

2025-2026 Annual Report

Behavioural Supports Ontario

Impact. Innovation. Integration.



Behavioural Supports Ontario
Soutien en cas des troubles du comportement en Ontario

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A Message from the Behavioural Supports Ontario Provincial Coordinating Office

The Behavioural Supports Ontario (BSO) Provincial Coordinating Office (PCO) is proud to share the 2025-26 Annual Report, celebrating the work of BSO teams, leaders, and partners across the province. Together, BSO continues to improve the experiences and behavioural health outcomes of older adults through person-centred, innovative, and evidence-informed services.

This year, the BSO PCO launched new and updated existing resources to help teams better understand and respond to the unique behavioural health needs of older adults. These included Version 2 of the Behavioural Supports Ontario-Dementia Observation System ([BSO-DOS®](#)), the [Meaningful Engagement Resource Guide](#), and [Clues, Causes & Care to Consider for Responsive Behaviours](#). Together, these resources equip teams with evidence-informed best practices to recognize individual needs and preferences, promote meaningful engagement, identify potential causes of responsive behaviours, and implement preventative and in-the-moment approaches that aim to reduce their frequency, severity, and associated risks.

The year also marked important progress in provincial data collection and reporting. New metrics provide a clearer picture of BSO service volumes and emerging trends, as well as access to and flow through behavioural support units (BSUs). The launch of the secure, web-based BSO Data Portal has improved the quality, consistency, and timeliness of data, providing a stronger foundation for understanding BSO and BSU service delivery and system trends across Ontario.

These advancements reflect the leadership, partnership, and shared expertise that continue to shape BSO. The contributions of teams, leaders, partners, and people with lived experience have strengthened resources, informed system improvements, and helped ensure that BSO remains responsive to the realities and priorities of older adults with behavioural health needs and their care partners. Together, these efforts are building a stronger, more connected system of behavioural support that draws on evidence, data and lived experience to drive improvements in care, experiences, and outcomes for older adults and care partners across Ontario.

BSO PCO & brainXchange team members
pictured from left to right:

Top: Katelynn Aelick, Monica Bretzlaff,
Courtney Stasiuk-Mohr, Sharon Osvald,
Mary Beth Wighton, & Karen Parrage

Bottom: Em Thielking, Jillian McConnell,
Debbie Hewitt Colborne, & Dawn Baxter





June 2025 marked the 10th anniversary of the emergence of the BSO Provincial Coordinating Office (PCO) representing an important milestone and an opportunity to celebrate a decade of collective leadership, partnership, and impact across Ontario.

The past ten years have demonstrated what is possible when provincial leaders, system partners, BSO teams, regional BSO leadership, BSO Lived Experience Facilitators, older adults, and care partners work together toward a shared vision. Driven by a commitment to excellence and collaboration, the PCO has been privileged to support and enable this collective work through listening, connecting, convening, and helping translate evidence, innovation, and shared learning into meaningful improvements in care.

Most importantly, this collective work has made a difference in the lives of older adults and those who care for them. BSO has supported teams to strengthen direct care, improve behavioural health outcomes, support smoother transitions across care settings, and enhance quality of life. It has also helped family care partners and healthcare providers feel more supported, knowledgeable, and confident in providing compassionate and effective, person-centred care.

These outcomes are made possible through the collaborative leadership and contributions of our many partners who have played a vital role in connecting system priorities with the realities of care and creating meaningful change. These system partners have brought essential expertise and resources, while older adults, care partners and others with lived and living experience have helped ensure that our collective efforts remain grounded in what matters most to those receiving and providing care.

As we celebrate this 10-year milestone, we recognize that BSO's achievements belong to this collective community. We invite you to join us in celebrating the leadership, partnership, innovation, and dedication that have strengthened behavioural health care across Ontario and continue to improve care experiences, outcomes, and quality of life for older adults and their care partners.

BSO PCO & brainXchange team members pictured above from left to right:
Karen Parrage, Debbie Hewitt Colborne, Jillian McConnell, Monica Bretzlaff, Courtney Stasiuk-Mohr, Katelynn Aelick, & Em Thielking



Behavioural Supports Ontario
Soutien en cas de troubles du comportement en Ontario

Provincial Coordinating Office, North Bay Regional Health Centre
Bureau de coordination provincial, Centre régional de santé de North Bay



BSO Provincial Coordinating Office's Senior Leadership

The BSO Provincial Coordinating Office is proudly hosted by the North Bay Regional Health Centre. We recognize and are grateful for the tremendous support and leadership of our host organization and its Senior Leadership Team.



Paul Heinrich

President & CEO



Lise St. Marseille

Vice President, Mental Health & Addictions



Behavioural Supports Ontario
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Provincial Coordinating Office, North Bay Regional Health Centre
Bureau de coordination provinciale, Centre régional de santé de North Bay

North Bay Regional
Health Centre



Centre régional
de santé de North Bay

BSO Provincial Lived Experience Team Members

Rooted in BSO's commitment to listening to and learning from people with living and lived experience, and to working alongside them as partners in co-design and system planning, the BSO Provincial Coordinating Office includes our valued lived experience team members.



Dawn Baxter

BSO Lived Experience Facilitator



Mary Beth Wighton

BSO Lived Experience Facilitator



Sharon Osvald

BSO Lived Experience Consultant

Our Impact, Together

The voices of our BSO Advisors



"As a geriatric psychiatrist working in long-term care, I see what BSO makes possible. The teams BSO has built in Ontario homes, the shared language, the BSO-DOS®, and the person-centred framework have transformed dementia care. BSO's commitment to supporting innovation in Long-Term Care (LTC) homes is evident in several projects, including work to improve sleep disturbances in long-term care. BSO's role on the steering committee of our four-year CCNA project on trauma-informed care in long-term care homes and collaboration in the development of this model is another such example. All of these are possible only because BSO has spent a decade building the trust and infrastructure to make this kind of integrated work possible. I look forward to continuing to work with BSO, both as a specialist physician in LTC and through GeriMedRisk."

~ Dr. Sophiya Benjamin, Geriatric Psychiatrist



"As a geriatrician, I regularly observe that the needs of older adults living with dementia extend beyond medical care—they require coordinated, person-centred support that addresses behavioural, psychological, and social needs across both community and hospital settings. BSO has become an essential partner in improving quality of life, and preventing avoidable crises and transitions. Given the demographic imperative and rising rates of dementia, there is tremendous opportunity to further expand its role in early intervention, integrated care, and capacity building across the health system."

~ Dr. Jo-Anne Clarke, Geriatrician



"One of the most important roles of BSO staff in LTC is the relationships they build, with residents, to really understand what's behind behaviours, and with staff, to help them feel supported and more confident in their care. Tools like the BSO-DOS® strengthen this work by helping teams share their observations and respond more effectively. My work in LTC would be very difficult without the knowledge and on-the-ground support of BSO colleagues who bring care plans to life."

~ Dr. Andrea Iaboni, Geriatric Psychiatrist



Our Impact, Together

The voices of our BSO Advisors



“BSO embodies “Better Together,” delivering meaningful support every day to Ontarians with complex health needs. By uniting people with lived experience, families, care partners, providers, and leaders across policy, practice, and science, BSO has become a catalyst for collaborative change. I’ve seen its impact firsthand the growth, the learning, and the consistent pursuit of excellence. BSO’s continued evolution will be essential to meeting the needs of our aging population.”

~ Dr. Ken Leclair, Geriatric Psychiatrist



“In my opinion, one of the successes of the BSO PCO has been its ability to bring together BSO regional leaders, seniors' mental health clinical leads and educators so that they can share their expertise, educational resources and try to develop solutions together to improve the care of persons living with dementia, complex mental health conditions, substance use and/or other neurological conditions. Ensuring coordination with mental health resources/services and fostering collaboration at the regional and provincial level is a very important role.”

~ Dr. Marie-France Rivard, Geriatric Psychiatrist



“BSO has really catalysed system impacts for people living with responsive behaviours related to dementia and other mental health conditions across Ontario. Every day we see the benefits for our patients, family members, and front-line staff receive from direct care and education along with BSO’s efforts to foster collaborations and advocate for the people we serve. I’m particularly excited about the recent work the BSO is leading to help build capacity for the care of older adults with complex mental health conditions like schizophrenia and personality disorders. I feel fortunate to be working in Ontario with BSO as a partner!”

