

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name :	APALIT, ROSARIO (014)	Location :	C6 C602 1	Move in Date :	11/07/2023
Medical Record #:	4665 512 341KT	Gender :	F	Date of Birth :	10/16/1934
Physician :	Bansal, Praveen	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	No Known Allergies				
Diagnoses :	Unspecified dementia(F03), Anaemia in other chronic diseases classified elsewhere(D63.8), Benign hypertension(I10.0), Diabetes without complication(E13.9), Chronic kidney disease, unspecified(N18.9), After-cataract(H26.4), Glaucoma, unspecified(H40.9), Functional dyspepsia(K30)				

Effective Date: 11/25/2025 14:53 Type: Behavior Record

**Date and Time :** 25/11/25 0845 hrs

**Location :** dining room

**Describe behaviours observed (do not state agitated please describe) :** waiting for breakfast to be served ,takes the cutlery from the table and throws it towards the other resident on the table

**What happened immediately before this behaviour Occured? :** sitting calmly waiting for breakfast

**Staff Approach :** writer talked to her tried to distract her with her food which she was not interested

**What was outcome from the responsive behavior? :** resident calmed taken to another seat where she was alone looking outside and looking happy

**What were the potential triggers? :** morning time

Author: Margaret D'Souza Nursing/Care Services - RPN

Signature: \_\_\_\_\_

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Resident Name :	BELCH, THOMAS (005)	Location :	C6 C604 1	Move in Date :	11/07/2023
Medical Record #:	1002 508 198KJ	Gender :	M	Date of Birth :	06/08/1946
Physician :	Bansal, Praveen	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	Penicillins, Bee Stings, Insect Venoms				
Diagnoses :	Deep vein thrombosis(I82.9), Onychogryphosis(L60.2), Seizure disorder, so described(R56.80), Other mental retardation without mention of impairment of behaviour(F78.9), Myasthenia gravis(G70.0)				

Effective Date: 11/28/2025 14:41 Type: BSO Team Note

**Note Text :** BSO Referral sent after resident intentionally hit his head against the wall. Asked resident about what happened yesterday, he was not able to tell me. Spoke to PSW, she informed that he doesn't like when people touch his things. According to documentation, someone took his magazine, and he got upset so he hit his head on the wall. Resident has not previously expressed himself in this way. Informed resident that next time he should let someone know instead of hurting himself. Resident agreed. Asked resident if he was in pain which he denied. Currently on DOS monitoring for 5 days. Will follow up once complete.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

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Resident Name : BIEL, JOHN (061)

Location : D6 D608 1

Move in Date : 11/13/2023

Medical Record # : 4257 708 935CE

Gender : M

Date of Birth : 01/09/1938

Physician : Sequeira, Errol

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Benign hypertension(I10.0), Other depressive episodes(F32.8), Other specified intervertebral disc degeneration(M51.3), Pure hypercholesterolaemia(E78.0), Vascular dementia, unspecified(F01.9), Tendency to fall, not elsewhere classified(R29.6), Delusional disorder(F22.0), Mental and behavioural disorders due to use of alcohol, withdrawal state with delirium(F10.4), Chronic kidney disease, unspecified(N18.9), Paranoid personality disorder(F60.0), Unspecified diabetes mellitus with poor control, so described(E14.64), Dysphasia and aphasia(R47.0)

Effective Date: 11/19/2025 21:04 Type: Behavior Record

Date and Time : 19/11/25 @ 1700 hrs

Location : in the dining room

Describe behaviours observed (do not state agitated please describe) : Resident would not let writer feed resident. Hitting and spitting out food

What happened immediately before this behaviour Occured? : Resident seated for dinner

Staff Approach : Encouraged by different staff but still refused

What was outcome from the responsive behavior? :

What were the potential triggers? :

Author:Jusmeet Dhillon Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/01/2025 15:09 Type: Behavior Follow-up Note

Note Text : DOS continues, no concerns this shift, resident was quiet. Son Kyle came to visit.

Author:Maren Manlansing Nursing/Care Services - RPN

Signature: \_\_\_\_\_

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Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name :	BOISVERT, GILBERT (164)	Location :	C4 C436 1	Move in Date :	12/20/2023
Medical Record #:	5966 400 797TN	Gender :	M	Date of Birth :	10/20/1959
Physician :	Sami, Hamza	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	Penicillins				
Diagnoses :	Congestive heart failure(I50.0), Type 2 diabetes mellitus with poor control, so described(E11.64), Benign hypertension(I10.0), Depressive episode, unspecified(F32.9), Other sleep apnoea(G47.38), Stroke, not specified as haemorrhage or infarction(I64), Peripheral vascular disease, unspecified(I73.9), Atherosclerotic heart disease of native coronary artery(I25.10), Anaemia, unspecified(D64.9), Hyperlipidaemia, unspecified(E78.5), COVID-19, virus not identified(U07.2), Other bipolar affective disorders(F31.8), Osteoporosis, unspecified(M81.9)				

Effective Date: 11/17/2025 09:52 Type: BSO Team Note

**Note Text :** During breakfast, resident used inappropriate word "Pycho" for resident C435 because blind was opened - it was not clear if resident C435 opened the window blind in dining area. Resident C435 was provided with support/comfort as resident felt bad. Writer approached resident (G. B.) - explained that such words were inappropriate to use for another resident and should refrain from doing so.

Author:Rebecca Ikechukwu-ogu Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/03/2025 13:41 Type: BSO Team Note

**Note Text :** Resident C436 (G.B.) not complaining of the blind opening since discussion with ADOC and charge nurse.

Author:Rebecca Ikechukwu-ogu Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/03/2025 13:27 Type: BSO Team Note

**Note Text :** On 10/30/2025, Resident C435 (V. R.) was opening the blind during brakfast and Resident C436 (G.B.) used inappropriate words - "stupid and evil" to resident C435 because she was opening the blind. Resident C435 felt bad and resident was consoled. This often happen during meals as resident C436 does not like any blind open. Writer notified charge nurse who notified ADOC, both went to resident C436 and had discusion on way forward.

Author:Rebecca Ikechukwu-ogu Nursing/Care Services - RPN

Signature: \_\_\_\_\_

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Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name :	CAVERLEY, JAMES RONALD (077)	Location :	D6 D602 1	Move in Date :	11/17/2023
Medical Record #:	6746 386 892NC	Gender :	M	Date of Birth :	11/16/1934
Physician :	Sequeira, Errol	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	Morphine and Related				
Diagnoses :	Unspecified dementia(F03), Delirium, unspecified(F05.9), Other secondary hypertension, benign or unspecified(I15.80), Urinary tract infection, site not specified(N39.0), Unspecified diabetes mellitus with poor control, so described(E14.64), Hypothyroidism, unspecified(E03.9), Old myocardial infarction(I25.2), Acute renal failure, unspecified(N17.9), Hypotension, unspecified(I95.9), Atrial flutter, unspecified(I48.91), Pure hypercholesterolaemia(E78.0), Benign hypertension(I10.0), Arthrosis, unspecified(M19.9), Hyperplasia of prostate(N40), Other and unspecified hydronephrosis(N13.3), Retention of urine(R33)				

Effective Date: 11/23/2025 22:28 Type: Behavior Record

**Date and Time :** 23/11/25 all shift

**Location :** in the hallway, in the dining room

**Describe behaviours observed (do not state agitated please describe) :** Resident wheeling the in the hallway, going into other residents' rooms, very loud in the hallways. Resident refused supper, pm and HS meds, refused HS nourishment as well. but the agreed to sandwich at 2200hrs PRN given with it. will monitor

**What happened immediately before this behaviour Occured? :** Resident was sitting in his wheelchair at 1500 hrs.

**Staff Approach :** Encouraged resident to take meds, have supper but resident would get upset and start yelling and resident kicked writer while trying to give meds. Offered different options at supper but refused

**What was outcome from the responsive behavior? :** Writer was not able to administer meds. and also refused Vitals for HIR

**What were the potential triggers? :**

Author:Jusmeet Dhillon Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/17/2025 11:52 Type: BSO Team Note

**Note Text :** Writer spoke with the nurse regarding the resident's behaviours over the weekend. Nurse reported that the resident had exhibited some behaviours, possibly related to lack of sleep, but appeared to be doing better this morning.

