

Upasna Aust

Brampton, ON, Canada | 647-539-1514 | upasnaaust2@gmail.com

Professional Summary

Compassionate Personal Support Worker (PSW) with hands-on experience in retirement home and community care settings. Skilled in personal care, vital monitoring, dementia support, safety compliance, and accurate documentation. Dedicated to maintaining dignity, comfort, and a safe environment while supporting multidisciplinary teams.

Skills

Personal & Clinical Care: Bathing, grooming, toileting, incontinence care, feeding assistance, mobility support, safe transfers, ambulation, repositioning, pressure-injury prevention, bedside care.

Monitoring & Reporting: Vital signs (BP, oxygen, glucose), behavioural observation, progress notes, eMAR, incident reporting, following care plans.

Safety & Compliance: IPAC, WHMIS, fall-prevention, hazard identification, emergency response, environmental cleaning, sanitation.

Cognitive & Emotional Support: Dementia care, delirium support, 1:1 supervision, orientation, compassionate communication.

Housekeeping Support: Laundry, mopping, sweeping, bathroom cleaning, bed making, maintaining clutter-free rooms.

Professional Strengths: Time management, teamwork, problem-solving, empathy, cultural sensitivity, reliability.

Certifications

- Basic Life Support (BLS) & CPR
- First Aid Certification
- Vulnerable Sector Police Clearance (within 6 months)
- eMAR – Electronic Medication Administration Record

- Food Safety & Compliance
- NACC Personal Support Worker (PSW) Certificate

Professional Experience

Personal Support Worker (Placement) – 300 Hours

Crescent Hill Retirement Home, Brampton | 2026

- Provided personal care: bathing, toileting, incontinence care, grooming, repositioning, and comfort measures.
- Assisted with mobility, safe transfers, and ambulation while following fall-prevention protocols.
- Monitored vital signs (BP, oxygen, glucose) and reported changes in condition to RNs/RPNs.
- Supported residents with dementia, delirium, g-tube feeding, osmotic care and confusion through 1:1 supervision and orientation.
- Completed daily charting, eMAR entries, and incident reports according to organizational standards.
- Responded promptly to call bells to ensure safety and resident satisfaction.
- Maintained clean, sanitary environments: laundry, mopping, sweeping, bathroom cleaning, and room organization.
- Followed individualized care plans and collaborated with nursing staff and Operations Manager.
- Ensured safety by checking bed alarms, adjusting bed positions, and keeping call bells within reach.
- Adhered to all IPAC, health, safety, and environmental policies.