

BSO Provincial Pulse

At the Heart of System Transformation

Behavioural Supports Ontario (BSO) Provincial Newsletter

Issue 7 – June 2017



Welcome

Welcome to our June 2017 issue of the BSO Provincial Pulse! Spring has sprung and the days are growing longer and warmer as summer solstice has arrived. Have you considered how you might be enjoying those extra moments of light? We hope it marks the beginning of summer, a time for self-reflection, self-care and recognition of the light that you bring to your teams and the paths that you illuminate for those individuals we support.

As always, the Provincial Coordinating Team would love to hear from you! You can share your comments on any of this issue's features by e-mailing us at provincialbso@nbrhc.on.ca.

In this issue:

- ❖ **Page 2:** Letters of Lived Experience – Lezlie Miller's Story
- ❖ **Page 3:** BSO Provincial Updates: Introducing BSO PCO 's Strategic Communications Specialist
- ❖ **Page 4:** Highlights across the Continuum: Environmental Scan of Ontario's Behavioural Support Transition Units (BSTUs) and the 2017 Ontario Budget – A Stronger, Healthier Ontario
- ❖ **Page 5:** Highlights across the Continuum: Ontario Dementia Strategy Update
- ❖ **Page 7:** BSO Teams in Action: Central West LHIN
- ❖ **Page 8:** BSO Quantitative Highlights: Fourth Quarter 2016-17
- ❖ **Page 9:** BSO Qualitative Story Highlights: Fourth Quarter 2016-17
- ❖ **Page 10:** Professional Development & Upcoming Events

BSO's Beats SO easy...

"One does not need to have any formal knowledge of music — nor, indeed, to be particularly 'musical' — to enjoy music and to respond to it at the deepest levels. Music is part of being human, and there is no human culture in which it is not highly developed and esteemed." -Oliver Sacks (1933-2015)

Music is the soundtrack of our lives. What will your summer soundtrack be? Here are a few site suggestions for accessing, streaming and engaging with free music as therapy at home and at work. Please note there are limitations to listening without a subscription to a service. These limitations may include ad interruptions and skip limits per hour. Happy listening!

CBC Music

- You can select a Music Stream by genre, search by artist, etc.
<http://www.cbcmusic.ca/music-streams>
- In French/en français:
<http://www.icimusique.ca/>

Spotify

- <https://play.spotify.com/>
Here is an example of music playlists including hits from the 40s, 50s and 60s from goldencarers.com:
- <https://www.goldencarers.com/free-music-playlists-for-the-elderly/4298/> (see Spotify section in document)

Google Play Music

- <https://play.google.com/music/listen?authuser#/home>



Lezlie Miller's Story



Nine years ago Lezlie Miller's mother couldn't convince anyone in the family that there was anything wrong with their father. She invited Lezlie to join her for an educational workshop called "In My Shoes" and after listening to a few of the speakers, Lezlie could see that what her father was experiencing were not just "normal signs of aging."

At the "In My Shoes" event, her mother walked up to a Geriatric Psychiatrist and asked for an appointment. A few months later, the appointment took place and her father was diagnosed with dementia. "In the beginning our family doctor was very protective of my father, telling my mom that "he was just getting old" and she couldn't convince him to do even any simple tests. After the diagnosis, the doctor became very cooperative and helpful. Mom and I started going to support group meetings too."

Lezlie and her family faced another hurdle just a few months later when her mother was diagnosed with pulmonary fibrosis. Lezlie went from visiting her parents once a week to three and four times a week which segued into full-time caregiving for both her parents. "It was a very busy two years, but we made the best of it." She was able to coordinate great community supports that would tend to both parents while they remained in their home. Sadly, two years later her mother passed away. She proceeded to sell her home and moved in with her father 24/7. The demands of caregiving did not allow Lezlie to run her business as required. This was not something she had anticipated or was prepared to deal with financially. For three years her dad was able to attend Adult Day Programs which was something he enjoyed, but when Lezlie's father began presenting with responsive behaviours, Lezlie was no longer able to support him in their home. As a result, her father moved into long term care. The transition was much more difficult and shocking than she had imagined and created a great deal of frustration for both Lezlie and her father.

Lezlie first became connected to the South East Ontario Lived Experience Network following a visit by Sharon Osvald (BSO, Lived Experience Facilitator) to her support group. Lezlie liked the idea of taking part in conversations where she could act in an advisory role. "I needed something else and wanted to be part of conversations that would be productive and heading towards the greater good." When the BSO Provincial Lived Experience Advisory began, Lezlie joined and enjoys being part of specific provincial projects to this day.

In March, Lezlie was able to participate alongside other Lived Experience Advisors in Teepa Snow's Positive Approach to Care (PAC) trainer course. She has enjoyed seeing the "aha" moments that people get when learning and looks forward to opportunities to share this with other families/care partners.

