



Frequently Asked Questions (FAQ)

Caregivers and Family Members

Q. What is the Behavioural Support Outreach Team (BSOT)?

A. The **Behavioural Support Outreach Team (BSOT)** is a team of clinicians who work together with the client's caregiver(s) and healthcare providers to assess and manage responsive behaviours secondary to dementia/suspected dementia using a non-pharmacological approach. BSOT serves seniors living at home or in long-term care (LTC) within the Toronto Central area and Scarborough. Behaviour Support services are also available for seniors in hospital.

Q. What is the role of BSOT?

A. BSOT works collaboratively with the client's circle of care to offer the following services in order to reduce or prevent responsive behaviours:

- Behavioural assessment and care planning services
- Caregiver education and support
- Behavioural consultation services to healthcare teams and community agencies regarding behaviour management
- Transitional supports from other sectors into the community or LTC

Services are delivered virtually and in person, as needed.

Q. What is the role of the family caregiver when working with BSOT?

A. The Family caregiver plays an important role when working with BSOT. It is expected that family members and caregivers will work together with the BSOT clinician to help assess the possible triggers, develop new approaches and trial strategies for reducing the triggers and supporting the person with dementia in the home or LTC environment.

Q. Who is eligible for BSOT services?

A. In order to qualify for BSOT service, the person you are caring for must meet the following criteria:

- Live in the Toronto Central or Scarborough catchment area (*see the map below*)
- Demonstrate a pattern of responsive behaviours because of dementia or a suspected dementia process (e.g. the behaviour has occurred more than once over a two-week period)
- Be medically stable (i.e. the behaviours are not a result of a medical problem)
- Be over the age of 65 (exception is made for those diagnosed with early onset dementias)

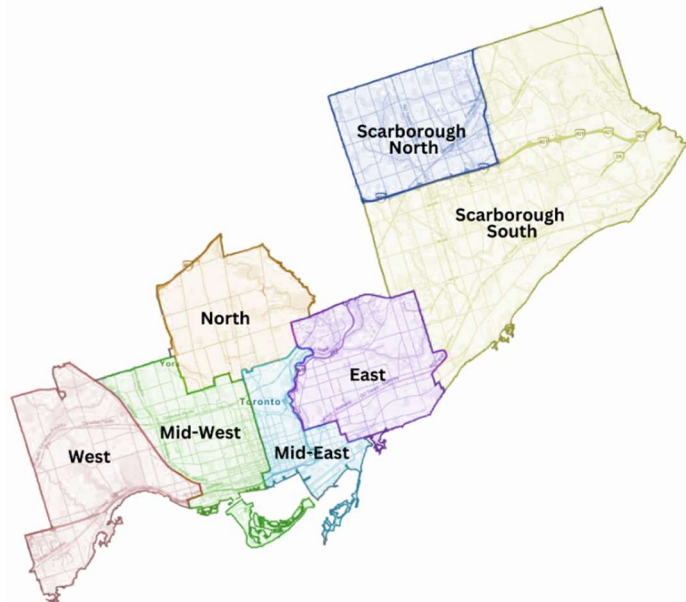
Q. Who can make a referral to BSOT?

A. If you feel you would benefit from BSOT service, any of the following can make a referral to the BSOT program:

- Care Coordinators with Ontario Health atHome (formerly Home and Community Care Support Services)
- Family doctors or medical specialists (e.g. Geriatric Psychiatrist, Geriatrician, Neurologist)
- Adult day programs
- Other community healthcare providers (e.g. Social Worker, Occupational Therapist, Nurse, Case Manager, Retirement Home Director of Care etc.)

Q. What is the BSOT catchment area?

A. BSOT provides behavioural support services within the Toronto Central and Scarborough areas:



Q. What behavioural support options are available to me and the person I am supporting if I live outside of the Toronto Central or Scarborough areas?

A. There are different behavioural support services in different regions. To determine the region you live in, please visit: <https://www.behaviouralsupportontario.ca/RegionalSite>

- Central region:
 - LOFT team; BSO Central Access at 1-844-798-6920
- Central West region:
 - Centralized BSO intake via Ontario Health atHome Central West, 905-796-0040 or
 - The Alzheimer's Society of Peel, 905-278-3667 ext. 314
- Central East region (other than the Scarborough area):
 - A referral can be initiated through the client's Ontario Health atHome Central East care coordinator.
 - BSO services can also be accessed through the local GAIN teams. More information about the service and referrals can be found here: <https://www.seniorscarenetwork.ca/about-5>
- Mississauga-Halton region:
 - Alzheimer Society of Peel – First Link Coordinator 905-278-3667 ext. 314

Q. What are the hours of service?

A. Hours of service are Monday to Friday from 8:00 a.m. to 9:00 p.m. Visit/assessment times can be discussed with the BSOT clinician and accommodate family/ caregiver requests on an as needed basis depending on availability of the clinician. The BSO Hotline (416-785-2500 ext. 2005 or behaviouralsupport@baycrest.org) is available for general service inquiries on the weekend.

Q. How long does BSOT stay involved?

A. BSOT offers short-term consultation. Each case is evaluated individually; the average involvement is 10-12 weeks.

Q. What does this service cost?

A. BSOT is a FREE service.

Q. Is there a waiting list for BSOT?

A. Yes, there is a waiting list for BSOT service. Once the client reaches the top of the waiting list, a clinician will reach out to the specified contact person listed on the referral.

Q. I am having a hard time managing my family member at home. What can I do?

A. There are several options available to you:

1. Visit your family doctor to discuss your concerns.
2. Contact your local **Ontario Health atHome**: 310-2222 (no area code required)
 - The Ontario Health atHome Care coordinator will assess the changing care needs of the person in your care. They will assess the eligibility for services such as personal support, nursing, physiotherapy, occupational therapy, speech-language pathology and social work.
3. Contact the **Toronto Seniors Helpline (TSH)**: 416 217 2077.
 - TSH will help you navigate community services available in your neighbourhood such as day programs, transportation services, home cleaning, yard work, Meals on Wheels, etc. Specially trained social workers will answer the phone to discuss your situation with you.

Q. Are there services available to help me with caregiver challenges?

A. Yes. If you feel like you would benefit from talking with someone about your caregiving challenges, please call the Alzheimer's Society of Toronto at 416 322 6560.

Q. Does BSOT respond in a crisis?

A. No. BSOT is not a crisis service. Crisis Services – such as the Seniors Crisis Access Line team or the Toronto police – have a faster response times and will help manage the immediate crisis. BSOT can help avoid future crisis situations and can be accessed for behavioural management and care planning after a crisis has been stabilized.

Q. If the situation is critical, what can I do?

A. If you are concerned about your safety or the safety of the person you are caring for and are in immediate need for support, please contact any of the following organizations:

- Toronto police: **call 911**
- If you are able to transport the person in your care safely, take them to the nearest **hospital emergency department**.
- **Seniors Crisis Access Line (SCAL)**: 416-619-5001
 - Monday to Friday: 10:00 am to 9:30 pm; Saturday and Sunday: 10:00 am to 6:00 pm.
- **Crisis Outreach for Seniors (COSS)**: 416-217-2077
 - Every day (including holidays) 9:00 am - 5:00 pm

If you are a family member or caregiver to a person with dementia and have more questions about the BSOT service, please contact our BSO Coordinating Office at

416-785-2500 ext. 2005 or behaviouralsupport@baycrest.org