



Behavioural Supports Ontario: Celebrating our Team Members and their Exceptional Work

Georgina's Story

Georgina lived at a Long-Term Care home in Hamilton. Georgina exhibited responsive behaviours* which included expressing that she wanted to leave the Long-Term Care Home, and attempting to leave the home.

A referral was made to the BSO Long Term Care Team and John, a Care Support Worker (CSW) with the team, worked with Georgina. John met with Georgina, and she told him that she felt "bored" and had "nothing to do". John took the time to learn more about Georgina's likes, dislikes, and preferences. In collaboration with staff in the Long-Term Care Home, John recommended strategies to address the underlying causes of Georgina's behaviours:

Cause of Behaviour	Strategies
Lack of social engagement	<ul style="list-style-type: none"> • Arrange for volunteer visits • Involve pastoral care • Talk often and use humour in conversation • Watch TV in a common area with other residents
Inability to enjoy fresh air and the outdoors	<ul style="list-style-type: none"> • Open the balcony door in home area
Boredom	<ul style="list-style-type: none"> • Arrange for family to bring in CDs and a stereo • Offer a task such as sorting cutlery or folding towels • Provide a snack or drink to enjoy while watching TV

After these strategies were tried and found to be effective, John met with the Long-Term Care Home's Resident Care Coordinator. She reported that Georgina appears very content and no longer attempts to leave. On a recent family outing, Georgina asked her son whether she would be returning home soon – referring to the Long-Term Care as her home.

John built strategies around Georgina's needs and goals, filling her day with meaningful activities and reducing her motivation to leave the Long-Term Care Home. John's recommendations helped Georgina feel comfortable in her Long-Term Care – so much that she came to view it as her new home.

* What are Responsive Behaviours?

- Any behaviours that are in response to a real or perceived stimulus and may result in increased risk for the client or others.
- These behaviours may present a challenge to receiving appropriate interventions or co-existing with others.
- Responsive refers to the fact that many of these behaviours could respond to appropriate and timely interventions, and may be occurring as a result of an unmet need or desire that can no longer be communicated.
- Include pacing, wandering, repetition, verbal outburst, and physical outbursts toward oneself or others.

HNHB BSO Models

Single point of contact for individuals and caregivers to connect with multiple resources and services

An approach to support individuals and caregivers by taking a lead role in coordinating programs and services across multiple organizations

Community outreach teams to support individuals and caregivers in the community

Teams to support individuals in, or transitioning to, long-term care and their caregivers

Clinical Leaders to support patients in hospitals, and the staff who work with them every day

Toolkit for primary care providers to help them assess and manage patients with responsive behaviours

Staff in the Spotlight:

John, Care Support Worker, Hamilton Behavioural Supports Ontario Long-Term Care Team

Georgina's story showed how strategies recommended by the BSO team enabled family and staff to see the person behind the behaviours. John, whose excellent work is described on Page 1, agreed to talk a bit about himself, so that we can get to know the provider behind the story.

Why did you join the BSO team?

I joined BSO because I feel I can make a difference in peoples' lives. I have always been a "people person".

What do you most enjoy about your work?

My favourite part of my job is establishing a therapeutic relationship with others to build a rapport. I was told many years ago by a friend that when it comes to supporting others, it's all about the rapport. To this day I still practice this important fundamental.

What is the biggest challenge you encounter in your work? How do you deal with it?

My biggest challenge is when staff are not on board with some of my strategies and I feel like I am getting "pushback". At times like this I try and develop a rapport with staff and validate their feelings, at times this is effective. I work really hard alongside staff and do whatever I can, at times this is effective and other times it is not.

Gaining Knowledge to Improve Care

On September 19th, 2018, over 180 staff members from Long-Term Care homes across our region and Behavioural Supports Ontario teams came together. Participants learned about mental health and resilience in Long-Term Care, and gained new tools for assisting residents with cognitive impairment and responsive behaviours.



Above: Participants started the day by learning about the stigma surrounding mental health conditions.

Right: The group brainstormed words and phrases associated with alcohol use.



Here's what guests had to say about the day:

"Incredible variety of topics and lessons that translates directly to working in Long Term Care! Great speakers, great flow, great day!"

"I am very excited to take what I have learned and use it at work!"

Learn more about Behavioural Supports Ontario in our region:
<http://hnhb.behaviouralsupportsontario.ca/>