Optima Daily

November 2026

The Hamlets at Red Deer
by Optima Living



Message from The Principals:

Welcome to the **November** edition of Optima Daily. As the month unfolds, we'll come together to reflect, raise awareness, and celebrate. On Remembrance Day, we pause to honour those whose courage and sacrifice helped protect the freedoms we enjoy today.

November also marks Fall Prevention Month, offering a reminder that simple steps, such as keeping floors free of clutter and participating in gentle exercise, can help prevent injuries and keep everyone safe.

We also look forward to celebrating Diwali, an occasion that symbolizes light, hope, and new beginnings.

May this November be a safe, meaningful, and joyful month for everyone.

Ali, Farid, Karim



Message from the General Manager:

Dear Residents, Families, and Team Members,

As the leaves change colour and the cooler fall air settles in, I hope everyone is enjoying the beauty of the season. Fall is a wonderful time to slow down, enjoy the little things, and appreciate the friendships and connections that make The Hamlets feel like home.

I am delighted to share that our **Resident Satisfaction Survey** results improved from 72% to 82%, with an amazing 93% participation rate! Thank you to everyone who shared their feedback. Your voices matter, and we are listening. We will continue working to improve dining, housekeeping, maintenance, and recreation to make your experience even better.

As we look ahead, there is much to be excited about! Our upcoming **Diamonds & Champagne** event, **Christmas Dinner**, and other seasonal celebrations will bring wonderful opportunities to gather, share stories, enjoy good company, and create special memories.

The Hamlets is your home, and we want everyone to feel safe, comfortable, respected, and treated with dignity. A little kindness and consideration go a long way in making our community a happy place for everyone.

A gentle reminder to our residents, especially those on the fourth floor: **your floor is also your neighbour's ceiling**. Please be mindful of noise and activities that may disturb others.

We also appreciate your help in keeping our community clean and welcoming. Kindly dispose of cigarette butts properly, avoid smoking near the main entrance, and use the designated smoking areas.

Our Maintenance Team is busy preparing the community for the colder months ahead. We will revisit plans for the outdoor swing and additional seating in the spring.

Tanicia Dyer, General Manager

Optima Living
Let us welcome you home.™

Updates from our Teams:

Clincial:

- Ashmeen Kaur has been hired as the new **Lead LPN**. She can be reached at extention 32191 and will support the first and second floor Hamlets.
- We have also had a few changes within our Clinical Team, with some team members relocating, taking time away for family or personal commitments, or moving on to new opportunities. We sincerely thank them for their care and contributions and warmly welcome our new and promoted team members.
- We are **actively recruiting for a Director of Care**. In the meantime, Tanicia is wearing both hats as General Manager and Director of Care. Please know that her door is always open. Whether you have a concern, a suggestion, or simply want to stop by for a little chat, she is always happy to connect. Our entire team is here to support you.
- **Maintaining adequate staffing** remains one of our top priorities. We are actively recruiting to fill vacant positions and support continuity of care. Our goal is to ensure residents continue receiving safe, consistent, and quality care.
- We continue to focus on providing quality care and reducing fall-related injuries. Our Clinical Team works closely with residents, families, and Allied Health professionals to identify fall risks and put appropriate safety measures in place. Through regular monitoring, purposeful rounding, and individualized care planning, our goal is to **prevent falls and minimize injuries while supporting residents' independence and dignity.**
- We were delighted with the wonderful participation in our **vaccination clinic held on October 7**! A heartfelt thank you to our residents, families, and team members for your cooperation and support in making the clinic run so smoothly. Your participation helps us continue promoting a healthy and safe community as we head into the colder months.
- We are working closely with our Case Managers to complete updated **RAI assessments**, which will now be conducted twice a year.
- Family care conferences are also being scheduled throughout the year to review care plans and discuss any changes in residents' needs.
- Please remember that you do not need to wait for a care conference to raise a question or concern. **Your first point of contact is the LPN on your unit, followed by our Clinical Leads.** We are always happy to listen, provide clarification, and offer support.
- Thank you for your continued trust, patience, feedback, and suggestions as we work through staffing changes and continue improving our services. Our commitment remains the same: to provide safe, compassionate, and respectful care while helping every resident feel comfortable, valued, and truly at home.