Writer then went to assess the resident. During the interaction, the resident moved his wheelchair toward writer and attempted to kick. Writer informed staff to continue close monitoring and to obtain an order for a urine sample as similar behaviours have occurred in the past when the resident had a UTI. Staff will continue to monitor.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/14/2025 22:53 Type: Behavior Record

**Date and Time :** 14/11/25 @1730hrs

**Location :** in the hallway

**Describe behaviours observed (do not state agitated please describe) :** Resident came out in the hallway and started kicking the doors, getting frustrated of door not opening, resident hitting staff when approached. Resident also refused HS meds. Writer tried several times, but resident became aggressive but resident showing fist to writer when trying to administer meds.

**What happened immediately before this behaviour Occured? :** Family came to see resident and bought food from outside which resident had with family in the private dining room. Family left around 1730hrs.

**Staff Approach :** Staff tried to redirect resident and encouraged resident to take meds but resident pacing and ready to hit staff when anyone came close to him.

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Resident Name : CAVERLEY, JAMES RONALD (077)

Location : D6 D602 1

Move in Date : 11/17/2023

Medical Record # : 6746 386 892NC

Gender : M

Date of Birth : 11/16/1934

Physician : Sequeira, Errol

Pharmacy : MediSystem Mississauga IMM

Allergies : Morphine and Related

Diagnoses : Unspecified dementia(F03), Delirium, unspecified(F05.9), Other secondary hypertension, benign or unspecified(I15.80), Urinary tract infection, site not specified(N39.0), Unspecified diabetes mellitus with poor control, so described(E14.64), Hypothyroidism, unspecified(E03.9), Old myocardial infarction(I25.2), Acute renal failure, unspecified(N17.9), Hypotension, unspecified(I95.9), Atrial flutter, unspecified(I48.91), Pure hypercholesterolaemia(E78.0), Benign hypertension(I10.0), Arthrosis, unspecified(M19.9), Hyperplasia of prostate(N40), Other and unspecified hydronephrosis(N13.3), Retention of urine(R33)

What was outcome from the responsive behavior? : Resident was given care around 2200hrs, with 2 staff.

What were the potential triggers? :

Author:Jusmeet Dhillon Nursing/Care Services - RPN

Signature: \_\_\_\_\_

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Resident Name : CHO, SOOK JA (410)

Location : D4 D410 1

Move in Date : 11/21/2024

Medical Record # : 4818 169 346FB

Gender : F

Date of Birth : 12/10/1941

Physician : Atcha, Farida

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Unspecified dementia(F03), Benign hypertension(I10.0), Osteoporosis, unspecified(M81.9), Diabetes without complication(E13.9), Deep vein thrombosis(I82.9), Hallucinations, unspecified(R44.3), Delusional disorder(F22.0), Unspecified diabetes mellitus with other specified complication, not elsewhere classified(E14.68), Unspecified fracture of neck of femur, closed(S72.090)

Effective Date: 11/17/2025 15:27 Type: BSO Team Note

**Note Text :** Writer completed the Assessment of Capacity to Consent to Sexual Activity with assistance translating from nurse K.H. Care plan updated and consent form placed in resident's file.

Author: Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

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Resident Name : CLEGG, CHRISTOPHER (468)

Location : C4 C423 1

Move in Date : 09/08/2025

Medical Record # : 7272 713 855LB

Gender : M

Date of Birth : 09/18/1960

Physician : Sami, Hamza

Pharmacy : MediSystem Mississauga IMM

Allergies : Penicillin, Peanuts

Diagnoses : Benign hypertension(I10.0), Depressive episode, unspecified(F32.9), Anxiety disorder, unspecified(F41.9), Malignant neoplasm of descending colon(C18.6)

Effective Date: 11/18/2025 13:10 Type: BSO Team Note

**Note Text :** Writer and BSO Assist spoke with resident regarding low mood. Asked resident about his day, if there are any activities/hobbies he likes to do or anything we can support him with. He stated he needs winter boots and will ask his brother when he comes to visit. Resident expressed he was satisfied with the food being served, he was feeling well but wanted to rest. No expressions of not wanting to live. Spends time with mom occasionally- watches TV in her room.

DOS was initiated.

Delirium screening completed and negative.

GDS completed, scored 9/15. Will f/u with MD on whether he able start on an antidepressant.

Wellness checks each shift for low mood documented by staff.

Pain well managed. Scheduled and PRN available.

Daily BMs since Nov 6.

Care plan updated.

Will continue to follow up as needed.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/17/2025 11:54 Type: BSO Team Note

**Note Text :** Writer went to speak with resident regarding low mood but resident was sleeping. Will check up on resident later in the day. Spoke with staff and say he was doing better over the weekend and expressed no concerns of low mood.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

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Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : CURITTI, ADA (490)

Location : C5 C537 1

Move in Date : 11/13/2025

Medical Record # : 3560 620 530XC

Gender : F

Date of Birth : 10/05/1937

Physician : Zhao, Xiu

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Diabetes without complication(E13.9), Unspecified dementia(F03), Benign hypertension(I10.0), Asthma, unspecified, with stated status asthmaticus(J45.91), Anxiety disorder, unspecified(F41.9), Angina pectoris, unspecified(I20.9), Localized oedema(R60.0), Depressive episode, unspecified(F32.9)

Effective Date: 11/21/2025 10:30 Type: BSO Team Note

**Note Text :** Wellness check was conducted. The resident was napping at the time of the visit. The resident mentioned that she wants to go home but was easily redirected. DOS was completed. No concerns at the time of the visit.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Effective Date: 11/19/2025 11:43 Type: BSO Team Note

**Note Text :** Visited resident with BSO Assist to see how she is settling in. Resident believes she is here for a short stay and will be going back to the retirement home which is what her son told her when she was admitted. Resident started getting emotional and asking, "when am I going back home". Resident has all her clothes packed in a bag saying, "I'm ready to go home, I packed everything". Resident was reassured that she would be taken care of by the staff and to let them know if she needs anything to make her stay more comfortable. Resident was not happy about this and wanted her son to call her and explain further. Informed that son is at work right now and he is unable to speak with her at the moment.

Left resident sitting on the bed.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/13/2025 11:03 Type: BSO Team Note

LATE ENTRY

**Note Text :** Writer and SW M.T. greeted the resident and her son upon arrival in the lobby for admission. The resident was ambulating with a walker and presented as pleasant and cooperative. She was taken to her room and informed that the doctor and nursing staff would be in shortly to complete her assessment. The resident was left seated comfortably by the window. Writer will continue to follow up with resident and support transition into the home.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

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Resident Name : DASILVA, MANUEL GUS (483)

Location : D4 D438 1

Move in Date : 10/16/2025

Medical Record # : 5061 409 420PY

Gender : M

Date of Birth : 09/16/1930

Physician : Atcha, Farida

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Benign hypertension(I10.0), Psoriasis, unspecified(L40.9), Hyperplasia of prostate(N40), Left bundle-branch block, unspecified(I44.7), Unspecified urinary incontinence(R32), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Hyperlipidaemia, unspecified(E78.5), Bursitis of shoulder(M75.5), Arthropathic psoriasis(L40.5), Fatty (change of) liver, not elsewhere classified(K76.0), Diverticular disease of large intestine without perforation or abscess(K57.3), Vitamin B12 deficiency anaemia due to intrinsic factor deficiency(D51.0), Polycystic kidney, unspecified(Q61.3), Unilateral or unspecified inguinal hernia, without obstruction or gangrene(K40.9), Alzheimer's disease, unspecified(G30.9), Other specified hearing loss(H91.8), Subjective visual disturbances(H53.1)

