



**Behaviour Support in Acute Care Sector TC-LHIN - Referral form**  
**Fax Referral to 647-788-4883 or Email to [behavioursupport@baycrest.org](mailto:behavioursupport@baycrest.org)**

**Referral Date** (dd/mm/yyyy): [Click here to enter a date.](#)

Please check the service/s referred to: ☐ Behaviour Support Outreach service (BSS/BSTR/LTC BSOT) ☐ unsure

**Client Information**

**Name (last, first):** [Click here to enter text.](#)

**D.O.B** (dd/mm/yyyy): [Click here to enter a date.](#)

**Language:** [Click here to enter text.](#)

**Client identifies their gender as:** \_\_\_\_\_

**Health Card #:** [Click here to enter text.](#)

**VC:** \_\_\_\_\_

**Current patient location: Facility name:** \_\_\_\_\_; **Unit:** \_\_\_\_\_; **Room #:** \_\_\_\_\_;

**Admission date:** [Click here to enter a date.](#)

**Is this client currently ALC/at risk of becoming ALC ?** ☐ Yes ☐ No ; if ALC – specify ALC start date: [Click here to enter a date.](#)

**Name of SDM/POA (if applicable):** [Click here to enter text.](#)

**Relationship:** [Click here to enter text.](#)

**Contact #:** [Click here to enter text.](#)

**Email:** [Click here to enter text.](#)

**Family physician name and contact information:** [Click here to enter text.](#)

**Is there a Care Coordinator involved?** ☐ Yes ☐ No ; **If yes add name & contact info:** [Click here to enter text.](#)

**Referral source Information**

**Referring Organization:** [Click here to enter text.](#)

**Referring person name:** [Click here to enter text.](#)

**Phone #:** [Click here to enter text.](#)

**Fax#:** [Click here to enter text.](#)

**Email:** [Click here to enter text.](#)

**Patient/SDM/POA consented to referral for the above-specified services.** ☐ Yes ☐ No

**Patient/SDM consents for BSO Coordination Office at Baycrest, to share information regarding previous Behaviour Support Services:**

**Agreed to share (check all that applies)** ☐ Name of service/team previously involved; ☐ Copy of previous Behaviour Care Plans.

**To be shared with:** ☐ Behaviour Support team referred to (BSTR LOFT/BSS UHN/LTC BSOT Baycrest /Community BSOT);

☐ Family physician ☐ Current hospital care team; ☐ Other: [Click here to enter text..](#)

**Comments/Exclusions:** [Click here to enter text.](#)

**Client Medical Information**

**Immediate reason for referral:** [Click here to enter text.](#)

**Dementia diagnosis** ☐ Yes ☐ No **Please circle:** Alzheimer's, FTD, Vascular, Mixed, Lewy Body, Korsakoff, other:

**Psychiatric History (if applicable):** [Click here to enter text.](#)

**Additional medical diagnoses:** [Click here to enter text.](#)

**Any recent ED visits due to responsive behaviours.** ☐ No ☐ Yes; **If yes specify date:** [Click here to enter text.](#)

**Behavioural issues identified related to reason for referral (please check off the relevant issues):**

- ☐ Repeating sentences/questions; ☐ Shouting, threatening, cursing others; ☐ Destroying property; ☐ Injury to self  
☐ Hitting, kicking, spitting, punching, scratching, biting other; ☐ Critical, insulting comments, complaining; ☐ Calling out, crying;  
☐ Unwanted sexual touching/inviting; ☐ Disrobing/exposing self; ☐ Wandering/aimless pacing; ☐ Fidgeting/picking/repetition;  
☐ Refusing/resistive to care, bathing, changing; ☐ Substance Use/Misuse - ☐ Alcohol ☐ Drug ☐ Smoking  
☐ Support for transition to/from another location; ☐ Caregiver Stress/coping ☐ Other: [Click here to enter text.](#)

**\*Please attach medical information below, if available such as:** List of current medications; Any recent behaviour team reports.

\*Please note, that as a second form of Behaviour Support intervention, to compliment existing supports, you may also refer to our **Complex Case Resolution Table** and the **Virtual Behavioural medical Program**. For more information read the description on the second page of this form and/or contact our BSO Coordination Office at: 416-785-2500 ext. 2005; [behavioursupport@baycrest.org](mailto:behavioursupport@baycrest.org).

