



BSO Provincial Pulse

At the Heart of System Transformation

Behavioural Supports Ontario (BSO) Provincial Newsletter
Issue 13- Winter 2019



Welcome

Welcome to our Winter 2019 issue of the BSO Provincial Pulse. February, the second and shortest month of the year tends to be associated with Valentine's Day and matters of the heart. Does love belong in the workplace? The four-letter word often feels inappropriate in this environment. We're not talking about romantic love but the companionate kind. Love could mean belonging, kindness, trust, care, respect, empathy, inclusion and acceptance. It can be the strong foundation of an organization's emotional culture. The more loved individuals feel, the more engaged they become. How might you create moments within your day to express caring and compassion towards one another? Will it be by way of a warm smile, a kind note, or perhaps a sympathetic ear?

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BSO's Breakfast SO easy...

Overnight oats are a no-cook method of making oatmeal. Instead of cooking your oats with liquid on the stove or in the microwave, you mix rolled (AKA: old-fashioned) oats with liquid and other mix-ins and let it rest in the fridge overnight.

Ingredients:

- 1/3 cup plain Greek yogurt
- 1/2 cup (heaping) rolled oats
- 2/3 cup unsweetened milk of choice
- 1 tablespoon chia seeds or ground flax meal
- 1/2 teaspoon vanilla extract
- Pinch of salt
- 0-2 tablespoons honey or maple syrup
- 1/2 ripe banana, chopped or mashed
- 2 tablespoons chocolate chips

Steps:

1. Whisk together all ingredients in a medium-sized mixing bowl. Spoon into a jar with a tight-fitting lid.
2. Close and refrigerate for at least 4 hours, but preferably overnight before eating.



Meet 82-year old Bob Stewart, and learn of his journey as recounted by his son Ron.



Bob Stewart

Ron Stewart is a Health Data Liaison with ConnexOntario, an active member of BSO's Provincial Lived Experience Advisory and has recently joined BSO's Substance Use Collaborative. He was appreciative of the offering to share his family's journey and champion on behalf of older adults living with deafness.

We invite you to meet Ron's 82-year old father, Bob Stewart; a husband to Cheryl for 52 years, father of two and proud grandfather to six grandchildren who bring much joy to his life.

Born deaf, Bob has had to work hard to receive services many of us take for granted. For example, to receive a basic education, he had to leave his family and attend a residential school for the deaf, 300 kilometers away from home.

Bob was blessed with supportive parents who advocated for practical hands-on testing, in order for him to achieve his Class-A mechanics license, allowing him to become one of the first deaf individuals to obtain this type of licensing in the province of Ontario. Upon entering the workforce, he endeavoured to communicate with employers and co-workers who did not know Sign language. An interpreter was not provided to assist in better understanding expectations and job requirements, including outcomes of regular meetings.

Now in his eighties, Bob's daily efforts continue as health concerns arise. In 2015, Bob received a diagnosis of Lewy body dementia. He is seeing things that people say aren't there but his mind is telling him that they really are. Grasping to understand what a diagnosis of dementia entails is most difficult when communication barriers exist and there often isn't a designated sign for a medical diagnosis.

Bob has attended a day program, however, all of the individuals enrolled can hear and though they may have the best of intentions, no one knows how to properly communicate with him. He pretends to understand when they point to him and point at things but deep down, he really doesn't know what they are saying. Feeling very isolated, and without the company of an interpreter, Bob visited the day program a few times but ultimately decided not to return.

Personal Support Workers (PSWs) who are proficient in Sign language are scarce. "It is so troubling," shares his son Ron. "Mom was given 50 hours a month for PSW supports by Home and Community Care, but because my dad does not lip-read or understand written instruction, he is feeling disadvantaged. At one time there were 3 PSWs in the organization who were capable of signing and providing a basic level of communication. However, the organization is now down to one PSW available for only 6 hours a week. Mom is still entitled to 50 hours a month but can't find anyone who can assist my dad the way he needs assisting, nor can they provide an interpreter. Without this break, Mom could not keep up with her part-time job demands. She's lost work hours and income."

Meet 82-year old Bob Stewart, and learn of his journey as recounted by his son Ron.



Ron Stewart

The Canadian Association of the Deaf states their position on the vulnerability of Deaf older adults in modern society on their website. They encourage federal, provincial and municipal governments to provide supporting living arrangements that are suitable Deaf-aware environments that are particularly designed and intended for Deaf older adults, including the company of other Deaf residents.

The Association also advocates for special training needs to be provided to care partners who support Deaf older adults in various care settings. This could include a requirement to take a basic course in Sign language and Deaf culture.

