

# PALLAVI GOPAN

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## PERSONAL SUPPORT WORKER

Compassionate and dedicated Personal Support Worker with hands-on experience supporting elderly residents, individuals with disabilities, and clients living independently in the community. Skilled in delivering person-centered, dignified, and culturally competent care aligned with anti-racism and anti-oppression principles. Experienced in personal care, home support services, infection control, and safety monitoring. Strong ability to promote independence, dignity, and quality of life through effective communication, empathy, and teamwork.

## SKILLS

- Personal Care and Activities of Daily Living (ADLs)
- Instrumental Activities of Daily Living (IADLs): housekeeping, laundry, meal preparation
- Transfers and Mobility Assistance (1-person, 2-person assist, mechanical lifts)
- Client Safety Monitoring and Risk Assessment
- Assistive Devices Support (walkers, canes, hearing aids)
- Companionship and Emotional Support
- Infection Control and Safety Practices
- Electronic Documentation, Reporting, Computer and Data Entry Skills
- Strong Communication and Interpersonal Skills
- Cultural Sensitivity and Respectful Care
- Team Collaboration and Time Management
- Workplace Safety (WHMIS & WHSA)
- Emergency Response, First Aid & CPR
- Multilingual: English, Malayalam, Hindi, Tamil

## EDUCATION

- **Personal Support Worker (PSW)-NACC Certification**  
Glow College of Health and Technology – Brampton, Ontario Sep 2025 – Feb 2026
- **Bachelor Of Commerce**  
University of Kerala -Kerala,India August 2018-March 2021

## PROFESSIONAL EXPERIENCE

### Personal Support Worker (PSW)

AGTA Home Healthcare – Ontario

March 2026 – Present

- Provide comprehensive personal care and support to clients in home settings
- Assist with ADLs including bathing, grooming, dressing, toileting, and feeding
- Support safe transfers and mobility using proper techniques and equipment
- Monitor client health status and report changes to supervisors/family
- Maintain accurate documentation and follow care plans
- Consistently maintain punctuality and dependability, ensuring timely care delivery
- Build strong, trusting relationships with clients and families, contributing to improved client comfort, cooperation, and overall quality of care

**PSW – Home Support Worker (Private) Scarborough ,ON****March 2025 – Present**

- Provide personal care and home support services to a client with speech and physical disabilities
- Assist with ADLs and IADLs including hygiene, meals, and housekeeping
- Monitor client safety and respond to calls for assistance when required
- Accompany client to appointments and community outings
- Collaborate with family members to ensure consistent, person-centered care
- Promote dignity, independence, and emotional well-being

**PSW Student Internship****Villa Pugliese Assisted Living – Scarborough, Ontario****Dec 2025 – Feb 2026**

- Assisted residents with personal care, hygiene, dressing, toileting, and mobility
- Supported transfers using proper techniques and equipment
- Support instrumental activities (IADLs) such as meal preparation, light housekeeping, and laundry
- Provided companionship and emotional support
- Provide medication reminders and maintain accurate documentation
- Observed and reported changes in residents' health conditions
- Followed infection control and safety protocols
- Identified and reported hazards to supervising staff
- Maintained a clean, safe, and respectful environment

**Personal Care Assistant****Karunalayam Care Home – Kerala, India****June 2021 – March 2023**

- Assisted elderly residents with hygiene, feeding, mobility, and comfort care
- Supported daily routines and independent living activities
- Maintained a clean, safe, and organized environment
- Provided emotional support and companionship
- Assisted staff with recreational and wellness activities

**PROFESSIONAL REGISTRATION & CLEARANCES**

- Registered with Home and Community Support Services Ontario (HSCPOA)
- Valid Vulnerable Sector Check (VSC)

**CERTIFICATIONS & TRAINING**

- First Aid & CPR Level C Certified
- Crisis Intervention & Verbal De-escalation Training
- WHMIS Certification
- Workplace Health and Safety Awareness (WHSa)
- Food Handler Certification
- GPA Certification

**ADDITIONAL INFORMATION**

- Flexible for day, evening, night, and weekend shifts
- Willing to relocate
- Multilingual: English, Malayalam, Hindi, Tamil