



SAGE HILL 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

Optima Living
Let us welcome you home.™



Note from the General Manager

Dear Residents, Families, and Team Members,

As we welcome the month of June, we are excited to celebrate Seniors Week and recognize the vibrant spirit and contributions of our residents. We look forward to a variety of engaging activities, outings, and opportunities to connect throughout the month.

We also invite residents and families to participate in our Resident Satisfaction Surveys, as your feedback helps us continue to improve and enhance our community experience. Please note that pool renovations will continue into early June and the area will remain closed, and the parking lot cleaning and repainting is scheduled for June 27—vehicles must be removed for the day. Balcony repairs will begin over the summer, and main-floor balcony doors should remain closed to help prevent pests.

Thank you for your understanding and support. Let's make June a month full of celebration, connection, and meaningful moments together.

Warm regards, Nils Breuker General Manager
& the Sage Hill Team

Updates from our Teams:

Food & Beverage Updates

Executive Chef Updates – Subin Mathew Executive Chef

- Upcoming Dining Meeting: June 3rd, 2026, 1:30PM
- Fathers BBQ: June 17th

Menu Updates:

- Dietary labels: (Gluten Free), GF
- (Lactose Free), LF (Alcohol Free). ALF

For extra portions, please ask a server.

- The menu is renewed every 3 months. For à la carte requests, please inform us the day before or in the morning so the kitchen has enough time.
- Water pitchers will be filled halfway; please ask if more is needed.
- Menu Development Inquiry: Menus are created companywide by a dietician in Vancouver; however, Chef Subin has discretion to adjust.
- Dietary Accommodations: For gluten-free or lactose-free options, please inform servers at mealtime.

Resident Feedback:

Q: Why is there so much fried food available?

A: The chef explained that an à la carte menu option is available. If residents do not prefer the **current offerings, they are welcome to choose items from the à la carte menu instead.**

Nursing Updates

Director of Care – Arveen Chalal

- There will also be an immunization clinic for other vaccines. Residents will need to complete consent forms, which will be sent to the pharmacy. The pharmacy will assess eligibility and inform us accordingly. Once all details are confirmed, clinic dates will be scheduled.
- Regarding pendants, residents are reminded to press the button firmly and hold it for a few seconds to ensure the call is properly activated.

Concerns:

Q: Staff parking in resident areas

A: This is being addressed. Staff have already begun receiving warning letters regarding parking in resident-designated areas.



Updates from our Teams:

Marketing Updates Diane Lincoln (Community Relations Coordinator)

Private Dining Room (PDR) Booking Costs

The PDR has been newly renovated and is now available to book.

Under 7 guests: \$35

7–14 guests: \$50

Guest Meal Pricing

Breakfast: \$15

Lunch: \$20

Dinner: \$25

New Resident Orientation

Orientations will now be offered only upon request.

Suite Availability

The Guest Suite is now Suite 218 and available for booking. Please contact Diane for inquiries.

Sage Hill Handbook

Printed copies are available upon request, as the file is too large to email. Please note that content is subject to updates.

Driver Requests

If you require transportation, please ensure you complete a driver request form at Reception.

Kindly do not approach drivers directly.

Business Office Updates – Connie Auriti (Office Coordinator):

Statements will be sent out once Connie returns to the office.



Updates from our Teams:

Housekeeping & Dietary Cheryl Stickland (Environmental Supervisor)

Deep cleaning services are available, including rooms, balconies, and carpet cleaning. Additional charges will apply.

Tray Service Charges:

- When we are not in an outbreak, tray service will include a \$5 charge.

Comforter/Duvet Washing

This can be requested from Cheryl; please note that there will be a charge for this service. Additionally, residents are kindly asked not to wash these items in regular washing machines. For proper care, please submit a request to Housekeeping, as these items require cleaning in industrial machines to ensure they are handled safely and effectively. Thank you for your cooperation.

A new toaster has been designated for gluten-free items only to prevent cross-contamination and ensure food safety for residents with dietary restrictions.

“Residents expressed that they are very happy with the dietary staff. They asked that their sincere thanks be conveyed, sharing how much they appreciate the team. They noted that staff know their names and preferences and make every meal comfortable and enjoyable.”

Maintenance & General Updates – Eric Bausas (Maintenance Supervisor)

Roof Construction: schedule for Summer 2026.



Updates from our Teams:

Lifestyle & Programs Community of Practice: Akansha Chopra (Recreation Manager)

June Upcoming Activity Highlights

June is filled with exciting events, celebrations, outings, live entertainment, and wellness programs. Join us as we celebrate Seniors Week (June 1-7) with a variety of engaging and meaningful activities that promote joy, connection, and community.

Seniors Week 2026: June 1 – June 7

✨ Join us for a week of fun and memorable moments! ✨

Monday – June 1 🎸 50s Rock & Roll Party & Opening Ceremony

Enjoy a lively kick-off to Seniors Week! Residents are encouraged to dress up in their favorite 50s-inspired outfits and join in the fun.

🕒 2:00 PM – Games Room

🎵 Live Entertainment: Donna Anderson (2:00–3:00 PM)

Tuesday – June 2 🗳️ Let's Grow Together – Raffle Day

Participate in a short Resident Satisfaction Survey—your feedback matters! Each resident will receive a raffle ticket for a chance to win a prize.

