



**JOB TITLE:** Housekeeper  
**REPORTS TO:** Housekeeping Supervisor  
**DEPARTMENT:** Housekeeping  
**LAST UPDATE/REVIEW:** December 30, 2021

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## **PREAMBLE**

As a leading senior's residence and provider of senior's continuing care services and programs, Canterbury Foundation (the "Foundation") shares with seniors the "Promise of Home". Person-centered care is the foundation for all we do in providing safe, quality care and other human services. We provide a home where seniors experience peace of mind and feel like family. All persons are treated with dignity and respect in every interaction. Working for Canterbury Foundation requires that employees exhibit the highest standards of personal behavior and ethics in every interaction that instill confidence and trust and not bring the Foundation into disrepute. The honesty and integrity of Canterbury Foundation demands the impartiality of employees in the conduct of their duties.

## **POSITION SUMMARY**

The Housekeeper reports to the Supervisor, Housekeeping and is accountable for: maintaining a clean and presentable facility; monitoring, reporting and/or correcting (when appropriate) issues regarding safety and security in the premises. The position involves a high level of interaction with seniors and requires physical endurance (e.g. use of cleaning equipment; reaching; bending; lifting).

## **KEY RESPONSIBILITIES**

### **I. HEALTH, SAFETY AND WELLNESS**

- Committed to knowing, understanding and reviewing your workplace hazards as identified by your Workplace Hazard Assessment, Joint Workplace Health and Safety Committee and as outlined in Canterbury Foundations Policies and Procedures.
- Participates in making the workplace a safe environment for staff and residents by reporting unsafe conditions, knowing your rights as an employee to refuse unsafe work, and by participating in training, events and committees.
- Wear appropriate personal protective equipment, footwear and apparel for your role and responsibility for your work day (being mindful of hazards approaching and leaving the workplace).

### **II. JOB DUTIES AND RESPONSIBILITIES**

#### **Cleaning Facility**

- Ensure a clean, safe and comfortable environment is maintained for residents, employees, and visitors.
- Clean common/public areas as per schedule
- Clean washrooms as per schedule
- Clean resident rooms as per schedule

- Complete project cleaning as assigned.
- Ensure adherence to proper cleaning, hygiene and disease control procedures.
- Ensure safe work procedures are adhered to
- Ensure hygiene and disease control procedures are adhered to, minimizing cross contamination
- Ensure tubs, sinks and toilets are stain free
- Ensure shower curtain is free of soap residue
- Ensure flat surfaces are dust free
- Ensure mirrors and glass are streak free
- Ensure TV screens are dust free
- Ensure garbage containers are empty and clean.
- Ensure floor is free of debris, vacuumed and mopped is needed.
- Ensure bedding is fresh with proper corners and wrinkle free surface
- Ensure towels are fresh and wrinkle free.

### **Safety and Security**

- Ensure a safe and secure environment for residents, employees and visitors while performing housekeeping duties.
- “Wet floor” signs are used when floor surfaces are wet or present a slip hazard.
- Hallways are unobstructed by cleaning carts and equipment.
- Equipment and chemicals are used in accordance with established safe work procedures.
- Employees are aware of WHMIS programs and adhere to regulated procedures.

### **Custodian Services**

- Monitors exterior doors to ensure a secure facility perimeter.
- When required, will assist nursing staff with resident care (lifting and transferring residents).
- Will assist maintenance staff as and when required.

### **Laundry Services (pertains primarily to dedicated Laundry Room worker)**

- Maintains an adequate supply of clean and well maintained linens, both for residents (Court only), kitchen and dining room services.
- Ensure laundry and linen services adhere to proper cleaning, hygiene and disease control procedures.
- Maintain residents personal bedding is cleaned according to proper cleaning, hygiene and disease control procedures.
- Ensure safe and efficient operation (use of chemicals/detergents) of central laundry equipment (Washer, Dryer, Roller Iron) and report any maintenance concerns to the Housekeeping Supervisor or to the Maintenance Department.
- There is an adequate supply of clean, stain free and neatly folded linens available for all shifts (resident bedding/bathroom linens and dining room/ kitchen linens.
- Soiled linen carts are cleaned and sanitized.
- Linens are stored in specified areas.
- Machines are clean and free of debris.
- Separation between clean and soiled zones is maintained.

## **QUALIFICATIONS**

- High school diploma.
- Demonstrate an understanding of generally accepted commercial cleaning practices and knowledge of the use of equipment used in those practices.
- Be knowledgeable about public health cleaning protocols applicable in a seniors housing/lodge setting.
- WHMIS training.

## **COMPETENCIES**

- Demonstrate an awareness of accident and injury prevention; adhere to safe work practices and procedures; be responsible for maintaining self-wellness and reduced absenteeism.
- Demonstrate a commitment to customer relations and hospitality by being caring and courteous to residents, families, visitors and co-workers.
- Be able to work within a team and contribute to a positive work environment; seek opportunities for personal development; and strive for excellence.
- Demonstrate good time management skills.
- Demonstrate good communication skills (informing/listening/writing).