



Toronto Central Behavioural Supports Ontario Soutien en cas de troubles du comportement en Ontario du Centre-Toronto

Memo: Expansion of BSO Services in Emergency Departments in Toronto Central

Effective: September 18, 2023

We recently shared that Behaviour Supports for Seniors Program (BSSP) in Toronto Central region expanded the investment in our Behaviour Support Outreach Team (BSOT) serving complex seniors with responsive behaviours. BSOT provides in depth assessment, intervention, care planning, coaching and transitional support and plays an essential role in supporting clients and families to stay in their homes and effectively manage responsive behaviours.

With this enhancement starting September 18, 2023, our HCCSS BSOT Advanced Practice Nursing Clinicians will be focusing their clinical work and retaining their capacity to support and spread the Emergency Department (ED) Rapid Response program to all the Toronto Central hospital EDs.

The ED Rapid Response program will provide short term behaviour management/primary care for patients discharged from any one of the EDs who are otherwise stable to go home with an in home rapid assessment within 3 business days within the TC region. Referrals to BSOT from EDs will be seen by the HCCSS Advanced Practice Nurses (NP and CNS) who will also work with the client's Care Coordinator within the TC HCCSS to support these patients stabilizing at home.

BSOT proudly operates as an integrated team between Baycrest, Home and Community Care Support Services (HCCSS), the Alzheimer's Society of Toronto (AST) and WoodGreen. We are thrilled to be partnering across our organizations as a One Team BSOT model of care in the community to serve seniors with responsive behaviours.

Referring to Behaviour Supports in Toronto Region

Please note that as of September 18th, 2023 **all** BSOT referrals will be sent to the Baycrest BSOT coordinating office. This will include referrals for the BSOT ED Program, Baycrest BSOT team (long term care and community), and the BSO Acute Care Teams. To access any BSO services within Toronto Central region, please contact the Behaviour Supports Toronto Coordinating Office which is your "One Stop Shop" for all behaviour supports across settings and teams.

Please see attached referral form to be used going forward.

Please feel free to share this memo and referral form with your colleagues in the emergency departments.

P: 416-785-2500, ext. 2005 or toll-free at 1-844-785-2500;

Fax: 647-788-4883

Email: behaviouralsupport@baycrest.org

Thank you to all our community care partners, please reach out to us with any questions.

Best regards,

Jordanne Holland

Program Director, Population Health for Dementia
Regional Director, Behavioural Supports Toronto
Baycrest

Anne Stephens RN, BScN, Med, GNC (C)

HCCSS TC Manager, Patient Services
Home and Community Care Support Services Toronto
Central

Cara Macanuel, OT Reg. (Ont.)

Clinical Manager for Baycrest Behaviour Support
Outreach Team (BSOT)
Baycrest

Sylvia Mingo

Director of Patient Services and Professional Practice
Home and Community Care Support Services Toronto
Central

HOME AND COMMUNITY CARE
SUPPORT SERVICES
Toronto Central



