



Elgin Behavioural Supports Ontario (BSO) Mobile Team

What is BSO?

BSO is a provincial initiative with the goal of enhancing services for older adults experiencing responsive behaviours and their family/ caregivers by providing them with the right care, at the right time, and in the right place (at home, in long-term care, or elsewhere).

Who Do We Serve?

Older adults (and their caregivers) with cognitive impairments, mental health problems, addictions, or other neurological conditions who exhibit responsive or challenging behaviours that are difficult to manage.

The Elgin BSO Mobile Team:

- Team members include Nursing, a Psychogeriatric Resource Consultant & Geriatric Psychiatrist;
- Provides assessment and screening in the person's home, or care setting;
- Plans, implements and evaluates behavioural care strategies;
- Provides short-term follow up;
- Provides education and support to families, care partners and staff in long-term care, hospital and the community;
- Refers to other community support services as needed to provide the best support possible for the person as a whole
- Operates a Memory Clinic for the diagnosis of dementia

What are Responsive Behaviours?

- A behavioural expression of an unmet need or fear
- The behaviour causes distress to the person, the person's family, or caregivers
- There may be safety concerns as a result of the behaviour
- Examples of responsive behaviours include agitation, aggression, anxiety, wandering, and apathy
- These behaviours can often be helped with better communication strategies and care plans



TO MAKE A REFERRAL or for more information:

Call 519-631-2020 ext 5025 or

**Fax our referral form to
519-631-6497**

**Our Team works Mon to Fri
8:00 am - 4:00 pm**

**Behavioural Supports Ontario
Mobile Team is located at:**

**ST. Thomas Elgin General
Hospital**

**Mental Health Building
189 Elm Street
St. Thomas, ON**

**If you have any questions,
please call us...**

we are here to help!