



## Raj Kaur, RPN

### **I want to serve on Council (CNO's board of directors), a board whose only role is to uphold patient safety, because:**

As an RPN in this field for more than 10 years, I believe I have the skills, knowledge and attributes that will support CNO to make the best decisions for public safety. During my 10-year career, I have always advocated for my residents for best evidenced based quality care and respectful environment in Ontario. Anytime I have seen inappropriate behaviour from any staff, I have

taken appropriate steps to ensure the safety and dignity of my residents remains. I empower my staff with education and provide counselling to ensure not only that they have skills, knowledge, and judgement, but also that they understand the rights of residents. I have worked as a health care worker in India, England, and Canada. It has enhanced my cross-cultural experience.

### **As a member of Council, I would bring these skills to the board:**

Public interest – I am working as a Director of Resident Care in a long-term care. I ensure staff is providing the appropriate care. If there is any allegation or expected abuse. I complete an investigation, communicate with involved parties and report to Ministry of Health. I ensure staff have education about resident's rights, and abuse and that the resident is well looked after both physically and mentally.

Leadership – As a leader in a long-term care, I supervise approximate 50 staff members, and support 250. I monitor their care techniques, documentation, and performance on regular basis by auditing and working beside them. I support my staff with problem solving and conflicts. I am always ready to learn and adapt to new changes. We switched from a pharmacy to Omnicell an Arxium technology onsite in our home. I took the lead in the project with role to support all the staff with education and problem solving. I am also lead wound care and infection practices in my home. I always ensure my staff have proper education, skills, and tools to compete their jobs.

### **As a member of Council, I would bring these attributes to the board:**

Patient safety, broader social needs and safety. Every incident that happens under my supervision, I ensure we have investigated the cause such as abuse, falls preventions, elopement or choking. I ensure all multidisciplinary team are involved in the investigation and have provided their feedback for safety management and that the care plan is updated with all interventions of that resident.

Gender Diversity – I am blessed to be part of a home that is respectful for the gender diversity and all staff is provided education about the gender diversity. All residents when they move in the home have questionnaire to complete to express their gender identity and needs if they are interested.

Diverse patient population needs – I have looked after residents from the age of 25 to more than 100 years with different care needs from physical dependency to advanced mental care needs.

Cultural/heritage diversity – I have looked after different origin people such as Portuguese's, German, Italian, Punjabi and Gujrati population. I can understand their needs and respect their culture.