

### The Community Behavioural Support Outreach Team

#### *Information for Healthcare Providers*

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 provide non-pharmacological intervention 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 need to 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 regular home visits 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 CBSOT clinician

#### Caregiver support and education

The clinician will:

- Learn about the goals of the client and caregiver(s).
- Inform caregiver(s) about available resources to help cope with and manage challenging behaviours at home.
- Assist the client's health-care team to link directly with programs and services to meet client and caregiver needs.
- Educate and support health-care teams and clients in transitions between home and other care environments.

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

For specific behaviour-related goals, the CBSOT 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 to ensure sustainability and ongoing support for client and caregiver(s).

#### System-level education and support

The clinician will:

- Provide consultation services to community agencies regarding behaviour management.
- Work collaboratively with community partners to improve the overall capacity of the healthcare system to provide quality services to those living with dementia and their caregivers.

### 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 your client and need immediate support, please consider the following:

- Toronto Police: Call 911
- Instruct the family to go 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.

**If you are a healthcare provider and have further questions regarding the CBSOT service, please contact our main support line:**

**416-785-2500 ext. 2089**