~ Dr. Dallas Seitz, Geriatric Psychiatrist



“BSO has been a driving force for quality improvement, advancing best practices and, most importantly, making a meaningful and direct impact on the care of people who are ageing with behavioural health needs. The substantive work of BSO provides a strong foundation from which to further evolve a more connected system of care for individuals navigating the intersection of complex mental health, dementia, and behavioural health needs. By strengthening connections and working collaboratively with other system partners, we have an opportunity to further elevate the system of care while improving access to specialized services. In my role, I have witnessed firsthand the significant and positive impact of BSO, and I look forward to seeing its continued evolution and future partnerships with other specialized teams across the healthcare system.”

~ Dr. Lisa Van Bussel, Geriatric Psychiatrist



BSO Provincial Framework, Structure & Acknowledgements

BSO provides behavioural healthcare services for older adults in Ontario with, or at risk of, responsive behaviours/personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions. BSO also provides support to family care partners and healthcare providers across sectors.

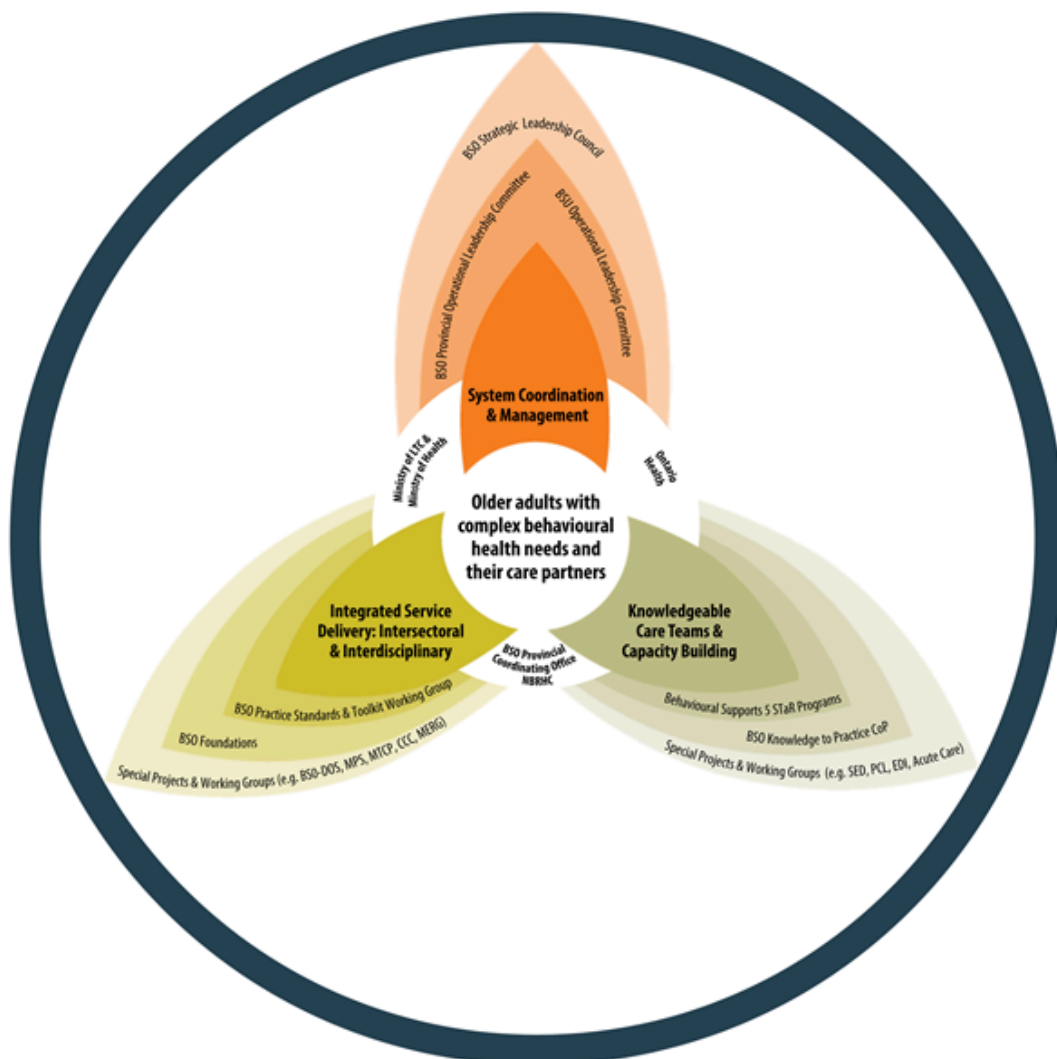
BSO teams are available to support the behavioural health needs of LTC home residents across Ontario. BSO services are also available, although they may be limited to those residing in the community (i.e., private dwellings, retirement homes), as well as hospitals. While BSO models and team structures vary across Ontario, all BSO teams operate under a common mandate, framework of care, and practice standards.

The BSO Provincial Structure for 2025-26 encompasses BSO's oversight bodies, committees, advisories, collaboratives, communities of practice, and working groups.



Looking Ahead: A Sneak Peek into 2026-27

Release of an updated and revised BSO Provincial Structure aligning with the BSO PCO's strategic directions for 2026-28 and the evolution of BSO.



Leadership of the BSO Provincial Structure

The BSO PCO expresses sincere gratitude to all of BSO's Regional Clinical/Strategy Leads, Ontario Health (OH) Leads, and to all of those who provide leadership to the groups in the provincial structure. Guided by the three BSO provincial pillars, our leaders ensure that we collectively stay true to the BSO vision and values.



Sarah Clark

Nurse Manager, Behavioural Support Unit – McGarrell Place
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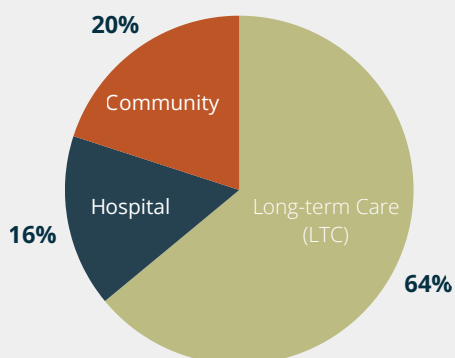
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Projects & Initiatives: Impact

BSO Service Provision Data Highlights (2025-26)

BSO teams added 57,000 older adults with responsive behaviours to their caseloads.



Caseload distribution by sector

Supported moves into LTC



7,500 moves from hospital to LTC were supported by BSO.



5,700 moves from the community into LTC were supported by BSO.

Supporting LTC residents and their families



On average, BSO supported **18,900** LTC residents and **11,500** of their family care partners every quarter.

Supported moves into the community



3,400 moves from hospital to community were supported by BSO.

Supported people and their families in the community and in hospital



On average, BSO supported **5,900** community and retirement home-dwelling individuals and **5,600** of their family care partners every quarter



On average, BSO supported **4,400** hospital patients and **2,800** of their family care partners every quarter.



In addition to providing direct behavioural support services, BSO teams and educators from partnering organizations (e.g. Psychogeriatric Resource Consultants) build capacity with healthcare providers across sectors. In total, more than **15,500** formal education sessions were delivered, training more than **158,000** healthcare participants.

BSO Stories

Each quarter in 2025-26, BSO teams shared stories about their successes and challenges



152 stories collected, including:

- BSO resident/patient journeys
- Cross-sector collaborations
- Successful patient/resident transitions
- Education initiatives
- New tool adoption
- Quality improvement projects

