



Community Services:

Behavioural Supports Ontario Community Outreach Team (BSO COT)



The Behavioural Supports Ontario Community Outreach Team (BSO COT) provides support in the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN). The Community Outreach Team provides urgent short-term support to individuals with cognitive impairment and responsive behaviours* and their caregivers who are living in community homes or retirement homes. Sometimes, clients and caregivers who reach out to the Community Outreach Team may feel that they are in crisis.

Who are the BSO Community Outreach Team members?

- Team members are trained and experienced in person-centered, gentle approaches to effectively and respectfully assist individuals who exhibit cognitive impairment and responsive behaviours
- Team members are knowledgeable about community supports and resources.

What can the BSO Community Outreach Team do to help?

- Acknowledge clients' and families' goals and values to provide support in a non-judgmental manner
- Assist BSO clients and their caregivers in stressful or crisis situations through phone and/or face-to-face visits
- Develop a care plan to link the client with longer-term community supports

**"I appreciate everything you have done for me.
I have never had anyone help me this much before."**

-BSO COT client

For Information and to Make a Referral Call:

Hamilton (COAST)
905-972-8338

Niagara (COAST)
1-866-550-5205

Haldimand Norfolk (CAST)
1-866-487-2278

Brantford (St. Leonard's)
519-759-7188 or
1-866-811-7188

Burlington (COAST Halton)
1-877-825-9011

Local Crisis Line Support is
available 24 hours/7days/week
Call your local crisis team to learn
more about BSO COT or visit:
[http://hnhb.behaviouralsupports
ontario.ca/](http://hnhb.behaviouralsupportsontario.ca/)

Who does BSO serve?

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 or 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 participating in day-to-day activities, receiving care, 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 in response to an unmet need that can no longer be communicated.