



Serving Community:

Behavioural Supports Ontario (BSO) Community Clinicians & Case Managers

As part of the HNHB LHIN's Behavioural Supports Ontario (BSO) Strategy, the Community Clinicians and Case Managers support clients with cognitive impairment who exhibit or are at the risk of exhibiting responsive behaviours* due to mental health, addictions, dementia or other neurological conditions and their care partners.

Who are the BSO Community Clinicians and Case Managers?

- A team identified as providing behavioural supports in the community to older adults with responsive behaviours or at the risk of developing responsive behaviours and support to their care partners.

How can the BSO Community Clinicians and Case Managers help?

The BSO Community Clinicians and Case Managers collaborate with clients, families and community partners to:

- Provide a holistic assessment of the person and their responsive behaviours, focusing attention on discovering the causes and the care approach that addresses the reason for the behaviour.
- Develop a care plan outlining behavioural strategies for care partners to manage the responsive behaviours.
- Connect the older adults and their care partners with community supports and needed services.
- Support clients and caregivers through education & advocacy.

When, and who can call?

When older adults with or at the risk of developing responsive behaviours require assessment and management of the behaviours. Anyone can call – family, friends, neighbours, community partners, family physicians, health care professionals, police, etc.



*** 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 care or co-existing with others.
- Responsive refers to the fact that many of these behaviours could respond to appropriate and timely interventions, and maybe occurring as a result of an unmet need or desire that can no longer be communicated.

For more information, please contact:

**Brant: 519-759-7692; Haldimand/Norfolk: 519-428-7771; Hamilton: 905-529-7030;
 Halton: 289-837-2310; Niagara: 905-397-4201**

How to refer to the BSO Community Clinicians and Case Managers:

Complete a referral form available at <https://www.alzhn.ca/our-services/first-link-referral-form/>
 OR by FAX: 905-529-3787