

## PROFILE & OBJECTIVES

Compassionate and dedicated **Personal Support Worker** with extensive experience in providing high-quality care to both **elderly clients** and **children**. With a strong educational background and hands-on training in **personal support, CPR, first aid, and dementia care**, I am committed to enhancing the quality of life for those in my care. My objective is to leverage my skills and experience to deliver exceptional support services, fostering a safe, respectful, and enriching environment for clients. Passionate about making a positive impact, I am eager to contribute to a team that values compassionate care and client well-being.

## EDUCATION & TRAINING

**NACC Personal Support Worker Certification**, *Dan Robert College of Health Care, North York*

**JUL 2024**

- Completed rigorous training covering essential skills such as personal care, mobility assistance, infection control, and communication, ensuring a holistic approach to client care.
- Gained practical experience through clinical placements, working directly with clients under professional supervision to apply theoretical knowledge in real-world scenarios.

**CPR and First Aid Certificate**, *Canadian Red Cross, Toronto*

**FEB 2023**

- Acquired the ability to effectively respond to medical emergencies, including performing CPR, managing choking incidents, and providing first aid for injuries, ensuring preparedness in critical situations.
- Earned certification from a reputable organization, demonstrating a commitment to maintaining up-to-date life-saving skills and adherence to recognized health and safety standards.

**GPA Certificate** *Alzheimer's Society of Canada*

**DEC 2023**

- Developed expertise in handling challenging behaviours associated with dementia through non-violent, person-centred techniques, enhancing the quality of care for individuals with Alzheimer's and related conditions.
- Learned and applied evidence-based strategies to de-escalate situations and reduce stress for both clients and caregivers, promoting a safer and more supportive care environment.

## RELATED WORK EXPERIENCE

**Golden Life Home Services, Richmond Hill - Elderly Support Worker**

**JUN 2022 - JAN 2023**

- Delivered personalized care and support to elderly clients, including assistance with daily living activities, medication management, and mobility support, ensuring a high standard of living and improved quality of life.
- Collaborated with healthcare professionals and family members to create and implement tailored care plans that addressed each client's unique needs and preferences, fostering a compassionate and respectful environment.
- Diligently documented client progress, health changes, and care activities, ensuring compliance with healthcare regulations and facilitating effective communication among the care team and family members.

**Contract, Toronto - Child Caregiver**

JUN 2018 - JAN 2021

- Delivered high-quality, attentive care to children, fostering a safe, engaging, and supportive environment that promoted physical, emotional, and cognitive development.
- Created and facilitated age-appropriate educational and recreational activities that stimulated learning and creativity, ensuring a balanced routine that combined fun and educational experiences.
- Established and maintained effective communication with parents, providing regular updates on children's progress, daily activities, and any concerns, fostering trust and a collaborative partnership in child-rearing.

**Nicosia, Cyprus - Child care and Elderly Care Provider**

MAY 2013 - MAY 2018

- Delivered comprehensive care services to children and elderly clients, ensuring their safety, well-being, and comfort through personalized attention and support tailored to their unique needs.
- Facilitated activities that encouraged interaction and bonding between children and elderly clients, fostering a harmonious and enriching environment that benefited both age groups through shared experiences and mutual support.
- Provided culturally sensitive care by understanding and respecting the diverse backgrounds and traditions of clients, ensuring a respectful and inclusive environment for both children and elderly individuals.

**OTHER WORK EXPERIENCE****Tim Hortons, Vaughn Mills - Team Member**

DEC 2021- MAR 2022

- Delivered outstanding customer service in a fast-paced environment, efficiently managing order taking, payment processing, and food preparation while ensuring accuracy and maintaining a positive, welcoming atmosphere for all guests.

**Apollo Health and Beauty Care, Toronto - Label Operator**

FEB 2021 - OCT 2021

- Operated and maintained labelling machinery with meticulous attention to detail, ensuring accurate and consistent application of labels on a variety of health and beauty products, while conducting regular quality checks to meet industry standards and company specifications.

**OTHER CERTS, LANGUAGES and INTERESTS**

- Food Handler Certificate
- WHMIS Certification
- Valid G license in Ontario
- Member of a Local Book club
- Sinhalese Fluent in both Writing and Speaking
- English Expert in Speaking and Writing
- Hindi Expert in Speaking