

## Our Team

### Support for the Individual

- Clinical Behaviour Response Specialist (CBRS)
- Nurse Practitioner (NP)
- NE BSO Consulting Primary and Specialty Care
- Consulting Pharmacist
- Clinical Intake Specialist
- Dedicated Long-Term Care Home BSO Staff
- Home & Community Care Liaison Support  
(provided via the North East Local Health Integration Network)

### Support for Family Care Partner(s)

- Behaviour Support Facilitator (BSF)

### Support for Staff

- Psychogeriatric Resource Consultant (PRC)



**“As partners in care, we commit to and expect compassionate, timely and person-centred care!”**

~NE BSO Value Statement



### Hours of Operation

**Monday through Friday**

**8:30 am - 4:30 pm**

**1 (855) 276-6313**

*(With the exception of statutory holidays)*

### PLEASE NOTE

**This is NOT an emergency service.**

If you feel that your situation is of an urgent nature, please contact:

- The Mental Health Helpline at 1-866-531-2600 (supported by ConnexOntario)
- Telehealth Ontario at 1-866-797-0000

**OR**

**Proceed to your local emergency department or call 911**



North East Behavioural Supports Ontario  
Soutien en cas de troubles du comportement en Ontario du Nord-Est

**Do you need help  
with a loved one  
whose behaviour has  
changed?**



**North East Behavioural  
Supports Ontario**

**For more information or to  
make a referral, please call:**

**1 (855) BSO-NE13**

**1 (855) 276-6313**

Regional  
Outreach Services  
North Bay Regional Health Centre



Services régionaux  
d'intervention  
Centre régional de santé de North Bay

## Our Program

North East Behavioural Supports Ontario (NE BSO) provides specialized support to older adults presenting with, or at risk of, responsive behaviours and their family care partners **wherever they reside**.



### What are responsive behaviours?

Responsive behaviours are the effects of unmet needs that may be expressed by the individual in the form of mood changes, exit seeking, adverse verbal or physical behaviours, at risk sexual expressiveness, and/or other behavioural changes.

At NE BSO, we recognize that **all behaviour has meaning**.

### An individual's responsive behaviour(s) may be related to:

- Dementia (e.g. Alzheimer's disease)
- Mental health condition(s)
- Substance use condition(s)
- Other neurological condition(s)

## Referral Criteria

### To qualify for BSO services, the referred individual must be:

An older adult with, **or** at risk for, responsive behaviours associated with dementia, complex mental health, substance use, and/or other neurological conditions. This includes adults with age related-neurocognitive conditions (such as early onset dementia) and support for family and professional care partners.

### The referral process:

Anyone can refer an individual for BSO services providing that consent is given. Patients may refer themselves or be referred by a loved one or health care professional.



### What do I have to do?

Call **1-855-276-6313** and a Clinical Intake Specialist will be happy to guide you and answer any questions about our services.

Once a referral has been made, a member of the team will contact you within 72 hours to coordinate next steps.

## Our Objectives

- Conduct behavioural assessments and provide care recommendations and treatment.
- Enhance support and education for patients, family care partners and professional care partners.
- Provide transitional support from one environment to another (e.g. long-term care, hospital, community).
- Connect patients to consulting primary and speciality care providers.

## What to Expect

The team will work with you to develop a **personalized care plan and strategies** to help minimize behaviours and improve quality of life. With enhanced support and coaching, you are not alone. Follow-up on any recommendations is done using a **collaborative team approach**.



Monica Bretzlaff - Manager of North East BSO, Provincial BSO, and Senior's Mental Health-RCS (Left), Shannon Cadieux - NE BSO Nurse Practitioner (Far Right), facilitating a Montessori-based dementia activity with Gert.