



December 2012 – January 2013

Implementation is largely in full swing and the benefits are abundant. Individuals with responsive behaviours and their families are experiencing just-in-time care in the community, more hands-on care in long-term care and smoother transitions across the care continuum.

Joanne's Story

Police promptly contacted the BSO Community Outreach Team (COT) upon finding 72-year-old Joanne wandering the halls of her apartment building, knocking on neighbours' doors for food. The BSO COT determined that Joanne had short-term memory loss, comprehension issues, aphasia, was unkempt, and combative when approached with assistance. Joanne's son Frank, whom she lived with, was overwhelmed with his mother's care and experiencing financial pressures of his own to manage.

"The addition of both the BSO Community Outreach Team and BSO Long-Term Care Mobile Team has proved invaluable to our region. The Supporting Independent Living program had many referrals requiring more rapid response than was always possible, and referrals outside of our normal operating hours. These gaps have now been closed and referrals and service support between all three teams is working well."

*- Jenny Shickluna and Sarah Putman,
Supporting Independent Living Team*

The BSO COT decided Joanne needed longer term supports so they arranged the Supporting Independent Living (SIL) team to act as the lead agency (or Integrated Community Lead (ICL)). After several visits, the SIL team identified that Joanne was unable to perform many activities of daily living without assistance, was eating well but unable to prepare her own meals, and was resistant to support. As Joanne was often home alone without supports, SIL arranged for Meals on Wheels and services from the Community Care Access Centre (CCAC). SIL also connected Frank with supports to help him manage his financial pressures.

After some time, it was evident Joanne's needs would best be met by living in a long-term care home and as the lead agency, SIL worked to ensure a smooth transition. The SIL team facilitated the transfer and provided the home's staff with background information, helped Joanne in her apartment to prepare for the move, and made a referral to the BSO LTC Mobile team to aid in Joanne's transition to the home.

Upon arrival at the home, Joanne was greeted by members of the BSO LTC Mobile and SIL teams. The LTC Mobile team developed a relationship with Joanne by acquainting her with her new environment and helping her to feel comfortable. Joanne continues to live successfully in her new home.

Learn More

- [BSO in HNHB LHIN](#)
- [BSO Q3 2012-13 Report](#)
- [BSO Provincial Website](#)

*The Behavioural Supports Ontario (BSO) Project is about enhancing care for older adults and seniors with responsive behaviours and their caregivers. The [HNHB LHIN's Action Plan](#) outlines four key solutions to enhancing care locally. Four sub-committees have been developed to advance these solutions: **Primary Care, Community, Long-Term Care and Human Resources**. The work of these sub-committees is being overseen by an Oversight Committee.*

Action Plan Highlights

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

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

Mobile outreach teams to support individuals and caregivers in the community when in crisis

Mobile outreach teams to support individuals and caregivers in long-term care

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