Although his spouse Cheryl has the ability to interpret for Bob, the skill set is not always advantageous for the couple. Being his main care partner, it is important that she be able to set aside the role of interpreter to allow the opportunity for her to actively listen, engage in discussions about assessments, diagnoses, treatments and care planning so that she may understand, ask questions, retain information, and advocate for services.

The future Ron imagines for his father is upsetting as he envisions what a move into a supportive living setting could be like. “As soon as Dad accesses that bed, he will be in isolation. Imagine not having anyone to communicate with in your own language. As a result, my mother will end up spending a lot of hours keeping her husband company. The family doctor is very concerned that this will lead to significant depression,” states Ron. “That will be the hardest hurdle he’s ever gone through.”

Although one long-term care home, specifically designed to meet the needs for Deaf older adults is located near Barrie, Ontario, Bob’s family would prefer to have him remain closer to home.

Thankfully, Bob has an exceptional Geriatric Specialist who is enthusiastic to work with an individual who is unable to hear. In an effort to better support Bob, the family specialist and her receptionist have taken it upon themselves to learn Sign language. Their team has also made every attempt to ensure a certified interpreter be present at each appointment.

In the meantime, Ron continues knocking on doors in his search for additional opportunities to further advocate for his father’s wellbeing and improvements to the system of care.

The "Person-Centred Language Matters!" webinar recording is now available for viewing.



Behavioural Supports Ontario

Soutien en cas de troubles du comportement en Ontario



The BSO Provincial Coordinating Office, in partnership with brainXchange, hosted the sold-out "Person-Centred Language Matters!" webinar on February 19th, 2019.

Over 350 individuals participated in the event. Fun fact, the top three provinces represented were Ontario, Nova Scotia and British Columbia.

For those of you that patiently remained on a waitlist and for those team members and individuals that were interested in the topic but were unable to attend, we are pleased to share with you the recording of the event which may be found by following the link: <https://vimeo.com/318467537>

You may still enter our draw for a complimentary poster by filling out the following survey:

https://www.surveymonkey.com/r/BSOPCL_Poster_Request

Deadline for submissions is **Friday, March 15, 2019**. Distribution of posters to take place later in March.

The anonymous webinar evaluation results included a few comments on wanting examples of language comparison. We would like to take this opportunity to reiterate that there are great resources that may be found in our report under the Appendix B: Practical Resources heading.

One such example is the Alzheimer Society of Ontario's "[Person-Centred Language Guidelines](#)" which were re-released in the fall of 2017. You may refer to pages 5 to 8 for further reading on what terms they recommend using when speaking with and referring to individuals living with dementia.

The Toronto Academic Health Science Network also released a Person-Centred Language for Responsive Behaviours document which may be found here: http://www.tahsn.ca/LibraryFiles/Person_Centred_Language_December_2016.pdf

If you have not yet had the chance to do so, we recommend that you:

- Read the Report

- Take the Online Pledge

- Download Posters

by visiting us at <http://www.behaviouralsupportsontario.ca/Pledge>.

Highlights Across the Continuum

The Reitman Centre, part of Sinai Health System and Alzheimer's Societies across Ontario are providing in-person and online programs for people caring for family members or friends living with dementia.



CARERS Program

Coaching, Advocacy, Respite, Education, Relationship, Simulation

- Focuses on practical skills and emotional supports needed to care for people living with dementia
- Teaches problem solving techniques, a structured approach to address problem
- Coaches care partners in communication skills through the use of simulation
- Provides strategies for keeping a meaningful relationship with the person living with dementia
- CARERS is an evidence-based program developed by the Reitman Centre, Sinai Health System in Toronto

TIME COMMITMENT

CARERS Program runs for 8 weekly sessions, 2 hours per session, maximum 6 care partners in group.

NO COST

The CARERS Program, TEACH Program and Tele-mindfulness are all free of charge to care partners of people living with dementia.

Find an Enhancing Care Program near you by entering your home address to inquire about programs offered in your area of Ontario. <http://www.dementiacarers.ca/partner-program-locations/>

For more information and learning resources, please visit: <http://www.dementiacarers.ca/>



TEACH Program

Training, Education and Assistance for Caregiving at Home

- Focuses on common caregiving themes including:
 1. Self-care
 2. Healthcare System Navigation
 3. Relationship Changes
 4. Future planning
- Coaches care partners in practical communication and coping skills
- Provides opportunity to share and learn from other care partners
- TEACH program was developed by the Reitman Centre, Sinai Health System in Toronto

TIME COMMITMENT

TEACH program runs for 4 weekly or bi-weekly sessions, 1.5 hours per session, maximum 8 care partners in group.



