



YOLANDA BRIGHTWATER

Caregiver

CONTACT INFORMATION



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Spokane, WA 12345

EDUCATION

- **Certified Nursing Assistant (CNA), Washington State Department of Health, Active since 2011**
- **Home Care Aide Certification, Washington State, 2010**
- **CPI Nonviolent Crisis Intervention, Certified Instructor, 2018**
- **CPR/First Aid/AED Certification, American Red Cross, Renewed 2023**
- **Associate of Applied Science in Human Services, Spokane Community College, 2010**

KEY SKILLS

- Memory care and dementia behavior management
- End-of-life and hospice support
- Behavioral de-escalation (CPI certified)
- Safe transfers, Hoyer lifts, and gait belt use
- Medication reminders and MAR documentation
- Fall prevention and environmental safety planning
- Family communication and care conferences

ABOUT ME

Lead caregiver with 14 years across private duty, group homes, and memory care. Strong background in behavioral de-escalation, end-of-life care, and mentoring new aides. Trusted by case managers and families to handle the hardest assignments without burning out.

PROFESSIONAL EXPERIENCE

LEAD CAREGIVER | MOUNT SPOKANE SENIOR LIVING, SPOKANE, WA 2020 - PRESENT

- Run a 14-resident memory care wing on the day shift, supervising 3 aides and coordinating with the wellness director
- Cut documented falls on the wing from 11 in 2021 to 4 in 2023 by redesigning the morning routine and adding a 2 PM rest period
- Onboard new hires through a 5-day shadowing checklist covering transfers, behaviors, and emergency response
- Lead family care conferences for 6 residents on hospice and communicate end-of-life wishes to overnight staff
- Carry the on-call phone every other weekend for callouts and resident incidents

PRIVATE DUTY CAREGIVER | RIVERSTONE CONCIERGE CARE, COEUR D'ALENE, ID 2016 - 2020

- Lived with a client recovering from a traumatic brain injury for 3 years, providing 24-hour care on a 4-days-on, 4-days-off rotation
- Drove client to 60+ outpatient therapy appointments per year and tracked progress notes for the case manager
- Adapted home environment with grab bars, contrast tape on stairs, and labeled cabinets to support independence
- Built and managed a weekly meal plan around a soft-mechanical diet and diabetic restrictions

DIRECT SUPPORT PROFESSIONAL | PINE HOLLOW GROUP HOME, CHENEY, WA 2013 - 2016

- Supported 6 adults with developmental disabilities in a 24-hour residential setting
- De-escalated behavioral episodes using approved CPI techniques, with zero staff injuries during my tenure
- Taught daily living skills including grocery shopping on a budget, laundry, and bus route navigation
- Wrote monthly progress notes used in state quarterly reviews

- Staff training, onboarding, and shadowing
- Soft-mechanical and diabetic meal planning
- Electronic care documentation and progress notes
- On-call response and emergency protocols
- Activities of daily living (ADL) support

HOME HEALTH AIDE | INLAND NORTHWEST HOME CARE, SPOKANE VALLEY, WA

2010 - 2013

- Carried a rotating caseload of 6-8 home care clients across the east side of the city
- Provided bathing, transfers, light housekeeping, and meal prep on 4-8 hour shifts
- Recognized for perfect attendance two years in a row