Effective Date: 11/20/2025 08:00 Type: BSO Team Note

**Note Text :** Resident observed during personal care with two staff assistance. Resident was cooperative and not resistive throughout care. Staff used simple phrases and provided step by step explanations to support understanding. Care was completed without difficulty. No signs of distress observed during or after the interaction.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

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Resident Name :	DAVEY, TRACEY (240)	Location :	C2 C222 1	Move in Date :	01/30/2024
Medical Record #:	6035 606 919LV	Gender :	F	Date of Birth :	09/23/1962
Physician :	Atcha, Farida	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	No Known Allergies				
Diagnoses :	Limitation of activities due to disability(Z73.6), Hypothyroidism, unspecified(E03.9), Diabetes without complication(E13.9), Hyperlipidaemia, unspecified(E78.5), Mild cognitive disorder(F06.7), Type 2 diabetes mellitus without (mention of) complications(E11.9), Schizophrenia, unspecified(F20.9)				

Effective Date: 11/14/2025 14:51 Type: Behavior Record

**Date and Time :** 11/14/25

**Location :** resident bathroom

**Describe behaviours observed (do not state agitated please describe) :** Resident was screaming, stated "my dog bite me"

**What happened immediately before this behaviour Occured? :**

**Staff Approach :** staff tried to re-orient, resident is adamant. Showed her a toy cat, resident stated "I do not have any Cat"

**What was outcome from the responsive behavior? :** Resident was calm after that and went to meet her mother.

**What were the potential triggers? :**

Author:Gursharnbir.Kaur Nursing/Care Services - RN

Signature: \_\_\_\_\_

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Resident Name : DEOL, JAGJIWAN SINGH (363)

Location : D6 D604 1

Move in Date : 09/19/2024

Medical Record # : 5879 268 984RB

Gender : M

Date of Birth : 02/23/1955

Physician : Sequeira, Errol

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Depressive episode, unspecified(F32.9), Bipolar affective disorder, unspecified(F31.9), Mixed and other personality disorders(F61), Oesophagitis, unspecified(K20.9), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Trigeminal neuralgia(G50.0), Primary generalized (osteo)arthrosis(M15.0), Constipation(K59.0), Thyrotoxicosis, unspecified(E05.9), Unspecified dementia(F03), Bronchiectasis (J47), Embolism and thrombosis of other specified veins(I82.8), Adhesive capsulitis of shoulder(M75.0), Deep vein thrombosis(I82.9)

Effective Date: 11/16/2025 06:34 Type: Behavior Record

Date and Time : Nov. 16, 2025, Night shift

Location : Resident room

Describe behaviours observed (do not state agitated please describe) : JAGJIWAN frequent calling/ringing the bell. When staff responded Jagjiwan smiling,talking his language and making signs gestures for staff to come near, when staff came near the bed Jagjiwan tried to touch staff chest.

Around 0555H writer responded thecall, Jagjiwan does the same, smiling, talking his language and pointing writer chest.

What happened immediately before this behaviour Occured? : Awake

Staff Approach : Stop N go approach

Writer firmly said quote "NO, not appropriate" the moved out the room

What was outcome from the responsive behavior? :

What were the potential triggers? : unknown

Author:Gina Reciproco Nursing/Care Services - RPN

Signature: \_\_\_\_\_

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Resident Name :	DICKS, FRANCES (143)	Location :	D4 D420 1	Move in Date :	12/14/2023
Medical Record #:	8642 481 447DT	Gender :	F	Date of Birth :	03/29/1925
Physician :	Atcha, Farida	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	Lactose, SULFA				
Diagnoses :	Iron deficiency anaemia, unspecified(D50.9), Anxiety disorder, unspecified(F41.9), Congestive heart failure(I50.0), Diverticular disease of intestine, part unspecified, without perforation or abscess(K57.9), Hypothyroidism, unspecified(E03.9), Other and unspecified irritable bowel syndrome(K58.8), Chronic kidney disease, unspecified(N18.9), Other interstitial pulmonary diseases with fibrosis(J84.1), Calculus of kidney (N20.0), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Benign hypertension(I10.0), Arthritis, unspecified, hand(M13.94), Other specified orthopaedic follow-up care(Z47.8), Unspecified dementia(F03), Fracture of unspecified body region, closed(T14.20)				

Effective Date: 11/26/2025 12:58 Type: BSO Team Note

**Note Text :** Attended care conference at 10:30. POA expressed no concerns from BSO side. Informed POA that resident is very pleasant, sometimes looking for her mom but most of the time is redirectable. POA mentioned she purchased new puzzles for mom to complete in her room so if she gets bored of colouring she has puzzles to keep her busy as well.

Spoke about how resident may get more anxious in the late afternoon/evening time due to less action at that time. Resident also had a UTI and was treated with abx. This was also a contributing factor to her increased behaviours.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/25/2025 16:01 Type: BSO Team Note

**Note Text :** Received BSO referral for increased expressions during the evening. Resident seems to be more confused.

This appears consistent with the resident's baseline, given her diagnoses of dementia and anxiety. Redirection is sometimes effective. Spoke with resident's evening PSW and stated that she asks about her mother and wants to go home and is sometimes resistive to care.

Visited resident on the unit; she was seated at the nursing station colouring. Resident verbalized a desire to "go home." Writer engaged her in conversation regarding her family and her home. Resident remained calm, cooperative, and engaging throughout the interaction. No responsive behaviours or distress noted at this time.

Geri-psych is currently involved. BSO will continue to follow resident and implement supportive interventions.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/20/2025 10:00 Type: BSO Team Note

LATE ENTRY

**Note Text :** Wellness check was conducted. The resident was in the TV lounge. When asked how she was she stated that she was feeling well. No concerns at the moment of visit.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Effective Date: 11/14/2025 07:15 Type: BSO Team Note

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : DICKS, FRANCES (143)	Location : D4 D420 1	Move in Date : 12/14/2023
Medical Record # : 8642 481 447DT	Gender : F	Date of Birth : 03/29/1925
Physician : Atcha, Farida	Pharmacy : MediSystem Mississauga IMM	
Allergies : Lactose, SULFA		
Diagnoses :	Iron deficiency anaemia, unspecified(D50.9), Anxiety disorder, unspecified(F41.9), Congestive heart failure(I50.0), Diverticular disease of intestine, part unspecified, without perforation or abscess(K57.9), Hypothyroidism, unspecified(E03.9), Other and unspecified irritable bowel syndrome(K58.8), Chronic kidney disease, unspecified(N18.9), Other interstitial pulmonary diseases with fibrosis(J84.1), Calculus of kidney (N20.0), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Benign hypertension(I10.0), Arthritis, unspecified, hand(M13.94), Other specified orthopaedic follow-up care(Z47.8), Unspecified dementia(F03), Fracture of unspecified body region, closed(T14.20)	

**Note Text :** Resident was observed during morning care. She was pleasant and cooperative throughout the interaction. The PSW (MTC) provided care along with a student. The staff was gentle and took her time, ensuring the resident's comfort. Care was completed without issues, and no concerns were noted at the time of observation.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Effective Date: 11/12/2025 11:24 Type: BSO Team Note

**Note Text :** The resident was napping at the time of the visit.no concern to note.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : DOSSANTOS, ODETE (035)

Location : D6 D641 1

Move in Date : 11/09/2023

Medical Record # : 5333 458 957HL

Gender : F

Date of Birth : 04/21/1946

Physician : Sequeira, Errol

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Benign hypertension(I10.0), Other and unspecified symptoms and signs involving cognitive functions and awareness(R41.88), Paranoid schizophrenia(F20.0), Diabetes without complication(E13.9), Unspecified dementia(F03), Vitamin B12 deficiency anaemia, unspecified(D51.9), Other glaucoma(H40.8), Family history of diabetes mellitus(Z83.3)

Effective Date: 11/09/2025 22:44 Type: Behavior Record

Date and Time : 9/11/25

Location : in the dining room

Describe behaviours observed (do not state agitated please describe) : Resident crying out loud, screaming at staff

What happened immediately before this behaviour Occured? : Resident was sitting in the dining room looking out the balcony door

Staff Approach : Resident was offered dinner she refused, but then she had dessert and meds were given. After that she started crying again. Resident was then taken by staff and put to bed after dinner was done. Resident settled after that.

