



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

ANNUAL REPORT

2021-2022

Impact. Innovation. Integration.



brainxchange.ca/BSO



1-855-276-6313



@BSOProvOffice

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Message from the Behavioural Supports Ontario (BSO) Provincial Coordinating Office (PCO)

Welcome

The 2021-22 fiscal year has been a time of ongoing collective effort to provide person, family and relationship-centred care as we continue to contend with the COVID-19 pandemic. Faced with the need to shift daily practices under the most challenging of circumstances, BSO teams continued to find ways to be flexible and creative in their delivery of behavioural support services this year, all while navigating health human resource challenges, changing directives, and COVID-19 itself. The role of BSO teams throughout the various phases of the pandemic has been integral, as evidenced by the detailed accounts featured in [Behavioural Supports Ontario: Meeting new challenges in the time of COVID-19](#), a qualitative evaluation conducted in the midst of the pandemic that was released in December.

Beyond the specific context of COVID-19, other provincial priorities gained momentum, including the development and launch of BSO's Provincial Toolkit and the BSO Foundations Program, capacity building initiatives for acute care and sexual expression, and the development of new clinical tools and resources, which are described in this annual report.

These past two years have undoubtedly shaped the future of the BSO initiative as they have shone a light on the holistic needs of Ontario's older adults as well as those who care for them. As we look to brighter days ahead, the BSO PCO extends sincere gratitude to all BSO team members and partners for their unwavering dedication to the provision of behavioural support across sectors.

Thank you for taking the time to join us in the celebration of this year's collective BSO accomplishments.



Monica Bretzlaff
Manager, BSO PCO, North East BSO & Seniors Mental Health Regional Consultation Service, North Bay Regional Health Centre



Debbie Hewitt Colborne
Project Advisor, BSO PCO & Coordinator, Seniors' Services, North Bay Regional Health Centre



Katelynn Aelick
Project Coordinator, BSO PCO, North Bay Regional Health Centre



Natasha Fortin
Project Assistant, BSO PCO, North Bay Regional Health Centre



Tina Kalviainen
Strategic Communications Specialist, BSO PCO, North Bay Regional Health Centre (until July 2021)



Taryn Leach
Strategic Communications Specialist, BSO PCO, North Bay Regional Health Centre (December 2021 - July 2022)

BSO Provincial Framework, Structure & Acknowledgments

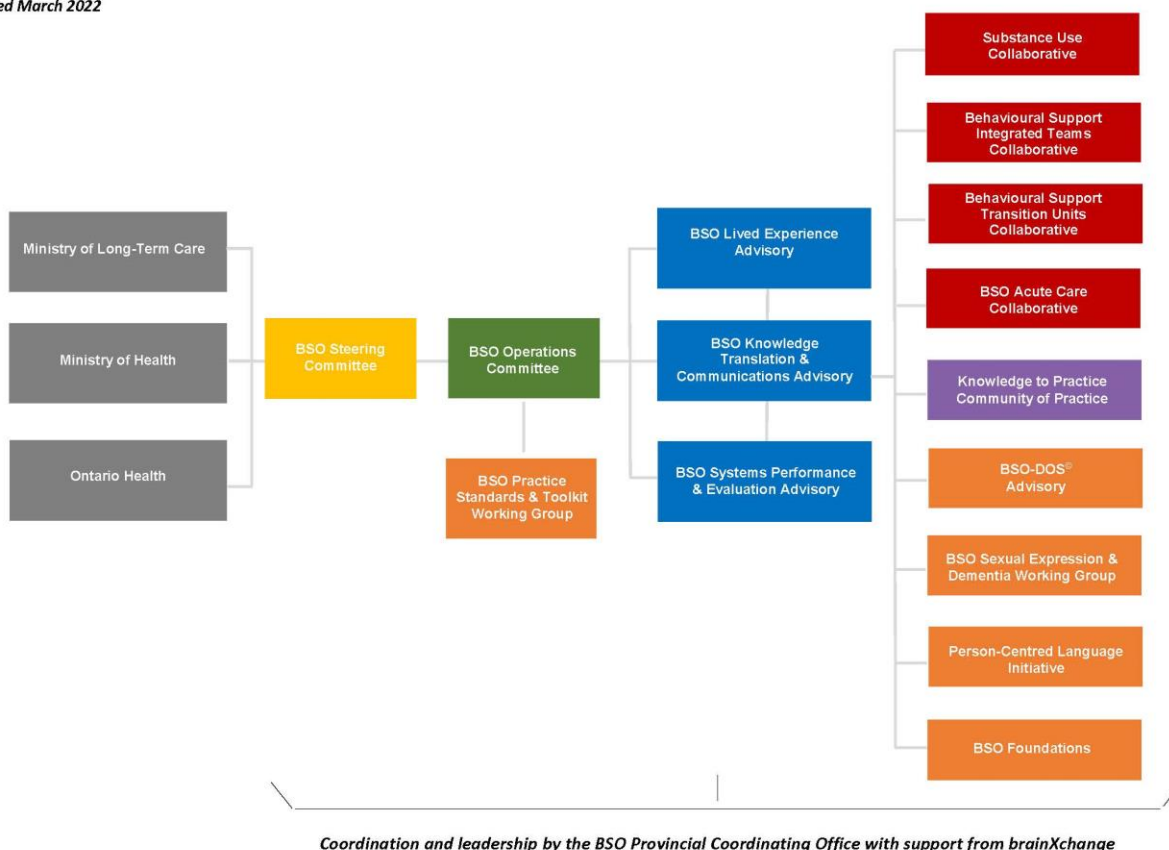
Behavioural Supports Ontario (BSO) provides behavioural health care services for older adults in Ontario with, or at risk of, responsive behaviours/personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions. BSO also provides support to family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