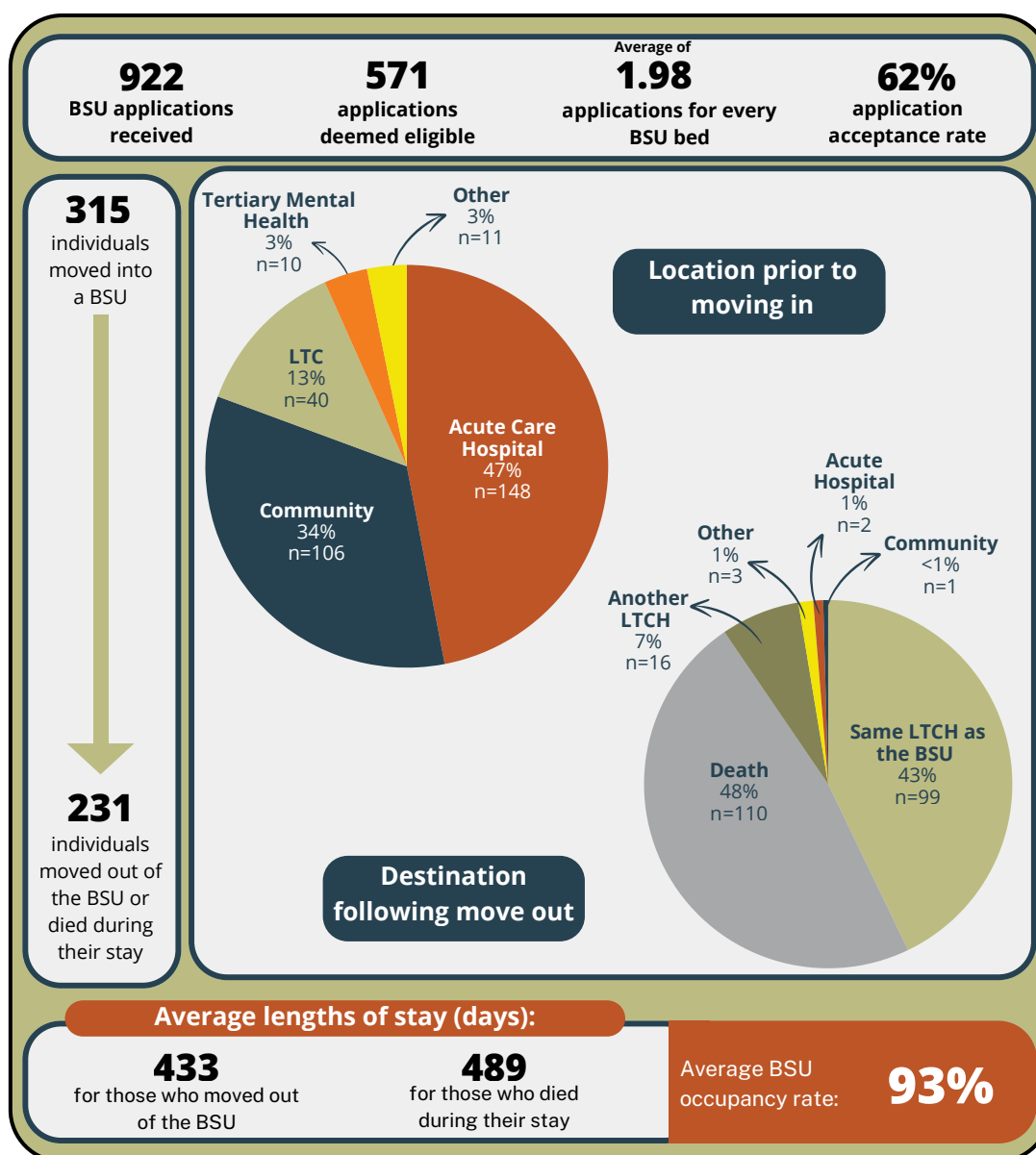


1. All data is approximate. Please contact the BSO Provincial Coordinating Office for exact numbers.

Behavioural Support Unit (BSUs)

Behavioural Support Units (BSUs), also known as Behavioural Support Transition Units, Specialized Behavioural Support Units or Transitional Behavioural Support Units, are specialized units located within LTC homes across Ontario. These units provide time-limited support to people with dementia and older adults with complex mental health needs whose behavioural support needs can no longer be met in their current environment. Through enhanced staffing, tailored environments, focused behavioural assessment and individualized care planning, BSUs aim to reduce the frequency, severity, and risks associated with responsive behaviours and support successful transitions to lower levels of care.

The following infographic includes data highlights from the 23 BSUs that were in operation throughout the 2025-26 fiscal year. Altogether, these units total 466 BSU spaces. A map of all BSUs currently in operation is available [here](#).



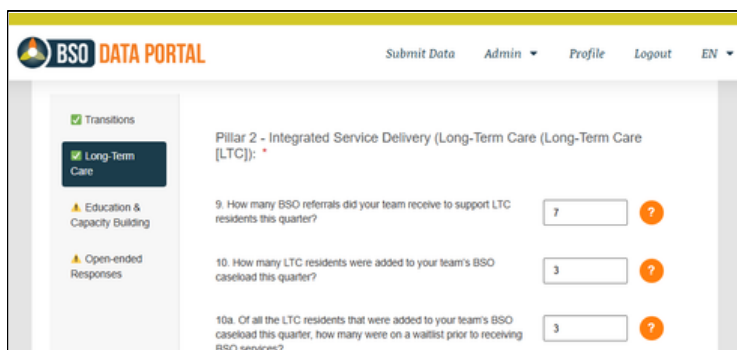
BSO Data Portal Project

Purpose: To develop and implement a web-based data collection portal that modernizes BSO and BSU data collection processes, strengthens data quality and supports enhanced provincial analysis and reporting.

This project is being completed with contracted support from the Regional Geriatric Program of Southwestern Ontario at St. Joseph's Health Care London.

Key Accomplishments:

- Launched the BSO Data Portal to collect quarterly access and flow data from all BSUs and regional-level BSO service volume data from BSO Regional Leads across the 14 regions.
- Hosted BSO Data Portal launch meetings to introduce the new data collection platform and support the onboarding of BSO Regional Leads and BSU Representatives.
- Developed and distributed BSO Data Portal user guides and supporting resources for BSO Regional Leads and BSU Representatives.
- Co-designed, developed and distributed quarterly BSO and BSU visual reports featuring graphs and charts that highlight key trends in the data and provide meaningful insights.
- Collected feedback from BSO Regional Leads and BSU Representatives to inform process improvements and the development of new data portal functionalities.
- Implemented portal enhancements, including French versions of the standardized metrics and logic rules with automated reminders to support accurate data submissions.
- Developed a comprehensive project charter for the next phase of the BSO Data Portal Project (2026-27), which will transition BSO data collection from regional-level submissions to submissions completed directly by individual organizations that employ BSO team members.
- Continued to collaborate with the Project Advisory Committee on the design of portal functionalities for BSO Regional Leads, including data tracking dashboards and user management tools.
- Developed change management, onboarding and communication resources to help BSO Regional Leads prepare to transition from submitting region-wide data to onboarding their teams and supporting direct organizational-level submissions.
- Collected and validated information from each BSO region regarding the organizations responsible for submitting data and the specific metrics assigned to each organization.
- Updated the BSO Data Portal registration process to include all organizations that employ BSO staff and developed a mechanism for assigning data-submitting organizations to the metrics for which they are responsible.
- Developed a phased regional onboarding plan for implementation throughout 2026-27 and selected Toronto and the North East as the first two regions to pilot organizational-level data submissions.



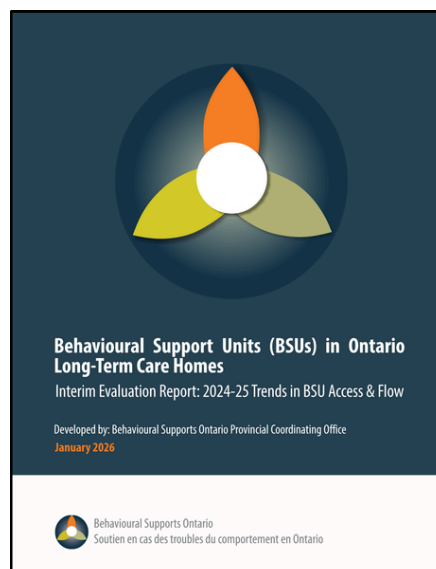
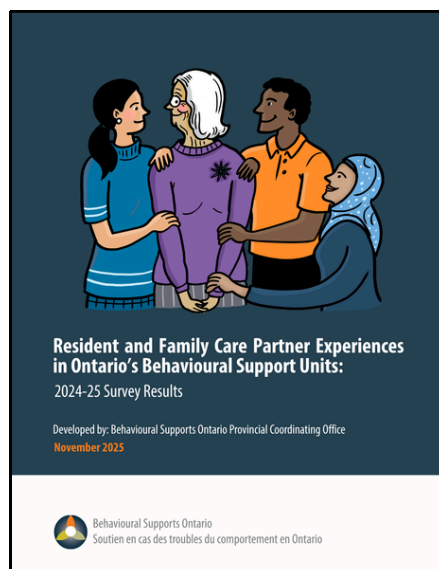
The screenshot displays the BSO Data Portal web application. On the left is a sidebar with a logo and navigation links: 'Transitions', 'Long-Term Care' (highlighted), 'Education & Capacity Building', and 'Open-ended Responses'. The main content area is titled 'Pillar 2 - Integrated Service Delivery (Long-Term Care (Long-Term Care [LTC])): *'. It contains three data entry fields with orange question mark icons: '9. How many BSO referrals did your team receive to support LTC residents this quarter?' (value 7), '10. How many LTC residents were added to your team's BSO caseload this quarter?' (value 3), and '10a. Of all the LTC residents that were added to your team's BSO caseload this quarter, how many were on a waitlist prior to receiving BSO services?' (value 3). The top navigation bar includes links for 'Submit Data', 'Admin', 'Profile', 'Logout', and 'EN'.

