

## **ROSETTE NANTAYI**

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### **PROFILE**

Compassionate and dedicated Personal Support Worker with hands-on experience supporting elderly and vulnerable clients in community and clinical settings. Skilled in personal care, emotional support, and health monitoring. A reliable team player with a proactive approach to challenges, a strong work ethic, and a passion for helping others live with dignity and independence.

### **KEY QUALIFICATIONS**

- PSW Certificate (NACC), First Aid & CPR, Food Handling, WHMIS, GPA in Dementia Care.
- Trained in crisis intervention and verbal de-escalation.
- Experienced in providing care to clients with dementia, and those facing isolation.
- Knowledgeable about hygiene protocols, infection prevention, and community resources.
- Excellent communication and interpersonal skills; builds trust with clients and families.
- Strong time management, adaptability, and problem-solving in fast-paced environments.
- Reliable and flexible to work all shifts; strong understanding of Canadian caregiving practices.

### **PROFESSIONAL EXPERIENCE**

#### **Personal Support Worker (In-Home Care)**

##### **VHA Home HealthCare, Toronto, ON , April 2025 – Present**

- Deliver in-home personal care: bathing, grooming, dressing, and mobility support.
- Monitor and report changes in clients' physical or mental condition.
- Assist with light housekeeping, laundry, and meal preparation.
- Provide emotional support and companionship.
- Support medication reminders and care plan adherence.
- Maintain accurate daily care documentation.
  
- Demonstrate punctuality, reliability and strong management when working independently in client.

#### **Personal Support Worker (Clinical Placement, 310 Hours)**

##### **Rekai Centre at Sherbourne Place, Toronto, ON — May – July 2024**

- Assisted residents with hygiene, ambulation, feeding, toileting, and dressing
- Monitored and reported changes in health to nursing staff

- Supported recreational activities for example, Bingo, baking, sunbathing.
- Followed safety protocols including minimal lift policy and infection prevention.
- Provided companionship and emotional support.

### **Housekeeping Attendant**

#### **Rexur Cleaning Services, Toronto, ON — Dec 2023 – April 2025**

- Cleaned and sanitized floors, bathrooms, kitchens, and common areas.
- Managed laundry, bed linens, and guest supplies.
- Responded to client requests and complaints promptly.
- Ensured adherence to cleaning protocols and chemical handling guidelines..

### **Sales Assistant / Customer Care Representative**

#### **Ridah Collections, Kampala, Uganda — Feb 2015 – Nov 2022**

- Assisted customers with purchases, promotions, and inquiries.
- Processed payments and maintained store cleanliness.
- Supported inventory displays and participated in team meetings.

## **VOLUNTEER EXPERIENCE**

### **Food Bank Volunteer**

#### **Yonge Street Mission (YSM), Toronto, ON — Nov 2023 – Feb 2024**

- Assisted clients during food bank hours and ensured respectful service delivery.
- Organized and restocked food items in line with safety standards.
- Packaged hot meals and assisted individuals facing homelessness.
- Maintained cleanliness of food prep areas and equipment.

## **EDUCATION & CERTIFICATIONS**

NACC Personal Support Worker Certificate – UMS HealthCare College, North York — 2025.

Bachelor of Business Administration – Makerere University Business School, Uganda — 2012.

### **Additional Certifications (Toronto)**

Crisis Intervention & Verbal De-escalation (2024).

Gentle Persuasive Approach (GPA) in Dementia Care (2024).

WHMIS (2024).

Food Handling Certificate (2024).

Health & Safety Awareness – 4 Steps (2024).

N95 Mask Fit Test (2024).

First Aid/CPR (Adult, Child, Infant) & AED (2023).

Shelter Standards (2023), Workplace Wellbeing (2023).

First Aid for Opioid Poisoning Emergencies (2023)  
Naloxone Training (2023)