

Monthly Family Communications



December 2025



Welcome to Our Family Communications Newsletter

We are delighted to present the refreshed edition of our **Sorrento Retirement Family Communications Newsletter**.

This monthly publication, delivered at the end of each month, will serve as your comprehensive source for staying connected with all that is happening within our community. Each issue will take a thoughtful look back at the special moments, celebrations, and engaging programs from the month prior, and offer a detailed preview of the exciting events, seasonal activities, and meaningful initiatives planned for the month ahead.

In this issue, we will be reflecting on all the fun and memorable experiences that filled the month of November, while also sharing an inside look at what awaits us throughout December.

You will find helpful announcements and reminders from each department, along with upcoming events, important memos, and valuable information to ensure you remain informed and involved in your loved one's daily community life. We would like to express our sincere gratitude to the exceptional staff members and managers whose dedication, compassion, and teamwork enrich the lives of our residents each and every day.

We are equally thankful for our residents, whose energy, creativity, and participation bring our community to life and make Sorrento Retirement such a warm, vibrant, and welcoming place to call home. It is through the contributions of everyone who is part of Sorrento that we continue to foster a meaningful, supportive, and engaging environment where residents can truly thrive.

Enjoy this month's newsletter!

In this newsletter you can expect:

Sorrento
Reminders &
Announcements

Updates from
Sorrento
Management
Team

MEMOS

Upcoming
Sorrento Events

Resident
Townhall

Food Committee

Sorrento Leadership Team x



Sorrento Retirement Residence Recap from November

November was a lively and memorable month here at Sorrento, filled with creativity, celebration, and community spirit. We kicked things off with Cappuccino Day, where residents enjoyed homemade cappuccinos paired with freshly baked biscotti—a warm and delicious start to the month. On November 14, we hosted our much-anticipated Fashion Show, which was a tremendous success. It was inspiring to see our residents take the spotlight and showcase their personal style. Thank you to everyone who participated and made the event shine. Just a week later, on November 21, we held our Sorrento Talent Show—an incredible event celebrating the many unique talents within our community and giving us all the chance to learn more about one another.

On November 27, we continued our tradition of Sorrento Celebrates, honouring all residents with November birthdays. We wrapped up the month with a lively Country-Style Hoedown, complete with music, refreshments, snacks, and fun line-dancing lessons led by our in-house expert, Dianna.

Overall, November was filled with joy, connection, and wonderful moments. We're excited for all the festive events that December has in store!



Special Events-DECEMBER

Winter Wonderland Social – Dec 4

A warm, inclusive community gathering with winter carolers (non-Christmas), hot cocoa/cider stations, and cozy seasonal décor.

Sorrento Winter Market & Bake Sale – Dec 12

A lively indoor market with local vendors, handmade goods, festive treats, and the popular in-house Bake Sale. Open to residents, families, and guests. (Great for vendor and festive visuals.)

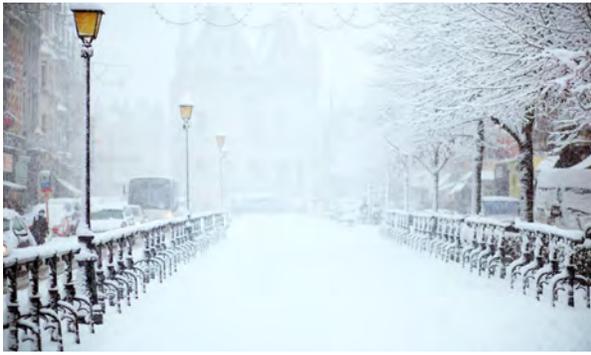


Chocolate Cultural Experience – Dec 19

A rich, interactive chocolate event featuring a live demo, hot chocolate tasting bar, and cultural insights from Belgium or Switzerland.

Winter Paint & Sip – Dec 30

A cozy, creative year-end workshop with guided winter-scene painting, hot toddies (with/without alcohol), and seasonal roasted chestnuts.



Wellness News

As we enter the colder months, we'd like to share a few important wellness updates and reminders from our care team.

COVID-19 and Flu Vaccines:

Vaccinations will be available here at Sorrento during the first week of November. The exact date and time will be confirmed and posted at Concierge once finalized.

Care Services Contact:

For any wellness inquiries or concerns, please reach out to Nicole, our Care Services Manager, at careservicesmanager@sorrentoretirement.com

Cold and Flu Season Reminder:

As we enter cold and flu season, we kindly remind all residents and family members to be mindful of their health. If you are feeling unwell, please inform our Nursing and Wellness Team.

We also ask that family members postpone their visits until they are feeling completely better — this helps us maintain a healthy and safe environment for everyone at Sorrento and prevent potential outbreaks.

Thank you for your continued cooperation and care in keeping our community well.



ESM News

Service Requests

Residents and family members can complete service request forms at the Concierge Desk.

Please be patient as our Maintenance and Housekeeping Teams work to complete requests as quickly as possible.

Winter Preparation

Our Maintenance Team will soon install floor mats at all main entrances to help keep entryways safe and slip-free this winter.

We appreciate your support in keeping Sorrento clean, safe, and comfortable for everyone!



Culinary Reminders

Dining Room Entry & Seating

A kind reminder to all residents regarding scheduled dining times: please ensure that you are arriving at your assigned seating time for both lunch and dinner. For residents booked in the first seating, kindly note that there is a **15-minute grace period**.

If you arrive after this grace period, you will be accommodated during **the second seating** to maintain a smooth flow of service. Your cooperation helps us uphold the high standards of service and dining experience in our Ristorante Vittorio.

Food Committee Meeting

Next meeting: December 9th 2pm in MAMA MIAS



From our Operations Department

New Administrative Services Lead:

Celine is available Monday to Friday, from 9:00 a.m. to 5:00 p.m., and can be reached by email at [**adminserviceslead@sorrentoretirement.com**](mailto:adminserviceslead@sorrentoretirement.com) for any administrative inquiries or support.

A Holiday Message

As we embrace the festive season, we would like to formally extend our warmest wishes to all residents for a wonderful and safe holiday season. We look forward to everything the new year of 2026 will bring and remain grateful for your continued cooperation and community spirit.

During the first week of December, all residents will receive a letter requesting your holiday attendance information. To ensure we are appropriately staffed throughout the holiday period, we kindly ask that all residents complete the attendance form, indicating whether you will be on the premises on specific dates between December 23 and January 2. Once completed, please return the form to the concierge desk, where our dedicated team member Dianna will be overseeing holiday attendance records. Should you have any questions or require further assistance, please do not hesitate to reach out to Dianna or Celine.

Thank you for reading!



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