

Community Behavioural Support Outreach Team Frequently Asked Questions *Caregivers and Family Members*

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

A. The Community Behavioural Support Outreach Team (CBSOT) serves seniors living at home within the Toronto Central LHIN catchment area (see map below). The team works together with you and other members of your circle of care to understand and manage challenging behaviours in the home environment using a non-pharmacological approach. Please see our information sheet for further details about the service.

Q. What is the role of the CBSOT?

A. The CBSOT offers a combination of clinical assessment and care planning services, and caregiver support and education. The CBSOT works collaboratively with members of your circle of care effort to reduce responsive behaviours secondary to dementia. For further inquiries contact Debbie Peters at 416 785 2500 ext. 2089.

Q. What is the role of the family caregiver in working with CBSOT?

A. Family and caregiver involvement in the effort to better manage responsive behaviours in the home environment is very important. There is an expectation that family members and caregivers will partner with the CBSOT clinician in determining possible causes of behaviours and developing and trialing new approaches to working together with the person with dementia.

Q. Who is eligible for CBSOT services?

- A. In order to qualify for CBSOT service, the person you are caring for must meet the following criteria:
- Live in the Toronto Central LHIN catchment (see below for the map of our catchment area)
 - Demonstrate challenging responsive behaviours because of dementia, or a suspected dementia process
 - Be medically stable (i.e. the behaviours must not to be a result of a medical problem)
 - Be over the age of 65 (exception is made for those diagnosed with early onset dementias)

Q. What is the CBSOT catchment area?

A. The CBSOT provides behavioural support services within the Toronto Central LHIN. Please see the map below:



Q. If I live outside of the Toronto Central catchment area, what behavioural support options are available to me and the person I'm caring for?

A. There are different behavioural support services in different Local Health Integration Network (LHIN) areas. To determine which LHIN you live in, please visit: www.lhins.on.ca, and put in your postal code. Once you know which LHIN you live in, you can contact the following people for inquiries about the behaviour support services available in your area:

LHIN-BSO Contacts

- Central LHIN
 - **Contact:** LOFT team; 416-249-8111 ext. 3970
- Central West LHIN
 - **Contact:** Yoko Tsuyuki; 416-743-3892 ext. 275
- Mississauga-Halton LHIN
 - **Contact:** Alzheimer Society of Peel – First Link Coordinator; 905-278-3667
- Toronto Central LHIN
 - **Contact:** Behavioral Supports for Seniors Program email: behavioursupport@baycrest.org

Q. Who can make a referral to the CBSOT?

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

- Care Coordinators with the Toronto Community Care Access Centre
- Family doctors
- Healthcare specialists
- Adult day programs
- Other community outreach teams

Q. What are the hours of service?

A. Hours of service are Monday to Friday from 8:30 a.m. to 4:30 p.m. Times can be discussed and made flexible to meet the needs of families and caregivers on an as needed basis and depending on the availability of the clinician.

Q. How long does the CBSOT stay involved?

A. Each case is evaluated individually, but average involvement is 12 weeks.

Q. What does this service cost?

A. This service is free.

Q. Is there a waitlist?

A. There is currently a waitlist for CBSOT service.

Q. I am having a hard time managing my family member at home. What options are available to me?

A: There are several options available to you:

1. Contact Toronto Central Community Care Access Centre (TC CCAC) to discuss the changing care needs of the person in your care at 416 506 9888. The CCAC will assess their care needs and provide services such as personal support, nursing, physiotherapy, occupational therapy, speech language pathology and social work. They also offer case management services.
2. Contact the Community Navigation Access Program (CNAP) at 1 877 540 6565. CNAP will help you navigate non-CCAC services available in your neighbourhood. Services 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.
3. Visit your family doctor to discuss your concerns.

Q. Does CBSOT respond in a crisis?

A. No. The CBSOT is not a crisis service. Crisis Services – such as the Seniors Crisis Access Line team or the Toronto police – will have a faster response time and help you to deal with the immediate crisis at hand. The CBSOT can help avoid a crisis situation or it can be accessed for longer term behavioural support or after a crisis has been stabilized.

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

Q. If my 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: dial 911
- If you are able to transport him or her safely, take the person in your care to the nearest hospital emergency department.
- Seniors Crisis Access Line at 416 619 5001
 - Monday to Friday - 10 a.m. to 9:30 p.m.
 - Saturday and Sunday - 10 a.m. to 6 p.m.

If you are a family member or caregiver to a person with dementia and have further questions regarding the CBSOT service, please contact our main support line:

416-785-2500 ext. 2089