

# Long Term Care Program

## Hamilton Niagara Haldimand Brant Behavioural Supports Ontario (BSO)

BSO Long-Term Care Home Team members provide support in the Ontario West region in Hamilton Niagara Haldimand Brant (HNHB) as a part of a bundle of services available to long-term care homes (LTCHs). These services provide assistance to care teams serving residents with responsive behaviours\*.

### Who are the BSO LTCH Team members?

- Registered Nurses, Registered Practical Nurses, Social Workers, Social Service Workers, Personal Support Workers, and Educators.
- Team members are trained and experienced in person-centered care using best practices in the care of residents with responsive behaviours related to dementia or other cognitive impairments.



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

### How does the BSO LTCH Team help?

- On the receipt of a referral from the LTCH with the resident or substitute decision maker's consent, the team will work with LTCH staff to complete appropriate assessments and screening tools.
- Collaborates with residents, their families, and the care team members to assist in developing and implementing strategies to meet residents' specific needs.
- Learns about residents' likes, dislikes, goals and preferences to create person-centered approaches to care that may reduce responsive behaviours.
- Collaborates with other care partners and organizations to help residents transition to and from their LTCH.
- Shares knowledge to enhance staff capacity to serve residents.
- Social Workers provide counselling and task specific supports to individual residents.

### **\*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.

### How can make a referral?

- Please navigate to the website below for a copy of the referral form. If you have any questions regarding the referral process, please call the number below to speak to the Centralized Referral Intake Team.

#### For more information:

Contact: 905-627-3541 ext. 2246

Referral Form:

<https://sjv.on.ca/community-services/bsol>



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

