



## Long-Term Care Services:

### **Behavioural Supports Ontario (BSO) Long-Term Care Home Supports**

The BSO Long-Term Care Home Team provides support in the Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN) 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 and Personal Support Workers
- Team members are trained and experienced in person-centered, gentle approaches to effectively and respectfully serve residents through episodes of responsive behaviours.

#### **How does the BSO LTCH Team help?**

- Supports and works 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
- Works with other organizations to help residents transition to and from their LTCH
- Shares knowledge to enhance staff capacity to serve residents

#### **How can I contact the BSO LTCH Team?**

- You can access general information about the program by visiting <http://hnhb.behaviouralsupportsontario.ca/>
- If you would like to make a referral to the BSO LTCH Mobile Team, simply ask your client/ family member/ friend's Long-Term Care Home or their Home & Community Care, Care Coordinator to contact the BSO LTC Team.

**BSO Population:** Older adults (and their caregivers) with cognitive impairments due to mental health or 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, and 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 receiving appropriate interventions 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.