

Lisa Sousa

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Professional Summary

Compassionate and experienced Personal Support Worker (PSW) with over 15 years of experience in senior care and assisted living environments. Skilled in personal hygiene assistance, medication administration, patient engagement, and housekeeping. Dedicated to delivering high-quality care with empathy, respect, and professionalism.

Certifications

- Personal Support Worker Certificate – Loyola College, 2006
- First Aid & CPR Certified
- Gentle Persuasive Approaches (GPA)
- Positive Approach to Care (PAC)
- WHMIS
- Safe Food Handling

Professional Experience

Registered Guest Attendant

Seasons Retirement Community – Trenton

Jan 2023 – May 2025

- Delivered daily personal hygiene assistance, including bathing and dressing support
- Administered medications and monitored resident vitals
- Maintained clean and safe living environments for residents through regular housekeeping
- Provided compassionate support to enhance resident well-being

Personal Support Worker

Eden Place Retirement Home – Belleville

Dec 2012 – Nov 2022

- Supported residents with daily living activities in a long-term care setting
- Administered prescribed medications and monitored health conditions
- Assisted with bathing, dressing, and mobility needs
- Maintained hygiene standards and resident dignity

Personal Support Worker

Paramed – Belleville

2007

- Provided in-home and institutional care to clients with diverse health needs
- Offered personal care, companionship, and household support
- Ensured client safety and comfort through attentive, tailored care

Cashier & Food Prep Team Member

Various Locations (Tim Hortons, Walmart, KFC) – Belleville

2007 – 2009

- Delivered excellent customer service in fast-paced environments
- Processed transactions accurately and efficiently
- Prepared food and beverages according to health and safety guidelines
- Worked collaboratively to meet high-volume customer demands

Key Skills

- Resident-focused care & support
- Medication administration
- Effective verbal & written communication
- Strong organizational & housekeeping abilities
- Team collaboration & independent initiative
- Quick to learn and adapt to new environments