



Behavioural Supports Ontario (BSO) Provincial Practice Standards

Rooted in person, family, and relationship-centred care, BSO teams work collaboratively with the referred individual, their family care partner(s), the referring clinical team(s) and other partners in the provision of the following:

1

Comprehensive Behavioural Assessment

- Identify older adults with or at risk of responsive behaviours/personal expressions associated with dementia, mental health, substance use and/or other neurological conditions.
- Define goal of BSO involvement (preventative and/or restorative) and confirm the circle of care.
- Collect/review personhood information using a personhood tool (e.g. *My Personhood Summary*[®]).
- Collect and review information related to responsive behaviours/personal expressions from the individual, family care partners, clinical team, and/or medical records, etc. Consider use of the *Behavioural Supports Team Conversation Guide*.
- Meet/observe the individual.
- Utilize a consistent wholistic framework (e.g. Pieces Canada™/U-First![®]) and relevant evidence-informed tools that consider physical, social and environmental factors; cognition; function; mental health; and/or substance use. The *Behavioural Support Assessment* guides this process.
- Collect baseline behavioural information (e.g. using the *BSO-DOS*[®]).
- Utilize additional assessment tools to support a wholistic assessment (tools found in the *Assessment Tools: Supporting Comprehensive Behavioural Assessment and Evaluation*).
- Identify contributing factors and unmet needs leading to responsive behaviours/personal expressions. (Resource: *Clues, Causes & Care to Consider*)

2

Collaboratively Develop Tailored Approaches/Strategies Contributing to a Person-Centred Behavioural Support Plan

- Identify/recommend tailored non-pharmacological (psychosocial, environmental and relational) approaches/strategies that address contributing factors and unmet needs, as well as promote meaningful engagement and social connection. (Resource: *Meaningful Engagement Resource Guide*)
- Collaborate with the team (including prescribers/specialists) regarding pharmacological approaches (e.g. for pain management, delirium, depression, psychosis) that may be needed (indicated by assessments).
- Refer to community partners (as needed).
- Provide written documentation of assessment summary and recommendations to the clinical team (e.g. *Behavioural Supports Assessment*) as a mechanism to inform the broader care plan.

3

Support Implementation of the Person-Centred Behavioural Support Plan

- Use various communication strategies to convey the plan of care to the clinical team (e.g. *My Behaviour Support Tip Sheet*, attend staff huddles, shift change reports, care conferences) and ensure preferred mode of ongoing communication with family care partners.
- Create a plan with the individual, family care partners and clinical team regarding implementation of the recommendations.
- Facilitate capacity building and provide support with the clinical team and family care partners using various methods (e.g. education, coaching, modelling, resource sharing).
- Identify improvement/barriers and possible solutions (e.g. organizational or system level areas).
- Consider utilization of the *Knowledge to Practice Process Framework* to guide capacity building and quality improvement.

4

Monitor and Evaluate Outcomes

- Gather perspectives from the individual, family care partners and the clinical team regarding ability to implement approaches/strategies and their effectiveness.
- Collect behavioural data and compare results to baseline data (e.g. using the *BSO-DOS*[®]).
- Evaluate if goal of BSO involvement was met and outcomes achieved.

Developed by: BSO Practice Standards & Toolkit Working Group (Developed March 2020 & last updated June 2026).

Informed by:

- Health Quality Ontario (2016). Quality Standards for Behavioural Symptoms of Dementia Behavioural Symptoms of Dementia: Care for Patients in Hospitals and Residents in Long-Term Care Homes. Toronto, ON: Queen's Printer for Ontario.
- Health Quality Ontario (2018). Quality Standards for Dementia Care for People Living in the Community. Toronto, ON: Queen's Printer for Ontario.
- Registered Nurses' Association of Ontario (2016). Delirium, Dementia, and Depression in Older Adults: Assessment and Care. Toronto, ON: Registered Nurses' Association of Ontario.
- Behavioural Supports Ontario (BSO) Provincial Core Competencies.
- Regional BSO processes and toolkits.



Behavioural Supports Ontario
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