

### The Community Behavioural Support Outreach Team

#### *Information for Clients and Caregivers*

The Community Behavioural Support Outreach Team (CBSOT) serves seniors living at home within the Toronto Central LHIN catchment area. The team works together with the client's caregiver(s) and circle of care to understand and manage challenging behaviours in the home environment.

Our underlying philosophy of care is that challenging behaviours are often complex, and the factors contributing to the behaviours need to be investigated and understood in order to affect positive change. Made up of allied health professionals including occupational therapists, social workers and/or registered nurses, the CBSOT team will consider the role of both person-based and environmental factors in their assessment and create non-pharmacological care plan recommendations for behaviour management. We do not prescribe or make recommendations about medications; rather, we will make recommendations to connect with appropriate resources such as a family physician or neurologist for issues that are thought to be more medical in nature.

Family and/or caregiver involvement is crucial in the effort to better manage responsive behaviours in the home environment. 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.

Our hours of work are from 8:30 a.m. to 4:30 p.m., however visiting times can be flexible to accommodate the needs of clients and caregivers on a case-by-case basis. Typically, the clinician makes home visits every one to two weeks over a 12 week period, however this time is flexible and can be shortened or lengthened to suit the needs of each client.

There is no cost for this service.

### Role of the Community Behavioural Support Outreach clinician

#### Caregiver support and education

The clinician:

- Learns about the goals of the client and caregiver(s).
- Informs you about available resources to help cope with and manage challenging behaviours at home.
- Assists your health-care team to link you directly with programs and services to meet your needs and the needs of the person in your care.
- Informs and supports you regarding transitions between home and other care environments.

#### Individualized in-home behaviour assessment and care planning

For specific behaviour-related goals, the behaviour support clinician will collaborate with the caregiver(s) to:

- Collect information about the behaviours of concern through direct observation, caregiver interview and other standardized assessments.
- Analyze the possible underlying causes of the behaviour based on the information collected.
- Develop, implement, and evaluate interventions aimed to address the underlying causes of the behaviour, and ultimately meet behavioural goals.
- Formalize the behavioural care plan and share with the circle of care and caregivers to ensure sustainability and ongoing support for client and caregiver(s).

### Who to call in a crisis

**The Community Behavioural Support Outreach Team (CBSOT) is not a crisis service.**

If you are concerned about your safety or the safety of the person you are caring for and need immediate support, these organizations can help:

- Toronto Police: Call 911
- If you can transport them safely, take your loved one to the nearest hospital emergency department
- **Seniors Crisis Access Line (SCAL): 416-619-5001**
- Monday to Friday from 10 a.m. to 9:30 p.m. Saturday and Sunday from 10 a.m. to 6 p.m.

For frequently asked questions, please see our FAQ page: [www.faq.com](http://www.faq.com) (insert link here)

**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**