What was outcome from the responsive behavior? :

What were the potential triggers? :

Author:Jusmeet Dhillon Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : GROVES, MIRANDA (463)

Location : C6 C603 1

Move in Date : 06/19/2025

Medical Record # : 2870 322 795GJ

Gender : F

Date of Birth : 01/06/1984

Physician : Bansal, Praveen

Pharmacy : MediSystem Mississauga IMM

Allergies : Codeine

Diagnoses : Deep vein thrombosis(I82.9), Asthma, unspecified, without stated status asthmaticus(J45.90), Personality disorder, unspecified(F60.9), Latent syphilis, unspecified as early or late(A53.0), Other specified diabetes mellitus with other retinopathy(E13.33), Dysphasia and aphasia (R47.0), Encephalitis, myelitis and encephalomyelitis, unspecified(G04.9), Depressive episode, unspecified(F32.9), Diffuse brain injury without open intracranial wound(S06.25), Degeneration of macula and posterior pole(H35.3), Type 1 diabetes mellitus with established or advanced kidney disease(E10.23), Isolated proteinuria(R80), Mental and behavioural disorders due to use of other specified psychoactive substances, harmful use(F19.18)

Effective Date: 11/28/2025 14:37 Type: BSO Team Note

**Note Text :** Wellness check done. According to PSW resident has been doing better overall. Resident cooperative during care, is able to express needs most of the time. Resident is in good spirits, had a short conversation with her and she was able to answer all my questions. BSO will continue check ins with resident.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/21/2025 08:02 Type: BSO Team Note

**Note Text :** Wellness check was conducted. The staff was assisting Miranda getting her ready for breakfast. The resident is cooperating. No concerns were voiced at the moment of visit.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Effective Date: 11/18/2025 13:32 Type: BSO Team Note

**Note Text :** No behavior noted throughout the shift. No concerns at this time.

Author:Harpreet Kaur Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/18/2025 11:31 Type: BSO Team Note

**Note Text :** Wellness check was conducted along with the BSO Lead, and the resident was smiling and happy. No concerns were noted at the time of the visit.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : GROVES, MIRANDA (463)

Location : C6 C603 1

Move in Date : 06/19/2025

Medical Record # : 2870 322 795GJ

Gender : F

Date of Birth : 01/06/1984

Physician : Bansal, Praveen

Pharmacy : MediSystem Mississauga IMM

Allergies : Codeine

Diagnoses : Deep vein thrombosis(I82.9), Asthma, unspecified, without stated status asthmaticus(J45.90), Personality disorder, unspecified(F60.9), Latent syphilis, unspecified as early or late(A53.0), Other specified diabetes mellitus with other retinopathy(E13.33), Dysphasia and aphasia (R47.0), Encephalitis, myelitis and encephalomyelitis, unspecified(G04.9), Depressive episode, unspecified(F32.9), Diffuse brain injury without open intracranial wound(S06.25), Degeneration of macula and posterior pole(H35.3), Type 1 diabetes mellitus with established or advanced kidney disease(E10.23), Isolated proteinuria(R80), Mental and behavioural disorders due to use of other specified psychoactive substances, harmful use(F19.18)

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : GU, QUANMEI (113)	Location : C4 C402 1	Move in Date : 12/08/2023
Medical Record # : 2897 016 644ET	Gender : F	Date of Birth : 07/08/1941
Physician : Sami, Hamza	Pharmacy : MediSystem Mississauga IMM	
Allergies : Penicillin		
Diagnoses : Alzheimer's disease, unspecified(G30.9), Benign hypertension(I10.0), Unspecified diabetes mellitus with poor control, so described(E14.64), Osteoporosis, unspecified(M81.9), Hyperlipidaemia, unspecified(E78.5), Other specified disorders of bladder(N32.8), Unspecified dementia (F03)		

Effective Date: 11/19/2025 05:25 Type: Behavior Record

**Date and Time :** November 18, 2025, around 2330.

**Location :** In hallway- in front of resident's room

**Describe behaviours observed (do not state agitated please describe) :** Writer was doing dressing in another resident's room when resident was heard shouting in the hallway. Writer went to assess the situation immediately and observed that PSW carts and all supplies (briefs/towels) were on the floor and resident was standing nearby shouting something in her own language while pointing towards the carts.

**What happened immediately before this behaviour Occured? :** Resident was seen sleeping in her room around 15-20 minutes before this behavior.

**Staff Approach :** Writer used the translator app to find out what she was saying and got to know that she was upset because she saw the carts in front of her room. Writer advised PSW team members to move the carts away from her room. Carts were moved and resident was redirected successfully. Writer tried to assess if she got hurt during the behavior, but she did not let anybody touch or assess her. However, no expressions of pain or discomfort were noted. Writer tried to calm her down- she refused to go back to her room, so writer pointed towards the lounge area and asked if she wants to sit there and watch TV for some time, to which she agreed.

**What was outcome from the responsive behavior? :** After few minutes, resident was noted smiling and saying something to the staff in her own language. She watched TV in lounge area for 15-20 minutes and went back to her room to sleep. Writer checked upon her several times; she was noted sleeping calmly. No concern was noted or reported afterwards.

**What were the potential triggers? :** PSW carts near her room were the potential trigger.

Author: Ravneet Mand Nursing/Care Services - RN

Signature: \_\_\_\_\_

Effective Date: 11/16/2025 17:56 Type: Behavior Record

**Date and Time :** Nov 16 around 6pm

**Location :** dining room and at lounge area

**Describe behaviours observed (do not state agitated please describe) :** resident looked agitated, restless and yelling out to other residents in dining room and after supper at lounge area when watching tv

**What happened immediately before this behaviour Occured? :** after supper all residents walking to lounge area to watch tv. loud and noisy environment

**Staff Approach :** redirection for Gu is ineffective  
redirected and moved resident (L.N and B.M)

Prn medication given

POA notified

**What was outcome from the responsive behavior? :** POA spoke with resident  
resident calm, watching tv

**What were the potential triggers? :** Gu wants other residents to sit at one place and be quiet and watch tv, but things did not happen the way she wanted.

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : GU, QUANMEI (113)

Location : C4 C402 1

Move in Date : 12/08/2023

Medical Record # : 2897 016 644ET

Gender : F

Date of Birth : 07/08/1941

Physician : Sami, Hamza

Pharmacy : MediSystem Mississauga IMM

Allergies : Penicillin

Diagnoses : Alzheimer's disease, unspecified(G30.9), Benign hypertension(I10.0), Unspecified diabetes mellitus with poor control, so described(E14.64), Osteoporosis, unspecified(M81.9), Hyperlipidaemia, unspecified(E78.5), Other specified disorders of bladder(N32.8), Unspecified dementia (F03)

Author:Reempal Patel Nursing/Care Services - RN

Signature: \_\_\_\_\_

Effective Date: 11/05/2025 13:28 Type: Behavior Record

Date and Time : Nov 5, 2025, around 8 am

Location : Dining area

Describe behaviours observed (do not state agitated please describe) : resident was asking for the milk from the kitchen staff and due to the language barrier, the kitchen staff didn't understand what the resident was asking for and the resident started shouting at the staff and was not letting her do her work or close the kitchen door.

