

Introducing Baycrest's Behavioural Support Outreach Team (BSOT): We are here to support you!

The Baycrest BSOT is an extension of Behavioural Supports Ontario—a provincial program that stems from the understanding that an individual's behavioural expressions are a form of communication and often indicate an unmet need. Our outreach team is here to help you and your care team manage behavioural expressions by:

- Helping you to uncover the referred individual's unmet needs, and any triggers that may be contributing to their behavioural expressions.
- Identifying ways to make the home/unit environment safer and more supportive for the individual with behavioural expressions, for yourself and your care team.
- Working closely with you to identify and implement strategies and approaches to care, through hands-on demonstration.

What we don't do:

Behavioural Support PSW's are assigned to one specific person for a designated purpose and should not be considered as part of the staffing ratio within the home. The focus of these specialized team members is to provide consultative support related to challenging behaviours; therefore, BSOT PSW's **cannot** take part in regular PSW assignments, i.e., feeding, bathing, transfers etc. that are not directly connected to the purpose of the BSOT referral. This is for the following reasons:

1. Liability/Insurance. Behavioural support staff are not directly hired by the family or the long-term care home, and are only covered to provide care within the scope of the development and implementation of the behavioural care plan.
2. The BSOT service is a short term consultative program, and meant to build capacity. It is important that the BSOT PSW work side-by-side with the individual's care team, rather than alone, so that the strategies implemented can be sustained and carried on by the current team at the current ratio.

What we do:

The Behavioural Support Outreach Team, Personal Support Worker (BSOT PSW) works closely with the individuals referred to our service by providing streamlined behavioural and transitional care. This is accomplished through:

- Observing the individual's current state and identifying any antecedents to their behavioural expressions.
- Focusing on and exploring non-pharmacological interventions; such as communication strategies, environmental modifications, and various therapeutic, recreational and sensory activities.
- Helping to create and implement a behavioural care plan in collaboration with the multidisciplinary care team; which may include BSOT PSW's, registered nurses (RN's) and community-based clinicians and staff.
- Optimizing the individual's supportive care by working alongside their care team to model, trial and implement the working strategies outlined in their care plan.
- Providing coaching when necessary, and upon request, for community and LTCH care team members.
- Assisting with transitional support between the community and long-

For any questions or access to resources, please contact the **Toronto Central BSO Coordinating Office**

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