

The Wardsmaids department will deliver the following services:

- ❖ Cleaning, mopping, scrubbing and disinfecting wards, offices, pantries and washrooms daily.
- ❖ Sanitizing countertops, cupboards, tables, desks etc.
- ❖ Communicating with stakeholders to ensure the service provided is satisfactory.
- ❖ Reporting plumbing and any related challenges to respective departments.
- ❖ Ensuring all stakeholders have a clean and germ-free environment daily.



"Your Partners in Health"



How to access our services:

Wardsmaids are assigned to each respective area on a daily basis. However, in the event that there is a spill or any janitorial accident, we can be contacted via the Domestic Supervisor's Office which is located at:

Ground floor SFGH, North-western side (next to Daily Paid Office)

Contact numbers: 225-4325 (ext. 3242 / 3035)
Email: (michelletrotman@swrha.co.tt)

**Wardsmaids Department
Service Charter**

Wardsmaids Department

Service Charter

About Us:

The Wardsmaid's department is responsible for cleaning and maintaining the aesthetics in the hospital. The Wardsmaids work as a team member in the multi-disciplinary team environment. We work in conjunction with the Daily Rated Labourers to ensure the internal departments are sanitary and germ free.

Who We Are:

The Wardsmaids Department is one of the Departments under Hospital Administration. This department has been in existence for over 50 years, during this time the Wardsmaids have proven to deliver quality service to all stakeholder and users of the hospital. We complete all tasks assigned efficiently and professionally. The department operates on a daily basis with a shift system of 6am to 2pm and 1pm to 9pm with a competent work force of 145 officers.

Areas we Service:

- ❖ RAC I & II
- ❖ Hospital Extension level 4
- ❖ Main building SFGH inclusive of inpatient

wards, diagnostic areas and offices

- ❖ Transport Department, Oncology, Chest Clinic, Nursing Hostel etc.

Services We Provide:

- ❖ Wiping walls, windows, doors, fixtures and furnishings on the wards and offices. Anything above hand reach will be referred to the Daily Rated Labourers Department.
- ❖ Cleaning washrooms and replenishing toiletries as required
- ❖ Mopping of floors on inpatient wards, offices, and other areas
- ❖ Maintaining of pantries, washing dishes and utensils after the serving of all meals.
- ❖ Cleaning of desks, counter tops, cupboards, tables etc.
- ❖ Emptying of bins within the wards and office areas
- ❖ Cleaning refrigerators and microwaves

Our Objectives:

To maintain a clean environment within the guidelines of the roles and responsibilities of the Wardsmaid. Our aim is to provide a clean, hygienic environment on a daily basis.

