

## Community Team

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

BSO Community Team supports both urgent and non-urgent referrals in the community. As part of the HNHB BSO Strategy, the Community Team provides support to clients and families living in the community or retirement homes in Hamilton, Niagara, Haldimand Norfolk, Brant and Burlington.



#### Who are the BSO Community Team members?

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

- Team members who are trained and experienced in person-centered, gentle approaches to effectively and respectfully assist care partners and individuals, who exhibit cognitive impairment and responsive behaviours.
- Team members are knowledgeable about community supports and resources and will refer to the appropriate service providers for continued support.
- The BSO Community Team provides support to older adults presenting with responsive behaviours\* that may be associated with dementia, complex mental health, substance use and/or other neurological conditions and their care partners.

**When to refer?** When older adults with responsive behaviours require assessment and management of the behaviours.

**Who can refer?** Anyone can refer: family, friends, neighbours, community partners, family physicians, health care professionals, police, etc.

#### How can we help?

- 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 collaboratively with everyone in the circle of care outlining 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.

#### How to refer:

Complete a referral form available at  
<https://rgpc.ca/centralintake/>

and FAX to: **1-855-406-2163**  
or call **BSO Connect:**

**1-800-810-0000 ext. 1500**

Local Crisis Support	Available 24/7
Hamilton (COAST)	905-972-8338
Niagara (COAST)	1-866-550-5205
Haldimand Norfolk (CAST)	1-866-487-2278
Burlington (COAST Halton)	1-877-825-9011
Brantford (SOAR Community Services)	519-759-7188 or 1-866-811-7188

#### \*What are responsive behaviours?

- Any behaviour that is in response to a real/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.



Behavioural Supports Ontario  
Soutien en cas de troubles du comportement en Ontario  
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