Behavioural Support Units Evaluation Project

Purpose: To conduct a mixed-method evaluation of Ontario's LTC-based BSUs and develop a comprehensive understanding of access and flow, quality of care, resident and family care partner experiences, and resident outcomes.

Key Accomplishments:

- Analyzed the first year of province-wide BSU access and flow data, identified key provincial and regional trends, and presented findings to BSU representatives and key provincial oversight bodies.
- Continued to collect quarterly BSU access and flow data and supported newly established BSUs to onboard to the data collection platform and participate in other BSU evaluation activities.
- Analyzed the first year of findings from the standardized BSU Resident and Family Care Partner Survey, identified key trends in care experiences, and presented findings to BSU representatives and provincial oversight bodies.
- Revised the standardized BSU Resident and Family Care Partner Survey based on feedback from BSU team members and evaluation partners.
- Continued to support BSUs in implementing the standardized survey through the development and distribution of promotional materials, including posters and postcards, as well as printed surveys and pre-addressed return envelopes.
- Collected 121 new responses to the BSU Resident and Family Care Partner Survey, contributing to a growing provincial understanding of resident and family care partner experiences.
- Established data-sharing agreements with 19 BSUs to support their participation in the BSU Outcomes Project, conducted in partnership with the Institute for Clinical Evaluative Sciences (ICES). Supported participating BSUs in preparing lists of former residents for secure linkage with provincial health administrative data.
- Collaborated with ICES to examine the demographic and clinical characteristics of former BSU residents, changes in standardized health outcome measures, and patterns of healthcare utilization before and after BSU admission.



Projects & Initiatives: Innovation

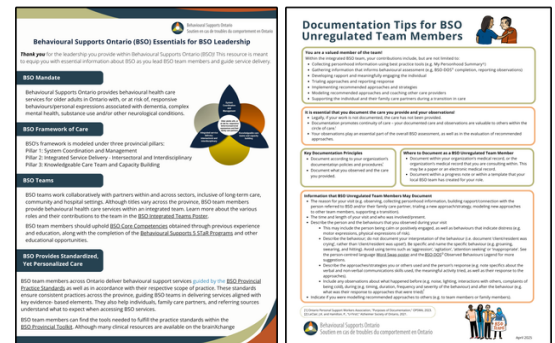
BSO Practice Standards & Toolkit Working Group



Purpose: To bring BSO provincial leaders and clinicians together to plan and oversee the development and implementation of BSO Provincial Practice Standards and BSO Provincial Toolkit.

Key Accomplishments:

- Each sub-region developed and implemented a 2025-26 Toolkit Implementation Action Plan to support local BSO teams in effectively utilizing the BSO Provincial Toolkit and adhering to the BSO Provincial Practice Standards.
- Developed new resources based on feedback from BSO team members and leaders:
 - BSO Essentials for BSO Leadership – A tip sheet to equip BSO leaders with essential information as they lead BSO team members and guide service delivery.
 - Documentation Tips for BSO Unregulated Team Members (English and French) – A tip sheet emphasizing the value of BSO unregulated team members and the importance of their documentation.
- Supported team members in the use of new BSO resources.



Clues, Causes, & Care to Consider for Responsive Behaviours

Purpose: To develop a reference tool for clinical teams to use during comprehensive behavioural assessments, offering evidence-informed, person-centred, non-pharmacological strategies.

Key Accomplishments:

- In November 2025, released Clues, Causes, & Care to Consider for Responsive Behaviours:
 - A comprehensive, 150+ page resource that is structured using the PIECES™ acronym.
 - Identifies possible contributing factors, preventative non-pharmacological strategies and approaches to respond in the moment for all the behaviours listed in the BSO-DOS®
 - Contains a dedicated section for approaches during personal care.
- Printed and distributed copies to BSO teams through BSO regional leadership.
- Engaged in dissemination efforts including a webinar presented in partnership with brainXchange in March 2026 which has over 290 views.
- Conducted a survey, in which respondents identified the resource to be either “useful” or “very useful” for identifying contributing factors to responsive behaviours (97%), determining preventative approaches (100%), and finding strategies to respond in the moment (93%).



“I like that it is easy to understand and helps explain why a person might be acting a certain way. It gives clear ideas on what could be causing the behaviour and what I can do to help in the moment.”

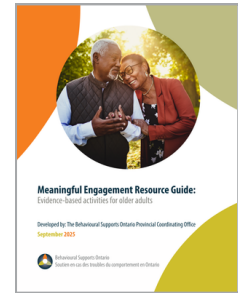
- Survey Respondent

Meaningful Engagement Resource Guide: Evidence-based activities for older adults

Purpose: Offer a range of evidence-based, non-pharmacological activities designed to promote purposeful engagement and enhance the well-being of older adults across various care sectors.

Key Accomplishments:

- In September 2025, released Meaningful Engagement Resource Guide: Evidence-based activities for older adults:
 - A 100+ page guide informed by care team members, educators, people with lived/living experience, and academic literature.
 - Provides inclusive, accessible strategies that embrace diversity, culture, and personhood.
 - Aims to reduce chemical and physical restraint use.
 - Accompanied by the Guidelines for Use Tip Sheet
- Printed and distributed copies to BSO teams through BSO regional leadership.
- Engaged in dissemination efforts including a brainXchange Webinar (over 600 views to date), and presentations at various conferences and regional BSO events.
- Developed and released the Meaningful Engagement Resource Guide: Dissemination Package to support consistent uptake and implementation across all care settings.
- Conducted a survey, in which respondents identified that the resource guide impacted their confidence in providing or facilitating meaningful engagement activities. Comments from early users of the guide included:



Looking Ahead: A Sneak Peek into 2026-27

Release and dissemination of a French translated version of the Meaningful Engagement Resource Guide.

BSO Foundations

Purpose: Development and sustained delivery of a knowledge to practice program that builds clinical and leadership skills of BSO team members across Ontario and in all sectors.



Goals of the BSO Foundations Program:

- To increase understanding of the BSO role, and to foster confidence in the ability to fulfill and thrive in the role - through team building, communication, and change management skills.
- To enhance knowledge of responsive behaviours/personal expressions.
- To support the application of BSO tools and frameworks found in the BSO Provincial Toolkit.

Key Accomplishments:

- Offered a Train-the-Trainer session in January 2026, bringing the total to 58 BSO educators trained as BSO Foundations facilitators.
- BSO Foundations continued to be offered to new BSO and BSU team members across the province with an additional 197 successful participants in the 2025-26 fiscal year.
- In October 2025, released an evaluation of the program: BSO Foundations & Future Directions.



Key Findings

-  **Increased Confidence:** Both post-program groups had significantly better confidence than the pre-program group in their knowledge and skillset related to:
 - The BSO population
 - Their role in comprehensive behavioural assessment and care planning to prevent and reduce responsive behaviours
 - Clinical tools and resources integral to their BSO roles
 - Collaboration and communication
 - Other BSO responsibilities (e.g., fostering effective teamwork, supporting transitions in care, and supporting change management and quality improvement)
-  **Sustained Impact:** Data suggests that such changes in knowledge and confidence may be retained months after the end of the course.
-  **High Satisfaction:** Participants expressed strong satisfaction with program content, delivery, and facilitators.
-  **Areas for Enhancement:** Feedback indicated a preference for streamlined delivery, more case examples, additional clinical content, and fewer group activities.

BSO Foundations is meeting its goals!

- In January 2026, a BSO Foundations Exchange brought together BSO Foundations trainers from across the province to review evaluation results, discuss key items for enhancing learner experience, and to share facilitation tips, successes and innovations.



"The course should be a MUST for all BSO Leads & Network staff within the first month of hire. What a great tool and resource to set staff up for success. This course also makes you feel very supported in the network and that you belong to a community."

- BSO Foundations Participant

BSO Knowledge to Practice Community of Practice (CoP)

Purpose: To unite educators, clinicians and other professionals who share a commitment to building capacity and fostering knowledgeable teams caring for the BSO population. Guided by the [Knowledge to Practice Process Framework](#) (Ryan et al., 2013) and driven by shared passion, the CoP explores, shares and creates knowledge to practice innovations to build skilled, confident and compassionate teams.

