



Long-Term Care Services:

Behavioural Supports Ontario (BSO) Long-Term Care Home Mobile Team

The BSO Long-Term Care Home Mobile Team provides support in the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) as a part of a bundle of services available to long-term care homes (LTCHs). These services provide assistance to care teams serving clients with responsive behaviours.*



Who are the BSO team members?

- Health care providers who are trained and experienced in person-centered, gentle persuasive approaches to effectively and respectfully serve residents through episodes of responsive behaviours.

How do BSO team members help people moving to or living in Long-Term Care?

- BSO will support clients moving into or living in Long-Term Care and their care team. Depending on the intensity and type of support required, different experts from BSO will be assigned to assist the client and family.
- BSO teams may work with families, and staff in the community and in Long-Term Care to complete appropriate assessments and screening tools, and analyze the results to form a holistic picture of the person.
- BSO teams collaborate with clients, their families and care team members to assist in developing and implementing strategies to meet clients' specific needs. They learn about clients' likes, dislikes, goals and preferences to create person-centered approaches to care that may reduce responsive behaviours.
- Teams also collaborate with the Hamilton Niagara Haldimand Brant Local Health Integration Network (LHIN, Home and Community Care Teams) to ensure that clients are supported as they move into Long-Term Care, and that care partners have the necessary information to ensure smooth transitions into Long-Term Care.
- Education is provided, as appropriate, to families and staff members to enhance their skills in supporting people with cognitive impairment and responsive behaviours. Education may include coaching and modelling strategies, and team huddles.

How can I contact BSO services supporting Long-Term Care?

- You can access general information about the program by visiting <http://hnhb.behaviouralsupportsontario.ca/>, or calling the BSO Manager in the area of the client's Long-Term Care Home:

Area	Contact Number	Area	Contact Number
Hamilton	905-627-3541 ext. 2125	Haldimand-Norfolk	226-920-8952
Brant	226-920-8952	Niagara	289-241-0282
Burlington	289-925-3193		

BSO Population:

Older adults (and their caregivers) with cognitive impairments due to mental health or 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?

- 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.