"Now I have the vocabulary to tell people how to assist in supporting dad. Before people would say, "How did you get him to do that?" Now I can tell them how and why. I have so much information to share and it is amazing when I explain it, they understand it instantly. A little bit of knowledge can go a long way in helping inform other people to develop their skills."

Introducing BSO PCO's Strategic Communications Specialist

A recent change in position to the BSO PCO's Team structure is a result of the feedback we have received regarding the need to focus efforts on BSO Communications. The previous BSO PCO Admin position, known as a Project Assistant, has expanded into a 0.6 full-time equivalent (FTE) Communications Specialist role.



The 2-year contract has been awarded to Tina Kalviainen. Tina joined the North Bay Regional Health Centre (NBRHC)'s North East BSO team in November of 2012 and has evolved within the program and organization since BSO's initiation. She was assigned as lead in the development and launch of a dynamic web-based referral form, including the functionalities to triage to the Integrated Response Teams throughout the respective geographic hubs covering the North East.

In 2015, NBRHC was selected as the lead provider for the Behavioural Supports Ontario Initiative. At this junction, she transitioned into the BSO PCO Admin role.

Tina's interest and passion for Geriatrics began in a contract role as *Geriatric Education Coordinator* with the North East Specialized Geriatric Centre (NESGC). Her experience consists of working in various capacities in both official languages for the municipal government, health and academic sectors. Her post educational background includes law, psychology and a designation in human resources. Tina's extensive experience, warm personality and superb organizational skills will continue to prove to be a true asset to our Provincial Coordinating Office.

She completed the Lean Healthcare Green Belt in 2016 and is keen on quality improvement.

Impact, Innovation and Integration are three themes collectively identified as paramount areas of focus to promote the ongoing growth and sustainability of the BSO initiative.

Under the Theme of Integration, communication projects that have been identified as priorities include the following:

- Non-Stigmatizing Language Guiding Principles
- BSO Social Media Presence
- Maintaining the Quarterly Newsletter
- BSO Mini-Sites Working Group and Updates

Tina is enthusiastic about the new role and is very much looking forward to engaging, communicating and informing with all who touch upon BSO in various sectors, roles and capacities.

Should you wish to connect directly, you may reach her at tina.kalviainen@nbrhc.on.ca.

NEW!

BSO PCO Team:

- BSO PCO Manager (0.2FTE)
- BSO PCO Project Coordinator Advisor (0.3FTE)
- BSO PCO Project Coordinator (0.8FTE)
- **BSO PCO Communications Specialist (0.6FTE) *formerly BSO PCO Admin**
- BSO Lived Experience Facilitator (0.3FTE)
- brainXchange Team Resources (0.5FTE)

Environmental Scan of Ontario's Behavioural Support Transition Units (BSTUs)

Behavioural Supports Ontario (BSO) & brainXchange are pleased to announce the release of an Environmental Scan of Ontario's Behavioural Support Transition Units (BSTUs).

In the fall of 2016, the BSTU Collaborative (part of Ontario's Best Practice Exchange) designed and facilitated an environmental scan of existing BSTUs in Ontario.

The objective was to gather general information about the BSTUs for the purpose of learning and establishing an overall understanding of existing units so these experiences could be compared for knowledge sharing and quality improvement.

The BSTU Collaborative has created a report to provide other stakeholders and partners access to this valuable information.

Click [here](#) to view the report and learn more about the BSTU collaborative.



Environmental Scan of Ontario's
Behavioural Support Transition Units
(BSTUs)

Report Created by the Behavioural Support
Transition Unit (BSTU) Collaborative
Part of Ontario's Best Practice Exchange

June 2017



2017 Ontario Budget – A Stronger, Healthier Ontario

Upon the release of the 2017 Ontario Budget came an exciting announcement for the Behavioural Supports Ontario (BSO) initiative – a **new \$10-million investment!**

With this new funding, the **total BSO commitment** is now **\$64 million.**

These continued investments truly speak to the impact that the BSO initiative is having on the patients, residents and family care partners that our teams support in the community, in long-term care and across sectors.

On behalf of the initiative, the BSO Provincial Coordinating Office wishes to express sincere appreciation to the MOHLTC's ongoing dedication to BSO.

Please join us in celebrating this wonderful contribution as we look forward to the exciting road ahead!



Ontario Dementia Strategy Update

As part of the 2017 Budget, Ontario is investing more than \$100 million over three years in Ontario's Dementia Strategy which will provide more support to people with dementia and those who care for them.

