

IDENTIFICATION

Department	Position Title	
Northwest Territories Health and Social Services Authority	Environmental Services and Maintenance Worker	
Position Number	Community	Division/Region
48-8432	Deline	Operations/Sahtu

PURPOSE OF THE POSITION

The Environmental Services and Maintenance Worker is responsible to ensure the Health Centre is a clean, safe and secure environment, while providing, monitoring and evaluating routine building, equipment, vehicle maintenance and compliance with infection control practices. To provide general support services, such as shipping, receiving and material management. The incumbent is a valued member of the Health & Social Services Team, who contributes daily to the smooth running of the Health Centre.

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 Tłıchʔ 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 Tłıchʔ 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 NTHSSA Administers all regional health and social services delivered to 4 community Health Centers and 1 Community Health Station in the Sahtu Region. The NTHSSA provides and supports the delivery of health care services to adults and children on an outpatient & outreach basis in order to enhance healthy communities' well-being through excellence, accountability and respect for regional diversity.

Located within the Dora Gully Health Centre the position is supervised by the Nurse in Charge (NIC) however reports directly to the Regional Manager, Operations. This position is responsible for the day-to-day operational maintenance and safety of the Health and Social Services Centre. The incumbent is responsible for first level safety and security at the Centre. The incumbent provides and/or arranges for routine building, equipment, and vehicle maintenance; provides transportation of goods and rotational staff, and general assistance to the Regional Manager, Operations and other members of the Primary Community Care team.

The incumbent provides custodial services as required to ensure all legislated infection Control and Occupational Health & Safety standards are met. He or she provides CPR when called upon to do so by Clinical Staff. The position has a direct impact on the public's perception of the Health and Social Services Centre's safety and professionalism

RESPONSIBILITIES

1. Cleans and disinfects the facility, and assigned staff accommodations, 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.
- Complete scheduled cleaning of assigned staff accommodations, when vacated.
- 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, x-ray table, 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: 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 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 general maintenance and custodial functions

- In consultation with the Regional Manager, Operations, preparing, implementing and monitoring a schedule for the Preventive Maintenance of all Clinical and Service equipment at the Centre.
- Inspecting the Centre daily to ensure the safety and functionality of all electrical equipment: replacing fuses; lightbulbs or fluorescent tubes as required; inspecting power cords and extension cords for safety and arranging for repair or replacement as necessary.
- Keeping storage rooms and traffic areas dean, and free of obstacles; disposing of surplus or dangerous items according to written policy.
- Inspecting and maintaining tools and maintenance supplies in an orderly manner.
- Keeping all exit doors well maintained and free of obstacles, snow, etc. to ensure unimpeded egress in case of emergency.
- Ensuring snow and ice are cleared from all stairs and boardwalks.
- Ensuring grounds are kept neat and free from fall risks and other obstacles.
- 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.

3. Perform first level safety and security duties

- Remaining alert to patient and staff safety.
- Checking for fire, fire hazards, Illegal entries, tampering, and malfunctioning equipment.
- Promoting and maintaining surveillance of fire and safety protection to ensure readiness of people and equipment to deal with hazardous situations.



- Disseminating information (directives, bulletins) relating to fire and safety.
- Liaising with fire department, Facility Coordinator and Department of Infrastructure and participating in planning for mutual assistance in emergency or disaster situations.
- Keeping the Fire Exit plan clearly visible and ensuring all staff, including visiting or casual staff, are aware of it.
- Ensuring that Fire Extinguishers and hoses are serviced in accordance with regulations
- Participate in the Joint Occupational Health & Safety activities.
- Ensuring that Emergency Lights are functional and ensuring that lights and equipment are turned on or off as appropriate.
- Being alert to escalating aggressive behaviour of clients and visitors, and being prepared to intervene non-violently, or contact Law Enforcement personnel as indicated.
- Reporting all safety concerns to the Regional Manager, Operations, Nurse in Charge and the Joint Occupational Health & Safety Committee.
- Being willing to participate in ongoing training in Occupational Health & Safety, including Fire Prevention and Management, Handling of Dangerous Goods, WHMIS, and Non-violent Crisis Intervention.

4. Perform Materials Management functions to provide shipping/receiving and Inventory control services; ensure appropriate and safe storage of supplies.

- Preparing, and transferring shipments for transportation by air or land.
- Receiving shipments and reconciling goods to the packing Lists.
- Checking goods for possible damage occurring in transit.
- Ensuring that a current Material Safety Data Sheet (MSDS) is easily available for all potentially hazardous chemicals and substances received and/or kept at the Centre.
- Notifying Regional Manager, Operations of damaged or missing items, and initiating the claims procedure.
- Monitoring the on-hand inventory of all non-clinical supplies, and advising nurse in charge or the Regional Manager, Operations when stocks are low.

5. Operate and maintain a vehicle to provide transportation services for the Health and Social Services Centre.

- Providing transportation in an automatic or standard transmission vehicle for Centre personnel, visitors, and /or Clients at the direction of the Nurse-in-Charge.
- Utilizing the vehicle to pick up or deliver mail, equipment, medical specimens and supplies as required.
- Implementing and monitoring a schedule for regular preventive vehicle maintenance.
- Maintaining the vehicle on a day-to-day basis - i.e. ensuring that the interior/exterior is clean, performing minor repairs.
- Ensuring the vehicles are fueled, and keeping the vehicle logs up to date.



- Providing information for vehicle reports.

WORKING CONDITIONS

Physical Demands

There are significant physical demands of this position including heavy lifting (up to 40lbs), carrying heavy items, twisting, bending, constantly standing or walking, working from ladders 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.

Housekeeping 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

Daily, 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 and social service centre 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) as it applies to cleaning and Transportation of Dangerous Goods.
- 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 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:

The above skills are usually attained with the completion of Grade 12. Experience in a Health Care Facility is preferred.

Must hold a Valid Class 5 driver's license.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

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

- First Aide, CPR/AED Training
- Airside Vehicle Operators Permit (AVOP)
- WHIMS and TDG Training

- Indigenous Cultural Awareness
- Non-Violent Crisis Intervention or similar
- Training as required by Accreditation Canada

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