What happened immediately before this behaviour Occured? : She was walking in the hallway

Staff Approach : After heard the resident shouting, writer went to assess the situation and tried to calm the resident down. Writer tried to call the PPOA as well, but it went to voicemail. Writer used the translator app to know what she is saying and got to know that sheis asking for the glass of milk.

What was outcome from the responsive behavior? : After getting the milk, she was shouting again and the writer used the app again to know what she is saying. The resident was abusing the kitchen staff in her own language and was saying that they don't know how to work and was calling them "foolish people". Writer tried to explain the resident that it is due to the communication barrier, but she started shouting at the writer instead. Writer stepped aside and after some time the resident calmed on her own.

What were the potential triggers? : Communication barrier as the staff was not able to understand what the resident was asking for.

Author:Palakmeet Kaur Nursing/Care Services - RN

Signature: \_\_\_\_\_

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : HENNIG, ELIZABETH (027)

Location : D6 D617 1

Move in Date : 11/09/2023

Medical Record # : 5170 060 098WP

Gender : F

Date of Birth : 01/08/1979

Physician : Sequeira, Errol

Pharmacy : MediSystem Mississauga IMM

Allergies : ceFAZolin, Penicillin, Septra, nickel

Diagnoses : Delusional disorder(F22.0), Resistance to methicillin(U82.1), Deep vein thrombosis(I82.9), Fracture of unspecified body region, closed(T14.20), Peripheral vascular disease, unspecified(I73.9), Schizoaffective disorder, unspecified(F25.9), Eating disorder, unspecified(F50.9), Paranoid personality disorder(F60.0), Childhood autism(F84.0), Obesity, unspecified(E66.9), Cellulitis, unspecified(L03.9), Other sleep apnoea(G47.38), Congestive heart failure(I50.0), Osteoporosis, unspecified(M81.9), Atrial flutter, unspecified(I48.91)

Effective Date: 11/30/2025 13:49 Type: Behavior Follow-up Note

**Note Text :** This morning resident was resistive to care and was calling PSW insulting names and shouting at PSW. GPA was provided by staff however resident's behavior was not consolable.

Author:Maren Manlansing Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/09/2025 22:16 Type: Behavior Record

**Date and Time :** 9/11/25, around 1700

**Location :** in the hallway wheeling towards the dining room

**Describe behaviours observed (do not state agitated please describe) :** Resident swearing at other residents, yelling, shouting, throwing cutlery on the floor.

**What happened immediately before this behaviour Occured? :** Resident was wheeling towards the dining room for dinner

**Staff Approach :** Resident was taken to her room

**What was outcome from the responsive behavior? :** Resident had dinner in the room. Ate well and she did calm down after dinner

**What were the potential triggers? :**

Author:Jusmeet Dhillon Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Effective Date: 11/02/2025 14:36 Type: Behavior Follow-up Note

**Note Text :** Resident verbally responsive towards staff during lunch. Resident asked to eat lunch in her room. Meal provided in her room. 02 stats 92% 2/L via nasal cannula.

Author:Shanice Powell Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : HEYES, PATRICIA (288)	Location : C3 C337 1	Move in Date : 02/23/2024
Medical Record # : 9879 991 850HE	Gender : F	Date of Birth : 12/31/1932
Physician : Bejaei, Fatemeh	Pharmacy : MediSystem Mississauga IMM	
Allergies : No Known Allergies		
Diagnoses : Bradycardia, unspecified(R00.1), Other specified anxiety disorders(F41.8), Other depressive episodes(F32.8), Unspecified dementia(F03), Sciatica(M54.3), Chronic obstructive pulmonary disease, unspecified(J44.9), Dysphasia and aphasia(R47.0), Hyperchylomicronaemia(E78.3)		

Effective Date: 11/11/2025 14:21 Type: BSO Team Note

**Note Text :** Attended the Care rounding with the 3C staff Lead by SSW(MT).  
wellness check was conducted along with BSO Lead, Patricia was confused as per her baseline.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Effective Date: 11/07/2025 14:15 Type: BSO Team Note

**Note Text :** Resident was seen with SSW (MT) for a wellness check. Resident appeared to be in a very happy mood. No concerns were noted during the interaction.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : KENNY, THOMAS (111)	Location : D5 D524 1	Move in Date : 12/07/2023
Medical Record # : 9442 617 370EG	Gender : M	Date of Birth : 04/19/1937
Physician : Egier, Stuart	Pharmacy : MediSystem Mississauga IMM	
Allergies : No Known Allergies		
Diagnoses : Depressive episode, unspecified(F32.9), Atrial fibrillation, unspecified(I48.90), Benign hypertension(I10.0), Hypothyroidism, unspecified (E03.9), Osteoporosis, unspecified(M81.9), Unspecified dementia(F03), Mixed conductive and sensorineuronal hearing loss, bilateral(H90.6), Hyperlipidaemia, unspecified(E78.5), Unspecified fracture of neck of femur, closed(S72.090), Mental and behavioural disorders due to use of alcohol, acute intoxication(F10.0), Delusional disorder(F22.0)		

Effective Date: 11/27/2025 15:49 Type: BSO Team Note

**Note Text :** Huddle done with morning staff regarding expressions towards RPN and when/how to call a code white.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/27/2025 10:35 Type: BSO Team Note

**Note Text :** Writer was called to the unit in response to a situation in which resident was actively pursuing a staff member who is a known trigger for him. When writer arrived on the unit, the resident was searching for the nurse and accusing him of stealing his socks. Writer redirected the resident to his room, engaged him in conversation, and utilized distraction by asking about his family. The resident became calmer and more cooperative however, he soon returned to the topic of his missing socks, insisting that the nurse had taken them. He stated that this staff member had worked at his previous residence had followed him here and continued to steal his belongings. Writer used validation and supportive communication techniques to de-escalate his distress. Writer then left the resident in his room temporarily to "look for his socks." The resident came out of his room again, continuing to express concerns about the missing socks. After five minutes, he returned to his room. Writer followed up with the resident after about 30 minutes, and the nurse reported that the resident remained in his room and had not expressed any further responsive behaviours.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/25/2025 15:54 Type: BSO Team Note

**Note Text :** A wellness check was completed for resident. He appeared to be doing well and informed that his daughter had just visited. The resident was in good spirits and engaged appropriately in a brief conversation, responding receptively to all questions.

Staff reported no verbal or physical expressions of concern directed toward Nurse Y.V. BSO will remain involved and continue to follow up with resident.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/24/2025 09:23 Type: Behavior Record

Date and Time : Nov 24,9:23

Location : Dining

Community #: 1

## Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

## Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : KENNY, THOMAS (111)	Location : D5 D524 1	Move in Date : 12/07/2023
Medical Record # : 9442 617 370EG	Gender : M	Date of Birth : 04/19/1937
Physician : Egier, Stuart	Pharmacy : MediSystem Mississauga IMM	
Allergies : No Known Allergies		
Diagnoses : Depressive episode, unspecified(F32.9), Atrial fibrillation, unspecified(I48.90), Benign hypertension(I10.0), Hypothyroidism, unspecified (E03.9), Osteoporosis, unspecified(M81.9), Unspecified dementia(F03), Mixed conductive and sensorineuronal hearing loss, bilateral(H90.6), Hyperlipidaemia, unspecified(E78.5), Unspecified fracture of neck of femur, closed(S72.090), Mental and behavioural disorders due to use of alcohol, acute intoxication(F10.0), Delusional disorder(F22.0)		

**Describe behaviours observed (do not state agitated please describe) :** Resident suddenly got up from the chair after breakfast and suddenly came to writer when writer was on the phone and started saying "No Kenny, no Kenny" and than writer distant him self from resident for safety purpose. Resident turned around and went to the room. Monitoring continues.

