



Behavioural Supports Ontario (BSO) Provincial Practice Standards

Background and Purpose

BSO Mandate:

The Behavioural Supports Ontario (BSO) initiative was implemented within the BSO Framework to transform health care system design for older Ontarians with, or at risk of, responsive behaviours/personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions. The initiative facilitates seamless, interdisciplinary, intersectoral care for individuals as well as their professional and family¹ care partners.

BSO Provincial Framework of Care:

BSO's framework is modeled under three provincial pillars:

Pillar 1: System Coordination and Management

Pillar 2: Integrated Service Delivery - Intersectoral and Interdisciplinary

Pillar 3: Knowledgeable Care Team and Capacity Building

BSO Principles:

BSO is rooted in **person, family, and relationship-centred care** and is guided by seven value-based principles:

1) Behaviour is communication

Responsive behaviours/personal expressions can be minimized by understanding the person and adapting the environment or care to better meet the individual's unmet needs. Behaviours are not meaningless; they are an attempt to express distress, problem-solve or communicate unmet needs.

2) Respect

All persons are treated with respect and accepted as they are. Respect and trust characterize the relationships between clinicians and individuals/family care partners, and between providers across systems.

3) Diversity

Practices value the language, ethnicity, race, religion, gender, beliefs/traditions, and life experiences of the people being served.

4) Collaborative Care

Accessible, comprehensive assessment and intervention require an interdisciplinary approach that includes professionals from different disciplines, as well as the individuals/family care partners, to cooperatively create a joint, single plan of care.

5) Safety

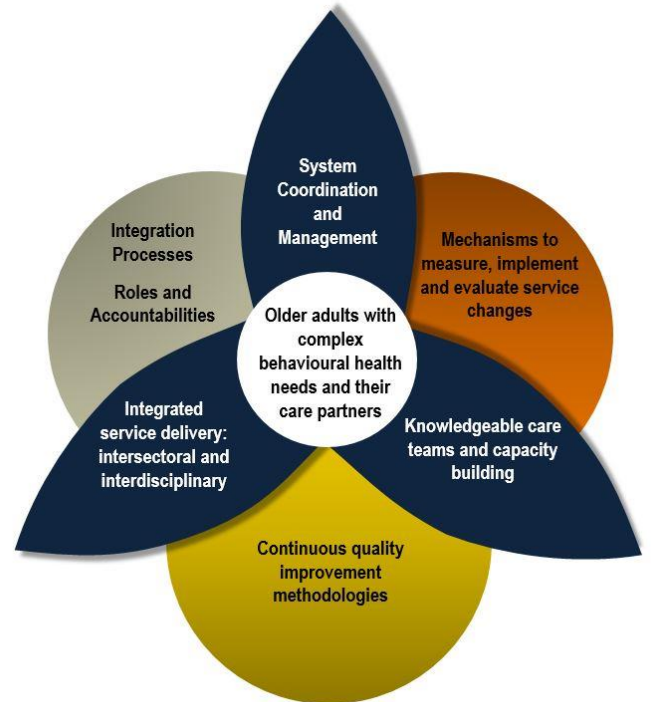
The creation of a culture of safety and well-being is promoted where older adults and families live and visit and where staff work.

6) System Coordination & Integration

Systems are built upon existing resources and initiatives and encourage the development of synergies among existing and new partners to ensure access to a full range of integrated services and flexible supports based on need.

7) Accountability & Sustainability

The accountability of the system, health, and social service providers to funders and to each other is defined and ensured (Ontario Behavioural Support System Project, 2010).





Purpose & Utilization of the Provincial Practice Standards:

While BSO teams are united under BSO's common mandate, framework and principles, its unique design promotes autonomy of service delivery within each region to optimize system coordination and capacity. Building upon regional quality practice and innovations, the BSO Provincial Practice Standards have been developed in order to promote consistent practices across the province and to guide BSO teams in providing services with key standard elements. The Practice Standards ultimately assist individuals, family care partners and referring sources in knowing what to expect when BSO services are accessed.

The BSO Provincial Practice Standards are to be used to guide service delivery, clinical practices and processes. It is recognized that clinical practice involves critical thinking and decision making that considers the unique clinical situation, available resources, sector-specific realities and the goals of BSO involvement. This means that the processes outlined in the Practice Standards may have some fluidity in terms of the order in which they are carried out; do not have specific timeframes attached; and at times some components may not be required. It is also recognized that in many situations, BSO clinicians and teams will go above and beyond these key elements in their provision of person, family, and relationship-centred care and their work in building capacity across the system.

BSO leaders and teams can use the Practice Standards to reflect on their team's current clinical practices and processes, noting where they align with the Provincial Practice Standards and where efforts are needed to further align with these shared provincial expectations.

The development of the BSO Provincial Toolkit is based on the BSO Provincial Practice Standards. This toolkit is intended to be a resource for all BSO team members with practical tools that will assist in standardizing and streamlining BSO care across the province.

Acknowledgement:

The BSO Provincial Practice Standards are a result of a strong collaborative Working Group with representatives from each Ontario region, including BSO Operations Committee representatives and BSO clinical team members. We want to acknowledge the respectful, dedicated and quality contributions that were provided by each member to create and establish consensus on the BSO Provincial Practice Standards.

¹ **Family:** Refers to individuals who are related (biologically, emotionally or legally) and/or have close bonds (e.g. friendships, commitments, shared households and romantic attachments). A person's family includes all those whom the person identifies as significant in his or her life (e.g. children, friends, substitute decision-makers, groups and communities) (Registered Nurses' Association of Ontario, 2015).

References:

Ontario Behavioural Support System Project. (2010). *Behaviours Have Meaning*. <https://brainxchange.ca/Public/%e2%80%8bBehavioural-Supports-Ontario/Files/BSO/Behaviours-Have-Meaning-Full-Report.aspx>

Registered Nurses' Association of Ontario. (2015). *Person- and Family-Centred Care*. <https://rnao.ca/bpg/guidelines/person-and-family-centred-care>

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Behavioural Supports Ontario
Soutien en cas de troubles du comportement en Ontario

BSO Provincial Coordinating Office

 1-855-276-6313

 ProvincialBSO@nbrhc.on.ca