



Hawthorne
by Optima Living



Message from The Principals:

Welcome to the August edition of Optima Daily. This month we're celebrating another successful Food Bank Drive. Together, our communities collected 52,247.72 pounds of food and cash donations for individuals and families experiencing food insecurity. Thank you for your generosity and support.

This August, we also celebrate British Columbia Day and Alberta Heritage Day, recognizing the history, cultures, and traditions that have shaped the places we are proud to call home.

Wishing you an enjoyable August filled with summer fun, celebration, and connection.

Ali, Farid, Karim



Note from the General Manager:

As we welcome **August**, I would like to thank all residents, families, volunteers, and team members who continue to make Hawthorne such a vibrant and supportive community. Thank you to everyone who participated in our Resident Satisfaction Survey. With a 69% participation rate, your feedback will help guide future improvements to our services and resident experience.

I would also like to recognize the incredible success of our Food Bank Drive. Together, we donated more than 700 pounds of food to support local families in need. Congratulations to our Third Floor residents for collecting the most donations and earning a well-deserved Ice Cream Sundae Celebration.

Another highlight this summer was Hawthorne's participation in the Optima World Cup. Representing Spain, our residents and team members demonstrated outstanding teamwork and community spirit, helping Hawthorne achieve an overall win.

As we enjoy the final weeks of summer, I encourage everyone to take part in the many programs, events, and opportunities for connection planned throughout the month. Wishing you all a wonderful August filled with friendship, fun, and meaningful experiences.

Justine Patricio

Updates from Administration:

Welcome New Residents

Please join us in warmly welcoming the newest residents who have recently joined the Hawthorne community: **Bernard** (3203), **Robin** (3109), **Carol** (1209), **Judy** (1206), **Lorraine** (4109), and **Lena** (4212).

Moving into a new home can be both exciting and overwhelming. We encourage all residents to help our new neighbours feel welcome by introducing yourselves, sharing information about community programs, and helping them become familiar with life at Hawthorne. Together, we can continue to foster the inclusive, supportive, and friendly environment that makes our community special.

Team Member Updates

Please join us in congratulating/welcoming:

- **Maria** as our new Full-Time Concierge
- **Emily** as our new Casual Concierge

We are excited to have them as part of the Hawthorne team.

Assisted Living Alberta Rent Increase

Residents are reminded that the Assisted Living Alberta rent increase took effect on **August 1st, 2026**. Residents with questions are encouraged to contact Administration.

New Automated Telephone System

Our new automated telephone system is now operational. Thank you for your patience during the transition. The new system will help improve call routing and communication within the community.

Updates from Wellness:

Education and Training

During July, our Wellness team successfully completed education and training on:

- RAI Documentation
- Resident Rights
- Abuse Prevention and Mandatory Reporting

August education will focus on:

- Outbreak Preparedness
- Infection Prevention
- Staff Responsibilities During Outbreaks

Safety Updates

N95 mask fit testing has been completed for staff members who require respiratory protection as part of their role.

Updates from Wellness continued:

New Team Member Orientation

New employee orientation sessions were successfully completed in July. Additional orientation sessions are planned throughout August as we continue welcoming new team members to Hawthorne and supporting them in their transition into the community.

Thank you to all residents for your patience, encouragement, and support as our newest team members build relationships and become familiar with community routines.

Updates from Recreation:

Heritage Day Schedule

Please note that Hawthorne will be operating on a modified recreation schedule for Heritage Day on **Monday, August 3rd**. Regular Bingo programming will continue as scheduled.

Recreation Staffing Updates

We would like to thank **Madeleine** and **Cameron** for their dedication and contributions to Hawthorne. We wish them all the best in their future opportunities.

At the same time, we are pleased to welcome **Lorilyn**, our new part-time Recreation Assistant, along with four new casual Recreation Assistants who will be supporting resident programs and services.

Resident-Led Programs

Resident involvement continues to be an important part of community life at Hawthorne. Residents who are interested in leading or supporting resident-led programs are encouraged to connect with the Recreation Team to discuss ideas and opportunities.

