

# Responsive Behaviour Specialist — Retirement Homes

Hamilton Niagara Haldimand Brant  
Behavioural Supports Ontario (BSO)

As a part of HNHB BSO strategy, the Responsive Behaviour Specialist supports residents with cognitive impairments and responsive behaviours\* in registered retirement homes in **Hamilton & Burlington**.

## How can the BSO Responsive Behaviour Specialist help?

The BSO Responsive Behaviour Specialist collaborates with clients, families, retirement home staff, and community partners to:

- Understand the triggers of, and strategies to manage responsive behaviours using information gained from comprehensive assessments, including standardized tools and unstandardized observations.
- Evaluate recommended strategies to inform the development of a care plan that enables safe and effective management of responsive behaviours in the retirement home setting.
- Recognize opportunities for other services to assist clients, and facilitate referrals as appropriate.
- Identify specific educational opportunities for retirement home staff around individual residents, and explore ways of meeting these educational needs.



### **\*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 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**

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

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