



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](#).
 - 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.
- 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 activities and social connection.
 - 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.
 - Evaluate if goal of BSO involvement was met and outcomes achieved.

Developed by: BSO Practice Standards & Toolkit Working Group (March 2020 & Updated November 2021).

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
Soutien en cas de troubles du comportement en Ontario

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