



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.