Tele-Mindfulness

Managing Stress and coping with challenging emotions

- Provides opportunity to learn and practice different meditation skills each session
- Coaches care partners to effectively relate to and cope with internal and external stressors
- Care partners participate from a remote location using a computer with access to the internet
- Participants need to purchase The Mindful Way Workbook
- Tele-Mindfulness program was developed by the Reitman Centre, Sinai Health System in Toronto

TIME COMMITMENT

Mindfulness program runs for 8 weekly sessions, 2 hours per session, maximum 8 care partners in group.

Highlights Across the Continuum



Dementia Advisor 4+
Sinai Health System - Reitman Centre
★★★★★ 5.0, 7 Ratings
Free

NEW Caregiver Mobile App: **Dementia Advisor** is our exciting new mobile application (App) designed to help improve caregivers' communication and problem solving skills through scenario-based training and expert coaching. It's purposefully designed to be there for you, in your hands, where and when you need it; providing evidenced-based tips and learnings that apply to your life. Visit the **Dementia Advisor** website for more information and to download the app.

It's available on the [App Store \(iPhone\)](#) and [Google Play \(Android\)](#).

Caring for a family member with dementia? Learn practical skills and get expert coaching through chat-based role playing. **Dementia Advisor** is an interactive, scenario-based training app that helps improve your communication and problem solving skills, build resilience and reduce stress.

Learn how to:

- Navigate refusal
- Support someone with responsive behaviours
- Navigate family tension
- Manage work-life demands
- Access and manage services

Each scenario simulates a real-life situation and takes only minutes to complete. It's a completely different way of learning that's made for your phone. The Reitman Centre invites you to let them know what you think of their app! Please share your feedback at: Feedback@sinaihealthsystem.ca.

Check out the reviews below!



Camwhitny, 2017-08-22

Grateful

Finally got around to installing your dementia app and I am so impressed. It is so user friendly and all encompassing. I have passed it on to my two nieces as my eldest sister is suffering with dementia. A wonderful resource. Congratulations and thank you.



dtr in TO, 2017-06-08

Great app

It is nice to find information that is really helpful presented in such a clear way. I really like that I can trust the information because it comes from experts in the field.

The Alzheimer Society of Canada's "Conversations" Series

The Alzheimer Society of Canada's "Conversations" series was created to help people with dementia, caregivers, and healthcare providers have conversations about complex and sensitive topics related to living with dementia.

This sheet provides information on how to address the intimacy and sexual needs of people with dementia and their partners as the dementia progresses. To read other issues in the Conversations series please visit:

www.alzheimer.ca/brochures.



People with dementia, caregivers and healthcare providers are encouraged to have conversations about all of the topics in this series early and throughout the progression of the disease. Even though talking about these topics can be difficult, it is only by having open conversations that it will be possible to be better prepared for the challenges that often come with the disease.

The Conversations About **Dementia, Intimacy and Sexuality** are dated April 2018.

The contents of the 6 page document include:

- An overview of how dementia may affect intimacy and sexuality
- Issues to consider when having conversations about intimacy and sexuality
- Tips and strategies for caregivers, people with dementia and healthcare providers on having conversations about intimacy and sexuality
- Strategies to help caregivers and healthcare providers understand and respond to changes in sexual behaviour
- Information for healthcare providers on how to help individuals with dementia and their partners maintain their intimacy in long-term care homes
- Information for healthcare providers on how to support individuals identifying as LGBTQ
- A list of useful resources

For more information, check out their brochure, [Conversations About Dementia, Intimacy and Sexuality](#).

The Benefits of Uncovering the P.I.E.C.E.S.™ to Elevate Person-Centred Care!

Martha moved into her new home in long-term care in the fall. Settling in did not come easily. Over the course of the first couple of months she was observed to be pacing the halls and speaking loudly to other residents and staff with increasing frequency. She would also hit and push staff away and refuse their touch, especially on bath days.



A referral was made to the in-home Behavioural Support Resource Team (BSRT) to observe and spend time with Martha and to complete a P.I.E.C.E.S.™ assessment to identify possible triggers for Martha's anxiety and resistance around baths. Through their observations the BSRT realized that Martha is quite independent in dressing herself with some direction and cueing and that she had a strong negative reaction to the sound of running water.

Martha has a very supportive husband, who visits almost daily. He met with the team and advised them that Martha had not had a bath in over two years before she moved into the home. He further confided that Martha had experienced childhood abuse and that it may be related to her reaction of protecting herself, leading to her refusal of accepting personal care from others.

