

# SOUTH WEST BSO OPERATIONS Broadcast



## A HOLIDAY MESSAGE OF GRATITUDE FROM THE SOUTH WEST BSO OPERATIONS TEAM

As this year comes to a close, we want to pause and acknowledge the extraordinary compassion you show each day in supporting older adults living with responsive behaviours. The work you do is not easy, yet you meet every moment with patience, respect, and humanity.

You are the steady presence during difficult days, the calm voice in moments of uncertainty, and the caring hands that help older adults feel seen, safe, and valued. Your impact reaches far beyond tasks and routines; it touches lives, families, and communities in ways that are truly meaningful.

Thank you for showing up with such heart, for advocating with courage, and for continuing to share your strength and kindness even when the work is challenging. We see you, we appreciate you, and we are deeply grateful.

Wishing you a peaceful, restorative holiday season. May you find moments of rest, joy, and connection; you have more than earned them.

With heartfelt appreciation,  
from your South West BSO Operations Team,

*Craig Cunningham, Brad Hiebert,  
Michael Marsala, Mireille Testa  
and Kris Nowakowski*



# UPCOMING EDUCATION EARLY 2026

## BSO Foundations

Jan. 27-29, Feb. 18 & 19<sup>th</sup>  
8am-12pm  
Virtual

## DementiAbility

Jan. 28 & 29  
Virtual

### Contact:

swbso@sjhc.london.on.ca

## BSO West Event

Feb. 10<sup>th</sup>  
1pm-4pm  
Virtual

### Stay Tuned for

### Registration Information!

## PIECES

Feb. 12 & March 5<sup>th</sup>  
\*Regulated Staff Only  
Virtual

## BSO Leadership Engagement

March 4th  
1pm-3pm  
Virtual

# KUDOS!



## Why are Kudos Important?

It is a powerful way to make someone feel valued and motivated. Regular peer-to-peer recognition fosters a positive culture leading to stronger relationships, which is essential for collaboration.

Whether you share a verbal shoutout, a personalized handwritten message or have an appreciation board at your place of work, well-placed and timely recognitions can uplift someone's day and have an impact far beyond that moment. Who would you like to recognize today?

**Do you have a Kudos to share with the region? Let us know at [swbso@sjhc.london.on.ca](mailto:swbso@sjhc.london.on.ca) and we will include it in our next edition!**

## SOUTH WEST BSO EDUCATION FUND REQUEST

Are interested in learning something new? Is it related to your BSO work? Apply for funding support today! Form and details related to the submission criteria can be found on the QR code or by clicking the Apply Now button!

APPLY NOW



**Questions about upcoming education? Connect with your local EPRC for more details!**

# IMPORTANT REMINDERS

- DATA Submission for **Q3 DUE Jan. 16<sup>th</sup>, 2026**
- Questions about new ALC Data Indicators?  
Please email the Operations Team ATTN: MICHAEL at [swbso@sjhc.london.on.ca](mailto:swbso@sjhc.london.on.ca)
- ALC Data Indicators PowerPoint presentation can be found on [www.swbso.com](http://www.swbso.com) under the Resources tab
- New BSO Team Members? Reach out and let your local EPRC know!
- Not registered for SWBSO site yet? Get registered today! Go to [www.swbso.com](http://www.swbso.com) and sign up to access to free Resources, including past BSO Broadcasts
- NEW SW BSO BURSARY REQUEST - Apply Today! See details on page 2
- Keep an eye out for your **BSO Dementia Observation System Version 2 Packages** have been mailed out following presentations at all 5 sub-region VTNs. See full details below!



## BSO DOS VERSION 2 PACKAGES

Thank you to our South West EPRCs for having the Operations Team at your VTNs in November and December to discuss the new BSO Dementia Observation System (DOS) Version 2, and its roll-out across the South West.

Please be sure to keep an eye out for the packages to be delivered to your organizations ATTN: BSO Team.

As reviewed, please use the content of the packages to help implement the new DOS Version into practice within your organization; ensuring alignment with the BSO Provincial Coordinating Office's Standards of Practice for BSO.

As mentioned, please reach out to your EPRC or the Operations Team if you have any questions or concerns related to implementing the new DOS in your organization.

