



BEHAVIOURAL SUPPORTS ONTARIO (BSO) CORE COMPETENCIES

1. PERSON AND FAMILY-CENTRED CARE

Delivers person and family-centred care, supported by evidence-informed clinical best practices, which recognize both the uniqueness of each person (i.e., personhood) and an awareness of one's own contribution to that relationship, including personal attitudes, values and actions. This includes:

- a) Contributing to the delivery of the person and family-centred philosophy of care.
- b) Acknowledging that the person, the family and care partners all bring expertise and experience to the authentic relationship.
- c) Involving the person and family as part of the care team and ensuring that care reflects the person and family's values, preferences and expressed needs and goals.
- d) Ensuring that information and care plans are actively updated and shared with individuals and families using appropriate and accessible methods.
- e) Preserving and promoting the abilities, self-esteem and dignity of the person.
- f) Considering components of safety, risk and quality of life.
- g) Protecting and advocating for the person and family's rights.
- h) Demonstrating compassion, empathy, respect for diversity and cross-cultural awareness.
- i) Exhibiting effectiveness as an interprofessional team member through collaboration and cooperation in interacting with the person, their families and other partners in care. Ensuring care is continuous and reliable.
- j) Utilizing communication strategies that demonstrate compassion, validate emotions, support dignity, and promote understanding.

2. KNOWLEDGE

Within respective scope of practice, demonstrates knowledge of dementia, complex mental health, substance use disorders and neurological conditions and their impact on the person, their family members and other care partners (e.g., health care professionals, front-line staff). This includes a fundamental understanding of:

- a) The Importance of perspectives of lived experience from the person and their family members;
- b) Types of conditions and causes;
- c) Cognitive, neurological and behavioural symptoms;
- d) Assessment and diagnostic processes;
- e) Stages and progression of conditions;
- f) Current treatment interventions and approaches;
- g) Emerging and/or best non-pharmacological strategies and practices to promote optimal quality of life;
- h) Environmental factors associated with responsive behaviours/personal expressions; and
- i) The Long-Term Care Homes Act and other applicable regulations and/or other legislation that is relevant to the scope of practice.



3. ASSESSMENT, CARE APPROACHES & CAPACITY BUILDING

Within respective scope of practice, conducts and/or contributes to a thorough assessment and recommends, implements and evaluates therapeutic interventions and approaches with respect to the expressed behaviours. This includes:

- a) Recognizing that behaviours have meaning and therefore, looking for contributing factors is an essential part of the assessment and care planning process.
- b) Assessing the meaning, contributing factors and associated risks of behaviours using an objective, systematic and wholistic process that takes the individual's personhood into account in addition to the physical, intellectual, emotional and functional capabilities of the person; as well as the environmental and social aspects of their surroundings.
- c) Identifying non-pharmacological strategies that are abilities focused and person-centred to prevent and respond to expressed behaviours, including recommendations to mitigate associated risks.
- d) Collaborating with the person, their family and interprofessional team members to create, share, implement and model an individualized behavioural care plan.
- e) Analyzing and evaluating the ongoing effectiveness of the implemented plan including thorough communication of next steps, suggestions for adherence and thorough follow-up.
- f) Providing facilitation, coaching, mentoring and demonstrating team leadership and change management skills.
- g) Demonstrating excellent clinical reasoning and critical thinking skills that target prevention of the expressed responsive behaviours by creatively adjusting the social and physical environment; focusing on the person's abilities and knowing the individual, their life story and aspirations.

Contact Us at the BSO Provincial Coordinating Office



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