Martha was referred to the Geriatric Mental Health Outreach Team and the psychiatrist prescribed medication for PTSD (post-traumatic stress disorder) to reduce her anxiety. Martha was also introduced to Doll Therapy with excellent results. She looks after and takes great care of her baby. Now on bath days the staff make sure that the tub is filled and the room is warm and ready before Martha enters so that she does not hear any running water. Martha brings the doll and washes her while she is having her own bath; this has worked as a good form of distraction and significantly reduced the hitting and pushing away of her caregivers.

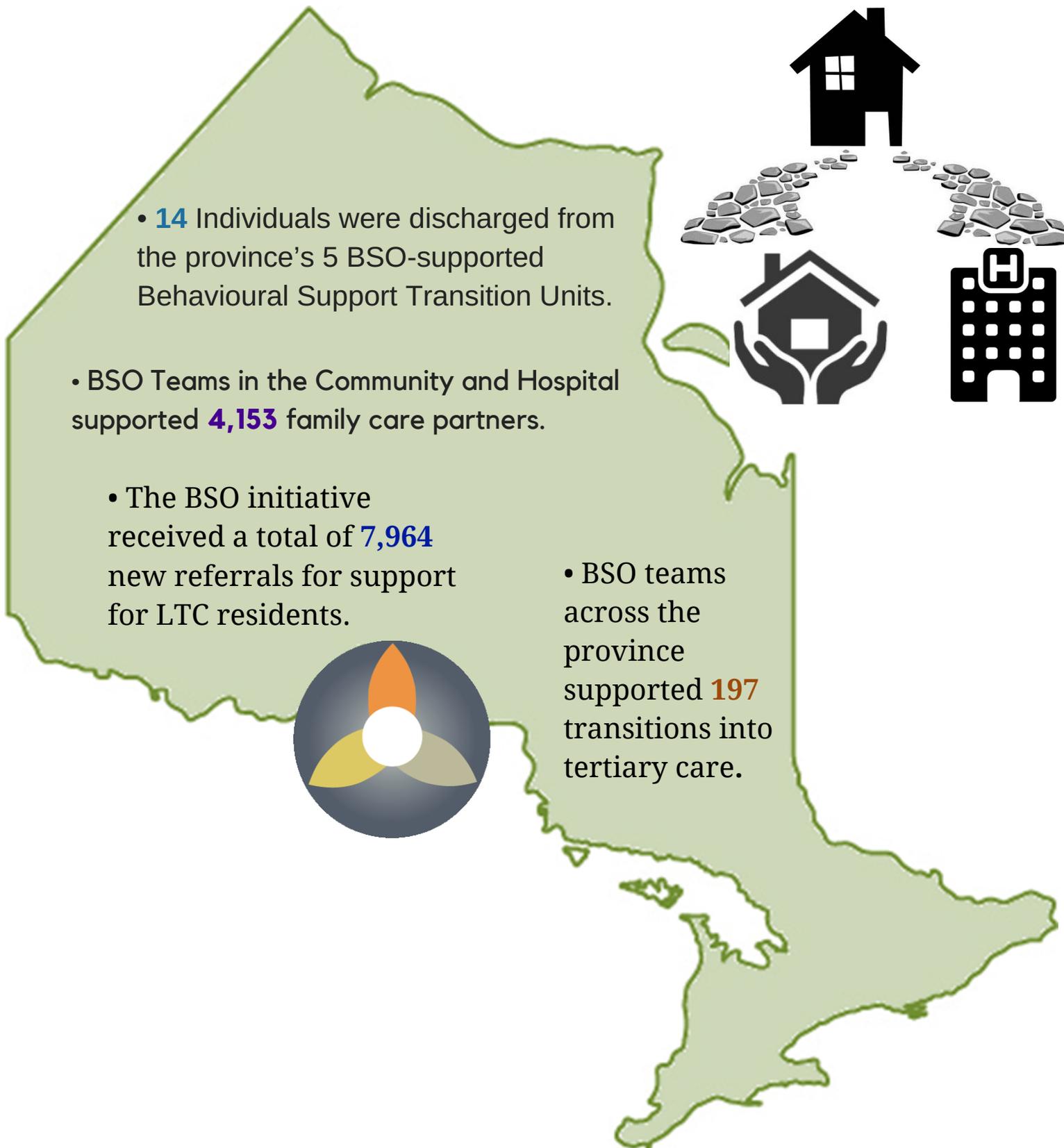
The combination of non-pharmacological and pharmacological approaches in close collaboration with family and cross-disciplinary teams were key to improving the quality of life for Martha.