**What happened immediately before this behaviour Occured? :**

**Staff Approach :**

**What was outcome from the responsive behavior? :**

**What were the potential triggers? :**

Author:Yash Vyas Nursing/Care Services - Registered Practical Nurse

Signature: \_\_\_\_\_

Effective Date: 11/19/2025 09:15 Type: Behavior Record

**Date and Time :** Nov 19, 9:10 am

**Location :** Dining

**Describe behaviours observed (do not state agitated please describe) :** Writer was in dining room and resident came out of common washroom. Than resident was going back to room with out having breakfast. Writer noticed and told PSW to tell him to eat. Resident suddenly came to writer. However writer managed to block the way with cart to avoid conflict and situation compelled writer to leave dining. Resident went back to the table. Writer came back to dining as there was no other nurse in dining. Resident left the food got up from the chair again started chasing writer all over in the hallway saying " Run bastard run"

**What happened immediately before this behaviour Occured? :**

**Staff Approach :** Writer left the situation for own safety as well as resident and sent another RPN SK.

**What was outcome from the responsive behavior? :**

**What were the potential triggers? :**

Author:Yash Vyas Nursing/Care Services - Registered Practical Nurse

Signature: \_\_\_\_\_

Effective Date: 11/17/2025 13:18 Type: Behavior Record

**Date and Time :** Nov 17 Breakfast time

**Location :** Dining

**Describe behaviours observed (do not state agitated please describe) :** Resident came to dining and saw writer and suddenly came to writer and said "Come here I need to talk to you and tried to chase writer. Than after he went to table and sit however kept passing verbal comments on writer. Resident did the same passing verbal comments at Lunch too.

**What happened immediately before this behaviour Occured? :**

**Staff Approach :** Monitoring

**What was outcome from the responsive behavior? :**

**What were the potential triggers? :**

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : KENNY, THOMAS (111) Location : D5 D524 1 Move in Date : 12/07/2023  
Medical Record # : 9442 617 370EG Gender : M Date of Birth : 04/19/1937  
Physician : Egier, Stuart Pharmacy : MediSystem Mississauga IMM  
Allergies : No Known Allergies  
Diagnoses : Depressive episode, unspecified(F32.9), Atrial fibrillation, unspecified(I48.90), Benign hypertension(I10.0), Hypothyroidism, unspecified (E03.9), Osteoporosis, unspecified(M81.9), Unspecified dementia(F03), Mixed conductive and sensorineuronal hearing loss, bilateral(H90.6), Hyperlipidaemia, unspecified(E78.5), Unspecified fracture of neck of femur, closed(S72.090), Mental and behavioural disorders due to use of alcohol, acute intoxication(F10.0), Delusional disorder(F22.0)

Author:Yash Vyas Nursing/Care Services - Registered Practical Nurse

Signature: \_\_\_\_\_

Effective Date: 11/10/2025 09:28 Type: BSO Team Note

**Note Text :** Observed resident during breakfast. Resident joined just past 8:30, saw RPN Y.V and no verbal/physical expressions were observed.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Effective Date: 11/07/2025 13:38 Type: Behavior Record

**Date and Time :** Nov 7 Breakfast

**Location :** Dining

**Describe behaviours observed (do not state agitated please describe) :** Resident came to dining and sit and saw writer and started staring at writer and stating that writer stole his shoe. Resident got up from the chair to come to writer. However diverted by another staff and sat down. After sometime suddenly resident got up and started walking to writer quickly with out walker. Writer left dining and went near lunch room. Resident chased writer fast with out walker. writer left the place and went to other side. Resident went to other side and came back and made writer run around. Writer locked the cart and left situation.

**What happened immediately before this behaviour Occured? :**

**Staff Approach :** other staff tried to divert resident. Writer avoided coming Infront of him. ADOC notified of whole situation. Dr notified and he increased loxapine.

**What was outcome from the responsive behavior? :**

**What were the potential triggers? :** Thinking that writer stole his shoe

Author:Yash Vyas Nursing/Care Services - Registered Practical Nurse

Signature: \_\_\_\_\_

Effective Date: 11/07/2025 10:30 Type: BSO Team Note

**Note Text :** Checked with registered staff and was informed that the resident was chasing the RPN (YV). The writer instructed the RN to notify the physician, as it was the doctor's rounds today. Will continue to follow up.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : KENNY, THOMAS (111)	Location : D5 D524 1	Move in Date : 12/07/2023
Medical Record # : 9442 617 370EG	Gender : M	Date of Birth : 04/19/1937
Physician : Egier, Stuart	Pharmacy : MediSystem Mississauga IMM	
Allergies : No Known Allergies		
Diagnoses : Depressive episode, unspecified(F32.9), Atrial fibrillation, unspecified(I48.90), Benign hypertension(I10.0), Hypothyroidism, unspecified (E03.9), Osteoporosis, unspecified(M81.9), Unspecified dementia(F03), Mixed conductive and sensorineuronal hearing loss, bilateral(H90.6), Hyperlipidaemia, unspecified(E78.5), Unspecified fracture of neck of femur, closed(S72.090), Mental and behavioural disorders due to use of alcohol, acute intoxication(F10.0), Delusional disorder(F22.0)		

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name :	KUCHNA, LUKASZ (253)	Location :	C6 C611 1	Move in Date :	02/05/2024
Medical Record #:	1305 577 825XH	Gender :	M	Date of Birth :	04/18/1979
Physician :	Bansal, Praveen	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	No Known Allergies				
Diagnoses :	Unspecified injury of head(S09.9), Unspecified injury of trunk, level unspecified(T09.9), Immobility syndrome (paraplegic), other site(M62.38), Chronic obstructive pulmonary disease, unspecified(J44.9), Depressive episode, unspecified(F32.9), Simple chronic bronchitis(J41.0), Stroke, not specified as haemorrhage or infarction(I64), Paraplegia of unspecified type, unspecified, at lumbar level(G82.293)				

Effective Date: 11/27/2025 22:57 Type: Behavior Record

**Date and Time :** Nov 27th, 2025 evening shift after 1700

**Location :** Dining room table 3

**Describe behaviours observed (do not state agitated please describe) :** During supper L.K. came to the dining room, as he was waiting for his food, writer noticed he took out his cannabis items, small pair of scissors, rolling paper and a white container that had weed. He had not gotten as far as opening the container but he had the rolling paper in his hands. Writer immediately approached him and told him to put it away and the dining room was not the appropriate place or time for him to roll his weed and to have respect for the other residents around

**What happened immediately before this behaviour Occured? :**

**Staff Approach :** L.K started to argue with writer that he had been waiting a long time for his food and it was late ( table 2 had just been served, his table 3 was next) Writer informed him we are following the rotating table schedule as always, his food was not late and would be with him shortly while still instructing him to put away his cannabis items and do it in his room. L.K. Started to yell and swear at writer yelling "This is my home and I can do whatever I want, you can fuck off." Writer informed him they would have him removed from the dining room area if he does not comply and to have respect for the other residents, writer was looking out for other residents.

**What was outcome from the responsive behavior? :** After some time, L.K put the items away and received his supper, he did not say anything else.