Updates from our Teams:

Administrative:

Please attend or watch for the minutes from the October Town Hall to find out when we will be selling tickets for the Diamonds and Champagne and Christmas Supper.
If you know of someone who is crafty or who bakes delicious goodies, we still have time to sign up as a vendor for our Merry Mistletoe Market December 4 from 2-4. Please see Christine at Reception.

Recreation:

As we look ahead to November, we take time to remember and honour those who have served. Our Remembrance Day service was held on October 29th, giving residents an opportunity to come together in reflection and gratitude.
November will be filled with meaningful activities, entertainment, and opportunities for residents to socialize and enjoy the season. We will be hosting a Movember Social to raise awareness for men's mental health and encourage conversations about the importance of mental well-being.
Residents can also look forward to our Homemade Crafts and Wreaths Pop-Up Shop, featuring handmade creations perfect for the season. For music lovers, we will be hosting an Elvis Presley-themed Social, where residents can enjoy the best of Elvis's music while playing Music Bingo and singing along to some timeless favourites.
We will also be bringing a little sparkle to the month with our Diamonds and Champagne Social, offering residents a chance to dress up, mingle, and enjoy a special afternoon together.
We look forward to another wonderful month of laughter, connection, creativity, and memorable moments here in our home!

Kitchen:

Please be advised that there have been some changes to our menus. We have now switched to our winter menu, and our à la carte menu has also been updated. If you would like to see the new menus or have any questions or concerns, please see Ann. Her office is located just outside the kitchen doors. We hope you enjoy our new menu offerings!

Maintenance:

Our maintenance team continues to conduct water temperature checks throughout the building to ensure temperatures are monitored and maintained appropriately. This work is ongoing as we continue to support the safety and comfort of all residents.

Resident Meetings:

Resident council: We currently do not have a resident council. Resident council meeting is intended for residents to advocate for their needs and wants without a staff present. If you would like to become a member of this council to get it started please speak with Sid.

Food Committee:

Food Committee meets once a month on the 3rd Tuesday of each month.
November 17th
Start time: 1:00pm
Location: Chapel
Facilitators: Ann and Tanicia

Health and Wellness:

Health and Wellness meets once every other month on the 4th Thursday.
December 23rd (since the regular day would be Christmas Eve).
Start time: 11:00am
Location: Chapel
Facilitators: Recreation Manager Jill and Clinical Lead Independent Living Bonnie

Town Hall:

Town Hall meets once a month on the last Tuesday of each month
November 24th
Start time: 12:45pm (Independent Living) 1:30pm (Supportive Living and Memory Care)
Location: Independent Living- Day Program Room, Supportive Living -Multipurpose Room
Facilitators: Sid and Leadership guests.

Resident Led Activities:

We have some wonderful residents in independent living who lead activities. These activities do not have portering or staff available. Community members are welcome to attend but are to be aware of restrictions such as portering and supervision.

Monday 1:00pm (CH) - Fitness Talk

This Fitness Talk is open to everyone. Informational get together to discuss about health realted topic

Wednesday 10:00am (BIST) -BalanceTalk

This event is an informational get together to discuss a balance related topic.

Wednesday 6:30pm (MPR) - Biblle Study

This event is an informational get together to discuss topics from the bible. Everyone is welcome

Sunday 9:30am (MDR) - Piano Hymns

Come enjoy the classic hymns being played in the main dining room. Sing along if you like.



Evening Games
Every Monday Evening starting at 6:30 in the Bistro on the first floor. Everyone welcome!

