

GLORIA NANA BONSU

Personal Support Worker (PSW)

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St. Catherines (Open to Relocation) - Ontario, Canada

PROFESSIONAL SUMMARY

Certified Personal Support Worker with hands-on clinical and caregiving experience. Skilled in providing compassion, resident centered care and empathy as well as assisting with daily living activities which align with the Ontario LTC standards. With over five years of healthcare experience supporting diverse patient residents, with strong skills in ADL support, safe mobility assistance, dementia care and infection prevention and control (IPAC). Good in RAI-MDS and PointClickCare documentation system. Committed to deliver consistent high-quality services that promote client-centered care and quality of life.

CORE SKILLS

Direct Care Skills

- Activities of Daily Living (ADLs)
- Mobility Assistance
- Toileting and Continence Care
- Infection Control and Safety
- Good with lift and transfer

Documentation and Compliance

- Electronic charting (PointClickCare)
- Monitored Changes in condition
- RAI-MDS documentation
- Vital signs monitoring and Reporting
- PPE usage Protocols

Resident Support and Communication

- Active listening and Empathy
- Dementia Care Support
- Companionship & emotional support
- Team Collaboration
- Maintain professionalism

PROFESSIONAL EXPERIENCE

Personal Support Worker

Visiting Angels Home Health Care Service / ON

2026

- Assist Clients with activities of daily living (ADLs)
- Provide companionship and emotional support to client in their homes
- Perform light housekeeping duties including laundry, cleaning etc.
- Monitor and report changes in client's health

Personal Support Worker – Student Placement

Grand Canal Retirement Home / ON

Feb 2026 – April 2026

- Assisted residents with bathing, dressing, grooming, feeding, and mobility
- Supported medication routines under supervision
- Monitored and reported changes in health condition
- Engaged residents in social and recreational activities
- Followed individualized care plans, including dementia care
- Ensured safety protocols to prevent falls and injuries

Home Support Worker

Private Home Care / Ghana

2020 -2023

- Provided full personal care for a stroke patient
- Assisted with daily living activities including feeding, bathing, grooming, and mobility support
- Supported medication routines and rehabilitation exercises as directed by healthcare professionals
- Offered emotional support and companionship to promote recovery and well-being

Support/Service Worker

Michaelson Care Center / Ghana

2018 – 2020

- Provided personal and bedside attention
- Helped with the routine activities, like going for a walk, indoor games like puzzles
- Carry out simple cleaning and housekeeping tasks.
- Offer company
- Worked collaboratively with team members

EDUCATION & CERTIFICATIONS

Healthcare Certification

- NACC Personal Support Worker Certificate - JRS College / ON / 2026
- Standard First Aid & CPR Certificate / ON /2025
- Gentle Persuasive Approaches Certificate (GPA) / ON / 2026
- Basic Life Support Certificate / ON /2026
- Food Handle Certificate / ON/ 2026
- Lift and Transfer Certificate / ON / 2026

Academic Education Certificate

- Office Administration Certificate - Niagara College, Ontario – 2025
- Leadership and Personal Growth Certificate / Beyond Success / 2022
- Bachelor's degree – Valley View University, Ghana – 2017

VOLUNTARY WORK

Niagara Christian Gleaners

- Washed, Chopped, and Packaged produce, to care for and feed the hungry.

Vineyard Seniors Home

- Assisted with meal preparation and feeding
- Dietary Management for the elderly Client

Obo Clinic Health Outreach

- Participated in community health promotion and public health awareness
- Elderly well-being Advocate

Seventh-day Adventist Orphanage visit

- Provided personal care and hygiene assistance to the children

KEY INFORMATION

- Physically fit to lift, transfer and position residents safely
- Available for full time, part-time and day and night shifts

Additional Training

- Community Health Promotion & Disease Prevention / Ghana Health Service, 2019
- Malaria Prevention & Community Wellness Initiative / National Malaria Control Program (NMCP)
- Infection Prevention and Control Training / Healthcare Support Program / Ghana /2018

REFERENCES

Available upon request