**What were the potential triggers? :** resident not wanting to comply with staff and put away cannabis items.

Author:Derika Paul Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : KUTKY, KHURSHED (244) Location : D3 D307 1 Move in Date : 01/31/2024

Medical Record # : 5897 458 807JY Gender : M Date of Birth : 07/08/1955

Physician : Seganathy, Evangeline Pharmacy : MediSystem Mississauga IMM

Allergies : NSAIDs

Diagnoses : Other specified hypothyroidism(E03.8), Stroke, not specified as haemorrhage or infarction(I64), Unspecified dementia(F03), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Alzheimer's disease, unspecified(G30.9), Hemiplegia of unspecified type of unspecified [unilateral] side(G81.99)

Effective Date: 11/07/2025 14:12 Type: BSO Team Note

**Note Text :** Resident was seen for a wellness check with SSW (MT). When greeted and asked how he was doing, resident smiled in response. When asked if he had lunch, resident nodded confirming that he had. Resident appeared calm and content during the interaction. No concerns noted at this time.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : MACPHEE, BARBARA (258)

Location : C4 C440 1

Move in Date : 02/06/2024

Medical Record # : 7900 809 059ET

Gender : F

Date of Birth : 07/13/1949

Physician : Sami, Hamza

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Chronic obstructive pulmonary disease, unspecified(J44.9), Pure hypercholesterolaemia(E78.0), Benign hypertension(I10.0), Osteoporosis, unspecified(M81.9), Unspecified dementia(F03), Dysphasia and aphasia(R47.0), Anxiety disorder, unspecified(F41.9), Alzheimer's disease, unspecified(G30.9)

Effective Date: 11/17/2025 13:17 Type: BSO Team Note

**Note Text :** Visited resident today. In good spirits, doll therapy effective. Spoke with nurse who informed that care is still a challenge as resident is resistive. Med changes were made by geri-psych. Recommendations pending. Will continue to follow up.

Author: Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : MENDONCA, MARIA (227)	Location : D3 D323 1	Move in Date : 01/25/2024
Medical Record # : 3942 743 356RX	Gender : F	Date of Birth : 02/18/1943
Physician : Seganathy, Evangeline	Pharmacy : MediSystem Mississauga IMM	
Allergies : HYDROMorphone, Corn, Mushrooms		
Diagnoses : Crohn's disease, unspecified(K50.9), Asthma, unspecified, without stated status asthmaticus(J45.90), Diverticular disease of intestine, part unspecified, without perforation or abscess(K57.9), Postcholecystectomy syndrome(K91.5), Malignant neoplasm of central portion of breast, unspecified side(C50.19), Other and unspecified intestinal obstruction(K56.6), Depressive episode, unspecified(F32.9), Other subarachnoid haemorrhage(I60.8), Rheumatoid arthritis, unspecified(M06.9), Resistance to methicillin(U82.1), Sciatica(M54.3), Sacroiliitis, not elsewhere classified(M46.1), Other specified diabetes mellitus without (mention of) complication(E13.9)		

Effective Date: 11/10/2025 14:11 Type: BSO Team Note

**Note Text :** Resident was observed during lunch after moving table mate to a different table. While the nurse was speaking with the writer and the BSO Assistant, the resident told the nurse to stop talking, gesturing as if to zip her mouth. The resident then laughed and stated "I'm just joking".

Spoke with PSW N.R who reported that she had spoken with the resident earlier. According to N.R., the resident stated that she has been behaving this way because her son is not coming to visit her. The resident expressed that her son is upset with her due to the altercation she had with another resident earlier that week.

Author: Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

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Resident Name :	MERAI, ZINATOON (138)	Location :	D5 D505 1	Move in Date :	12/13/2023
Medical Record #:	2568 897 942CW	Gender :	F	Date of Birth :	03/22/1933
Physician :	Egier, Stuart	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	No Known Allergies				
Diagnoses :	Unspecified dementia(F03), Obsessive-compulsive disorder, unspecified(F42.9), Primary generalized (osteo)arthrosis(M15.0), Benign hypertension(I10.0), Conductive hearing loss, unspecified(H90.2), Osteoporosis, unspecified(M81.9), Urinary tract infection, site not specified(N39.0), Ulcerative colitis, unspecified(K51.9), Umbilical hernia without obstruction or gangrene(K42.9), Malignant neoplasm of central portion of breast, unspecified side(C50.19), Fracture of orbital floor, closed(S02.300), Stress fracture, not elsewhere classified, unspecified site(M84.39)				

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Effective Date: 11/14/2025 10:00 Type: BSO Team Note

**Note Text :** Attended the Care Conference that was held for the resident with the care team.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

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Effective Date: 11/04/2025 14:49 Type: BSO Team Note

**Note Text :** Resident was agitated in morning, shouting and yelling on other residents, Trazadone was given @ 0815. after that resident calm.

Author:Harpreet Kaur Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : PICKARD, MARGARET CAROLE (360)

Location : D5 D522 1

Move in Date : 09/09/2024

Medical Record # : 1388 520 650LY

Gender : F

Date of Birth : 12/10/1937

Physician : Egier, Stuart

Pharmacy : MediSystem Mississauga IMM

Allergies : Penicillin

Diagnoses : Alzheimer's disease, unspecified(G30.9), Urinary tract infection, site not specified(N39.0), Type 2 diabetes mellitus with poor control, so described(E11.64), Carcinoma in situ of colon(D01.0), Anxiety disorder, unspecified(F41.9), Depressive episode, unspecified(F32.9), Other vascular dementia(F01.8)

Effective Date: 11/07/2025 11:30 Type: BSO Team Note

**Note Text :** Wellness check completed. When asked about her foot, resident reported that she no longer requires the boot and stated she is feeling perfectly fine. Resident expressed gratitude for the visit. No concerns noted at this time.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name :	RAYIAN, INAIT (398)	Location :	D3 D340 1	Move in Date :	10/16/2024
Medical Record #:	9593 756 852NK	Gender :	F	Date of Birth :	12/25/1938
Physician :	Seganathy, Evangeline	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	No Known Allergies				
Diagnoses :	Arthritis, unspecified, other site(M13.98), Unspecified dementia(F03), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Osteoporosis, unspecified(M81.9), Fracture of other and unspecified parts of lumbar spine and pelvis, closed(S32.800), Benign hypertension(I10.0)				

Effective Date: 11/14/2025 06:38 Type: Behavior Record

Date and Time : around 0600

Location : resident room

Describe behaviours observed (do not state agitated please describe) : Resident very resistive to care in an unusual way. Shouting and screaming on top of her voice asking staff to leave the room. Hitting/slapping staff and refusing to be touch.

What happened immediately before this behaviour Occured? : Staff left the room, no care was provided

Staff Approach : no intervention at this time due to language Barriere, just left resident alone.

What was outcome from the responsive behavior? : resident went back to sleep, calm in her bed.

What were the potential triggers? : when staff entered the room to provide care

Author:Nana Lumingu Nursing/Care Services - RN

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : VILLEMAIRE, HILLECHIEN (175)

Location : D5 D539 1

Move in Date : 12/21/2023

Medical Record # : 6882 786 871NW

Gender : F

Date of Birth : 07/12/1946

Physician : Egier, Stuart

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Benign hypertension(I10.0), Glaucoma, unspecified(H40.9), Arthritis, unspecified, multiple sites(M13.90), Hyperlipidaemia, unspecified(E78.5), Urinary tract infection, site not specified(N39.0), Dementia in Alzheimer's disease, unspecified(F00.9)

Effective Date: 11/21/2025 07:58 Type: BSO Team Note

**Note Text :** Wellness check was conducted. The resident was in good spirits and no concerns at the time of the visit.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name :	WALKER, MARY (358)	Location :	C5 C529 1	Move in Date :	09/06/2024
Medical Record #:	9975 937 377TL	Gender :	F	Date of Birth :	07/04/1926
Physician :	Zhao, Xiu	Pharmacy :	MediSystem Mississauga IMM		
Allergies :	Codeine, Penicillin, Ramipril, Sulfa Antibiotics				
Diagnoses :	Alzheimer's disease, unspecified(G30.9), Vascular dementia, unspecified(F01.9), Chronic obstructive pulmonary disease, unspecified(J44.9), Benign hypertension(I10.0), Old myocardial infarction(I25.2), Primary generalized (osteo)arthrosis(M15.0), Depressive episode, unspecified(F32.9), Venous insufficiency (chronic)(peripheral)(I87.2), Dysphasia and aphasia(R47.0), Malignant neoplasm skin of other and unspecified parts of face(C44.3), Gastro-oesophageal reflux disease without oesophagitis(K21.9), Unspecified fracture of neck of femur, closed(S72.090)				

Effective Date: 11/26/2025 12:13 Type: BSO Team Note

**Note Text :** Care observation was completed for resident following breakfast. The resident expressed the need to use the washroom and was assisted by the PSW and student. The resident was appreciative of the support but became verbally responsive during the clothing change. The PSW remained patient throughout the interaction and provided step-by-step guidance throughout the care routine.