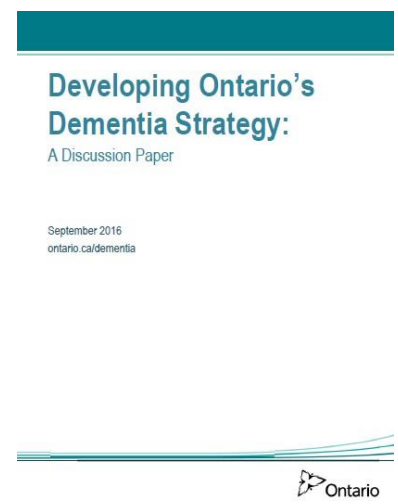
On May 4, 2017, Hon. Dr. Eric Hoskins, Minister of Health and Long-Term Care, and Hon. Dipika Damerla, Minister of Seniors Affairs, were at Baycrest Health Sciences in Toronto to highlight the new supports that are part of Ontario's dementia strategy.

These include:

- Increasing access to adult day programs for people with dementia and additional hours of care and transportation to help people travel to their local program location.
- Enhancing caregiver respite services, both in-home or overnight, so that caregivers can schedule breaks for rest, family commitments or other priorities.
- Expanding behavioural supports, which are tools and techniques used to address behavioural symptoms of dementia, in all long-term care homes and providing similar support at home and in the community.
- Improving the coordination of care, including building strong partnerships between primary, specialist and community care providers that are critical to help people with dementia live well.
- Continuing to invest in health care providers' education with in-person, educational resources and public awareness about the signs and symptoms of dementia to support geriatric care.
- Raising awareness about dementia risk factors and reducing stigma through targeted public awareness campaigns to inform and educate people in Ontario about dementia and how to maintain a healthy brain.

Ontario's Dementia Strategy is being informed by the broad public consultations the ministry undertook to better understand the needs of people living with dementia, their families and health care providers. On September 21, 2016, Ontario launched public consultations across the province to help develop a new dementia strategy, which will improve access to quality care for people living with dementia and boost support for those who care for them. To support the consultations, the ministry released [Developing Ontario's Dementia Strategy: A Discussion Paper](#), which is based on feedback from health care providers, people living with dementia and care partners from across Ontario.

Over the course of the development of Ontario's dementia strategy, the ministry has consulted with over 5,500 people. A public facing dementia strategy document will be released in 2017.



“Collaboration helps life skills bloom when family and staff work together.” Central West LHIN

Kipling Acres is a 337 bed Long Term Care Home in the Central West LHIN. The site supports other services including a Children's Day Care Center and an Adult Day Program (ADP). Over the winter months the Adult Day Program supported a lady well into her eighties. She had immigrated to Canada as a young woman. Pulled out of school in grade five in her home country, she needed to work to help support her family make ends meet. After immigrating to Canada she went to work in a large hospital as a supervisor for the laundry department until she retired.



Lobby into the Day Program – Kipling Acres

Joan (pseudonym) lived in the community with her family by means of the support of her children when she attended the day program. The presence of dementia impacted her ability to communicate in English and she gravitated towards her first language she spoke as a child. Her childhood language barrier became an increasing concern with the Day Program staff and made it difficult for them to understand the meaning behind her words. The staff found themselves addressing behaviours such as not wanting to eat, not taking direction well and Joan wanting to control situations, staff and the other clients in the program.

The presence of BSO funding dollars in the Central West LHIN facilitated the opportunity for the ADP staff to be creative and come up with solutions to support Joan and other clients with responsive behaviours. The client's family came together and collaborated with the staff to establish interventions that were specific to the client's needs and that would work at her personal home and the Adult Day Program. It was important for the client to be engaged and physically able to participate in meaningful and purposeful tasks such as, folding laundry and assisting the ADP staff and other clients with tasks around the centre.

Education was provided to the staff through a Gentle Persuasive Approach (GPA) workshop. This helped the ADP staff acquire new skills and they became better equipped to identify and assess the needs of Joan and other clients. **“We recognized that by offering meaningful and purposeful programming and activities to Joan she was able to feel that she was contributing and helping.”** This allowed them to communicate with her to get the everyday tasks completed while working alongside ADP staff. The client was able to remain in the program and have a positive experience. Her family was able to witness her renewed sense of accomplishment. This was also felt in the family home as the new approaches shared and practiced with her family also resulted in a positive outcome. The BSO community supports resource reinforced the GPA strategies.

Positive learning experiences for staff, family and other clients, created less stressful environments that everyone was able to benefit from. Joan was happier and contributing in ways she had not done previously.

True collaboration is possible when a team comes together and is open to new opportunities. The ADP of Kipling Acres, Joan and her family worked together to improve quality of life for team members. They achieved a level of comfort that made a difference.

Joan sadly passed away this past month. Sharing this story gives us hope for families and providers who care deeply for people living with dementia or other cognitive impairments. Making small differences in our clients' lives reinforces the importance of quality of living for one person impacts the quality of life for many in this case. Special thanks to the staff and clients at Kipling Acres for their compassion and daily work with older adults.

