



## IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Environmental Services Worker	
Position Number	Community	Division/Region
48-15131	Norman Wells	Operations/Sahtu

## PURPOSE OF THE POSITION

The Environmental Services Worker is responsible for all the cleaning and laundry services for the Sahtú Got'iné Regional Health and Social Services Centre and the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells including administration spaces. This position will be required to maintain a safe, clean and sanitary environment for the whole facility in accordance with Northwest Territories Health and Social Services Authority policies, universal precautions protocol, and Accreditation Canada Standards.

## SCOPE

The Northwest Territories Health and Social Services Authority (NTHSSA) is the single provider of all health and social services in the Northwest Territories (NWT), with the exception of Hay River and Tłıchǫ regions, covering 1.2 million square kilometers and serving approximately 43,000 people, including First Nations, Inuit, Metis, and non-aboriginals. Health and social services includes the full range of primary, secondary and tertiary health services and social services including family services, protection services, care placements, mental health, addictions, and developmental activities, delivered by more than 1,400 health and social services staff.

While the Tłıchǫ Community Services Agency (TCSA) will operate under a separate board and Hay River Health and Social Services Agency (HRHSSA) will in the interim, the NTHSSA will set clinical standards, procedures, guidelines and monitoring for the entire Northwest Territories. Service Agreements will be established with these boards to identify performance requirements and adherence to clinical standards, procedures, guidelines and policies as established by the NTHSSA.

Under the direction of the Minister of Health and Social Services, the NTHSSA is established to move toward one integrated delivery system as part of the government's transformation strategy.

The position is located in the Sahtú Got'iné Regional Health and Social Services Centre and the Sahtú Dene Nechá Kó Long Term Care Facility in Norman Wells. The NTHSSA is responsible for the effective delivery of health and social services in the Sahtu Region. The geographical area of responsibility comprises the Sahtu Region residents living in 5 communities: Tulita, Délíne, Norman Wells, Fort Good Hope and Colville Lake.

The incumbent reports to the Housekeeping Supervisor.

The incumbent works as part of a team of Environmental Services Workers and is responsible for the cleaning and infection control of the long-term care rooms, isolation rooms, palliative care suite, specialty areas, all administration offices and boardrooms, assigned staff accommodation and snow clearing of facility entrances. The facility and tasks may be routine, and the position may receive little recognition from patients and staff. The job holder must be available to work shifts as assigned, including days, evenings, nights and weekends.

The incumbent is responsible to handle and clean all laundry and linens for the facility in accordance with the NTHSSA and Sahtu Region policies and procedures, Accreditation Canada Standards, Workplace Hazardous Material Information System (WHMIS) and other applicable standards.

Should the incumbent not clean/disinfect appropriately, staff/patients/visitors could be exposed to infectious diseases and hazardous conditions, e.g., slipping, injury. The incumbent works throughout the facility and has contact with employees, patients and the general public. As an employee of the facility, the incumbent must present and conduct him/herself in accordance with NTHSSA and Sahtu Region policies and procedures to ensure positive public perception of the facility.

Must be available to work shifts as assigned, including days, evenings, nights and weekends

## **RESPONSIBILITIES**

### **1. Cleans and disinfects the Norman Wells LTC/HSSC facility, and assigned staff accommodations, in accordance with safe working practices, protocols and procedures, to ensure the environment is clean and safe from disease. This includes long-term care rooms, common rooms, clinical areas, and administration offices.**

- Strictly adhere to all infection control regulations and precautions.
- Strictly adhere to facility's hand hygiene protocol.
- Transport cleaning supplies on utility cart to work areas.
- Maintain cleaning schedules and checklists for various locations throughout the facility.
- Perform daily cleaning of patient care areas, support areas, entrances, common, and public and office areas.

- Complete scheduled cleaning of assigned staff accommodations, when vacated.
- Perform daily collection of trash from patient care areas, health centre, administrative and public spaces.
- Collect and dispose of biomedical waste including sharps containers appropriately.
- Damp dust furniture, book cases, shelves, filing cabinets, desks (if cleared), pictures and telephones.
- Damp wipe window sills, curtain rods, window frames and ledges and wheelchairs.
- Clean windows, examination tables, x-ray table, over bed and wall lights.
- Spot clean walls.
- Empty and clean garbage cans.
- Wash all stainless steel.
- Clean elevator.
- Vacuum rugs.
- Replenish paper towels, paper cups, toilet tissues, hand soap, tissues, hand sanitizers.
- Maintain floors by scrubbing, stripping, wax sealing, finishing and buffing using floor equipment (Report to the supervisor, any repairs needed on; floors, windows, electrical outlets, fixtures and furnishings, etc.)
- Wipe all surfaces, including; sinks, tubs, toilets, mirrors, furnishings and equipment with disinfectant (uses germicidal agent for all damp/wet procedures).
- Complete scheduled deep cleaning of all indoor areas on a quarterly, biannually or yearly schedule such as but not limited to (window washing, floor stripping, ceiling cleaning etc.).
- Complete terminal cleaning of long-term care rooms when room is vacated.
- Specialty cleaning may be required for some equipment as per Manufacturer's recommendations.
- Safely operate and maintain cleaning equipment such as floor scrubbers, vacuums, etc.