Resident initially refused to change her shirt. After some time, she removed it herself and threw it towards the PSW. Total care time was approximately 25 minutes. The resident also verbalized pain during peri-care.

Recommendations to the team:

- Complete pain assessments x 3 days to monitor ongoing discomfort and identify patterns.
- Trial administering PRN Trazodone 30 minprior to care.
- Allow adequate processing time for the resident to understand instructions before proceeding with care.
- The resident has hearing difficulties. Ensure you lower your mask (if safe/appropriate), face the resident, and speak clearly when giving directions or providing care.
- Utilize reassurance and validation techniques to help decrease anxiety or agitation during care.
- When refusal occurs, use gentle redirection and offer choices to promote autonomy and reduce escalation.

BSO will continue to follow resident and monitor effectiveness and implement interventions as needed.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : WAUGH, GRANVILLE (418)	Location : C5 C523 1	Move in Date : 01/09/2025
Medical Record # : 9399 551 259JX	Gender : M	Date of Birth : 12/06/1937
Physician : Zhao, Xiu	Pharmacy : MediSystem Mississauga IMM	
Allergies : Morphine		
Diagnoses :	Unspecified dementia(F03), Nontraumatic subdural haemorrhage(I62.0), Other and unspecified skin changes(R23.8), Benign hypertension (I10.0), Malignant neoplasm of prostate(C61), Chronic kidney disease, unspecified(N18.9), Transient cerebral ischaemic attack, unspecified (G45.9), Neoplasm of uncertain or unknown behaviour of parotid salivary glands(D37.030), Dysphasia and aphasia(R47.0), Hyperlipidaemia, unspecified(E78.5), Benign neoplasm parotid gland(D11.0), Hyperplasia of prostate(N40), Other internal derangements of knee(M23.8)	

Effective Date: 11/25/2025 11:48 Type: BSO Team Note

**Note Text :** Care observation completed with BSO MT P.G. Resident was noted to be more cooperative during shower. PSW Arshad has established a strong rapport with the resident and consistently explains each step before and during care. The resident is very receptive to her guidance and remains cooperative throughout care and shower routines.

During dressing, the resident was observed to shout when his left leg was lifted to assist with putting on his shoes.

Spoke with the resident's wife who informed writer that resident experienced a workplace injury in 1971 which required a metal implant to be inserted. This may be contributing to the discomfort and vocal expressions noted during care involving his left leg.

- Updated MD binder to add pain medication during morning care
- Informed nurse to start on DOS for change in medication (was started on risperidone)

BSO will continue to follow resident and provide recommendations.

Author: Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : WILSON, ROBERT (022)	Location : D5 D501 1	Move in Date : 11/09/2023
Medical Record # : 5063 044 647BT	Gender : M	Date of Birth : 04/16/1938
Physician : Egier, Stuart	Pharmacy : MediSystem Mississauga IMM	
Allergies : No Known Allergies		
Diagnoses : Arthritis, unspecified, lower leg(M13.96), Osteoporosis, unspecified(M81.9), Sensorineural hearing loss, unspecified(H90.5), Dysphasia and aphasia(R47.0), Alzheimer's disease, unspecified(G30.9), Unspecified dementia(F03)		

Effective Date: 11/27/2025 14:22 Type: Behavior Record

Date and Time : Nov 27 9:30

Location : Shower room

Describe behaviours observed (do not state agitated please describe) : PSW AA reported that resident hit her on the back while she was trying to take off clothes. No injury reported. Staff denied any pain. No other concerns from PSW AA.

What happened immediately before this behaviour Occured? :

Staff Approach : BSO referral

What was outcome from the responsive behavior? :

What were the potential triggers? : unknown

Author:Yash Vyas Nursing/Care Services - Registered Practical Nurse

Signature: \_\_\_\_\_

Community #: 1

Wellbrook Place West

Community Code: 13

Date: Dec 11, 2025

Progress Notes \*NEW\*

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : WONG, DONG (279)

Location : D3 D332 1

Move in Date : 02/20/2024

Medical Record # : 2167 376 827ET

Gender : M

Date of Birth : 07/29/1951

Physician : Seganathy, Evangeline

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Unspecified dementia(F03), Dilated cardiomyopathy(I42.0), Congestive heart failure(I50.0), Benign hypertension(I10.0), Diabetes without complication(E13.9), Atrophy of prostate(N42.2), Anaemia, unspecified(D64.9), Other sleep apnoea(G47.38), Unspecified diabetes mellitus without (mention of) complication(E14.9), Chronic obstructive pulmonary disease, unspecified(J44.9), Hyperplasia of prostate(N40), Hyperlipidaemia, unspecified(E78.5)

Effective Date: 11/30/2025 11:57 Type: Behavior Follow-up Note

**Note Text :** 1127: Called back Dr. Atcha and gave a one-time order for Haldol 0.5 mg SC x 1 dose PRN for increase agitation and aggression (expires in 24 hours).

POA- wife visited during lunchtime. Resident has since been calm and settled at around 0800.

Author:Mary Genterola Nursing/Care Services - RN

Signature: \_\_\_\_\_

Effective Date: 11/30/2025 10:08 Type: Behavior Follow-up Note

**Note Text :** Resident went to the dining room for breakfast. He was cooperative and ate his breakfast 100%. PRN Trazodone medication administered.

After breakfast, resident went to his room and was quiet. On DOS x 5 days.

Author:Mary Genterola Nursing/Care Services - RN

Signature: \_\_\_\_\_

Effective Date: 11/01/2025 06:53 Type: BSO Team Note

**Note Text :** No concerns or responsive behavior noted as Resident slept well through the night

Author:Bedie Mboh-benice Nursing/Care Services - RPN

Signature: \_\_\_\_\_

Community #: 1

**Wellbrook Place West**

Community Code: 13

Date: Dec 11, 2025

**Progress Notes \*NEW\***

User: Ayaan Esmail

Time: 13:45:29 ET

Primary Physician: All Progress Note Type: Behavior Follow-up Note, Behavior Record, BSO Team Note Effective Date Range: 11/01/2025 to 11/30/2025 Effective Time Range: All Created Date Range: All Created Time Range: All Author: All Department: All

Resident Name : ZUCCATO, GIOVANNI (495)

Location : D4 D402 1

Move in Date : 11/20/2025

Medical Record # : 3487 473 419JD

Gender : M

Date of Birth : 11/17/1933

Physician : Atcha, Farida

Pharmacy : MediSystem Mississauga IMM

Allergies : No Known Allergies

Diagnoses : Other specified intervertebral disc degeneration(M51.3), Primary generalized (osteo)arthrosis(M15.0), Low back pain(M54.5), Spinal stenosis, lumbar region(M48.06), Sleep apnoea, obstructed(G47.30), Chronic atrial fibrillation(I48.02), Unspecified dementia(F03)

Effective Date: 11/21/2025 08:06 Type: BSO Team Note

**Note Text :** Wellness check was conducted. The staff motioned that there were no concerns. The resident was asleep at the time of visit.

Author:Nathaliya.Perera Nursing/Care Services - BSO Assistant

Signature: \_\_\_\_\_

Effective Date: 11/20/2025 11:50 Type: BSO Team Note

**Note Text :** Personhood summary completed. Information provided by son Ron. Will print and place in resident's file.

Author:Ghazel Chalil Nursing/Care Services - BSO Lead

Signature: \_\_\_\_\_