

## **GAIL ACTON RESUME**

**Community Care Solutions** offers front line services for seniors, online education and community capacity building on issues of elder abuse, social isolation and Elder Care Solutions of housing, care providers, and volunteer programs.

**CCS Village** is an innovation of housing and care needs, with a social benefit of inclusion and ageing in place for Canadians, with a \$2MIL pilot project providing sustainable practices to meet the future continuing care and housing needs of an ageing population.

**CCS CARE CO** is a US company offering online education and workplace training for Canada and Internationally, and offers the Certified Caregiver/PSW and the National Association of Certified Caregivers/PSWs, both developed by Gail A. Acton.

### **EXPERIENCE SUMMARY**

I am a social entrepreneur creating opportunities for all members of our society, and have integrated front line health care for seniors in many countries around the world. I have developed projects in health care, child care, employment training, career planning and business development in over one hundred projects in Grey and Bruce County, where I reside. I have provided leadership in establishing the first volunteer networks with hospitals and children aid societies, while providing associations and learning opportunities, for portable employment credentials for students of all ages, to facilitate critical changing work skills necessary for Canada to compete in global markets.

- ✓ Business and trade development in front line health care in Grey Bruce, Nepal, India, Ireland, Philippines, Trinidad and Tobago as well as Guyana, China and St. Vincent.
- ✓ Presented affordable housing and Live-in CARE strategies for seniors; projects secured and operated with 100 government contracts which were each in excess of \$200,000, and provided research, assessment and evaluation of programs leading to start-up businesses, both locally and internationally.
- ✓ Assessed business plans, investigated, evaluated backgrounds of potential business partners, and developed business direction and plans for several small businesses
- ✓ Designed and delivered presentations to investors, mediated disputes, clarified issues, and recommended effective resolutions
- ✓ Developed strategies to train and deliver self-employment skills and set up opportunities for self-employment; prepared and presented budgets and planning of labour flow, staff training and development
  - Trained students in proposal writing, business plan writing, presentations
  - Conducted teacher training sessions for private and public school teachers
  - Developed customer service programs and five day train-the-trainer series for instructors
  - Policy and curriculum development for over 60 private schools
  - Designed and implemented classroom curriculum
  - Appointed and trained management for project deliveries

### **PROMOTION, ADVOCACY, NEGOTIATION**

My responsibility has been for Visioning and Strategic Partnering with Business, Government, the Private and Public Sector, and the Design and Delivery of Training Information Systems. I am a Human Resource Specialist, with years of experience developing labour market information and training for employment.

My knowledge and experience encompasses trends, research, proposal writing, consulting, job analysis and design, selection methods, training, and delivery. I have developed a pattern of consultations with municipal, provincial, and federal government representatives, as well as volunteer boards, community planners, and not-for-profit organizations. I have travelled extensively and have introduced small enterprise development into the Philippines, India, Nepal, China, St Vincent and Guyana.

- Planned and Promoted programs and special events for entrepreneurs, business management, community development, volunteer development
- Produced a wide range of business communications, newsletters, program proposals, evaluations, recommendations, authored business plans, annual reports, and status reports and catalogues
- Reviewed demographic data and labour market projections to establish program direction
- Designed and monitored project budgets for community and educational projects
- Developed a broad range of community training and educational programs
- Authored employees' manuals, operations manuals, instruction manuals
- Spoke at World Health Organization, and Organization of Migration on Intellectual and Skill Drain of Workers in Front Line Health Care.
- Delivered address in Manila on Migration and Labour, Leadership and Portable Skills, customer service, and conducted presentations to corporate, government, and major funders of projects
- Assessed and managed personnel needs for more than 300 projects, wrote job descriptions, and determined responsibilities while allocating resources, hired, evaluated, terminated, and established personnel guidelines in Union and Non-Union environment
- Directed and Managed business grossing \$250,000/year
- Provided Counselling in Family Systems, Financial Management, Dementias, and Change Management

### **TRAINING AND WORKSHOPS DEVELOPED**

Organizational Psychology, Business Diploma, A Systems Approach to Project Management, Assessment Training in Myers Briggs, Campbell Interest Inventory and Taylor-Johnson and DiSC, Colours, Family Systems Management, Validation Theory, Evaluation and Program Design, Economic Development through Enterprise Development, Program Design, Volunteer Program Design, Training and Human Resource Development, Making Meetings Work, Conflict and Negotiation Workshop, Stress Management, Time Management, Setting Goals, Management by Responsibility, Team Management, Performance Appraisal, Human Behaviour in Organizations, CPR-Basic Life Support Trainer, Natural and Alternative Medicines, Massage Therapy, Bookkeeping and Accounting, Labour Relations, Communicating Change, Telephone Skills Training

**SELF PUBLISHED** a 1500 page technical text book for the Personal Support Worker Program, and a 1500 page illustrated text book used in many countries for Front Line Home and Health Workers.

### **DEVELOPED ASSOCIATION OF CERTIFIED CAREGIVERS**

### **EDUCATIONAL**

Master Social Work Degree and Bachelor of Arts in Social and Human Sciences, Psychology Major, organizational psychology 1984-1985 University of Western Ontario, London, Ontario

### **COMPUTER RELATED SKILLS**

## **MEMBERSHIPS**

National Association of Certified Caregivers/Personal Support Workers  
National and Ontario Association of Career Colleges, Chair - Exam Committee  
Economic Development of Ontario  
Volunteer Services Network

I am active in the community for the individual development of people. As an advocate for citizens, I initiated the first volunteer program network for matching, sharing and training of volunteers, and wrote the Personal Support Worker Program for Ontario and Alberta, with delivery through the public sector and private sector into India, China, Nepal, St. Vincent, Guyana, Trinidad and Tobago.

My field of expertise as a Social Worker involves legal issues, hearings, providing testimony, research, policy development, and advocacy for services. In my twenty years of employment, I have used active listening and asking questions, social perceptiveness of community needs, speaking, critical thinking, coordination, reading comprehension, service orientation, writing and complex problem solving, along with judgment and decision making on innovative projects, such as taking education and learning into remote areas of Ontario, developing the Personal Support Worker (PSW) standards and certification process, and having Ontario equipped with over 200,000 PSWs, the largest group of workers in long term community, public care services and private retirement homes. I worked with International trade and business, with contracts in several countries towards raising the profile of the Federal Live-In Caregiver Program, and increasing the number of Certified Caregivers/PSWs working in health care and front line with seniors.