Spa Day Expansion

Due to the popularity of our Spa Day program, one full day each month will now be dedicated to Spa Day experiences. Participation will be scheduled using a rotation list to ensure fair access for all interested residents. Residents may sign up through Reception.

Food Bank Drive Celebration

Congratulations once again to our Third Floor residents for winning the Food Bank Drive donation challenge. An **Ice Cream Sundae Celebration** will take place on **August 15 at 2:30PM** on the third floor. Following the recognition event, the entire Hawthorne community will be invited to join in the celebration.

Updates from Recreation continued:

Butterfly Memorial Service

A Butterfly Memorial Service will be held on **August 26 at 1:30PM** in the **Multi-Purpose Room** to honour residents who have passed away.

Residents, families, and team members are invited to contribute photographs and memories to be included in the service. Submissions may be dropped off at Reception.

Volunteer Updates

We are pleased to welcome Abi and Aiden, our newest Hawthorne volunteers.

Beginning **August 7th at 10:30AM** in the **Cafe/Sanctuary**, Aiden will assist residents with electronic devices and basic technology support.

Independent Activity Booklets

Monthly independent activity booklets continue to be available near the whiteboards on each floor. Residents and families are encouraged to enjoy these activities at their convenience.

Looking Ahead: “Activity Buffet”

Beginning in **September**, the Recreation Team will introduce an **Activity Buffet** in the **Multi-Purpose Room**. This self-directed space will offer a variety of engaging activities for residents and family members to enjoy at their own pace.

Residents can look forward to a trial run later this month.

Summer Fun at Hawthorne

The Recreation Team is excited to host a **Water Balloon Tournament** for both Supportive Living and Memory Care residents. Event details will be announced soon and will be weather permitting.

Updates from Hospitality:

We are pleased to congratulate **Navneet** as Hawthorne's new Hospitality Manager. Hospitality updates for August include:

- Quarterly deep cleaning of resident suites has resumed and will continue according to schedule.
- Curtain cleaning is currently underway, beginning on the Main Floor before progressing to the remaining floors.
- Recruitment continues for casual Housekeeping and Hospitality team members to support community operations.

Thank you to our Hospitality team for their continued dedication to maintaining a comfortable and welcoming environment for all residents.

Updates from Maintenance:

Building Improvements & Maintenance Updates

Countertop renovation work continues throughout the building. We are pleased to report that renovations have been completed on the Second, Third, and Fourth Floors. The **Main Floor** renovation is scheduled for **August 10th-11th**. Residents may experience temporary disruptions during this work period, and we appreciate everyone's patience as these improvements are completed.

Maintenance Requests

To improve tracking and response times, Maintenance will no longer accept verbal maintenance requests.

Residents requiring maintenance assistance are asked to:

- Submit a **Maintenance Care Request** using the digital form; or
- Speak with a team member who can assist in submitting a request on your behalf.

Thank you for helping us ensure requests are documented and addressed efficiently.

Updates from Kitchen:

Staffing Updates:

We would like to thank **Chef Kyle** for his dedication and contributions to Hawthorne and wish him all the best in his future opportunities.

We are pleased to share that the recruitment process for our new Food & Beverage Services Manager is progressing well. We appreciate everyone's patience and support during this transition period. An announcement regarding our successful candidate will be shared with the community soon. Thank you to our kitchen team for their continued dedication and hard work in providing excellent service each day.

Coffee & Conversation with the Kitchen Team

Please join us on **Tuesday, August 25th at 10:00 AM**, in the **Cafe/Sanctuary** for Coffee & Conversation with the Kitchen Team. Enjoy a warm beverage and the opportunity to connect, ask questions, and hear directly from our chef in a relaxed, friendly setting.

Other General Updates:

Resident & Family Townhall Date/Time Change

In an effort to support family member attendance, please note that our Resident & Family Townhall will be scheduled to take place on the **last Thursday** of each month at **2:00PM** in the **Multi-Purpose Room**.

Resident Information Board

A reminder to all residents & family members that meeting minutes from our townhall and updates from our resident & family council can be found on the information board in front of reception. Thank you.

Happy Birthday

Happy Birthday to our wonderful **August 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!

