

Nakile Home for Special Care



*Information and
Admissions Booklet*

Welcome to Nakile



On behalf of the people who work at Nakile, we wish to welcome you to your new “home away from home”. We are pleased that you have come to Nakile, and we would like to make your stay with us as comfortable as possible.

As this change is a big adjustment in your life, we would like to reassure you that it will take time to get used to your new surroundings and the many new faces. The average time for adjusting to this change is generally a minimum of three months. Please be patient with yourself as you make the adjustment.

We have prepared this package for your information in anticipation of some of your questions.

Mission

To create and foster an environment in which chosen, caring and interested staff will work as a team to provide persons living at Nakile with the opportunity to participate in their total individualized care.

Vision

Our family, supporting you and your family with compassionate care and friendship.

Values

At Nakile we value creating a space that can provide an opportunity to experience meaningful life events.

We Value:

- Outstanding Resident Care
- Homelike Atmosphere
- Relationships with staff, residents and families
- Staff Education
- Teamwork
- Laughter

A bit of Nakile history

Nakile is a home for persons requiring nursing or supervisory care. It overlooks the beautiful Argyle River and Highway 103. Nakile opened in December 1989 with 35 permanent beds and one vacation bed (for persons seeking a short-term stay, up to 60 days). In January 2015 Nakile opened an additional twelve beds, bringing the total to 48 beds. Accommodations are a mixture of private and semi-private rooms. Nakile is divided into 4 wings. Green, grey, beige and blue.

Who can live at Nakile?

All persons living at Nakile have been approved for placement through Continuing Care, NS Department of Seniors and Long-Term Care, by way of a medical and financial assessment. The majority of persons admitted to Nakile are over 65 years of age, although some younger or chronically ill persons make Nakile their home.

Your health information

In order to provide quality care, Nakile staff are required to collect personal health information and to share that information within the caregiving team. Your personal health information will be protected and stored in a secure manner, in accordance with the Nova Scotia Personal Health Information Act (PHIA).

How much will it cost?

Nakile is a non-profit home funded primarily by the NS Department of Seniors and Long-Term Care. Your accommodation rate is set at time of placement and is reviewed each year based on your latest income tax return. The revised rate is effective each November 1st.

It is important to review your financial information with the Business Manger, April prior to your admission date or as soon as possible thereafter.

Nursing Department

There is a nurse on duty 24 hours every day. Our nurses will introduce themselves to you and we will be sending your family a letter, so they know who to contact.

If you have any concerns, you can talk with the nurse on duty at anytime. The Director of Care, Brooke or Resident Care Coordinator, Sally are also available to assist you.

Licensed Practical Nurses (LPNs) work the day and evening shifts. They assist the RN with nursing care and give medications.

Continuing Care Assistants (CCAs) are on duty 24 hours every day. They assist you with your activities of daily living.

The nursing department works eight-hour shifts of days (beginning at 7 am), evenings (beginning at 3 pm) or nights (beginning at 11 pm).

Dietary Department

Dietary staff includes a qualified Dietary Manager, a certified Cook, a Cook's Assistant and Dietary Aides. The Dietary Department is staffed until 6 pm on a daily basis. Our Registered Dietitian, Tara-Lee provides individual nutrition assessments and follow-up care for all residents.

Our main responsibility is to meet your nutritional needs by preparing well-balanced, attractive and appetizing meals. Our menu is based on Canada's Food Guide and can be modified to accommodate various diet types as required.

Regular meal hours are:

8:30 am	11:30 am	4:30 pm
Breakfast	Lunch	Supper

Special foods and treats may be brought from home. Please use disposable containers, label with name and date, and take these foods directly to the Main Kitchen. Items cannot be stored for longer than two days, so we ask that you limit the quantity you bring in.

It is recommended that where possible, you check with staff before bringing in food items. This is so we can alert any staff that may have allergies.

Therapeutic Recreation Department

Our Therapeutic Recreation Team is staffed by our Coordinator Lois, a Programmer, and volunteers. In order to serve your needs and interests, a member of the Therapeutic Recreation Team will conduct an interview with you and/or your family soon after you join us at Nakile.

A variety of opportunities are offered to meet the individual needs of all persons living at Nakile and are posted daily on designated communication boards. These programs are a mixture of physical, social, spiritual and intellectual opportunities. It is your choice to participate in organized leisure programs. The team is able to support you with the level of assistance needed for participation in our offered programs if necessary. Independent leisure of your own choice is encouraged. The Therapeutic Recreation Team offers individualized one-on-one services to those who do not benefit from large or small group activities.

The members of Nakile Resident Council invite you to attend the monthly meetings to take part in making decisions about your home. It is a chance

to voice your concerns, offer suggestions, assist with fundraising and socialize with others. Resident Council meeting minutes are posted on bulletin boards located on each wing. Please review these minutes with your family or friends for information on upcoming events.

Volunteers make a significant difference in the lives of the people who live at Nakile and play an essential part in providing quality leisure and recreational opportunities. Family and friends who are interested in volunteering should contact the Therapeutic Recreation Coordinator. A training program will be provided.