PROGRAM	SERVICE DESCRIPTION	ELIGIBILITY CRITERIA
<b>BSO Coordinating Office</b>	The BSO Coordinating Office serves as one centralized access point for behaviour support services including: C-BSOT; BSTR; BSS, VBM, CCRT, and behaviour support in Long Term Care. The service includes: A behaviour support Hotline available 7 days a week (and statutory holidays) and a clinical navigator to provide system navigation.	<ul style="list-style-type: none"> <li>Age 55+ (some exceptions for 55 – 64 yo with geriatric presentation)</li> <li>Medically stable</li> <li>Toronto Central Region</li> </ul>
<b>Behaviour Support Transition Resource (BSTR) Team - LOFT</b>	The BSTR teams are made up of psychogeriatric case managers and behavioural personal support workers, who work with individuals and their caregivers to develop an evidence-based Behaviour Support Plan. We support the transition from the hospital with a solid warm hand off to an external community service and/or health care provider and ensure a seamless transition.	<ul style="list-style-type: none"> <li>Older adults (age 55+) who are experiencing a responsive behaviour related to dementia, mental health and/or substance use</li> <li>Designated ALC or at risk of becoming ALC within one of the hospital within the geographical boundaries of the Toronto Central Region</li> <li>Medically stable and free of delirium</li> <li>Consent to service</li> </ul>
<b>University Health Network - Behaviour Support Specialist (BSS)</b>	The BSS is a mobile outreach team made up of two mental health clinicians serving hospitals within the Toronto Central Region. The BSS aims to reduce ALC days and facilitate effective transitions by enhancing existing supports and filling the service gaps throughout the continuum of care for older adults with responsive behaviours. Our behaviour support model is based on a non-pharmacological approach personalized to fit each client's needs.	<ul style="list-style-type: none"> <li>Older adults who are presenting with or have a history of responsive behaviour, currently admitted in an acute or post-acute care environment,</li> <li>age 40+ (with some exceptions for individuals under 40 years of age with geriatric presentation),</li> <li>designated ALC or at risk of becoming ALC within one of the hospital with the geographical boundaries of the Toronto Central Region,</li> <li>medically stable and free of delirium</li> <li>Consent to service</li> </ul>
<b>Long Term Care Behaviour Support Outreach Team (LTC BSOT), Baycrest</b>	The LTC BSO Outreach clinicians, RNs and PSWs, provide evidence based consultation including assessment, behaviour care plan development and coaching/modeling the strategies to the care team, to build LTC teams' capacity and support the care of residents with responsive behaviours in LTC; Including transitional support. Support continues until identified goals are met.	<ul style="list-style-type: none"> <li>55+ (exceptions for younger ages based on geriatric presentation)</li> <li>Primary concern is responsive behaviours</li> <li>Client is currently medically stable</li> <li>Resides in a Toronto Central Region LTCH</li> <li>Consent to service</li> </ul>
<b>SECOND DEGREE BEHAVIOUR SUPPORT OPTIONS</b>		
<b>Virtual Behavioural Medicine (VBM) Program, Baycrest</b>	This service is a collaborative partnership between the Baycrest Sam & Ida Ross Memory Clinic and Toronto Central Behavioural Support for Seniors Program (TC BSSP). The program provides rapid access to short term specialized virtual behavioural medicine support for responsive behaviour management, as a supplement to existing local behaviour supports to prevent unnecessary hospitalization.	<ul style="list-style-type: none"> <li>Physician referral, 65+ (exceptions for younger ages based on geriatric presentation)</li> <li>Primary concern is responsive behaviours</li> <li>Client is currently medically stable</li> <li>Previous engagement with BSO services is preferred/encouraged</li> <li>Available to all sectors, in all Ontario LHINs.</li> </ul>
<b>Complex Case Resolution Table (CCRT)</b>	The Complex Case Resolution Table is provided by the Toronto Central BSO Coordinating Office to escalate and support cases for responsive behaviours that have not successfully resolved with current local behaviour support and specialized services involved. CCRT brings together specialists, relevant resources and the client care team to mutually discuss the client needs and develop a care plan to address them.	<ul style="list-style-type: none"> <li>Age 65+ (some exceptions for 55 – 64 y.o.a with geriatric presentation)</li> <li>Medically stable</li> <li>Previous involvement of Behaviour Support Services.</li> <li>Available to all sectors (Acute, LTC, Community) in Toronto Central Region</li> </ul>

**Acute care locations by Team:**

<b>Behaviour Support Transition Resource (BSTR) Team - LOFT</b>	For TC-LHIN: St. Joseph's Health Centre; St. Michael's Hospital; Mount Sinai Health System; Bridgepoint Active Health; Michael Garron Hospital; Sunnybrook Health Science Centre; Short Term Transitional Care Model Unit (10)
<b>University Health Network - Behaviour Support Specialist (BSS)</b>	Toronto Western; Toronto General, Princess Margaret, Toronto Rehab (non CASS), West Park, Providence, Toronto Grace, Runnymede, CAMH (non CASS), Women's College, Church St. RCC (TC-LHIN: Sunnybrook and St. Joseph units)
<b>Long Term Care Behaviour Support Outreach Team (LTC BSOT), Baycrest</b>	Baycrest hospital; CASS Units at: Baycrest 4West; Toronto Rehab Institute and CAMH.

\*For the most up to date list contact our BSO Coordination Office at: 416-785-2500 ext. 2005; [behavioursupport@baycrest.org](mailto:behavioursupport@baycrest.org).