

# BSO CONNECT

Hamilton Niagara Haldimand Brant  
Behavioural Supports Ontario (BSO)

The philosophy of BSO Connect is to ***pull services towards the client***. This information and referral role provides a “warm” connection to the most appropriate agency.

## Who are the BSO Connect team members and what do we do?

- 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 behaviours\* that impact their daily functioning and/or the ability to maintain relationships.
- Comprised of specialized team members through Ontario Health atHome, within the HNHB region.
- The team members are specially trained to connect individuals to the appropriate community resources based on their discussions with patients and families.
- The team members will also refer patients and families to a care coordinator within Ontario Health atHome for further assessment as needed.

## How can you reach BSO Connect?

The BSO Connect team can be reached by calling your Ontario Health atHome local office.

**We are open 8:30am—8:30pm / 7 days a week / 365 days a year—to make a referral:**

**Call the general line: 1-800-810-0000 ext. 1500**

### ***\*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 may be occurring as a result of an unmet need or desire that can no longer be communicated.

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

**I am who I am, so help me continue to be me.**



Behavioural Supports Ontario  
Soutien en cas de troubles du comportement en Ontario  
West Region | Région de l'Ouest



Ontario  
Health atHome