August 1st - Pauline H

August 8th - Beverly E

August 4th - Eve K

August 8th - Frances P

August 4th - Maggie B

August 14th - Ken C

August 5th - Faye C

August 18th - Jennie C

August 6th - Bernard B



Monthly Birthday Celebration

August Birthdays

Thursday, August 13th

@ 1:30 PM

Multi-Purpose Room

Entertainment by **Kelly Kalden**

Upcoming Events:



Hangar Museum Travelling Exhibit

Commercial Aviation Through the Years

Wednesday, August 12th at 2:00PM | Multi-Purpose Room

Join the Hangar Museum travelling exhibit from the comfort of your home for an engaging presentation exploring the history and evolution of commercial aviation. Learn about the people, technology, and milestones that transformed air travel throughout Canada and around the world.

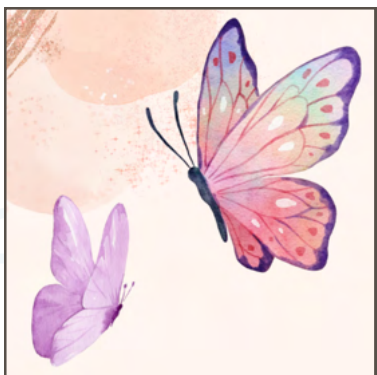


“Acting Our Age”

An Afternoon of Live Theatre and Entertainment

Monday, August 17th at 2:30PM | Multi-Purpose Room

We are excited to welcome a **NEW** live theatre group to Hawthorne. Acting Our Age is a senior drama group in Calgary consisting of retired adults who write and perform short plays, musical acts, and comedy sketches about aging. We warmly invite you to join us for an afternoon of entertainment, storytelling, and laughter.



Butterfly Memorial Service

A Time of Remembrance and Reflection

Wednesday, August 26th at 1:30PM | Multi-Purpose Room

Residents, families, and team members are invited to gather as we honour and remember members of our Hawthorne community who have passed away. The afternoon will host memory-sharing, music, and a butterfly release. Photos and memories may be submitted at Reception prior to the event.

Sign Up Programs: **Lunch Bunch: Chinese Takeout \$20**

Wednesday, August 19th at 12:00PM | Cafe/Sanctuary



Join us for Lunch Bunch featuring Chinese takeout for \$20. We'll enjoy our meal together in the Cafe/Sanctuary, making it a fun and relaxed social lunch in the comfort of our home.

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



Lifestyle & Programs Retrospect: Celebrating Stampede Month

July was filled with western spirit, laughter, and community connection as residents enjoyed a month of Stampede-themed programs and special events.

Cowboy Poetry, Barrel Racing & the Wanted Western Robbery

Residents embraced the spirit of the Wild West through a variety of themed programs, including cowboy poetry readings, friendly barrel racing activities, and an exciting "Wanted" Western Robbery event. These programs sparked plenty of laughter, storytelling, and friendly competition while celebrating Stampede traditions.

Hawthorne Stampede Breakfast

Our first annual Hawthorne Stampede Breakfast brought residents, families, volunteers, and team members together for a delicious western-inspired meal. In addition to creating a fun and welcoming opportunity for connection, the event played an important role in supporting our Food Bank Drive. Thanks to the generosity of participants, the breakfast helped contribute to the remarkable success of the campaign and demonstrated Hawthorne's ongoing commitment to supporting our broader community.



Lifestyle & Programs Retrospect:

Visit from Butterfield Acres Farm

One of the month's highlights was the visit from Butterfield Acres Farm. Residents enjoyed spending time with the friendly farm animals while reminiscing, socializing, and experiencing the joy that animal interactions bring. The visit created many smiles and memorable moments for everyone involved.

Live Country Music & Dance Performances

Throughout the month, residents tapped their toes and sang along to several live country music and dance performances. These entertaining events brought the energy and excitement of Stampede season into our community and provided excellent opportunities for social engagement and celebration.

Creative Western Workshops

Residents also had the opportunity to express their creativity through western-themed crafting activities. The Stampin' Up! card-making workshop allowed participants to create unique handmade cards inspired by Stampede season, while the cowboy hat-making activity encouraged creativity and provided plenty of western flair. Both programs were well attended and resulted in many impressive creations.



