



### Community Services:

## Behavioural Supports Ontario (BSO) BSO CONNECT



### Do you have a family member or friend who:

- Is an older person?
- Has trouble with memory and/or other brain functions (cognitive impairment)?
- Demonstrates new behaviours such as restlessness, agitation, exit seeking, wandering, verbal or physical aggression?

### BSO Connect is the “one number” to call for help

### What is BSO Connect?

- A phone number you can call that provides information and access to assistance for older adults with age related cognitive impairments and responsive behaviors\* that impact their daily functioning and/or the ability to maintain relationships.
- The team members of BSO connect are trained to effectively identify client needs and directly link you to the appropriate services.

### How can you reach BSO Connect?

Your local BSO Connect team can be reached by calling your local branch of the Hamilton Niagara Haldimand Brant Local Health Integration Network (Home and Community Care), or the general number: 1-800-810-0000. We are open 830-830pm/ 7 days a week.

For Information and/or  
to Make a Referral,  
Call locally:

Hamilton  
905-523-8600

Niagara  
905-684-9441

Haldimand Norfolk  
519-426-7400

Brantford  
519-759-7752

Burlington  
905-639-5228

or Call the general line:

1-800-810-0000

You can also  
visit us online at  
[healthcareathome.ca](http://healthcareathome.ca)

**I am “more at ease...I made the right call to the right agency (BSO Connect) without having to make multiple calls”.**

- BSO Connect caregiver

#### **BSO Population:**

Older adults (and their caregivers) with cognitive impairments due to mental health problems, addictions, dementia, or other neurological conditions who exhibit or are at risk of exhibiting responsive or challenging behaviors such as aggression, wandering, resistance to care and agitation.

#### **\* What are Responsive Behaviours?**

It is any behaviour that is in response to a real or perceived stimulus and may result in increased risk for the client or others.

The behaviour may present a challenge to receiving appropriate interventions or co-existing with others.

Responsive refers to the fact that many of these behaviours could respond to appropriate and timely interventions, and may be occurring as a result of an unmet need or desire that can no longer be communicated.