



## Hospital Services:

### Behavioural Supports Ontario (BSO) Hospital Clinical Leader Program

You have likely met many people who are involved in the care of your friend/family member, such as nurses, therapists, doctors, social workers, and volunteers. A new person will be joining this team. Behavioural Supports Ontario (BSO) is a program that works to help people with responsive behaviours\*. The Hospital Clinical Leader works with people with responsive behaviours who are in the hospital.



#### Who are the BSO Hospital Clinical Leaders?

- Health professionals who are employed by the hospital (e.g., Registered Nurse, Registered Social Worker, or Occupational Therapist) with experience and education in supporting people with responsive behaviours

#### \* What are Responsive Behaviours?

- Many people have trouble with their thinking or memory because of medical conditions (such as dementia), a past illness or injury, or issues with mental health or addictions.
- Sometimes, people with these conditions may demonstrate behaviours such as wandering, asking the same question many times, or saying or doing things that others feel are threatening.
- These are called **responsive behaviours**, because they are often a person's way of responding to things happening within or around them, such as feeling tired, hungry or confused, wanting to move to another place, or needing to use the bathroom.

#### How can the BSO Hospital Clinical Leader help?

The BSO Hospital Clinical Leader will:

- Take time to get to know your friend/family member by meeting him/her, and talking with you and the hospital team
- Help to figure out why your friend/family member is having responsive behaviours, and what can be done to help make them more settled and comfortable
- When appropriate, share information between the hospital and other groups (such as long-term care/nursing homes, retirement homes, Hamilton Niagara Haldimand Brant Local Health Integration Network, home and community care) to make sure that they understand your friend/family member's responsive behaviours, and how to best provide support

**If you have any questions about the BSO, or the Clinical Leader position, please contact your friend/ family member's care team.**