

# FLORENCE OTU

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## Personal Support Worker

### SUMMARY

An experienced, dedicated and Certified Personal Support Worker with a strong background in health care, familiar with assisting and taking care of the wellbeing of elderly. With over 5 years of experience delivering exceptional patient centered care in both private homes and long-term facilities. Skilled in assisting with daily living activities, creating a warm and nurturing environment while promoting overall wellbeing, dignity and safety. Recognized for strong interpersonal skills, professionalism and commitment to improving quality of life clients.

### WORK HISTORY

#### Personal Support Worker

##### Closing The Gap Healthcare

October 2025 - Present

- Assist Clients with daily living activities including bathing, grooming, toileting and feeding.
- Built trusting relationships with Clients and their families to foster trust and create a safe and supportive environment.
- Offer emotional reassurance and companionship to Clients experiencing loneliness, anxiety, or end-of-life transitions.
- Adhere strictly to individualized care plans and ensure Clients' safety, comfort, and dignity.
- Immediately reports changes in Client to my Supervisor.
- Maintained accurate records of Client's progress and update case notes in accordance with organizational guidelines.
- Support Clients with dementia and cognitive impairments using gentle, reassuring communication techniques.

#### Personal Support Worker

##### PeopleCare – AR Goudie Kitchener

July 2025 - Present

- Assist Residents with daily living activities including bathing, grooming, toileting and feeding.
- Build trusting relationships with Residents and their families to foster trust and create a safe and supportive environment.
- Offer emotional reassurance and companionship to clients experiencing loneliness, anxiety, or end-of-life transitions.
- Adhere strictly to individualized care plans and ensure clients' safety, comfort, and dignity
- Immediately reports changes in Resident to the Registered Nurse
- Maintain accurate records of Resident's progress and updated case notes in accordance with organizational guidelines.
- Support Residents with dementia and cognitive impairments using gentle, reassuring communication techniques.

## **Personal Support Worker**

### **PeopleCare – Golden Years Cambridge**

**May 2025 - August 2025**

- Assisted Residents with daily living activities including bathing, grooming, toileting and feeding.
- Developed and implemented individualized care plans tailored to Residents' needs, preferences and abilities.
- Built trusting relationships with Residents and their families to foster trust and create a safe and supportive environment.
- Offered emotional reassurance and companionship to Residents experiencing loneliness, anxiety, or end-of-life transitions.
- Maintained a clean and healthy environment for the Resident.
- Immediately reports changes in Resident to the Registered Nurse
- Maintained accurate records of Resident's progress and updated case notes in accordance with organizational guidelines.
- Supported Residents with dementia and cognitive impairments using gentle, reassuring communication techniques.

## **Personal Support Worker – Clinic Placement**

### **Extendicare Columbia Forest, Waterloo, ON**

**February 2025- April 2025**

- Assisted Residents with daily living activities, such as personal care (rise and retire), bathing, dressing, grooming, oral hygiene, toileting, feeding and mobility.
- Promote a safe environment by demonstrating proper body mechanics, safe transfer techniques, and home safety.
- Provided cognitive, social and/or emotional support to the residents.
- Helped in serving nutritious, varied and economical meals and snacks, including special diets, as determined by the care plan, and assisting residents by feeding them if needed.
- Documented care provided, maintaining accurate and thorough records.
- Offered emotional support and companionship, fostering a trusting and positive environment for residents.

## **Personal Support Worker**

### **Blossom Elderly Care Home, Abuja, Nigeria**

**February 2019 - March 2024**

- The clients were well supported, and their reasonable behavior levels are maintained.
- Provided bedside and personal care to clients and help them with their activities of daily living which include mobility assistance, light housekeeping, bathing, eating, toileting, and dressing.
- Provided person-centered support to ensure the safety and wellbeing of all residents.
- Provided responsive sensitive and proportionate support to residents in the event of an incident or bed-alarm.
- Documented daily care activities and communicated patient observations to nurses and healthcare teams.

## **SKILLS**

- ADL and Personal Hygiene Support
- Team Collaboration and Leadership
- Communication
- Behavior Management
- Strategic Planning
- Curriculum Development.
- Administration
- Computer

## **EDUCATION**

Certificate in Personal Support Worker, Alpha Career College  
Veden High School, Nigeria

*May 2025*

*Sept 2009*

### **Certifications**

- SafeCheck Advanced Food Safety
- Blended Standard First Aid and CPR/AED level C.
- Basic Life Support
- Gentle Persuasive Approaches (GPA)
- Canadian Remote Access for Dementia Learning Experience
- Negative TB test (within 6 months)
- WHMIS, AODA, Mask Fitting
- COVID-19 Vaccination – Fully Vaccinated
- Police Vulnerable Sector Check
- All Immunizations up to date
- Driver License

**References available upon request**