🕒 2:00 PM – Games Room

Wednesday – June 3 🍦 Ice Cream Social

Enjoy a sweet treat with friends and family, everyone is welcome!

🕒 2:00 PM – Games Room

Thursday – June 4 🌍 Cultural Day & Talent Show

Celebrate diversity and talent! Residents, family, and staff are invited to share songs, stories, poems, or cultural traditions. Cultural attire is encouraged.

🕒 2:00 PM – Games Room

Friday – June 5 🍹 Mocktail Hour

Enjoy a refreshing selection of non-alcoholic drinks in a relaxed and social setting.

🕒 2:00 PM – Games Room

Saturday – June 6 🎵 Live Entertainment: Glass Blue Group

🕒 2:00–3:00 PM – Games Room

Sunday – June 7 🧴 Relaxation Day

Bring your favorite lotion and enjoy a complimentary hand massage.

🕒 2:00–3:00 PM – Games Room

Entertainment Highlights

- June 1: Donna Anderson – 2:00–3:00 PM, Games Room
- June 6: Glass Blue Group – 2:00–3:00 PM, Games Room
- June 10: Victor Navos – 2:00–3:00 PM, Games Room
- June 14: Ken & Perry Musical Afternoon – 2:00–3:00 PM, Games Room
- June 17: Creative Storytelling with Charlea – 1:00 PM, Memory Care
- June 18: Performance by Marcelo – 2:00–3:00 PM, Games Room
- June 26: New Resident Welcome & Birthday Celebration – 2:00 PM, Games Room
- Entertainment by George Ziroff

Educational Sessions

- Wills & Estate Planning – Ardent Law Group
- June 5 | 11:00 AM – Theater Room
- Resident Fall Prevention Education
- Presented by Calvin (In-Home Physical Therapist)
- June 15 | 11:00 AM – Theater Room

Next Activities Meeting Tuesday, May 14 | 3:00 PM Games Room

📅 Stay Connected:

- Pick up weekly Activity Calendars near the Tuck Shop
- Watch for updates in Town Hall minutes, newsletters, daily lunch announcements, whiteboards, posters, and elevator notices

📞 Mobile Wellness Services:

- Hear Canada – First Wednesday monthly, 11 AM–1 PM
- Shannon (Hearing Aid Technician) – Third Wednesday monthly, 1–2:30 PM (Chapel)

Outings this Month:

June Outings

Join us this month for enjoyable outings that encourage connection, conversation, and shared experiences in the community:

Renert School Outing

June 12 | 10:00 AM – 11:30 AM

Join Renert School for a short intergenerational outing connecting students and older adults through shared activities and conversation.

Inglewood Bird Sanctuary Outing & Picnic

June (TBD) | 10:30 AM – 2:00 PM

Join us for an outing to Inglewood Bird Sanctuary, enjoying nature, birdwatching, and a shared picnic together.

Father's Day Men's Outing – Scotsman's Well

June 22 | 11:15 AM – 1:30 PM

Join us for a Father's Day men's outing at Scotsman's Well, bringing together participants for connection, conversation, and a shared meal.

Sign-up is required. Please register at Reception.

Please note: All outings are dependent on bus availability.

We look forward to creating new memories together and enjoying another wonderful month of outings!

Reminders & Communication

- Please refer to the June Activity Calendars (updated weekly) available for pickup near the Tuck Shop.
- A monthly calendar will also be shared via email with dates, times, and locations (subject to change).

Next Activities Meeting

Tuesday, June 9 | 2:30 PM  **Games Room**



Please note: Nursing employees will not be present on outings above; only recreation employees will accompany the group.

Lifestyle & Programs Retrospect:

In May, residents at Sage Hill by Optima enjoyed a vibrant and engaging month filled with celebration, connection, and memorable experiences. Highlights included a festive Cinco de Mayo celebration and a delightful Mother's Day High Tea, bringing residents together to share special moments. A standout experience was the Jubilation Matinee outing – Golden Girls, where residents enjoyed laughter, great performances, and a delicious lunch. May was truly a month of joy, connection, and wonderful shared memories.



If you have photos you would like to see featured in our monthly newsletter, please bring them to our Recreation Manager, Akansha.

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

The team members recognized in June truly reflect our core value of Working Together through their ongoing dedication, collaboration, and inclusive spirit. As we celebrate Seniors Week from June 1–7, 2026, we are grateful for the compassion, respect, and meaningful connections our team brings to residents and their families each day.

During this time, we are also launching our Resident Satisfaction Survey, an important opportunity to listen, learn, and continue improving the care and services we provide. This reflects our shared commitment to ensuring every resident feels supported, valued, and heard.

Together, our team members support one another, adapt with positivity to changing needs, and go above and beyond to enhance the resident experience. Their teamwork strengthens not only the quality of care and service we deliver but also the sense of trust, belonging, and community we are so proud of.

Thank you for your commitment, your teamwork, and for the meaningful difference you make every day. We are proud to celebrate you during Seniors Week and throughout this important time of connection and feedback.

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.

Leadership Directory:



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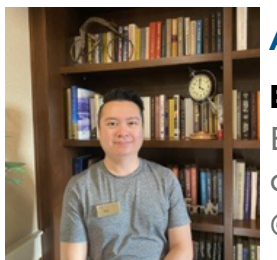
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