There are various opinions on the therapeutic effects of Doll Therapy. Some family members or staff express concern that introducing a baby doll is demeaning or belittling to an adult. It is true that Doll Therapy does not work for everyone; however, in our experience we have had great success with both women and men in using dolls to help them feel calmer and happier and to give meaningful purpose to their day. For more information about the Pros and Cons of Doll therapy in Dementia go to:

<https://verywellhealth.com/therapeutic-doll-therapy-in-dementia-4155803>

For more information regarding this success story, you may connect with Patti Reed via email at patti.reed@mackenziehealth.ca.

Crunching the Numbers: 2018-19 Quantitative Metrics



BSO's Provincial Qualitative Stories

The following quotations were retrieved from some of the lessons learned on the impact of Therapeutic Equipment and Supplies we received recently from various BSO teams across the province.

By tailoring our care, activities, and BSO equipment purchases to residents' individual needs as evidenced by their personal stories, we can increase engagement and promote a sense of community in our residents.

A resident has taken a liking to a particular blanket which has clearly demonstrated to the team that layering is soothing and have been effective in managing repetitive verbalizations. This may be helpful for other residents expressing similar behaviour. It was also learned that the blanket performs a secondary function which is being an object for tactile stimulation (the washable cover is a thick, ridged, but soft, pliable cloth material).

~ Erie St. Clair

Since introducing a fidget muff to a particular resident, team members are pleased to report efficiencies in time allotted when providing personal care and smoother transfers in and out of bed.

~ South West

With a standard approach to investing in therapeutic supplies, we were able to engage the in-house leads and empower them to be part of decision-making that impacts the residents they serve directly. The need for therapeutic supplies is well recognized. And now, with the funding available, we have been able to provide tools to the BSO system to help enhance the work they do and provide meaningful activities to the people they serve.

~ Toronto Central

BSO's Provincial Qualitative Stories - Continued



The word cloud includes 50 of the most commonly used words in BSO's Q3 Qualitative Stories!

Therapeutic equipment and supplies has impacted residents, staff and co-residents alike. One resident in particular has benefited greatly from a significant improvement in her sleep/wake pattern since engaging in the meaningful work of folding laundry, such as towels and baby clothes as an after dinner activity. She is now engaged in the evening hours and feels much better without all the anxiety she was experiencing during the night. The introduction of an essential oil to her nighttime regime has been a wonderful sleep aid. Her family is also benefiting in the form of quality visits that are mutually enjoyable. The home and staff have also been impacted as they do not have to spend as much time re-directing and re-assuring over the course of the night shift and the co-residents may sleep peacefully without as many interruptions from the previous calling out throughout the night.

Another family was very thankful for BSO's help when a weighted blanket was introduced as it greatly assisted care partners and family members to manage the responsive behaviours which in turn decreased everyone's stress levels. The individual's daughter and caregivers were very pleased and happy for the help the BSO nurse and the Geriatric Assessment and Intervention Network (GAIN) Clinic provided for the individual and his family.

~ Central East

Professional Development & Upcoming Events

Please find events to consider incorporating into your professional development or schedule some time to catch up on archived webinars.

Events Calendar

<http://brainxchange.ca/Public/Events.aspx>

Archived Webinars & Events

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

Here are a few events for your consideration:



Event Date: Abstract submissions are due on March 12, 2019 by 11:59 p.m. EST.

The Canadian Academy of Geriatric Psychiatry (CAGP) and the Canadian Coalition for Seniors' Mental Health (CCSMH) are pleased to announce that the Call for Abstracts for the 2019 Annual Scientific Meeting (ASM) is now open!

<http://www.cagp.ca/page-1841619>

Event Date: March 13, 2019 2:30 p.m. to 3:30 p.m.

Ontario Association of Residents Councils Webinar - Spring Forward: Tips and Hints on Making the Most of Horticultural Activities'

<https://sable.godaddy.com/c/67270?id=34182.1582.1.7b56bc5aa948a7b64b2d6c8324840c3b>

Event Date: March 17, 18, 19 and 20, 2019

The Rotman Research Institute at Baycrest Annual Conference

<http://baycrestresearchconference.cmail20.com/t/ViewEmail/r/75476ECE0340578D2540EF23F30FEDED/46050AF4D961A7601A01488700E2614F>

Event Date: March 19-20, 2019

A Primer on Ontario's Health Care System

<https://www.oha.com/learning/event/A-Primer-on-Ontarios-Health-Care-System-EPI-322-19>

**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>

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