Crunching the Numbers: Q4 Quantitative Metrics

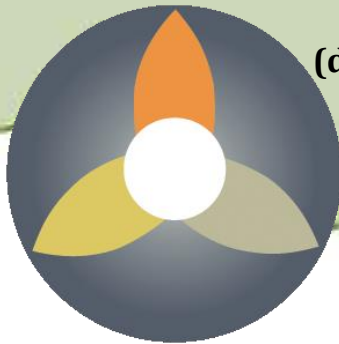


BSO supported **674** patients to transition from the community into LTC (data from 12 LHINs)

A total of **12,087** family care partners were supported by BSO across sectors (data from 11 LHINs)

30,884 people received education/training through a BSO initiative/alignment (data from all 14 LHINs)

BSO received **2,838** new referrals from the community / acute care sector (data from 11 LHINs)



BSO's Provincial Qualitative Stories

The following quotations were retrieved from some of the qualitative stories received in Q4 from various BSO teams across the province. Each one depicts education initiated by BSO Teams.

"Education is being developed by the Regional Education Coordinator and the Specialized Social Therapists for LTCHs regarding the importance of including activation and recreation staff in the care and support for those with responsive behaviours. Education will be aimed at reducing risks, adjusting the activation environment and understanding how to evaluate programming options an individual may or may not be interested in or be appropriate to participate in. Much of the education will focus on how group activities may also contain elements of personalization, adjusting group size, seating, lighting, exits, supports and communication in the home area." – Erie St. Clair BSO Team

"Having tools and resources are essential when spreading and sustaining any initiative. By continuing to provide education and training to our staff it has allowed BSO to grow and spread to all staff and family. Getting everyone involved is also very key as their input can provide valuable information and it empowers them and others when they see the difference they can make. We were able to train more staff and continue to spread and sustain our program. We have seen increased buy-in from staff from all disciplines and this is from getting everyone involved." – Central East BSO Team



Check out the **50** most commonly used words in BSO's Q4 Qualitative Stories!

"In Q4 the Central LHIN received one-time funding to provide education and skills training to build knowledgeable care teams. A total of **4,457 participants** registered for **331 BSO-related training events** such as GPA, GPA Coach, P.I.E.C.E.S., U-First, etc. Funding also allowed Psychogeriatric Resource Consultants and Public Education Coordinators to attend advanced train-the-trainer events to increase their own capacity. This initiative has contributed to the spread of a much deeper understanding and common recognition of the fundamental belief that all behaviour has meaning as well as a renewed excitement and momentum to implement the new skills and learning acquired." – Central BSO Team

"What is most helpful is learning how to support our residents to set them up for success. Learning how to expose their abilities, enhance their functions and help give them quality moments. Made me excited to go back to work to try out some of the tools I have learned about and share with my co-workers." ~participant comment

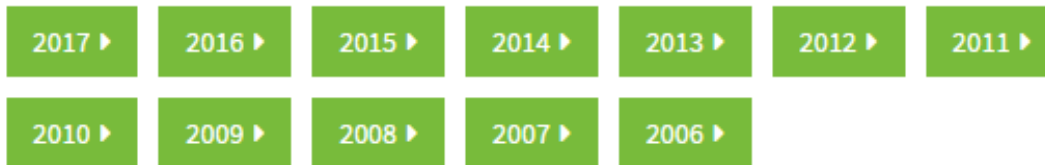
Professional Development & Upcoming Events

As the summer months are upon us, it may be an opportune time to review and tap into brainXchange's Archived Webinars and Events. You may find them by linking to the following webpage:

<http://brainxchange.ca/Public/Events/Archived-Webinars-Events.aspx>

Missed a webinar or simply want to experience it again?

We've archived webinar recordings and presentation materials from almost 200 past events. We will continue to add more resources from future events so visit this page frequently! Be sure to check our [Events Calendar](#) to see what upcoming events you can attend. Announcements on upcoming events are made regularly through our [newsletter mailing list](#).



We would also like to wish everyone a Happy Canada Day!

Our lines of communication are always open for feedback.

Contact Information: BSO Provincial Coordinating Office

Call us at 1-855-276-6313, email at provincialBSO@nbrhc.on.ca
Or visit us at <http://www.behaviouralsupportsontario.ca>

Want to subscribe to the Provincial Pulse?

Visit: <http://brainxchange.ca/bsopnewsletter.aspx>.

Provide your contact information and click "Subscribe Now".

North Bay Regional Health Centre  Centre régional de santé de North Bay

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

Supported by: / Financé par :

 Ontario
Local Health Integration Network
Réseau local d'intégration des services de santé