

Jacinta Okwor

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PROFESSIONAL SUMMARY

Compassionate and dedicated Personal Support Worker with a passion for delivering exceptional, resident-focused care in nursing home and long-term care environments. Skilled in assisting with daily living activities, supporting mobility and independence, and providing compassionate care to individuals with dementia, Alzheimer's, and complex health needs. Dedicated team player who thrives in fast-paced environments and consistently goes above and beyond to enhance residents' quality of life.

CORE SKILLS

- 2 years + experience in quality care giving
- Mobility and safe transfer support (Hoyer lift, ceiling lift, sit-to-stand)
- Dementia and Alzheimer's care
- Documentation and charting
- End-of-life and palliative care support
- Nutrition & Feeding Support
- Emotional Support & Resident Engagement
- Interdisciplinary Team Collaboration
- Ability to apply effective body mechanism

PROFESSIONAL EXPERIENCE

Personal Support Worker

Bayshore Home Care Solutions

December 2025-present

- Assisted clients with activities of daily living including bathing, grooming, dressing and toileting.
- Provided mobility support, transfers, fall prevention assistance, monitored and documented changes in clients physical and mental health.
- Prepared nutritional meals according to dietary requirement and monitored food intake. Performed light housekeeping duties including laundry, cleaning and maintaining a safe home environment.
- Offered companionship and emotional support to reduce isolation, communicated effectively with family members and healthcare team regarding clients needs.
- Followed individualized care plans to support clients with chronic illness, disabilities, and dementia.
- Practiced infection prevention and control measures in all clients interaction.
- Provided compassionate companionship to support and promote dignity and independence.

Personal Support Worker (Practicum Placement)

Henley Place Long Term Care

June 2025 – August 2025

- Provided personal care under supervision, assisting residents with daily routines.
- Delivered compassionate, resident-centered care, assisting with bathing, dressing, grooming, toileting, feeding, and mobility in alignment with individualized care plans.
- Supported residents with dementia, Alzheimer's, and other cognitive impairments using Gentle Persuasive Approaches (GPA), effective communication, and redirection strategies to ensure comfort and dignity.
- Operated mechanical lifts and transfer devices (Hoyer, sit-to-stand) with proper body mechanics to ensure safe resident handling and prevent injury.
- Provided meal assistance, including feeding residents with swallowing difficulties, adhering to dietary guidelines and safety protocols.
- Assisted with positioning, turning, and mobilization to promote comfort, enhance mobility, and prevent pressure injuries.
- Monitored and promptly reported changes in residents' physical and emotional health to nursing staff, contributing to timely care interventions.
- Maintained compliance with infection prevention and control (IPAC) policies, ensuring a safe, hygienic environment for residents, staff, and visitors.
- Collaborated effectively with interdisciplinary care teams to deliver holistic, high-quality care in a fast-paced nursing home environment.

Ark Aid Street Mission

Programme Support Worker

August 2023 – August 2024

- Assisted with meal preparation and food service while following hygiene and safety standards.
- Provided compassionate non-judgemental palliative support, ensuring comfort and dignity for vulnerable clients and emotional reassurance for families.
- Distributed clothing, hygiene supplies, and essential items to individuals experiencing homelessness. Monitored client safety and helped de-escalate conflict situations.
- Applied trauma-informed care and strong communication skills in daily interactions.
- Observed and documented changes in residents' physical condition, and worked collaboratively with team members to maintain a safe environment, reported promptly to nursing staff for follow-up.
- Assisted in organizing and participating in therapeutic recreation activities to promote social interaction and cognitive engagement.
- Collaborated with nurses, dietary aides, recreation staff, and other PSWs to deliver coordinated, resident-centered care in a high-volume nursing home setting.

EDUCATION HISTORY**Personal Support Worker Certification**

Alpha Career College

2025

- CPR & First Aid (Level C) – 2025
- WHMIS – 2025
- GPA (Gentle Persuasive Approaches) in Dementia Care – 2025
- Valid G Driver's license, with ownership of a vehicle
- Food Handler's Certificate – 2025

Business Marketing**2023-2025**

Fanshawe College

- Proficient in Business Marketing Research, Digital marketing(social media marketing, email campaign, content creation) Branding and positioning.
- Demonstrated expertise in Excel, MS Access and Power. Sales techniques and customer relations management.(C.R.M)
- Expertise in data analysis, basic marketing metrics, and consumer behaviour analysis.

REFERENCES UPON REQUEST