

## **Care Navigator (CN)**

### *Support for the Client, Caregiver, and Staff*

The role of the CN is to provide support access and navigation to BSO services and programs. As the Initial point of contact with both formal and informal referral sources they identify the needs, and strengthen the communication and care planning linkages between care providers across the various sectors along the continuum of care. Operating with a "no wrong door policy" they ensure that the necessary supports are received when and how they are needed.

## **Acute Care Behavioural Consultant (ACBC)**

### *Support for the Caregiver*

The ACBC supports the acute care sector in managing the responsive behaviours which are considered to be the barrier to discharge from hospital. The ACBC works closely with the social workers, discharge planners, care coordinators and front-line staff at the hospital to identify the triggers, manage behaviours and determine the most appropriate discharge location. Collaboration with community agencies and long term care homes to help transition clients to the most appropriate care setting post their acute episode. The ACBC has a key role in building capacity within the Acute Care sector in managing behaviours of admitted patients/clients.

## **Behavioural Intervention Specialist (BIS)**

### *Support for the Client*

The BIS works within the hospitals with patients with responsive behaviours. The BIS will collaborate with the patient, caregivers and hospital staff to look for triggers to behaviours and develop some interventions to help manage behaviours. The BIS will assist in developing a

care plan for the patient, in collaboration with the receiving agency and caregivers to support transitions from the acute care setting. At the time of discharge the BIS will work with the staff and caregivers to support the transition and follow up as needed.

## **Psychogeriatric Resource Consultant (PRC)**

### *Support for the Staff*

The primary role of the PRC is to provide education and developing staff / organizational capacity to provide care for seniors with responsive behaviours related to complex physical, cognitive and mental health needs. The PRCs facilitate the transfer of knowledge to practice through formal and informal on-site staff development. Through a consultative model, the PRCs build capacity throughout the system to better support the person with responsive behaviours and the caregiver. PRCs promote and work with the PIECES model and teach the PIECES program to regulated care providers and supervisors. The PRCs are also qualified as Gentle Persuasive Approach (GPA) coaches and Mental Health First Aid facilitators, delivering these programs to front-line workers, often in collaboration with other trained coaches and facilitators.

## **Behavioural Support Counsellor (BSC)**

### *Support for the Caregiver*

The BSC provides education, support, counselling and guidance to caregivers and family members who are caring for a loved one with Alzheimer's disease and related dementias when there are responsive behaviours present that impact the ability to provide care. BSCs help caregivers navigate the health care system and connect them to community resources, support groups or educational workshops. Support for caregivers is

provided in a location that is most convenient for the caregiver – it may be a one-on-one at home or in the office, or it could be a conversation over the phone. A BSC provides intensive support to family members and caregivers by working through issues together and providing specific care strategies to help manage the responsive behaviours that are current barriers to providing care.

## **Family Support Counselling Worker (FSC)**

### *Support for the Family*

The role of the FSC is to provide education, support, counselling and guidance to family members whose loved one is being supported in the acute care setting by BSO when there are responsive behaviours present in an acute care setting. FSC's will help families navigate the healthcare system and link them with appropriate community resources. Intensive support for families is provided either one-on-one base at home, hospital, or office visit, a talk over the phone, or assistance in connecting with other individuals living with dementia in the community through support groups and educational workshops by working through issues together and providing specific care strategies to help manage the responsive behaviours.

## **Community Support Worker (CSW)**

### *Support for the Client*

The primary role of the CSW is to address responsive behaviours of members within the community which includes Adult Day Programs. CSWs provide assistance with the transition of individuals from home into day programs and from the day program into long term care. Community support workers work closely with individuals to develop strategies in order to minimize responsive behaviours. These strategies are then communicated to caregivers, day

program staff, and staff within the long term care home.

## Behavioural Supports Ontario

**The Behavioural Supports Ontario (BSO)** aims to improve the lives of Ontarians with behaviours associated with complex and challenging mental health, dementia or other neurological conditions living in long-term care homes or in independent living settings. This principle based Framework for Care is designed to mitigate the strain and improve outcomes for persons with challenging behaviours, families, health providers and the health care system.

### Framework Principles:

Person and caregiver directed care is the overarching principle:

- Everyone is treated with respect and is accepted “as one is”
- Person and caregiver/ family /social supports are the driving partners in care decisions
- Respect and trust characterize relationships between staff and clients and care providers

Supporting Principles bring these concepts to life for those making daily decisions about care

1. Behaviour is communication
2. Diversity
3. Collaborative care
4. Safety
5. System coordination
6. Accountability and sustainability

**Funded by the  
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**For any questions or concerns**

**about the BSO program**

**Please contact the  
First Link Coordinator @  
905-278-3667 ext. 314**



**Alzheimer Society**  
P E E L

## Behavioural Supports Ontario (BSO) Team

