

Community Behavioural Support Outreach Team Frequently Asked Questions *Healthcare Providers & Community Partners*

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. The team works together with the client's caregiver(s) and circle of care to understand and manage challenging behaviours in the home environment using a non-pharmacological approach.

Q. What is the role of the CBSOT?

A. The CBSOT offers a combination of direct-service clinical assessment and care planning services, and caregiver support and education in order to reduce or prevent responsive behaviours in the client's home environment. The CBSOT works collaboratively with members of the client's circle of care in this effort. The CBSOT also offers behavioural consultation services to health-care teams and community agencies regarding behaviour management. For further inquiries contact Debbie Peters at 416 785 2500 ext. 2089.

Q. What are the eligibility criteria for the CBSOT?

A. *Inclusion criteria:*

- Community-dwelling clients living within the Toronto Central CCAC catchment area
- Clients demonstrating responsive behaviours secondary to dementia, or a suspected dementia process
- Clients aged 65 and over (exception is made for those diagnosed with early onset dementias)
- Clients who are medically stable

Exclusion criteria:

- Clients outside Toronto Central Community Care Access Centre catchment area.
- Clients living in a long-term care facility or an in-patient setting
- Clients whose responsive behaviours are the result of a traumatic brain injury, stroke, or Huntington's Disease
- Clients experiencing delirium

Q. Is there a waitlist?

A. There is currently a waitlist for CBSOT service. Once a complete referral is received, the referral source will be contacted within 3 – 5 business days to initiate a pre-screen and provide initial recommendations. When an appointment becomes available for active CBSOT involvement, the referral source will be contacted to schedule a joint initial visit.

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. Who can make a referral to the CBSOT?

A. The CBSOT accepts referrals from the following:

- Care Coordinators with the Toronto Community Care Access Centre
- Family doctors
- Healthcare specialists
- Adult day programs
- Other community outreach teams
- Please note: Whenever possible, it is recommended that hospital teams inform community CCAC or other involved community based health-care teams of their concerns relating to their patient's responsive behaviours, and involve the community partners in the referral process to the CBSOT upon discharge from hospital.

Q. What do I need to include in a referral to the CBSOT?

A. The following information is *required* for the referral to be accepted:

- Fully completed referral form
- Physical health information and past medical history
- Medical investigations and recent relevant test results
- Psychiatric and/or geriatric consult reports
- Up-to-date list of prescription and over-the-counter medications

Q. Why was my referral rejected?

A. The CBSOT does not accept the following types of referrals:

- Incomplete referrals
- Referrals that do not meet eligibility criteria
- Referrals from family members or caregivers
- Verbal referrals

** If any of the above type of referrals is received, a phone call will be made to inform referral source of ineligibility AND/OR request missing components. If within one week no reply is received, this referral will NOT be processed and the file will be closed.

** If the CBSOT clinician determines alternate investigations or interventions are indicated prior to active CBSOT involvement, the referral source will be informed and the file will be closed with the recommendation to facilitate a new referral once this follow-up has been completed.

Q. Where can I find a referral form?

A. Referral forms are available to download, or fill in online at www.baycrest.org

- Click on **Care** (*top navigation*)
- Click on **Care Programs** (*left navigation*)
- Click on **Behavioural Support for Seniors Program (BSSP)** (*left navigation*)
- Click on **Program Services** (*left navigation*)
- Scroll down to **Community Behavioural Support Outreach Team**
- **Fax the completed Referral Form to 647 788 4883**

Q. What does this service cost?

A. This service is free.

Q. Does CBSOT respond in a crisis?

A. No. **The CBSOT is not a crisis service.** The CBSOT can be accessed for longer term behavioural support or after a crisis has been stabilized.

Q. If my client's situation is critical, what can I do?

A. If you are concerned about your client's safety and believe they are in immediate need for support, please contact any of the following organizations:

- **For Immediate assistance**, contact 911
- **If it is safe for family to take client in a vehicle**, suggest that they take their family member to the nearest emergency department
- **Seniors Crisis Access Line (SCAL):** 416 619 5001
 - Monday to Friday: 10:00 am to 9:30 pm
 - Saturday and Sunday: 10:00 am to 6:00 pm.

Q. What is the CBSOT catchment area?

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



Q. If my client does not live in the Toronto Central LHIN, what community-based behavioural support services are available?

A. Depending on which LHIN your client resides in you will contact a different BSO team. For BSO services in the LHINs surrounding Toronto Central please see below:

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

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

416-785-2500 ext. 2089