

Position Title: Laundry Aide

Department: Long Term Care (Grey Gables, Lee Manor, Rockwood Terrace)

Reports To: Building Services Supervisor

Purpose

The Laundry Aide reports to the Building Services Supervisor, the Laundry Aide is responsible for washing and caring for the home's linen supply and residents' personal clothing.

The Laundry Aide is required to perform their duties in a manner that is consistent with the Core Values of the home that supports the 'Colour It' resident led philosophy of care to ensure resident safety, and demonstrate customer service excellence.

Responsibilities

General

- Receives laundry and sorts according to type, condition and weight. Follows specific instructions for treatment of soiled linens. Separate loads according to classification;
- Washes and dries all laundry following instructions for machine operations, designated washing and drying times, etc. Sorts and delivers personal clothing. Removes worn or torn linens or torn linens from circulation for repair or destruction;
- Labels all residents personal clothing in a manner that respects the residents dignity so that clothing will not get lost;
- Completes cleaning duties as outlined in the laundry room area;
- Adheres to established department policies, procedures, and objectives regarding quality improvement, safety, and infection control;
- Participates in in-service programs arranged by the home;
- Demonstrates personal attributes and communication skills that foster customer satisfaction at all times;
- Performs other tasks as assigned by the Manager

Quality Management

- Participates in all aspects of the Quality and Risk Management Program as it pertains to laundry services;
- Contributes to the development of recommendations for corrective action;
- Completes monthly audits as assigned.

Occupational Health & Safety

- Advises supervisor or designate immediately of all staff incidents that may result in an Occupational Accident Claim, any concerns with the physical plant, incidents or injuries and completes required reports;
- Follows all health and safety policies and procedures. Work safely to reduce the risk of injury to self, co-workers and residents;
- Wears personal protective equipment as designated;
- Maintains a clean, safe environment for residents utilizing infection control principles;
- Maintains a sound working knowledge of their roles and responsibilities during all emergency situations when working different shifts.
- Contributes to the development of recommendations for corrective action.

Family & Resident Relations

- Contributes to positive customer service with residents and families in day to day work;
- Deals tactfully and courteously with residents, resident's family, visitors and staff in a positive manner.

Ministry of Health Compliance

- Contributes to the implementation of processes and systems to ensure compliance to all standards on an ongoing basis.

Qualifications

- Grade 10 education or equivalent;
- Good oral and written communication skills;
- Physically able to carry out the laundry program;
- Ability to effectively communicate with residents and staff;
- Ability to work independently or as a team;
- Good understanding of proper laundry processes and infection control.

Working Conditions

- Modern facility, temperature controlled, smoke free environment;

- Work is in a home-like medical care area and requires interaction with residents and their families. The workplace is fast paced, with frequent disruptions and distractions, while meeting preset deadlines. Must be flexible to changing needs of the residents, staff and operational issues, as they are presented.

Identified Hazards

- Physical Demands Analysis outlined on pages 4-6;
- Potential exposure to bodily fluids through regular Resident contact;
- Some stress resulting from dealing with Resident care needs, behaviours and time pressures;
- Exposure to unexpected behaviours of Residents (i.e. yelling, swinging of arms, aggressive behaviours, etc.)
- Exposure to Occupational Diseases of Residents (i.e. Influenza)

Contacts

Internal Working Relationships

Building Services Supervisor, front line staff, Residents

External Working Relationships

Families, Contract Service Providers

Impact of Error

Errors may lead to ineffective performance and may result in injury to self, others and residents.