

Behavioural Supports Services

Behavioural Supports Ontario (BSO) is services for older individuals living with responsive behaviours due to dementia, mental health needs, addictions, and other neurological disorders.

Providence Care is the provider of BSO and has three main components

- Mobile Response Teams providing around the clock support as required to residents and staff in long-term care homes throughout southeastern Ontario
- Geriatric Psychiatry Outreach Teams providing specialized assessment and consultation for people living in long-term care homes, retirement homes, hospital, or their own homes
- Psychogeriatric Resource Consultants supporting staff across the continuum of care through consultation and education.

BSO use the three main components above to enhance the quality of life for older people living with mental health needs and also to support for their caregivers. The Behavioural Support Services assist clients in Leeds, Grenville & Lanark, Frontenac, Kingston, Lennox & Addington and Hastings and Prince Edward County.

Behavioural Supports Transition Unit

The South East LHIN invested in the Behavioural Supports Transition Unit (BTSU) to provide additional support to seniors living with challenging behaviours. This 20 bed, inpatient program put the patient and family at the centre of the care team and is located at Belleville General Hospital.

The BTSU works together with the patient, family and identified care team to:

- Assess the emotional, social, environmental and physical needs of each patient
- Develop and implement treatment and care plans based on what that senior needs to balance behaviours
- Transition the patient to the most appropriate home setting (community, retirement or long-term care)

The identified care team can be made up of many professions, which can include:

- Nurses
- Personal Support Workers
- Recreation therapists
- Social Workers
- Physicians, including Consulting Geriatric Psychiatrists
- Pharmacy consultants
- Physiotherapist and occupational therapist
- Speech-language pathology
- Spiritual care
- Registered dietitians

Throughout the patients stay, the team will work with individuals and services who were already involved with the patient prior care to admission. This helps to gather the best possible history to inform the care plan. The BSTU also works with health care teams who provide care upon the patient leaving to ensure the care plan can be carried out in the discharge. This way, the patient, family and receiving team is support through the discharge process.