

BSO Provincial Toolkit

Frequently Asked Questions (FAQ)



Who is the BSO Provincial Toolkit designed for?

The BSO Provincial Toolkit is designed to support BSO team members working across all sectors. The Toolkit is a collection of practical tools and resources for BSO team members to utilize as they support older adults with, or at risk of, responsive behaviours/personal expressions.

How was the Toolkit developed?

The BSO Provincial Toolkit is based on the [BSO Provincial Practice Standards](#). The BSO Provincial Practice Standards promote consistent, quality care across the province as they guide BSO teams in providing key standard elements in service delivery, clinical practices and processes. The Practice Standards ultimately assist individuals, family care partners and referring sources in knowing what to expect when BSO services are accessed.

How does the Toolkit differ from the public BSO website?

While many of the tools and resources within the BSO Toolkit can also be found on the BSO public website, provincial clinical documentation tools, like the BSO Behavioural Support Assessment, are uniquely found within the password protected Toolkit space for BSO team members.

Can new resources be added to the Toolkit?

Yes, new resources can be added to the Toolkit. If there is a resource that you think should be added to the Toolkit, contact the BSO Provincial Coordinating Office at provincialBSO@nbrhc.on.ca. These suggestions will be brought to the BSO Practice Standards and Toolkit Working Group for consideration.

When do I need to start using the standardized BSO clinical documentation tools?

Please work with your local BSO leadership to determine the steps needed to implement the BSO clinical documentation tools (i.e. the Behavioural Supports Assessment and the My Behavioural Support Tip Sheet). Timing will depend on various considerations such as organizational documentation approval processes, retiring of old forms and team readiness.

I am having trouble logging in to the Toolkit. What should I do?

Start by reviewing the [BSO Toolkit Orientation Video](#). This video will help you understand how to log in. Remember that your username is the full email address you used to create your account. If you have forgotten your existing username and/or password, use the "Forgotten Password" link located below the login form. For any other technical questions, [contact brainXchange](#).



Contact us

BSO Provincial Coordinating Office

☎ 1-855-276-6313

✉ provincialBSO@nbrhc.on.ca

🌐 <https://brainxchange.ca/BSO>