



Behavioural Supports 5 STaR Programs: Specialized Training and Resources

Goal: To equip healthcare providers supporting the Behavioural Supports Ontario (BSO) population with the core values, knowledge, skills, shared language and tools needed to provide comprehensive and person, family and relationship-centred behavioural healthcare.

To deliver the best possible care for older Ontarians living with dementia, complex mental health, substance use, and other neurological conditions, healthcare providers must adopt a comprehensive and interdisciplinary approach. This approach must integrate social, relational, and medical components into a person-centred model of care. BSO recommends that healthcare providers supporting the BSO population complete the following **Specialized Training and Resources (STaR) programs**: BSO Foundations, PIECES™ and/or U-First!®, Gentle Persuasive Approaches™, and DementiAbility™. Each of these programs is operated separately by BSO partner organizations. Together, they promote team-based, collaborative, evidence-informed approaches to holistic care, fostering positive culture change and improving health outcomes for individuals across care settings.





Program

Description

QR Code



BSO Foundations enhances confidence and leadership skills among BSO team members by focusing on collaborative teamwork, communication, and change management. Additionally, the program deepens understanding of responsive behaviours and personal expressions and trains learners to effectively apply the standardized tools and resources available in the BSO toolkit.
Note: This program is reserved for BSO team members and those working in behavioural support units within long-term care homes.



The PIECES™ Learning and Development Program provides healthcare providers with a practical, reflective approach to guide collaborative engagement, shared clinical assessment, and supportive care using the PIECES 3-Question Template. Applying the PIECES approach in practice focuses the Team on prevention, early detection, and a continuous process for shared solution finding, monitoring progress and minimizing disability.
Note: This program is designed for healthcare professionals (e.g., nurses, social workers, physiotherapists). Point-of-care team members should complete U-First®.



U-First!®, a PIECES™ partner program, helps point-of-care providers develop a common knowledge base, language, values and approach to caring for people with dementia and cognitive impairment by understanding the person and associated behaviour changes and working as a team to develop individualized support strategies.



GPA™ is an evidence-informed dementia-care education program that equips healthcare providers with the knowledge and confidence to support persons living with dementia and responsive behaviours, including highly escalated behaviours that may require gentle and respectful physical redirection or temporary body containment strategies. Small-group interactive sessions are facilitated by GPA Certified Coaches who are key to sustainability as practice change agents and internal resources.



The DementiAbility™ Methods program teaches healthcare providers to understand crucial connections between the brain (memory & disease), life story, environment and behaviour. The primary goals are to help healthcare providers to enable abilities, enhance function, facilitate occupation, foster connection and create meaningful, purposeful, engaging and enjoyable days for persons living with dementia and other neurocognitive conditions in an enabled “familiar” environment that has been set up for success.