Key Accomplishments:

- Continued dissemination and feedback collection of the [Personality Disorder in Older Adults Capacity Building Package](#).
- Received positive feedback from educators using the package, as well as learners sharing planned application of new strategies in caring for someone living with personality disorder and promoting wellness amongst team members. Specifically, 91% of survey respondents identified the resources “improved” or “much improved” their confidence in caring for someone living with personality disorder.
- Active development of a mental health capacity building package focused on schizophrenia.



Looking Ahead: A Sneak Peek into 2026-27

Release and disseminate the schizophrenia capacity building package.

Behavioural Supports in Acute Care Collaborative

Purpose: To bring together healthcare professionals, leaders, and individuals with lived experience to promote and spread best/emerging practices in providing person and family-centred behavioural supports within acute care hospitals.

Key Accomplishments:

- Contributed to Ontario Health’s Emergency Department Nursing Education, Retention, and Workforce Program (see page 26 for details).
- Continued development of a Physical Restraint Reduction Action Kit, consisting of a range of tools, resources, and supports to address the complex factors contributing to restraint use and support hospitals to:
 - Prevent and reduce physical restraint use in the BSO population
 - Increase acute care team members’ understanding and confidence regarding the risks of restraints and the use of alternative strategies to prevent/decrease restraint use
 - Increase patients’ and family care partners’ understanding of physical restraint use, including the risks associated with their use, alternative approaches, practical ways family care partners can prevent or limit restraint use, and their essential role in care planning and decision-making.



Looking Ahead: A Sneak Peek into 2026-27

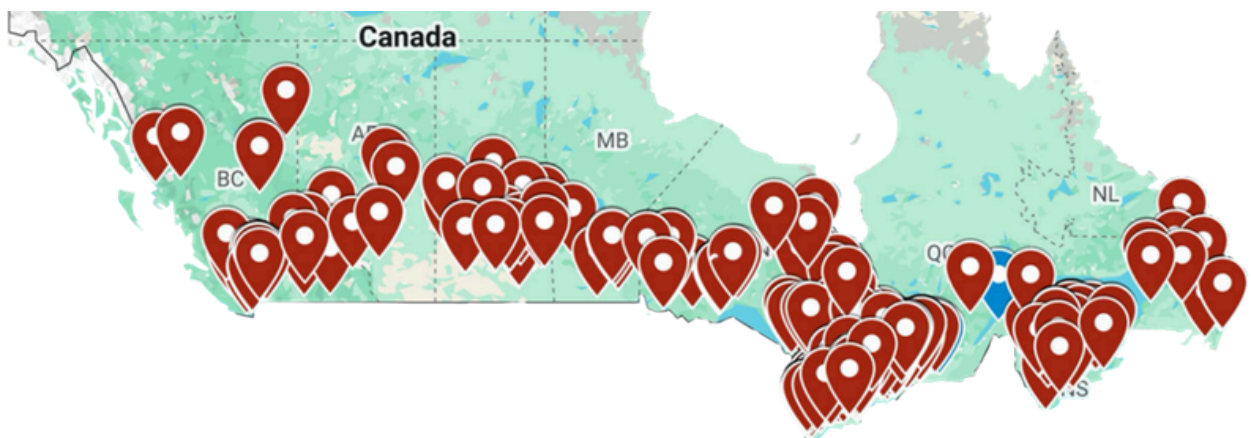
Release and dissemination of Physical Restraint Reduction Action Kit.

Behavioural Supports Ontario–Dementia Observation System (BSO-DOS®) Advisory

Purpose: To bring together those with leadership and expertise who are committed to the integrity and sustainability of the BSO-DOS®. Accountable to BSO's Knowledge Translation and Communications Advisory, the BSO-DOS® Advisory leads the implementation, knowledge translation and dissemination of the BSO-DOS®. Using user feedback and academic literature, the Advisory contributes to the analysis, decision-making, and evolution of the BSO-DOS®. As a steward of the tool, the Advisory ensures the BSO-DOS® remains person-centred, feasible, accessible and clinically valuable in understanding responsive behaviours/personal expressions.

Key Accomplishments:

- In June 2025, finalized and released Version 2 of the BSO-DOS® featuring user-guided enhancements including improved design, updated language, and a modified Assessment & Planning section.
- New and updated accompanying resources: Fact Sheet, User Guide, Resource Manual, Instructional Video and Slide Deck. Of note, the Instructional Video was viewed 11,855 times from June 2025 to March 2026.
- In December 2025, released Version 2 in French, as well as the User Guide.
- Supported the dissemination and meaningful use the updated BSO-DOS®, this includes a webinar presented in partnership with brainXchange in July 2025, which has over 795 views to date, and included participants from Canada, United States, Thailand, New Zealand and Hong Kong.
- Version 2 was downloaded 3,250 times within its first year. In comparison, Version 1 was downloaded 1,870 times in its first year - A celebration of the reputation the BSO-DOS® has created for itself! See visual representation below of its downloads across Canada.



Looking Ahead: A Sneak Peek into 2026-27

Continued collaboration with organizations and developers to build the eBSO-DOS® into electronic medical records (EMRs).

BSO Sexual Expression & Dementia Working Group

Purpose: To bring leaders and experts in the field of responsive behaviours/personal expressions together to plan and oversee the development, implementation, and evaluation of standardized, open-access, e-learning modules on the topic of sexuality and dementia.

Key Accomplishments:

- Continued to disseminate the free 3-module Supporting the Sexual Health of People with Dementia online program by writing newsletter articles, hosting webinars, and presenting at conferences and BSO regional events.
- Completed an analysis of pre- and post-learning survey data collected during the previous year, demonstrating increased learner confidence following participation and high levels of satisfaction with the program. Celebrated more than 10,000 e-learning module completions across the two learning management platforms that the program is housed on: Surge Learning & ALZeduate.
- Translated the accompanying resources of modules 2 and 3 into French.
- Developed a Frequently Asked Questions Tip Sheet to support dissemination of the program.



Behavioural Support Transition Units (BSTU) Collaborative

Purpose: To unite healthcare providers and people with lived experience to surface and spread promising and best practices in the provision of specialized person-centred care in BSTUs; to identify emerging trends related to BSTUs and inform research, quality improvement and evaluation opportunities; and to foster knowledge sharing, collaborative problem solving, and mentorship opportunities for BSTUs.

Key Accomplishments:

- Created Version 2 of the Resident and Family Care Partner Experiences Survey, updated the Guidelines for Use and promotional toolkit resources, and introduced new participation options, including live and telephone survey administration and pre-addressed, stamped return envelopes. Continued to support and encourage resident and family care partner participation in the survey, resulting in 121 responses during the fiscal year.
- Conducted eight BSU site visits and developed the Behavioural Support Unit (BSU) Site Visits Report #1 – Initial Visits (November-December 2025) and shared key findings and themes with collaborative members.
- Onboarded two new BSUs: St. Joseph's Health Centre (Guelph) and Berkshire Care Centre (Windsor).
- Facilitated a presentation from the Ministry of Long-Term Care on compliance and critical incident reporting for collaborative members.
- Shared relevant resources and emerging tools with collaborative members, including the Ready, Set, Transition – My Transitional Care Implementation Package and the Meaningful Engagement Resource Guide: Evidence-based activities for older adults.

BSO Substance Use Collaborative

Purpose: To bring together health care professionals, leaders, and individuals with lived experience to promote person and family-centred best practices related to substance use.

Key Accomplishments:

- Ongoing promotion of monthly Geriatric Addictions Rounds (GAR), a partnership between Baycrest, Canadian Mental Health Association Waterloo Wellington, the Centre for Addiction and Mental Health, St. Joseph's Health Centre (Guelph) and the BSO PCO. These efforts have resulted in >820 live participants and >350 views of event recordings from the 2025-26 season.
- GAR continued the '12 Days of Merry Moderation', a campaign featuring short videos showcasing leaders in addictions and mental health preparing mocktail recipes to promote healthy choices over the holidays. This year's videos collectively garnered >1130 views.
- Promoted the CAMH's Smoking Treatment for Ontario Patients (STOP) program within LTC homes in Ontario. The program aims to provide access to smoking cessation services, including free Nicotine Replacement Therapy.



A BSO Team Member engaging an older adult using virtual reality.

Projects & Initiatives: Integration

Behavioural Supports 5 STaR Programs: Specialized Training and Resources

Purpose: To equip healthcare providers supporting the BSO population with the core values, knowledge, skills, shared language and tools needed to provide comprehensive and person, family and relationship-centred behavioural healthcare.