Environmental Services

The Environmental Services Department is staffed by Housekeeping/Laundry Workers who provide services seven days a week. All laundry is done on site. It is not necessary to bring a laundry hamper, as Nakile staff pick up laundry throughout the day. All of your clothing will be labeled by Nakile staff as soon as possible in order to prevent lost items. It is your family's responsibility to take care of any mending or clothing alterations. It is recommended that all clothing be machine washable and dryer safe. No wool clothing please. Clothing requiring dry cleaning is not recommended unless your family can care for these items.

You may bring a favorite quilt or bedspread from home to make your bedroom cozier.

Regulations of the Fire Marshal require us to limit furniture and belongings that could clutter a room. If space permits you may bring a chair, however this chair must meet Gold Tag standards for Fire Safety. The light above the bed cannot be used to store ornaments or pictures on.

Bulletin boards are recommended as an attractive and practical way to display photos in your room. Our Maintenance Workers must inspect all electrical equipment (lamps, radios, TVs) prior to use. If you wish to install shelves in your room, please see the Maintenance Worker for assistance

and we ask that you be prepared to leave the shelves permanently in place.

The following items are not permitted:

Small appliances
Refrigerators
Scented products of any kind
Electric blankets
Candles
Throw mats
Heating pads

Hairdresser

A hairdresser comes to Nakile on a weekly basis to offer haircuts, shampoos and sets to persons living at Nakile. She charges a reasonable fee.

Outside Appointments

Your family is responsible for all outside appointments (Dentist, Optometrist, etc.). If you don't have a family member available, you may access special transportation (Hope Van or ambulance).

Outings

You are encouraged to go on outings with family and friends. You may wish to go out for a few hours or take a “vacation” away from Nakile for several days. You must tell the RN when you are leaving and when you are returning. If you are on medications, you must tell the RN the day before you leave in order to have your medications ready to take with you. Our Therapeutic Recreation

Department organizes occasional group outings utilizing a wheelchair accessible bus.

Safety

Outside doors are equipped with keyless exit security. The code is the last four digits of the Nakile telephone number followed by *.

Our Policies

Nakile is licensed by the NS Department of Seniors in Long-Term Care and as such is required to have a comprehensive set of policies which include policies on Assessment, Care Planning, Resident Council, Family Council, Smoking and Infection Control. For more information on our policies, please speak to the Administrator or refer to the N.S Long-Term Care Program Requirements.

<https://novascotia.ca/dhw/ccs/policies/Long-Term-Care-Facility-Program-Requirements.pdf>

Fire Safety

In the event of a Fire Alarm, all visitors are asked to promptly report to the Nurses' Station (near the main lounge). Unless unsafe to do so, please DO NOT move the residents. Nakile staff are trained to evacuate residents in a systematic process as per our facility Fire Safety Plan and as approved by the Fire Marshall.



Connecting with Families

Some of the things that family members may want to know:

- There is a kitchenette between the Multipurpose Room and Dining Room on the Grey Wing. You are welcome to go in and make yourself a cup of tea or coffee. Due to public health regulations, visitors are not allowed to enter the Main Kitchen. As there are diet restrictions, please check with staff before offering anyone food or drink.
- There are folding chairs in the closet across from the Main Kitchen if you wish an extra seat while visiting. We ask that you return the chairs to the closet before you leave.
- There is a patio and enclosed courtyard area off the Main Lounge and Grey Wing accessible with a code. These are great areas to enjoy a visit on warm days.

Some suggestions to make your visit more rewarding:

- Offer to do nail care or hair care
- Read a favorite book or newspaper
- Assist with writing a letter
- Work on a jigsaw puzzle
- Sort and tidy closets and bureau drawers
- Take a walk through the home or outdoors
- Water plants or pull weeds from the garden

- Participate in “Keeping Busy” activities or other games located in the Multipurpose Room
- Play or watch others interact with the Tovertafel

Family Council

Nakile Family Council provides an opportunity for families to meet with the administrator and department managers to gain an understanding of regulations, funding, staffing and other guidelines that direct services and programs at Nakile. These informal meetings also allow family members to socialize with one another while sharing opinions and discussing issues important to the home.

Nakile is a scent-free home. Please do not wear scented products of any kind. Due to allergies, we cannot accept poinsettias, lilies or amaryllis plants.

Complaints

If you have any concerns or complaints, we want to know. You may speak with any staff member and ask them to direct you to the RN on duty, a Manager, or the Administrator.



Resident's Bill of Rights

Every Resident has the right to:

1. Be fully recognized as an individual
2. Receive information relevant to his or her care
3. Receive restorative care maximizing independence
4. Participate in his or her decision making
5. Give or refuse consent to any treatment or care
6. Live restraint free
7. Be treated with respect and courtesy
8. Be cared for in a manner that offers privacy
9. Live in a clean and safe environment
10. Display personal items in resident's space
11. Raise concerns without any fear of reprisal
12. Appoint another person to speak on his or her behalf
13. Request private consultations with persons in charge of his or her care
14. Die within a peaceful environment with personal choices respected



Notes



Nakile Home for Special Care

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