



IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Custodian	
Position Number	Community	Division/Region
48-17764	K'atl'oDeeche	Operations/Dehcho

PURPOSE OF THE POSITION

The custodian is responsible for custodial services, maintain infection prevention and control standards, provides general support services, such as shipping, receiving, material management, transportation, basic procurement of janitorial supplies and minor maintenance of the facility, equipment, and NTHSSA vehicle(s) for the Anne Buggins Wellness Centre in K'atl'oDeeche. This position will be required to maintain a safe, clean and sanitary environment for the facilities adhering to the acts, regulation, policies and procedures of the Government of the Northwest Territories (GNWT) and Northwest Territories Health and Social Services Authority (NTHSSA), Workplace Hazardous Material Information System (WHMIS), Accreditation Canada Standards and other applicable 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 Tłı̄chǔ 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 include 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 Tłı̄chǔ 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 Anne Buggins Wellness Centre in K'atl'oDeeche. The Anne Buggins Wellness Centre is responsible for the effective delivery of health and social services in K'atl'oDeeche. The incumbent reports directly to the Regional Manager, Operations in Fort Simpson but may receive direction from the visiting nurses.

The incumbent works as part of a team and is responsible for the cleaning and infection control of the health care facility, snow clearing of facility entrances, shipping/receiving and first level maintenance. The incumbent provides and/or arranges for routine building, equipment, and vehicle maintenance; provides transportation of goods and visiting staff, and general assistance to the Regional Manager, Operations and other members of the Primary Community Care team.

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 public. As an employee of the facility, the incumbent must present and conduct themselves in accordance with NTHSSA and Dehcho Region policies and procedures to ensure positive public perception of the facility.

RESPONSIBILITIES

1. Cleans and disinfects the facility in accordance with safe working practices, protocols and procedures, to ensure the environment is clean and safe from disease.

- 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 the facility.
- Perform daily cleaning of patient care areas, support areas, entrances, common, and public and office areas.
- Perform daily collection of trash from the facility. Empty and clean garbage cans.
- Collect and dispose of biomedical waste including sharps containers appropriately.
- Damp dust furniture, bookcases, shelves, filing cabinets, desks (if cleared), pictures and telephones.
- Damp wipe windowsills, curtain rods, window frames and ledges and wheelchairs.



- Clean windows, examination tables and over bed and wall lights.
- Spot clean walls.
- Wash all stainless steel.
- Vacuum rugs.
- Replenish paper towels, paper cups, toilet tissues, hand soap, tissues, hand sanitizers.
- Maintain floors as per manufacture protocol.
- 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 as per disinfectant approved protocol for health care facilities.
- 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 for the designated treatment/emergency room when required.
- Specialty cleaning may be required for some equipment as per Manufacturer's recommendations.
- Safely operate and maintain cleaning equipment as per Manufacturer's recommendations.

2. Perform laundry duties for the Health Cabin following the guidelines of the NTHSSA infection Control policies.

- Collect soiled linen from the Health Cabin, sort and prepare for washing; soak stained linen, as required.
- Wash, dry linens as required by guidelines.
- 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 services and infection control for the facility.

- Follows cleaning procedures and linen handling instructions, in accordance with approved policies and procedures so that cross-contamination does not occur.
- Wear appropriate Personal Protective Equipment (PPE) and wash hands as per guidelines.
- Conduct regular inventory of stock supplies and advise the Regional Manager, Operations and the visiting nurse 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 the supervisor.
- Monitor equipment to ensure proper working order and advise Regional Manager of Operations of issues.
- May have to assist lifting or maneuvering patients during an emergency.
- Required to keep snow cleared of facility entrances to ensure compliance with OHS.

4. Performs transportation services, minor maintenance and shipping/receiving

- Transport patients and staff, as required
- Pick-up and/or delivery of mail, freight parcels, and packages as directed by the Regional Manager, Operations or visiting professionals.
- Lift, load and unload equipment, cartons, packages and other items
- Maintain cleanliness of NTHSSA vehicle(s) and ensuring the vehicle is regularly top up with gas.
- Perform minor vehicle maintenance (i.e. top up fluids, change wiper blades, etc.) and identify vehicle maintenance needs to the Regional Manager, Operations.
- Maintain a log of vehicle maintenance
- May occasionally be called upon to assist the Community Health Worker in emergency situations involving critically ill patients or external emergencies
- Perform other duties as directed by Facilities Manager

5. Maintains building and grounds

- Identify building maintenance issues to the Facilities Manager
- Taking instruction and direction from visiting maintenance personnel, and/or WSCC inspectors.
- Replacing empty oxygen cylinders with full ones to ensure a supply is always available, while ensuring that tanks (full or empty) are handled and stored safely
- Clean garbage and debris from grounds
- Move furniture or equipment between rooms as requested
- Mow lawn and trim hedges in summer months
- Snow removal from steps and walk-ways
- Wash exterior windows yearly and as required
- Perform other duties as directed by Facilities Manager

WORKING CONDITIONS



Physical Demands

There are significant physical demands of this position including heavy lifting, carrying heavy items, twisting, bending, constantly standing or walking, and working in awkward positions. This is daily for up to 3 hours per day. In the winter, shoveling snow to keep the entry ways clear; this is 1 hour a day for 6 months of the year.

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 daily.

Staff will be exposed to contaminated equipment and sharps found during cleaning duties and boxing of the sharps for shipping and disposal.

Sensory Demands

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

Mental Demands

The incumbent may be exposed to hearing traumatic situations when unwell patients/clients are accessing care.

There is legitimate concern about risk of verbal or physical assault and unknown and unpredictable situations (i.e. Client or family members under the influence of alcohol and/or non-compliant with medication thus rendering them unstable and potentially dangerous).

Living and working in a small community may result in increased stress. Death of a patient in the health cabin may produce emotional responses.

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)
- Ability to commit to and undertake annual training in standard precautions.
- Ability to read and interpret cleaning supplies, laundry, safety procedures and sharp disposal and must be able to interpret material product information as per WHMIS legislation.
- Ability to undertake training in standard First Aid/CPR 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 or Equivalency.
Must hold a Valid Class 5 driver's license.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- 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