Men's Club
November 12th & 26th at 3:30PM in the Day Program Room





Movember Social
Friday, November 13 at 1:30 in the Main Dining Room. Movember raises awareness for Men's Mental Health and Men's cancer.

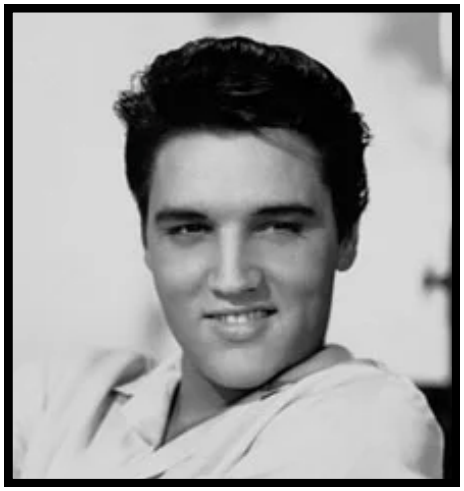
Donation Market
Wednesday, November 18 from 10-2 in the Day Program Room. All money raised will go to the Resident Enhancement Fund.





Helen's Wreath's Pop Up Shop
Fridy November 20th Helen's Wreaths will be in the Bistro from 10-2 if you are looking for a new Holdiay wreath for your door.

Elvis Presley Social
Friday, November 20 starting at 1:30pm in the Main Dining Room. Join us for a fun-filled Elvis Presley social! We'll be playing Elvis Presley Music Bingo.





Homeschool Concert Band
Wednesday , November 25 at 1:30 in the Main Dining Room.

Diamonds & Champagne
Friday, November 27 at 1:30 in the Main Dining Room. Please join us for our Kick-Off to Christmas. Tickets are required and they are $10 each and includes 1 drink. Purchase at Reception. $3 extra drinks.



Outings this Month:

Outings are indicated on the calendar in underline, we request those who are interested in a trip to sign up prior to the day of the outing. Sign up sheets for SL4/SL4D (1st and 2nd floor) are found at the nursing desk on their Hamlet. IL sign up is found at the reception desk. **A signed outing consent must be on file in order for a resident to attend.** Typically bus trips are designated to a level or care and will repeat in other levels of care if the trip is appropriate and accommodating. Supportive living and memory care will have 2 staff on board (one being the driver). Independent living will have only one staff on board (the driver).



Supportive Living Bus Trips:

Monday, November 16 to Bower Mall
Leaving the Hamlets at 1:30

Monday, November 23 to Peter's Drive In
Leaving the Hamlets at 1:30

Sign up at your Nursing Desk



Memory Care Bus Trips:

Monday, November 2 to Parkland Mall
Leaving the Hamlets at 1:30 P.M.

Monday, November 30 Scenic Drive to Innisfail
Leaving the Hamlets at 1:30.

Sign up at your Nursing Desk



Independent Living Bus Trips:

Wednesday, November 4 to Parkland Mall.
Leaving the Hamlets at 1:30 and picked up at 3:00

Wednesday November 11 to Bower Mall
Leaving the Hamlets at 1:30.

Sign up at Reception

Lifestyle and Program Insights

Date Range: September 15 - October 15

Resident Attendance: 148 out of 204 residents (73%) attended at least 4 programs.

Average Number of Programs Per Day: 7 group programs, 9 1:1 programs, 0 self directed program, 17 total programs per day.

Average Number of Programs Per Weekend: 8 group programs, 16 1:1 programs, 24 total programs per weekend.

Number or programs by Dimension of Wellness:

Emotional: 167	(IL 56) (SL4D 46) (SL4 64)
Social: 133	(IL 45) (SL4D 39) (SL4 46)
Physical: 72	(IL 14) (SL4D 33) (SL4 24)
Intellectual: 95	(IL 45) (SL4D 23) (SL4 24)
Spiritual: 77	(IL 37) (SL4D 12) (SL4 25)
Vocational: 69	(IL 27) (SL4D 26) (SL4 13)
Environmental: 14	(IL 9) (SL4D 3) (SL4 2)

For resident specific insight please contact one of the following; Clinical Lead Richelle, Clinical Lead Jamie or Recreation Manager Jill.

