

Position Title: Housekeeping Aide

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

Reports To: Building Services Supervisor

Purpose

Reporting to the Building Services Supervisor, the housekeeper performs general housekeeping activities within the established guidelines for health and safety, infection control and quality management.

The Housekeeper 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

- Provides all aspects of environmental cleaning in assigned work areas;
- Using specified cleaning/disinfecting/sanitizing agents, maintains optimal levels of infection control within the work area;
- Following standardized procedures, is responsible for all cleaning within resident rooms, common areas and service areas within the home;
- Ensures privacy of residents during performance of duties;
- Prepares room for new occupant following prescribed procedures to ensure room ready at all times;
- Notifies supervisor when supplies are low or equipment is malfunctioning;
- 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 housekeeping;
- Contributes to the development of recommendations for corrective action.

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;
- Ability to complete multiple tasks within a time frame established;
- Good oral and written communication skills;
- Ability to effectively communicate with residents and staff;
- Ability to work independently or as a team;
- Strong customer service skills.

Working Conditions

- Modern facility, temperature controlled, smoke free environment
- Hours of work include scheduled shifts and call-ins, and may include day, evening, weekdays and weekend shifts. There is a requirement to work statutory holidays;
- Required to meet deadlines;
- 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.

PHYSICAL DEMANDS ANALYSIS

Company:	County of Grey	Supervisor/Manager:	Building Services Supervisor
Department:	Housekeeping	Position:	Housekeeper
Date of Analysis:	August 2008	Revision date:	
JOB SUMMARY	Position description	Working Supervisor and Housekeepers	
	Work Schedule	7 days per week Shorter shifts as assigned	
	Breaks	2-15 min and a ½ hour	
	Personal protective equipment	Gloves and goggles used on going through shift, sturdy non slip shoe	
	Equipment or tool used	Auto scrubber, vacuum, carpet cleaner, buffer, mop/bucket, carts	
See Job routines and job description for specific tasks and responsibilities			

LEGEND:

Frequency	Sel =seldom not daily <5% of shift	Low= low daily activity <1 to 3 hours = 33% of shift	Mod= moderate daily activity 3 – 6 hours = 66 % of shift	High= high daily activity > 6 hours =100% of shift
Required column	Identifies physical demands that are bona fide essential duties of the job.			
Side column	Refers to the limb used to perform the task E-either side D – dominant side B – both sides R or L = Right or Left side			

	Physical Demands	Required	Side	Frequency				Maximum force (kg)	Average force (kg)	Comments Explain task performed
				1 Sel	2 Low	3 Mod	4 High			
Strength	Lifting – floor to knuckle	X	B	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	15 kg	7 kg	Supplies etc.
	Lifting-knuckle to waist	X	B	<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>			Supplies, dusting, lifting res, small items
	Lifting-waist to shoulder	X	B	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5kg	5kg	Supplies
	Lifting – over head	X	B	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5kg	5kg	Supplies
	Carrying – with handles	X	B	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10kg	5kg	Supplies, chemicals

	Carrying without handles	X	B	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	15kg	7kg	Supplies, paper towels, kleenex
	Pushing-upper extremity	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	25	15	Auto scrubber, vacuuming, mopping
	Pushing- leg/hip assist	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	40	20	Moving chairs/tables, cart, equipment
	Pulling – upper extremity	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	25	15	Moving chairs/tables, cart
	Pulling – leg/hip assist	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	25	15	Pulling cart, vacuum, mop
	Reach-shoulder or above	X	E	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Dusting and cleaning		
	Reach above sh extended	X	E	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Dusting and cleaning		
	Reach – below shoulder	X	E	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Mopping, dusting, cleaning		
	Reach-below sh extended	X	E	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Mopping, cleaning		
	Handling	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Supplies, mop, vacuum, floor scrubber, broom, etc		
	Gripping	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Equipment, res. knickknacks, furniture		
	Fine finger movements	X	B	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Folding clothing		
	Neck Flexion	X		<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Mopping, vacuuming, cleaning carpets, etc.		
	Postures and Mobility	Neck Rotation	X		<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	As above	
Neck Extension				<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Sitting		X		<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	During meetings, paper work		
Standing		X		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Cleaning rooms, talking with residents, cleaning specific equipment		
Walking		X		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Throughout the shift		
Bending		X		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	During dusting, cleaning, mopping etc.		
Crouching		X	B	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Cleaning equipment, beds, etc.		
Kneeling/crawling		X	E/B	<input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	Cleaning corners, walls, beds, shower floors, etc.		
Balancing		N/A		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Repetition hands		N/A		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Repetition other body parts.		X	E	<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Using steamer, mopping		
Dynamic postures		X		<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Mopping, some cleaning tasks		
Static postures		N/A		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>			
Hearing conversations		X		<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/>	Working in resident areas		
Hearing other sounds		X		<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Alarms, call bells, pagers, etc.		
Vision- near		X		<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Inspecting for dust, dirt, etc.		
Vision – far	X		<input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>	Down Hallways			

Perception	Vision – colour	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Identifying various stains, spills, etc.
	Perception-spatial	X		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Judging distances when pushing carts
	Perception-form	X		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
	Perception- depth	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Feeling	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Surface touching and cleaning
	Reading	X		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Memos, manuals, audits
	Writing	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	As above
	Speech	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Ongoing during work shift

	Physical Demands	Required	Side	Frequency				Comments Explain task performed
				1 4 Sel High	2 Low	3 Mod		
Work Environment	Work indoors	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Inside work
	Work outdoors			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Minimal outdoor work involved
	Hot conditions >25 c	N/A		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Humid weather creates hot environment
	Humidity	X		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	At times effects cleaning of carpets and mopping floors, etc.
	Dust	X		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	General furniture dust
	Fumes	X		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Working with cleaning chemicals
	Hazardous machines	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Swing buffing machine – supervisor only
	Moving objects	X		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Furniture, chairs, tables, residents in chairs
	Noise	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Equipment
	Electrical hazards	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Electrical plugs on all equipment used, shocks could occur
	Sharp tools	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Potential d/t handling waste
	Slippery conditions	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Working on wet floors, shower rooms, cart wash area, etc.
	Vibration	X		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Buffer
	Chemical irritants	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Cleaning materials
	Medical waste	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Blood, body fluid spills
	Blood products	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	As above
	Congested work area	X		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Some resident rooms are congested
Lighting-direct			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

	Lighting – indirect			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Lighting-florescent	X		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X	Indoor lighting
	Lighting-incandescent			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	Work alone	X		<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	In the evening shift in dept, however others in building at all times
	Operate equipment or machinery	X		<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>	Floor cleaning equipment, computer
	Public Interaction	X		<input type="checkbox"/>	X	<input type="checkbox"/>	<input type="checkbox"/>	Ongoing during shifts