



Behavioural Supports Ontario

**Who is the BSO population?**

Older adults with responsive behaviours associated with cognitive impairment due to dementia, complex mental health, addictions, or other neurological conditions.

*What services does BSO-Community Outreach Team offer?*

The team will provide short-term support and assistance for clients in **crisis or at risk of a crisis** and their families.

*This may includes:*

- Connecting families with appropriate longer-term services
- Coordination of community services
- Crisis intervention
- Practical support and outreach
- Education
- Advocacy

**All Emergencies Call 911**

*If in crisis, CONTACT your local CRISIS line (24 hours/7 days week )*

**Hamilton (COAST)  
905-972-8338**

**Niagara (COAST)  
1-866-550-5205**

**Haldimand Norfolk (CAST)  
1-866-487-2278**

**Brantford (ST. LEONARD'S)  
519-759-7188 or 1- 866-811-7188**

**Burlington (COAST Halton)  
1-877-825-9011**

**Or contact your local Community Care Access Centre (CCAC)  
310-CCAC (905-310-2222)**

*“No door is the wrong door”*



Behavioural Supports Ontario

**Behavioural Supports Ontario  
Community Outreach Team  
(BSO-COT)**

Supporting older adults with cognitive impairment and responsive behaviours



Offered through the HNHB Local Health Integration Network

**"I am who I am so help me continue to be me"**



**What are “responsive behaviours?”**

An older adult who has a cognitive impairment can exhibit behaviours such as **wandering, exit-seeking, verbal/ physical aggression, repetitive actions** etc. which may lead to an individual or family **crisis**.

**What is a “crisis?”**

A crisis is perceived as any level of change that causes an individual to show signs of distress. This may include a sudden increase in responsive behaviours, which may cause daily challenges and/or a risk to self or others.

**What should I do in a “crisis?”**

You may call your local mental health crisis team (*see back for contact information*), who will assess the situation, and refer to the BSO-COT for further support.

**Community Partnerships:**

This program is offered in collaboration with your local mental health crisis team and Alzheimer Society chapter.

The BSO-COT staff are trained in person-centered care and gentle persuasive approaches to provide proper and optimal support.



**“I appreciate everything you have done for me. I have never had anyone help me this much before.”**

*-BSO COT client*

