



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. These services provide assistance to people demonstrating responsive behaviours*, their families, and the care teams serving them.



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 people demonstrating responsive behaviours.

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

- BSO will support people 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 clients and their families.
- BSO teams may work with families, and staff in the community and in Long-Term Care to complete appropriate assessments, and use the results to form a holistic picture of the person.
- BSO teams collaborate with clients, their families and care team members to assist in creating and using 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 access BSO services supporting Long-Term Care?

- You can access general information about the program by visiting <http://hnhb.behaviouralsupportsontario.ca/>
- If you would like to make a referral to the BSO LTCH Mobile Team, simply ask your client/ family member/ friend's Long Term Care Home or Care Coordinator to contact the BSO LTC Mobile Team.

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 occurs in response to a misinterpretation of the environment, real or not, where the person may feel threatened or frightened.
- Calling out, shouting, striking others, refusing care, hoarding, exit seeking and pacing may be just some of the ways feelings are expressed.
- Responsive behaviours may cause harm to self or others.
- They may present a challenge to receiving care or co-existing with others.