Key Accomplishments:

- The Dementia Care Readiness: Ontario Long-Term Care Snapshot identified the Behavioural Supports 5 STaR Programs as the most common dementia care model used in Ontario LTC homes, used by 79.9% of the responding LTC homes.
- Celebrated and offered support to the LTC homes that received Improving Dementia Care Program (IDCP) funding specifically focused on fostering emotion-based care using the Behavioural Supports 5 STaR Programs. This support included a suite of resources to support the implementation of emotion-based care in LTC, which includes:
 - Implementation Checklist
 - Emotion-Based Care Fact Sheet
 - Sample communications
 - Implementation Worksheet
 - Certificates of recognition for team members
 - Education tracking worksheet
- Worked in partnership with the Ontario Centre for Learning, Research & Innovation (CLRI) in Long-Term Care at Baycrest in the development of a new educational microcredential on emotion-based care.



Looking Ahead: A Sneak Peek into 2026-27



Release of the Ontario CLRI at Baycrest's Caring from the Heart, an educational program designed to build the knowledge, skills, and attitudes required to deliver emotion-based, relational, and person-centred dementia care.

Person-Centred Language (PCL) Initiative

Purpose: To foster and promote the consistent use of person-centred language (PCL) that honours the individuality, strengths, and personhood of people, including those living with dementia, and supports respectful, inclusive, and life-affirming communication.



RIA Schlegel-UW
Research Institute
for Aging



Key Accomplishments:

- Achieved 4,618 PCL eCourse completions and 10,161 PCL pledges during the 2025-26 fiscal year.
- Presented at various conferences, disseminating the Encouraging Respectful Conversations resource.
- Created and launched the Person-Centred Language and Person-Centred Care: At a Glance document.
- Presented the third annual PCL Award at the Ontario Long-TermCare Association's This is Long-Term Care Conference, honouring a PCL champion who fosters an environment where residents, family care partners, and team members are supported.

The Hamilton Niagara Haldimand Brant (HNHB) BSO Mobile Team accepts the 2024 PCL Award.

From left to right: Emily Lambe, PCL Co-Lead (Ontario CLRI), Sara Friskey & Lisa Gauthier (HNHB BSO LTC Mobile Team Representatives), Courtney Stasiuk-Mohr, PCL Co-Lead (BSO PCO)



Looking Ahead: A Sneak Peek into 2026-27

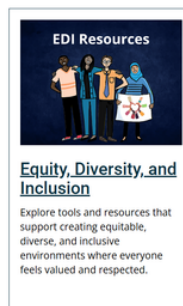
Creation and dissemination of a new PCL Leadership Implementation Guide to support the effective use and sustainability of PCL across organizations, and the fourth annual PCL Award campaign.

Equity, Diversity & Inclusion (EDI)

Purpose: To deepen BSO's commitment to EDI, recognizing that advancing equity by providing individualized support that respects each person's unique personhood, particularly those from equity-denied communities, is essential to improving care for older adults with behavioural health needs and enhancing the wellbeing of those who support them.

Key Accomplishments:

- Developed and launched an EDI webpage including:
 - BSO's commitment statement to EDI
 - Curation of capacity building resources focused on EDI, Indigenous reconciliation, and supporting the 2SLGBTQI+ community.
- Disseminated the resources including a brainXchange webinar in partnership with the Ontario CLRI at Bruyère with ~303 webinar participants.



Equity, Diversity, and Inclusion

Explore tools and resources that support creating equitable, diverse, and inclusive environments where everyone feels valued and respected.



Indigenous Reconciliation

Access learning opportunities and resources to deepen understanding, build relationships, and take meaningful steps toward supporting Indigenous Peoples.



Supporting the 2SLGBTQI+ Community

Find guidance, training, and resources to help create safer, more inclusive spaces that celebrate and affirm 2SLGBTQI+ identities.

BSO Lived Experience Facilitator Initiatives

Key Accomplishments:

- **Listening, Learning, and Leading: BSO's Practical Guide to Engaging People with Living and Lived Experience**
 - Helped shape *Listening, Learning, and Leading: BSO's Practical Guide to Engaging People with Living and Lived Experience* (scheduled for release in late 2026), as Co-Author, providing lived experience expertise to advance meaningful engagement and person-centred partnerships across BSO.
- **BSO in Acute Care Collaborative**
 - Provided lived experience expertise to help shape education, planning, policy, and person-centred practices, and co-designed Let's Talk About Physical Restraints: A Fact Sheet for Family Care Partners (scheduled for release in 2026).
- **BSO Provincial Strategic Summit**
 - Co-developed and co-presented a selection of BSO impact stories, highlighting and reinforcing the importance of person-centred care, quality improvement, and the person behind every service BSO provides.
- **A Shared Lived Experience: Understanding the Impact of Restraints**
 - Shared a personal lived experience perspective on the use of physical restraints with the Huron Perth Healthcare Alliance Professional Practice Advisory Council.
- **Canadian Dementia Learning and Research Network (CDLRN)**
 - As a member of the Canadian Dementia Learning and Resource Network (CDLRN) Community Advisory Committee, provided strategic advice and lived experience expertise to support the development of innovative community-based resources for people living with dementia and their care partners.
- **Dying on Our Own Terms (Partnerships in Dementia Care)**
 - Served as Co-Researcher and Co-Producer on the Dying on Our Own Terms: Transforming End-of-Life Care for People with Dementia project, bringing lived experience perspectives to the development of a framework, documentary film, digital stories, and practical resources that support person-centred end-of-life care.
- **Collaboration for Cognitive Accessibility | Leaders in Neuro-Inclusive Co-Design**
 - Contributed lived experience expertise as a Lived Experience Advisor with the OPEN Collaboration for Cognitive Accessibility to enhance accessible employment practices and improve the clarity and accessibility of employment contracts.



Looking Ahead: A Sneak Peek into 2026-27



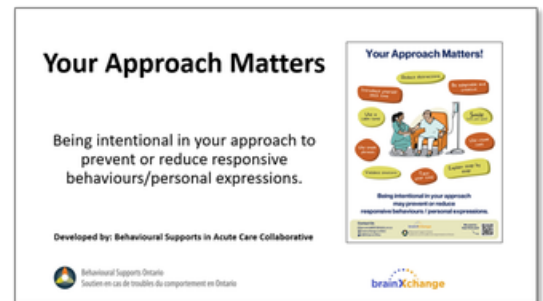
- Providing lived experience expertise to support the development of a restraint reduction toolkit promoting safer, person-centred alternatives in acute care.
- Informing qualitative analysis of user experiences to strengthen a national resource supporting driving transition decisions.
- Supporting the development of a national dementia post-diagnostic guide through lived experience expertise, survey analysis, framework development, and recommendations.

Ontario Health Emergency Department Collaboration

Since the spring of 2024, BSO has been contributing to Ontario Health's Emergency Department Nursing Education, Retention, and Workforce Program through its specialty training options in order to build capacity in emergency department nurses caring for the BSO population.

Key Accomplishments:

- Offered monthly virtual offerings including:
 - Gentle Persuasive Approaches (GPA®) Basics facilitated by Heather Hawrelluk (Psychogeriatric Resource Consultant [PRC], North Bay Regional Health Centre), Mélanie Beaulieu (PRC, North Bay Regional Health Centre) and Karleigh Wright (Psychogeriatric Resource Lead, Canadian Mental Health Association, Fort Frances Branch)
 - 1½ hour sessions using the Behavioural Supports in Acute Care Capacity Building Package facilitated by Jennifer Koop (Advanced Practice Nurse, The Ottawa Hospital), Jessica Little (BSO Hospital Navigator, Windsor Regional Hospital) and Shawna Peddar (BSO Nurse, Northumberland Hills Hospital).



BSO Regional Innovation Highlights

Ontario Health West

Erie St. Clair (ESC)

Regional Achievements & Celebrations:

- Finalized Best Practice Guidelines for mobile teams across Erie St Clair to promote standardized processes, and continuity of care across sectors and counties.
- Hosted the ESC BSO Education Day on April 9, 2025. The theme was Empowering Through Inclusion, which included presentations from Canadian Mental Health Association (CMHA) Ontario on Flourishing in the Workplace & CLRI on Advancing EDI & Belonging in LTC.
- ESC BSO Regional Education Coordinator Erin Apothecary-Reid obtained their DementiAbility trainer certification & facilitated in-person education to BSTU & BSO team members across all sectors.
- Collaborated between regional and mobile teams to update transitional pathways for Erie St Clair specific roles and supports, using the BSO PCO transitions pathway.
- Rolled out DementiAbility Book Clubs across all 36 LTCHs, providing two sets of DementiAbility reading books and instruction on reading assessments and facilitation of the group to BSO embedded team members.



