



**Better quality care and better quality  
of life for your loved one.**

### Find out how the Behavioural Supports Ontario (BSO) Long-Term Care Home Mobile Team is helping.

The BSO Long-Term Care Home Mobile Team is one part of a bundle of services available to long-term care homes (LTCHs). These services provide assistance to care teams in serving residents with responsive behaviours.\*

#### Who are the BSO team members?

- ✓ Registered Nurses, Registered Practical Nurses and Personal Support Workers
- ✓ Team members are trained and experienced in person-centered, gentle approaches to effectively and respectfully serve residents through episodes of responsive behaviours.

#### How does the BSO LTCH Mobile Team help?

"It is rewarding to partner with care team members to ensure the best quality care for residents."

-BSO Team Manager

- ✓ Supports and works with LTCH staff to complete appropriate assessments and screening tools
- ✓ Collaborates with residents, their families and the care team members to assist in developing and implementing strategies to meet resident specific needs
- ✓ Works with other organizations to help residents transition to and from their LTCH
- ✓ Shares knowledge to enhance staff capacity to serve residents

#### When does the BSO team come to help?

The BSO team will come and help when a referral is made for their support and services. The team is available seven days a week, day or evening, to help residents when they need it most. The team helps residents living in LTCHs and helps residents when they are moving from their LTCH to another facility.

#### How can family be involved?

- ✓ Share personal history with staff to help understand your loved one
- ✓ Be present with the BSO team to learn approaches to manage behaviours
- ✓ Participate in implementing new strategies and activities

#### Who do I ask if I have questions about BSO?

Feel free to talk to members of the LTCH care team about BSO. You can also learn more by emailing [bso@sjv.on.ca](mailto:bso@sjv.on.ca), calling the **BSO Team at 289-244-4946** or online at [www.hnhblhin.on.ca](http://www.hnhblhin.on.ca).



#### Marg's Story

For many years, Frank cared for his wife Marg, who has dementia, at home. When she lost her ability to speak and refused baths, Frank became very concerned. After weeks of Marg refusing help from community support her health and appearance began to suffer.

When Frank could no longer care for Marg at home she was admitted to a long-term care home. She continued to resist bathing until the home called the BSO team. After a thorough assessment, including discussions with staff, Marg and Frank, the BSO team learned that Marg had a traumatic experience with water in her childhood. With the onset of dementia, her fear had come back.

This information prompted staff to try a towel bathing technique. Marg didn't resist and in fact, enjoyed the bath! She smiled and hugged the staff giving her the bath. Staff continue to give Marg towel baths and plan to try giving Marg a bath or shower in the near future. Frank is relieved his wife is getting the care she needs.

-BSO Team

\*Responsive Behaviours indicate an unmet need in a person, whether cognitive, physical, emotional, social, environmental or a response to circumstances within the social or physical environment that may be frustrating, frightening or confusing to a person. These include wandering, aggression, resistance to care and outbursts.