Thank you to everyone who participated in making Stampede Month at Hawthorne such a memorable success. We look forward to many more opportunities to learn, create, celebrate, and connect together.

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
Vacant	Memory Care
Shawna B	2nd Floor Representation
Dale B	2nd Floor Representation
Vacant	2nd Floor Representation
Kelly L	3rd Floor Representation
Vacant	3rd Floor Representation
Vacant	3rd Floor Representation
Leila R	4th Floor Representation
Vacant	4th Floor Representation
Vacant	4th Floor Representation
Justine Patricio General Manager	Elected Chair
Vacant	Elected Co-Chair

Next Resident Council Meeting:

Thursday, August 13th at 2:30 PM | Cafe Sanctuary

Empowering Resident Voices • Enhancing Community Life

Health & Safety:

August's Emergency Review: Evacuation

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 Green – Evacuation

What is a Code Green?

A Code Green is announced when it is necessary to evacuate an area, floor, building, or the entire community due to a hazardous or unsafe situation.

Examples may include:

- Fire or smoke affecting part of the building, Gas leak or hazardous material release, Structural concerns, Utility emergencies, Police or emergency services direction, Any situation where remaining in the area is unsafe.

Evacuations may occur in phases, beginning with a single room or area and expanding only if needed.

How Residents Can Help

- **Stay Calm** - Remain calm and wait for instructions from employees or emergency responders.
- **Follow Employee Directions** - Employees are trained in evacuation procedures and will safely guide residents if movement is required.
- **Take Only Essential Items** - If time permits, bring only necessary items such as glasses, hearing aids, mobility aids, or medications if instructed. Do not delay evacuation to gather personal belongings.
- **Use Your Regular Mobility Aid** - Walkers, wheelchairs, and other mobility devices should be used whenever possible. Employees will provide assistance as needed.
- **Remain Together** - Stay with employees and other residents until the All Clear is announced or further instructions are provided.

Our Commitment to You

Our employees are trained in emergency evacuation procedures and participate in regular drills. If a Code Green occurs, our team will guide residents safely and work closely with emergency responders to ensure everyone is accounted for.

Your safety is always our highest priority.

OPPORTUNITIES FOR PEER SUPPORT

AND SOCIAL CONNECTION

Opportunities to engage in peer support, share experiences and form social connections are all around. Be patient and open yourself up to trying one new thing.



CONNECT AND SHARE EXPERIENCES AT:

- 1:1 VISITS
- MENS/WOMENS GROUP
- BOOK CLUB
- SOCIALS

SOCIAL MEDIA

- CONNECT WITH FRIENDS, FAMILY AND SUPPORT GROUPS THROUGH SOCIAL MEDIA
- FIND COMMUNITY EVENTS

MEET FRIENDS THROUGH MONTHLY EVENTS AND ACTIVITIES:

- FAITH SERVICES
- EXERCISE PROGRAMS
- VARIOUS OUTINGS

LOCAL SUPPORT GROUPS AND COMMUNITY PROGRAMS:

- FCSS
- MUSEUMS OR OTHER VOLUNTEER PROGRAMS AND EVENTS



Look at monthly calendar updates for more opportunities to connect

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

Emma (HCA) - Values
Joie (HCA) - 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.

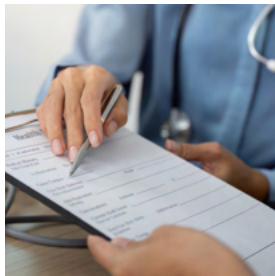
Salon Prices - Ladies

- 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



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

403.840.0150

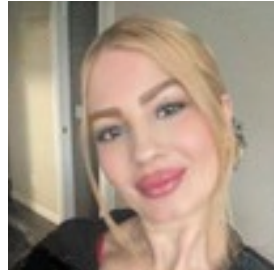
hawthorneseniors.ca

Leadership Directory:



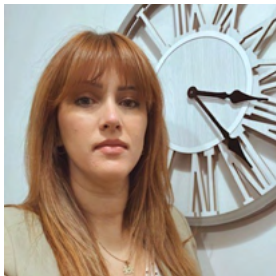
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