South West (SW)

Regional Achievements & Celebrations:

- Hosted the 3rd Annual BSO Leadership Event, Leadership Essentials: Building Confident Capable BSO Teams. Highlighting regional initiatives for BSO leadership across sectors with guest speakers from all Behavioural Supports 5 STaR programs.
- Hosted the 2nd Annual BSO West Virtual Event showcasing BSO-DOS® V2 and Sexual Expression Modules in partnership with ESC, WW, and HNHB.
- Launched the South West BSO Broadcast Newsletter & South West BSO Education Fund – Request.
- Rolled out BSO-DOS® V2 packages and DementiAbility reading club books in support of DementiAbility Blitz.
- Piloted an activation group supported by Huron Perth's mobile team PSW in hospital for social transition from hospital to LTC through communal dining and activation to reduce behaviours at time of transition.



Waterloo Wellington (WW)

Regional Achievements & Celebrations:

- Strategically transferred funding from partner agency to St. Joseph's Health Centre Guelph to provide the foundation for a more integrated and collaborative BSO system in WW across sectors.
- Implemented several successful quality improvement projects including a CRBT wait time reduction project, implementation of new client/caregiver feedback pathways, and a trial of Heidi AI Scribing technology within the BSO NP program.
- Updated and implemented the BSO Community Standards of Practice, increasing BSO Toolkit usage to nearly 100% across mobile teams.
- Collaborated with BSO West Regional Partners for the Feb 10, 2026 Education Day, expanded access to Behavioural Supports 5 STaR Programs education opportunities across all sectors, and developed a New Staff BSO Orientation video.
- Launched the Older Adults and Substance Use Awareness Project, with the instrumental support of the BSO Addictions RN and the Waterloo Wellington Older Adult Council.



Hamilton Niagara Haldimand Brant (HNHB)

Regional Achievements & Celebrations:

- Educated over 300 PSW learners at Niagara College on dementia, responsive behaviours, and approaches to care, with intent to expand partnership to include Mohawk College.
- The HNHB BSO LTC Mobile Team received the third annual Person-Centred Language Award, recognizing the team's leadership in using respectful and objective language in all interactions.
- Met with over 100 hospital staff across the HNHB region, strengthening knowledge about BSO services, the BSO-DOS[®], and person-centred language.
- Strengthened partnerships of the Seniors Mental Health Outreach Program to provide integrated care for older adults with needs related to mental health and substance use, as well as people who are unhoused.
- Welcomed Jenny Siemon as the new Strategic Lead. Jenny returns with valuable knowledge, having previously worked with BSO from 2015-19. Welcome back to the BSO team!



Ontario Health Central

Central West (CW)

Regional Achievements & Celebrations:

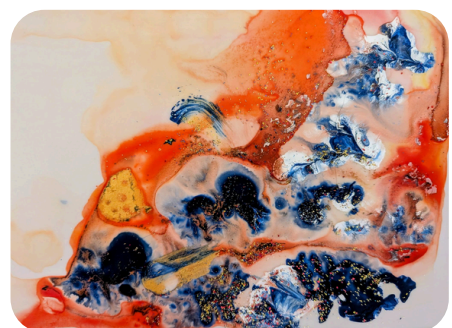
- Reallocated funding to create an expanded, multidisciplinary LTC mobile team model, as referral volumes have significantly increased with 21/23 homes regularly seeking support for complex resident behaviours.
- Successfully centralized BSO education funding and launched a regional annual education plan, ensuring access to the Behavioural Supports 5 STaR Programs, BSO Toolkit training through a revised BSO Orientation, and other needs-based trainings.
- Initiated a technology project for electronic referrals and to securely share documentation, with the goals of improving efficiency, program metrics, and coordination across LTC and BSO teams.
- Engaged providers and leadership across multiple health service providers, strengthening relationships and understanding of BSO program requirements, while gaining valuable input and insight into system-level needs.



Mississauga Halton (MH)

Regional Achievements & Celebrations:

- Implemented My Personhood Summary[®] across all Alzheimer Society Peel Day Programs and Nora's House (24-hour respite) with an added music preferences section.
- Expanded BSO services into a third emergency room, improving patient outcomes and continuity of care through early behavioural assessment, person-centred interventions, reduced reliance on restraints and PRN medications, strengthened staff capacity, and enhanced connections to community supports.
- Implemented Opening Minds Through Art (OMA) program in the acute care space to provide meaningful 1:1 engagement for BSO patients awaiting LTC placement, reducing responsive behaviours, supporting patient stability, and enhancing assessment outcomes.
- Developed a Court Diversion Program that provides expedited support for older adults with cognitive impairment, strengthens cross-sector partnerships, connects families to community resources, and promotes safe aging in place while reducing legal system involvement.



Central (CT)

Regional Achievements & Celebrations:

- Gathered for an All Team Day to build capacity in both Elder Abuse and the Palliative Approach to Care.
- Received enhancement funding to support acute care, allowing for dedicated staffing in all hospital partner sites.
- Continued strengthening transitions from hospital to LTC by implementing the Transitions in Care and Services Best Practice Guidelines (RNAO).
- Hosted the 4th Annual BSO Conference: Personhood in Focus.
- Facilitated clinical training on BSO services as part of Mackenzie Health's Nurse Mental Health Training week.



North Simcoe Muskoka (NSM)

Regional Achievements & Celebrations:

- Built the Behavioural Support Assessment and My Behavioural Support Tip Sheet into the electronic health record (EHR) and are now being utilized by BSO team members routinely.
- Hosted, in collaboration with the Alzheimer's Society of Simcoe County, a 2-day North Simcoe Muskoka Geriatric Conference: Advancing Care of Older Adults, to build capacity, network and engage in strategic planning. The event included the annual Leadership and Innovation for LTC, with over 130 leaders and team members in attendance.
- Focused capacity building efforts on respite initiatives in the community to support older adults living with dementia and their care partners. This was co-designed, facilitated, and evaluated with a Person with Lived Experience team member and Recreation Therapists.
- Trained a combined total of 42 Life enrichment staff and Community Support Workers in DementiAbility.
- Piloted the expansion of Behaviour Success Agent resources in Emergency Departments.



Ontario Health Toronto

Toronto Central (TC)

Regional Achievements & Celebrations:

- Became a host site for a new PRC that will be part of the BSO mobile team at Baycrest.
- Presented at the Canadian Academy of Geriatric Psychiatry - Canadian Coalition for Seniors' Mental Health (CAGP-CCSMH) 2025 Annual Scientific Meeting on Remote Care Monitoring for Dementia: A Knowledge to Practice Guide for Healthcare Providers.
- Piloted the new BSO data portal.
- Hosted the first community sector BSO gathering with neighbouring regions to help build system capacity.



Ontario Health East

Central East (CE)

Regional Achievements & Celebrations:

- Hosted the region's first Community of Practice event - A day full of celebration, education and collaboration!
- Completed site visits to all sites in the Central East region.
- Successfully resumed in-person workshops and educational opportunities.
- Ordered and delivered therapeutic supplies driven by specific LTC home needs.



South East (SE)

Regional Achievements & Celebrations:

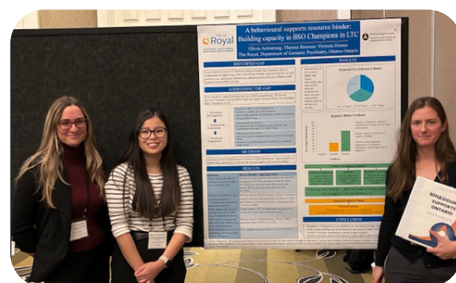
- Hosted the annual BSO Integration & Learning Day, which focused on Geriatric Addictions with guest presenter Marilyn White-Campbell, Geriatric Addictions Specialist at Baycrest and over 100 BSO team members attending.
- Established two working groups in response to identified priorities, developing a Common Referral Form and Common Orientation for BSO embedded team members.
- Continued to grow the partnership with brainXchange, moving the Lived Experience Network of South East Ontario's website within the SE Knowledge Exchange Network on brainXchange.
- A LTC BSO embedded team member was successful in obtaining a Registered Nurses' Association of Ontario (RNAO) Advanced Clinical Practice Fellowship, with a focus on developing their leadership and building capacity of their BSO embedded program.