**2. Perform laundry duties for the Health and Social Services Centre, kitchens, Long-Term Care Rooms and assigned staff accommodations when vacated following the guidelines of the NTHSSA infection Control policies.**

- Collect soiled linen from the Health Centre, Kitchens, Long-Term Care Rooms and vacated staff accommodation.
- Sort and prepare for washing; soakstained linen, as required.
- Wash, dry and iron linens as required by guidelines.
- Maintain an inventory of clean linen for entire facility including through holidays and weekends.
- Clean all laundry carts.
- Maintain a clean and tidy work area.
- Clean washers and dryers.
- Clean laundry sink.
- Clean lint trap in the dryer daily.

**3. Perform other environmental, infection control, laundry duties and snow removal of facility entrances as required.**

- Ensure other Environmental Services Workers follow cleaning procedures and linen handling instructions, in accordance with approved policies and procedures so that cross-contamination does not occur.
- Ensure that other Environmental Services Workers who assist in the cleaning or laundry services wear appropriate Personal Protective Equipment (PPE) and wash their hands as per guidelines.
- Conduct regular inventory of cleaning and linen supplies and advise the Housekeeping Supervisor of stock on hand and requirements.
- Attend staff meetings, in-service training sessions, and Occupational Health & Safety (OHS) meetings.
- Actively participate in disaster plan and fire safety drills.
- Maintain surveillance of facility, identify real or potential issues and report to Housekeeping Supervisor.
- Monitor equipment to ensure in proper working order, and advise Manager of Operations of issues.
- May have to assist lifting or maneuvering patients with various mechanical lifts.
- May have to assist with snow cleaning of facility entrances to ensure compliance with OHS.

## **WORKING CONDITIONS**

### **Physical Demands**

There are significant physical demands of this position including heavy lifting, carrying heavy items, twisting, bending, constantly standing or walking, working from ladders and working in awkward positions.

### **Environmental Conditions**

The incumbent will have frequent exposure to illness based on the work environment.

The facility will house a variety of cleaning chemicals and medications and the incumbent will be exposed to biomedical hazards on a daily basis.

Housekeeping staff will be exposed to contaminated equipment and sharps found during cleaning duties.

### **Sensory Demands**

A keen sense of smell and visual acuity is required for monitoring the environment for cleanliness.

The incumbent may be exposed to loud noises over a period of time associated with the large scale washers and dryers.

### **Mental Demands**

No unusual demands.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of methods, standards and procedures for cleaning a health facility to ensure infection control and a safe and hygienic environment.
- Knowledge of cleaning procedures, infection control procedures, chain of infection and quality assurance and accreditation standards.
- Knowledge of methods, standards and procedures for handling and cleaning laundry and linens in a health facility to ensure infection control and a safe and hygienic environment.
- Knowledge of laundry procedures, infection control procedures, chain of infection and quality assurance and accreditation standards.
- Knowledge of cleaning compounds and materials.
- Knowledge of the Workplace Hazardous Materials Information System (WHMIS) as it applies to cleaning.
- Ability to commit to and undertake annual training in standard precautions.
- Ability to read and interpret cleaning supplies, laundry and safety procedures and must be able to interpret material product information as per WHMIS legislation.
- Ability to undertake training in standard First Aid and to renew when required.
- Ability to work effectively in a cross-cultural situation.
- Reliable and able to work independently and with minimal supervision.
- Communication, interpersonal, and organizational skills.
- Ability to collaborate with a number of professionals, colleagues, and co-workers is essential to the position.
- Knowledge and/or the ability to acquire knowledge of privacy/confidentiality and ability to keep personal and medical information private and confidential at all times.
- Ability to understand and respond tactfully / respectfully to other people from diverse backgrounds.
- Ability to use active listening to resolve / prevent conflict and promote mutual understanding involving clients and/or staff.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

### **Typically, the above qualifications would be attained by:**

High School Diploma / Secondary School Diploma (Grade 12)

Experience working directly within a Health Care Facility in a capacity of either housekeeping and/or laundry services is preferred.

Equivalent combinations of education and experience will be considered.

## **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with current public health practices is required.

**NTHSSA - Sahtu Regional Requirements:**

Employee must be able to acquire within a reasonable time frame and remain current with the following training and certifications:

- Environmental Cleaning training
- CPR/AED and First Aid Certification
- Transportation of Dangerous Goods (TDG) training
- Hand Washing
- Indigenous Cultural Awareness
- Non-Violent Crisis Intervention or similar
- Training as required by Accreditation Canada
- Supportive pathways.

**Position Security**

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applicable)

- ☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

- ☐ French preferred

**Indigenous language:** Select language

- ☐ Required
- ☐ Preferred