



Behavioural Supports Ontario (BSO) BSO CONNECT



The BSO Connect is designed to provide one point of entry for Clients, Caregivers, Health Service Providers and other agencies to access 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 philosophy of BSO Connect is to *pull* services towards the client. This centralized intake role provides a 'warm' connection to the most appropriate agency.

Who are the BSO CONNECT team members and what do we do?

- The service is provided from within the Hamilton Niagara Haldimand Brant Local Health Integration Network (Home and Community Care),
- Information and Referral Specialists who are AIRS (The Alliance of Information and Referral Systems) certified
- Trained to effectively identify client service needs, and provide system navigation using the province's most comprehensive health care information database, crisis intervention, advocacy, and follow-up.

How can you reach BSO CONNECT?

Your local BSO CONNECT team can be reached by calling your local Hamilton Niagara Haldimand Brant Local Health Integration Network (Home and Community Care). We are open 830am-830pm/ 7 days a week.

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

For More 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

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, physical resistance 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.