Champlain (CH)

Regional Achievements & Celebrations:

- Hosted a BSO Networking and Education Day on December 1st, 2025, with BSO Champion awards, guest speakers, and education sessions on mental health.
- Participated in Champlain Dementia Network's conference Supporting Dementia Care Partners: Everyone is a Change Agent.
- Delivered 10 BSO Toolkit sessions across the region with 175 participants.
- Presented at the CAGP-CCSMH 2025 Annual Scientific Meeting.

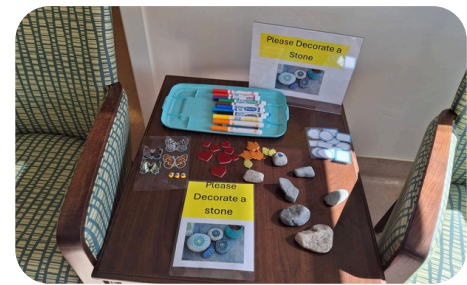
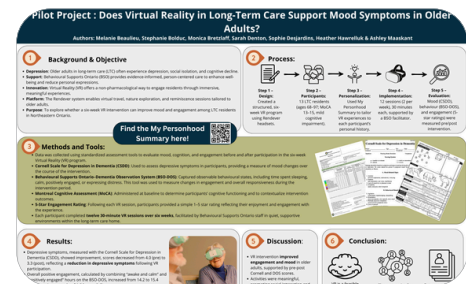


Ontario Health North

North East (NE)

Regional Achievements & Celebrations:

- Continued a virtual reality technology pilot led by PRCs in regional LTC homes. Participating homes reported positive resident outcomes and strong satisfaction, leading many to procure their own equipment to sustain the program.
- Partnered with Specialized Geriatric Services to co-host two regional education sessions for frontline staff across geriatric streams to expand the reach and impact.
- Partnered with Dialectic to develop a Geriatric Mental Health Foundations curriculum, including content, facilitator guides, handouts and tip sheets.
- Streamlined referral pathways through central intake, simplifying access to geriatric specialty services through standardized referral processes and clear checklists to facilitate coordinated virtual consultations.
- Implemented a standardized PRC education request form that includes key information such as the type of education (formal or informal), sector and priority area.



North West (NW)

Regional Achievements & Celebrations:

- Collaborated with LTC homes to support clear communication, consistent and regular referrals, and requests for education and training.
- Focused education and training to support a growing trend and need to enhance capacity to support people with complex psychosocial challenge related to mental health.
- Participated in the 2025 Centre for Education and Research on Aging & Health Conference at Lakehead University, and co-developed and delivered a featured session with Dr. Mark Lachmann, highlighting leadership in person-centred, trauma-informed dementia care.



Conclusion

The BSO Provincial Coordinating Office (PCO) recognizes with deep gratitude that the accomplishments highlighted in this report are the result of the collective contributions of BSO teams, leaders, partners across Ontario. Their passion, expertise, commitment, and compassion continue to shape BSO and ensure that our work remains grounded in what matters most to older adults, their families, and care partners.

As we look to the year ahead, we are excited by the opportunity to build upon this foundation and further advance our collective impact. Priorities include the release of the BSO PCO's 2026-28 Strategic Priorities, refreshing the BSO provincial structure, advancing the next phase of the BSO Data Portal, completing the first fulsome evaluation of behavioural support units, launching the refreshed BSO website, strengthening capacity within BSO's existing mandate, with a priority focus on mental health and substance use care, and hosting the inaugural Annual Strategic Summit with members of the new BSO Provincial Strategic Council and BSO Operational Leadership Committee.

These priorities build on BSO's three pillars of System Coordination and Management, Integrated Service Delivery, and Knowledgeable Care Teams and Capacity Building. Together, these pillars support an integrated approach to behavioural health for older adults living with dementia, complex mental health, substance use, and other neurological conditions. While BSO has built significant expertise and capacity in dementia care, the coming year presents an important opportunity to further develop our expertise and capacity across the full scope of BSO's mandate, with a priority focus on the mental health and addiction needs of older adults.

As BSO enters its next chapter, we remain deeply grateful to our BSO family and extended family, including the teams, leaders, partners, older adults, care partners, and people with lived experience who continue to shape and advance this work. More than a decade of BSO's evolution has demonstrated what is possible through shared purpose, partnership, and commitment. We carry that experience forward as we continue to learn, adapt, and strengthen care in ways that reflect what matters most to older adults and those who care alongside them.



BSO PCO & brainXchange team members
pictured above from left to right:

Karen Parrage, Jillian McConnell, Katelynn
Aelick, Monica Bretzlaff, Courtney Stasiuk-
Mohr, Em Thielking, & Debbie Hewitt Colborne



Behavioural Supports Ontario
Soutien en cas de troubles du comportement en Ontario

Provincial Coordinating Office, North Bay Regional Health Centre
Bureau de coordination provincial, Centre régional de santé de North Bay



APPENDIX A: Knowledge Exchange Events & Publications

The following list highlights numerous presentations that the BSO PCO and BSO team members facilitated at various knowledge and capacity-building events (e.g. webinars, conferences, publications).

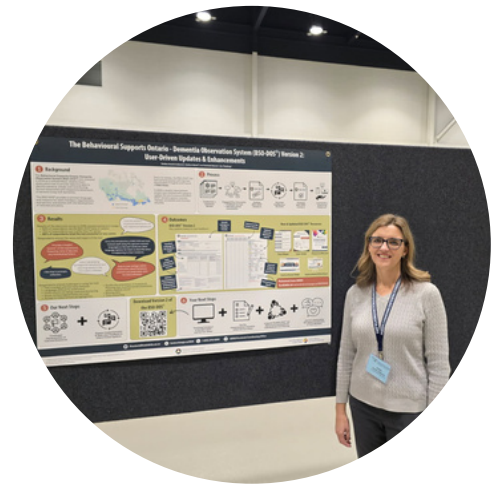
- Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., Thielking, E., & Schindel Martin, L. (2025, May). *Supporting sexual health for people living with dementia in long-term care homes: E-learning modules to build confidence in care teams*. Canadian Gerontological Nursing Association Conference, Winnipeg, Manitoba, Canada.
- Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., Thielking, E., & Schindel Martin, L. (2025, May). *Supporting sexual health for people living with dementia in long-term care: Building confidence through e-learning* [Poster presentation]. Canadian Geriatrics Society Scientific Meeting, Toronto, Ontario, Canada.
- Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., Thielking, E., Schindel Martin, L., & Afonso, V. (2025, June). *Supporting sexual health for people living in long-term care homes: E-learning modules to build confidence in care teams* [Oral presentation]. North Simcoe Muskoka Specialized Geriatric Services.
- Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., Thielking, E., Schindel Martin, L., & Afonso, V. (2025, October). *Supporting sexual health for people living with dementia in long-term care: An online program for healthcare providers* [Oral presentation]. Canadian Academy of Geriatric Psychiatry – Canadian Coalition for Seniors Mental Health Annual Scientific Meeting, Calgary, Alberta, Canada.
- Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., Thielking, E., Schindel Martin, L., & Afonso, V. (2025, October). *Supporting sexual health for people living with dementia in long-term care: Building confidence through e-learning* [Oral presentation]. Centre for Education and Research on Aging & Health, Thunder Bay, Ontario, Canada.
- Aelick, K., & McConnell, J. (2025, October). *Innovative models of LTC: The role and impact of Ontario's behavioural support transition units*. Canadian Academy of Geriatric Psychiatry – Canadian Coalition for Seniors Mental Health Annual Scientific Meeting, Calgary, Alberta, Canada.
- Aelick, K., McConnell, J., Clark, S., Hooper, N., & Corby, A. (2025, July). *The current state and impact of Behavioural Support Transition Units in Ontario long term care homes* [Poster presentation]. Alzheimer's Association International Conference, Toronto, Ontario, Canada.

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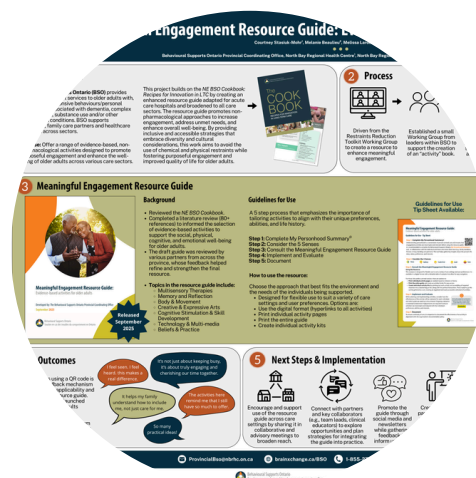
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