



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



Setting the stage for a great day

The **Behavioural Support Integrated Mobile Teams Collaborative** is pleased to share some background information in preparation for you to fully contribute to the Catalyst for Change Event on September 25th, 2015.

The focus for our session is on finding out what you consider most important for integrated behavioural teams to know or do to improve the experience of older adults with responsive behaviours and their caregivers during transitions in care.

What is a responsive behaviour?

“Responsive behaviours” include behaviours such as restlessness/wandering, anxiety, agitation, verbal aggression, physical aggression, self-injury, socially inappropriate or disruptive behaviour, symptoms of depression, and resistance to care. The behaviour is called “responsive” because it often indicates a response to an unmet want or need and is the way the person is communicating their feelings.

What is a transition in care?

Transitions in care occur when patients move between different levels of care, different providers and/or different settings. For example, when your illness progresses and you need to move from your family doctor to a specialist for care; or you move from in-home care from a Personal Support Worker to attending an adult day program with different workers; or you move from a retirement home to live in a long-term care home.

We experience many transitions in care throughout our lives and we know that making changes can be difficult or challenging. Experiencing a transition may trigger new or escalate already present responsive behaviours.

In preparing for this event please help us to be successful by reflecting on your personal experiences in the questions below. You do not need to write your answers down but we welcome hearing about your thoughts at the workshop.

1. Please think back to a time that gave you satisfaction or contentment when your loved one or a friend you supported was transitioned to a new environment. For example, moving from home to a long-term care home or moving from hospital to a long-term care home.

What worked well? What in this experience made a noticeable difference to you?

2. Please think back to a time when your loved one or a friend you supported experienced a transition that did not go so well.

What was missing? What would have made it better? What in this experience made a noticeable difference to you?

When reflecting upon your experiences, think about the people and teams involved with your behavioural health care before, during and after the transition.

Ask yourself: Did I feel supported? Did I know who was on my care team? Were the members of the team readily available to me? Was I prepared for the transition? Was I well-informed about the move or change? Who held the plan of care?

What was your overall feeling? How would you describe your overall experience? Circle all that apply:

happy	supported	safe	good	comfortable	satisfied	
in pain	worried	lonely	sad	frustrated	angry	confused

We look forward to sharing your personal knowledge and experiences with each other to guide the development of concrete action steps for integrated behavioural teams that will ensure safe, smooth transitions in care and an excellent experience for older adults with responsive behaviours and their carers.