

BSO PROGRAM

Behavioural Supports Ontario (BSO) is a provincial program that helps long-term care homes better support residents living with dementia, mental health challenges, and other complex needs. BSO is about understanding the person behind the behaviour, recognizing that every action is a form of communication shaped by personal history, preferences, and life experiences.

Using this framework, our team takes the time to explore what a resident may be expressing and works together in collaboration with Community Mental Health to find thoughtful, person-centred approaches that promotes having a home full of happiness, joy and compassion.

At Dundas Manor, the BSO program is led by Taylor Cote. Taylor partners with residents, families, and staff to identify individualized strategies that best support each person. Her focus is on creating meaningful moments throughout the day and helping residents stay connected to activities that bring them comfort and purpose.

Residents are engaged in a variety of activities tailored to their interests and abilities, including familiar household tasks, puzzles, doll therapy, arts and crafts, time outdoors, short stories, and sensory or fidget activities. Taylor also provides one-on-one support and encourages participation in scheduled activity programs to ensure everyone has opportunities to be involved in ways that feel right for them.

Communication and teamwork are key to the program's success. Through personalized care plans, helpful tip sheets, and ongoing conversations with staff, we ensure that everyone understands the best approaches for each resident. This shared knowledge allows us to provide consistent, compassionate care every day.