

# Queeneth Amenribhokun Duru

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

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## **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