

Queeneth Amenribhokun Duru

7 Chestnut Street East, St. Catharines, ON. L2T 1G6
Phone: +16474516061 Email: queenduru@gmail.com

PROFESSIONAL SUMMARY

Compassionate and dedicated Support Worker with over 5 years of experience providing high-quality care to diverse populations. Proven ability to assist clients with daily living activities while promoting independence and emotional well-being. Exceptional communication and interpersonal skills facilitate strong relationships with clients, families, and healthcare teams. Committed to maintaining a safe, respectful environment and adhering to ethical guidelines in all interactions.

CORE COMPETENCIES

- Extensive Clinical experience collaborating with healthcare professionals to develop effective treatment plans for individuals with health conditions.
- Proven ability to administer medication and provide therapeutic care to ensure the well-being of service users.
- Highly skilled in observing behavioral changes and implementing appropriate interventions.
- Strong knowledge of performing comprehensive risk assessments and maintaining accurate health records.
- Excellent communication, problem-solving, and de-escalation skills.
- Proficient in using computers and electronic systems for documentation.

PROFESSIONAL EXPERIENCE

Personal Support Worker, CBI Home Health, St. Catharines, Canada October 2025 to Date

- Assist clients with their personal care tasks of daily living including skin care, hair care, mouth care, bathing, bowel and bladder care, lifts and transfers, basic wound care.
- Assist with ambulating, mobilization, and positioning of client.
- Perform other related housekeeping tasks as indicated in the individualized written client service plan.
- Practice universal precautions and adhere to WHMIS protocols.
- Recognize and reports safety concerns or equipment malfunction in the home environment and acts accordingly to meet the safety and the protection needs of the Client.
- Establish communication with appropriate sources in response to emergencies.
- Observes, documents and reports any emotional or physical changes in the client's condition to the Client Care Manager/Supervisor.

Emergency Response PSW – Manitoba & Ontario Wildfire Evacuation, Xpera/ESM, Canada June 2025 to September 2025

- Delivered emergency personal care and emotional support to displaced evacuees during wildfire evacuations across Manitoba and Ontario, including vulnerable populations (elderly, chronically ill, people with disabilities, and families with children).
- Supported triage and intake processes by helping evacuees complete medical needs assessments, registration forms, and personal care plans.
- Distributed essential hygiene and personal care supplies (toothpaste, soap, sanitary pads, diapers, wipes, etc.), ensuring culturally sensitive, equitable, and needs-based access.
- Coordinated with on-site healthcare teams (nurses, pharmacists) to facilitate the safe distribution of prescription medications and ensure clients received the correct dosages and instructions.
- Distributed over the counter (OTC) medications such as acetaminophen, ibuprofen, allergy medication, and digestive aids, following shelter protocol and under medical guidance.

* Maintained detailed documentation logs for supply tracking, medication distribution, and individual care provided, ensuring accountability and adherence to safety procedures.

- Enforced infection prevention and control (IPAC) standards by promoting hand hygiene, proper PPE use, and disinfecting of high-contact areas.
- Worked collaboratively with Indigenous support services, emergency response teams, Mental Health team, public health officials to deliver trauma-informed, respectful, and inclusive care.

Support Worker, BeHome Nursing, ON, Canada

January 2025 to June 2025

- Bathing: Assisting with bathing or showering, ensuring individuals are clean and comfortable.
- Dressing: Helping individuals choose appropriate clothing, assisting with putting on and taking off clothes.
- Toileting: Assisting with using the toilet, maintaining personal hygiene, and ensuring cleanliness.
- Feeding: Helping with feeding, ensuring individuals have proper nutrition and hydration.
- Oral Care: Assisting with brushing teeth to maintain oral health.
- Skin Care: Helping with bathing, moisturizing, and applying topical treatments to keep the skin healthy and prevent skin breakdown.
- Hair Care: Assisting with washing, combing, and styling hair to maintain cleanliness and personal grooming.
- Incontinence Care: Managing and providing support for individuals with incontinence, ensuring cleanliness, and maintaining dignity.

Care professional, Home Instead Senior Care, (Niagara Health, Greater Niagara General Hospital, Pioneer Elder Care), ON, Canada

November 2023 to January 2025

- Provided personal care assistance at the bedside, bathing, grooming, and toileting.
- Completed general housekeeping (sweeping, mopping, kitchen and bathroom).
- Delivered companionship and emotional support to elderly clients.
- Collaborated with multidisciplinary healthcare teams to ensure comprehensive care, documenting observations and adjustments to care plans.
- Supported residents with meal preparation, ensuring safe use of kitchen tools.
- Encouraged and supported participation in recreational activities (indoor and outdoor).
- Utilized mobility aids to support mobility challenges.
- Provided comfort measures and pain management assistance as directed by nursing team.

Support Worker, Michael Omoruyi Home, Lagos, Nigeria**March 2020 to August 2023**

- Assisted patients with activities of daily living, including personal hygiene, grooming, dressing, and feeding.
- Promoted patient-centered care by fostering independence, dignity, and well-being.
- Supported patients' mobility and assisted in patient movement within the hospital department.
- Collaborated with Registered Nurses and Registered Practical Nurses to carry out assigned tasks and provide quality care.
- Participated in direct and indirect patient care activities per the interprofessional care plan.

Support Worker, St. Vincent Elder Care, Surulere, Lagos, Nigeria**January 2017 to February 2020**

- Provided in-home personal support services to clients of various ages and awareness levels.
- Assisted clients with activities of daily living, such as bathing, dressing, meal preparation, and medication reminders.
- Supported clients' physical and emotional well-being through companionship and social interaction.
- Monitored clients' vital signs and reported any changes to the supervising nurse.
- Collaborated with healthcare professionals and family members to ensure coordinated care.
- Maintained accurate documentation of client care and reported any concerns or incidents.

VOLUNTEER EXPERIENCE**HEALTH AND MEDICAL ADVISORY SERVICE (LAGOS, NIGERIA)**

- Answered call signals and assisted patients with their daily activities which included keeping detailed records of daily activities and health information for each patient.
- Making beds, dressing, feeding, maintaining clean and organized patient rooms, and ensuring a safe environment.
- Collaborated with interdisciplinary teams to support patient's needs, providing counseling for social and emotional challenges.

EDUCATION

Personal Support Worker, Mississauga Career College, Canada

Postgraduate Certificate in Hospitality & Tourism Management, Niagara College, Canada

Bachelor of Arts in History, University of Benin, Nigeria

TRAINING AND CERTIFICATIONS

First Aid, CPR and AED

Gentle Persuasive Approaches (GPA) in Dementia Care: Supporting Persons with Responsive Behaviours.

WHMIS Certificate

Canadian Remote Access for Dementia Learning Experience +(CRADLE+)

Accessibility for Ontarians with Disabilities Act (AODA)

Food Handler Certificate

Ontario Worker Health and Safety Awareness

Harm Reduction for the Homelessness Sector

Enhanced Mental Health

Health and Social Care

TECHNICAL SKILLS

- **Financial Tools:** Microsoft Excel.
- **Patient Management Software:** AlayaCare, WellSky. Point of Care Sheet (POC)
- **Office Software:** Microsoft Office Suite (Word, Outlook, Excel), Google Workspace.

ADDITIONAL SKILLS

- Strong Interpersonal & Communication Skills
- Time Management & Multitasking
- Problem-Solving & Conflict Resolution
- Attention to Detail & Confidentiality
- Adaptability in Fast-Paced Environments
- Team Collaboration & Leadership