

## PHYLLIS BAINES

### EDUCATION

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#### **Honours Diploma, Social Service Techniques**

Seneca College of Applied Arts & Technology: Don Mills, ON

Degree Credit hours Achieved, University of Guelph, Family Studies

#### **O.S.S.G.D.**

C.W. Jeffery's Secondary School: North York, ON

### TRAINING / CERTIFICATES

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- Non-Violent Crisis Prevention & Intervention
- Red Cross Standard First Aid / CPR
- York Behavioural Management Services – 40 Hr. Dual Diagnosis Certificate
- Dellcrest Children's Centre – "IMPACT Supervision" Levels I & II
- Accreditation Ontario – 40 Hr. Outcome Based Performance Measures
- York Region Social / Sexual Resource Network – Model of Counselling Train the Trainer workshop
- Seneca College of Applied Arts & Technology – Pharmacology
- United Way of York Region Development Workshop – "TOP Focused Conversation Method"
- Learning Centre of Georgina – Microsoft Word Level II
- Independent Instructor – American Sign Language Level I
- York Physiotherapy Charlotte Garner – Lifting / Back Care
- Numerous other job-related workshops and certificate courses

### EMPLOYMENT EXPERIENCE

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#### **Rehabilitation Support Worker**

Wright Rehab

**Present**

Provide consistent support to individuals living with ABI to progress toward their rehabilitation goals. Effectively work with a multi disciplinary team to implement strategies to promote independence and skill development in management of daily activities in the home and community. Encourage client coping mechanisms to manage issues of pain, fatigue and

frustration. Develop professional session notes to record progress and identify challenges for team review.

**Georgina Association for Community Living  
Management Position****1985 – 2006****1987 – 2006**

Management position with extensive experience supervising Day Programs for Severely Developmentally Handicapped Adults, Seniors Program, Community Recreation Program and a variety of Residential settings. Extensive experience in development / implementation of individual Training Plans, Curriculum Planning, Staff Training, Budget Planning, Program Management and Community Liaison. Experience with various assessment tools. Liaison with community professionals such as Physiotherapists, Speech / Language Pathologists, Physicians, Behaviour Management Consultants. Medication administration trained. Use of various medical equipment, including G-tube feeding and glucometer checks.

**COMMUNITY INVOLVEMENT**

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- Ontario Association for Children and Adults with Learning Disabilities – General Member
- Georgina Mobility Transit / Transit Georgina – Volunteer, Board of Directors, Vice-Chair
- York Region Transportation Advocacy Committee
- Georgina Festival of Stories – Committee Member
- Keswick and District Lions Club – Club Member
- Girl Guides of Canada

**SPECIAL SKILLS**

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- Well organized, excellent time management skills and ability to meet deadlines
- Well developed interpersonal skills – objective and open-minded, understanding of diversity
- Exceptional communication skills – able to adapt and adjust communication to the level of the listener, trained in “reflective” listening, comfortable in public speaking situations; good written communication skills including report writing, logging and data-taking
- Problem-solving skills based on rational analysis
- Decisive – able to make responsible decisions and be accountable for them
- Excellent teamwork skills and attitude – able to recognize strengths and weaknesses of self and others and implement them to achieve a common goal, able to lead and follow as the situation warrants
- Extremely reliable and dependable, always on time, attendance is excellent, will fulfill commitments made whenever humanly possible



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[wrightrehab.ca](http://wrightrehab.ca)

## PERSONAL INTERESTS

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- Music
- Fitness / Nutrition
- Crafts
- Gardening
- Involvement in community
- Theatre