

TIFFANY MCKEND

CONTACT

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SKILLS

- Bedside Care
- Care Planning
- Client Education
- Computer savvy
- Sound Judgment
- Diet and Nutrition
- Time Management
- Social Perceptiveness
- Service Documentation
- First Aid Certification & CPR HCP – Level C V
- Excellent written and verbal communication skills

PROFESSIONAL SUMMARY

Compassionate Personal Support Worker with a gentle touch and caring attitude centered on treating people with dignity and respect. Expertise in Long Term Care working with residents with Dementia, Alzheimer's, Parkinson's, and various cognitive and medical conditions . Collaborative team player with strong clinical and interpersonal skills. Knowledgeable on basic infection control principles and the use of personal protective equipment.

WORK HISTORY

Personal Support Worker, 03/2020 to 09/2021 **Bayshore Health Care**

- Assisted clients with daily living needs to maintain self-esteem and general wellness.
- Provided safe mobility support to help patients move around personal and public spaces.
- Entertained, conversed and read aloud to keep patients mentally alert.
- Trained and coordinated work of new support workers.
- Consulted with supervisors to assess cases and plan strategies for enhancing care.
- Maintained frequent supervision of residents unable to call for assistance.
- Recognized and reported abnormalities or changes in patients' health status to case manager.
- Used company software and databases to maintain records of services performed and patient conditions.

Personal Support Worker, 07/2017 to 03/2020 **Fieldstone Commons Care Community, Long**

- Documented vitals, behaviors and medications in client medical records.
- Turned and positioned bedbound patients to prevent bedsores and maintain comfort levels.
- Maintained clean personal areas and prepared healthy meals to support client nutritional needs.
- Consulted with supervisors to assess cases and plan strategies for enhancing care.

Personal Support Worker, 03/2017 to 05/2017 **Altamont Care Community - Scarborough, ON**

- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.
- Documented residents' mental status, sleep and eating patterns in medical record books.
- Engaged patients in meaningful conversation, socialization and activity while providing personal care assistance.

Personal Support Worker, 04/2016 to 06/2016
Ina Grafton Gage Home - Scarborough, ON

- Assisted residents with ADLs such as, toileting, bathing, dressing, grooming, toileting, management of incontinence, and eating
- Performed delegated tasks such as making beds, clearing tables and walking clients to rooms or in the halls
- Lifted, turned and transferred residents both manually and with a mechanical lift as per standards and procedures
- Recognized and reported changes in clients behavior related to illness or other conditions
- Provided support, comfort and safety measures according to facility policy
- Maintained the cleanliness and neatness of residents living areas and the general work unit

EDUCATION

Personal Support Worker Certificate : 2017
TriOS College - Scarborough, ON

Certified PSW – National : 2017
Association of Career College