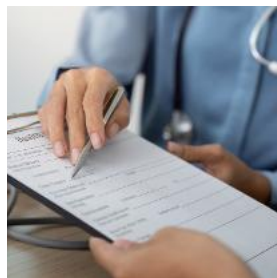
Salon Prices - Ladies

- 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



**Alberta Health
Services**

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

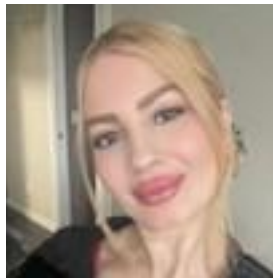
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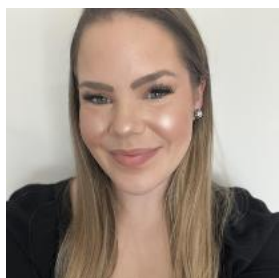
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