

THE  
**Liaison Link**

**Behaviour Supports System Liaison e-Newsletter**

*"I am more than my behaviour. Learn who I was,  
understand who I am and show me dignity and respect"*

-BSO Value Statement

VOL. 4 & 5 March/ April 2014

**May is Speech and Swallowing Awareness Month**

**SAVE THE DATES!**

- **June 3 BSO and Beyond: Resident Aggression**  
*Presented by the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS)*

Increasing numbers of residents are presenting with challenging behaviours that may manifest as resident to resident assault. Elder abuse experts Tammy Rankin and Sgt. John Keating will discuss strategies on how to handle aggressive behaviours when they are beyond the scope of BSO. Pearson Convention Centre, Brampton. For more information contact Valerie Villella at [vvillella@oanhss.org](mailto:vvillella@oanhss.org) or at 905-851-8821 ext. 228

Also offered on **June 5, 2014** - Best western Plus-Lamplighter Inn & Conference Centre, London

- **June 4, 2014 Adventures in Special Education: A practitioner's Guide to Understanding and Treating Problem Behaviours** - Dr. Merrill Winston PH.D., BCBA  
Novotel, Vaughan \$100 pp (includes continental breakfast & lunch) Contact :705-728-9143 ext 2229

- **June 11 Preventing & Managing Abuse of Older Residents.**  
\$55 Kingston, ON Register at [www.onpea.org](http://www.onpea.org)

- **June 17-18 Mental Health First Aid 8:30 a.m.- 4:00 p.m.**  
Ontario Shores Centre for Mental Health Sciences  
Contact 905-430-4055 ext. 6574 [www.mentalhealthfirstaid.ca](http://www.mentalhealthfirstaid.ca)  
[www.mentalhealthcommission.ca](http://www.mentalhealthcommission.ca)

- **June 19 Baycrest Behaviour Rounds, Via OTN 1:45-3:30 p.m.**  
This series is broadcast monthly live via videoconference from Baycrest Hospital. You may attend:  
Mackenzie Health site 905-883-1212 xt7496 or  
Ontario Shores Newmarket site 905-895-4242 ext 3703

- **September 9-10 CCSMH-CAGP JOINT SCIENTIFIC MEETING 2014, Toronto**- Innovations in Seniors' Mental Health Care: Insights from the Frontiers of Research and Service Delivery  
<http://www.cagp.ca/Default.aspx?pageid=1823562&eventid=851184&EventViewMode=EventDetails>

- **September 25-26 2014 Geriatric Assessment Training Program, Burlington** <https://www.geriatriccp.ca/>



**Did You Know?**

1 in 6 people has a speech, language or hearing disorder.

**Tips for better communication:**

- ✓ Keep sentences and questions short.
- ✓ Allow extra time for responding.
- ✓ Be an active listener. Pay attention to eye gaze and gestures. Take a guess (eg. "Are you talking about your dog? Yes? Tell me more.")
- ✓ Speak slowly and clearly.
- ✓ Do not speak louder to get your message across unless the person has a hearing loss.



**Don't forget to VOTE in the June Elections**

**Have you started building your internal Behaviour Support Resource Team yet? If you need help to get started, please contact your local Psychogeriatric Resource consultant.**

**Referrals to the BSS Mobile Support Team**

For long-term care homes north of Steeles Avenue  
Suzanne Saulnier 1-888-448-3303 or  
email [ssaulnier@loftcs.org](mailto:ssaulnier@loftcs.org)

For long-term care homes south of Steeles Avenue  
Scott McKay 416-259-7575 or  
email [smckay@loftcs.org](mailto:smckay@loftcs.org)

*BSO is a provincial initiative to enhance health care services and improve the quality of care for older adults with complex health needs and responsive behaviours in their place of residence. BSO is a catalyst for change that breaks down barriers, encourages collaborative work, shares knowledge and fosters partnerships among local, regional and provincial agencies.*

Feedback is always welcome.

For more information about BSO contact:

Patti Reed, Program Manager 905-883-1212 Ext. 7119,

[patti.reed@mackenziehealth.ca](mailto:patti.reed@mackenziehealth.ca)

For current information, presentations and resources

go to [www.akeresourcecentre.org/BSO](http://www.akeresourcecentre.org/BSO)

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**Support for Caregivers- Bill 21: Amendment to  
Employment Standards Act**

A new provincial law has been created to strengthen job protection for family member caregivers. The Family Caregivers Bill, which was passed on April 29, 2014, increases existing family medical leave by introducing three new types of leave:

- Family caregiver leave, which provides up to 8 weeks of unpaid, job-protected leave for workers who provide care or support to a family members with a senior medical condition
- Critically-ill child care leave, which provides up to 37 weeks of unpaid, job-protected leave for family caregivers of critically ill children
- Crime-related child death or disappearance leave, which provides workers with up to 52 weeks of unpaid, job-protected leave for parents of a missing child and up to 103 unpaid, job-protected leave for parents of a child who has died due to crime.

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**Mobile Crisis Intervention Teams (MCITs) Expanded to include North York General Hospital.** North York General Hospital and Toronto Police along with Humber River Hospital and Toronto Police and York Regional Police and 310 COPE MCITs support seniors across all Central LHIN (with the exception of South Simcoe). MCITs are a collaborative initiative between police services and hospitals where a police officer works alongside a mental health nurse/crisis worker as part of a secondary response team that arrives on the scene of a mental health crisis situation once the area has been made secure. MCITs then assess the individual in crisis and refer them to the appropriate services in the community.

**Ontario Telemedicine Network (OTN)**

The first wave of 11 homes received their new OTN equipment in May. Once everyone has completed their on-line training there will be a GO LIVE meeting across all new sites in August, 2014 via OTN.

**Stay tuned as we create a Community of Practice with your peers.**

**"In all affairs it's a healthy thing, now and then, to hang a question mark on the things you have long taken for granted."**

-Bertrand Russell

British author, mathematician, & philosopher  
(1872-1970)

**Have you heard about these Resources?**

Quality Palliative Care in LTC Toolkit is available online at:  
[www.palliativealliance.ca](http://www.palliativealliance.ca)

Free library services on many topics related to seniors available at: [www.seniorshhealthknowledge.ca](http://www.seniorshhealthknowledge.ca)

Baycrest Library Seniors Health Resource Page includes books, websites, videos on aging well available at:  
<http://baycrest.libguides.com>

BSO is pleased to announce the release of the information packed **Caregiver Support Toolkit** developed by the BSS Caregiver Support working group.

**Order forms available at CHATS:**

**Tel: 905-713-6596 Toll Free: 1-877-452-4287**  
**[seniorshelp@chats.on.ca](mailto:seniorshelp@chats.on.ca)**

**Have you named your BSS Liaison person yet?**

This is your internal "go-to" person to facilitate communicate between your internal and external teams.

Please forward the name of your BSS Liaison to [diane.liotine@mackenziehealth.ca](mailto:diane.liotine@mackenziehealth.ca)

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**\*PLEASE POST AND SHARE**

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