Lifestyle & Programs Retrospect:

October Fun









Program Highlight: We celebrated Oktoberfest, had an amazing meal with families for Thanksgiving and got spooky for Halloween!!



















Lifestyle & Programs Retrospect:

October Fun

All four Red Deer Optima Sister Sites and two other siites met October 17 at **Pasu Farm for lunch and a great visit with new and old friends!**















Employee Recognition: The Shining 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

Mercy Kolawole
Housekeeping

Myrene Cantor
Clinical Team

Thess Vega
Clincial Team

Coyen Rosario
Clinical Team

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.

Happy Birthday

Here at The Hamlets at Red Deer, we believe every year is a gift.
Join us each month with a huge, collective Happy Birthday to all our residents who are adding another candle to their cake this year!
We hope your day is filled with joy, laughter, and wonderful memories.

November 3 - Alex C
November 4 - Sidney B
November 5 - Ken W
November 9 - Catherine M
November 9 - Dorothy C
November 12 - Rainy T
November 14 - Marlene D
November 25 - Mary S

Please note: the birthday list is not a complete list. For newsletter use a signed consent form indicating full consent must be on file. Birthday posters with verbal consent are displayed on the respective hamlet.

Monthly Birthday Celebration

Thursday, November 26 @ 1:30
Main Dining Room
Ad Hoc to perform.

Health & Safety:

November 's Emergency Review: Brown - Hazardous Materials/Spill

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 Orange

What is Code Brown?

Code Brown is activated in response to the release or spill of hazardous materials, such as chemicals or biohazards, that may pose a threat to the health and safety of residents, employees, or visitors. These incidents require immediate containment and proper handling to prevent exposure or injury.

How Residents Can Help

During a Code Brown event, your cooperation is essential to ensure the safety of everyone in the community.

Please follow these important guidelines:

- Stay Calm and Remain in Place: Do not attempt to clean or investigate the spill yourself. Wait for instructions.
- Follow Instructions: Listen carefully and follow the directions provided by employees and emergency personnel.
- Avoid the Area: Stay away from the location of the spill or any area identified as unsafe.
- Report Symptoms or Concerns: Notify an employee immediately if you experience any unusual symptoms such as dizziness, nausea, difficulty breathing, or if you have any concerns about exposure.

Thank you for your attention and cooperation in keeping our community safe.

Our Commitment to You

Optima Living is committed to protecting the safety and well-being of our residents, team members, and visitors. During a Code Brown event, our team will follow established emergency procedures, provide clear instructions, and take appropriate steps to help keep everyone safe.

5 Social Media Safety Tips



Don't Give Out Personal Information

- Avoid putting personal information, phone numbers, addressess or current locations, on social media sites
- Some cyber criminals will use personal information you've put online to make their scam seem more legitimate

Create Unique/Complex Passwords



- Create passwords with a combination of letters, numbers, and symbols.
- Don't use words easily found online, like a pet's name or a birthday
- Try using a "Passphrase" with 4 or 5 words together instead of just 1
- If you think you were hacked, don't be afraid to change your password



Avoid Suspicious Online Links

- Some websites may steal your personal information by asking you to look at something funny or take an online quiz by clicking a link
- Scam links will use catchy phrases or pretend to come from someone you know – This is called "Phishing"
- When in doubt just delete the message



Keep Your Device Updated

- Keep your device software up to date so it is not vulnerable to malware.
- Once malware is on your device, it can send spam messages, steal your information or harm your device.
- Remember to lock your phone or have auto-lock set up so your phone screen turns off after 1-2 minutes

Beware of Fake Accounts

- Scammers will use accounts that look like someone you know, including pictures and names
- Before following or friending an account, check to see if you are already following that person, if you are, it's a fake account!

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