BSO was implemented in 2012 to leverage existing resources and enhance coordination across the continuum of care. BSO teams are available to people living in long-term care (LTC), in the community (including private dwellings, assisted living, retirement homes, etc.,) and in some of Ontario’s hospitals. Although BSO models (i.e., team structures) look different across Ontario, all BSO teams are united under common mandate, framework of care, and practice standards.

The BSO Provincial Structure for 2021-22 containing all of the various reporting requirements, Committees, Advisories, Collaboratives, Communities of Practice and Working Groups is depicted below.

The BSO PCO expresses sincere gratitude to all of BSO’s Regional Clinical/Strategy Leads, Ontario Health Leads, and to all of those who provide leadership to the groups in the provincial structure. In addition, the BSO PCO recognizes the support of their host organization, the North Bay Regional Health Centre.

Updated March 2022



Leadership of the BSO Provincial Structure



Kathy Baker
Regional Director, Seniors Mental Health & Behavioural Support Services, Providence Care
Co-chair, BSO Provincial Operations Committee



Melanie Beaulieu
Psychogeriatric Resource Consultant, North Bay Regional Health Centre
Co-lead, BSO Personhood Tool Working Group



Sarah Clark
Nurse Manager, Behavioural Support Unit – McGarrell Place
Co-chair, Behavioural Support Transition Units (BSTU) Collaborative



Nancy Cooper
Director of Quality & Performance, Ontario Long-Term Care Association
Chair, BSO Provincial Steering Committee



Allison Corby
Social Worker – Fairview Lodge, Regional Municipality of Durham
Co-chair, Behavioural Support Transition Units (BSTU) Collaborative



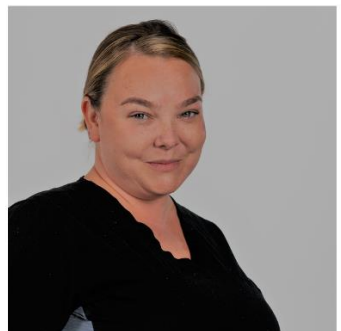
Audrey Devitt
Waterloo Wellington Behavioural Supports System Lead, St. Joseph's Health Centre Guelph
Co-chair, BSO Substance Use Collaborative
Co-chair, BSO Knowledge Translation & Communications Advisory



Terri Glover
BSO Strategic Lead, Hamilton Niagara Haldimand Brant, Hamilton Health Sciences
Co-chair, Behavioural Supports in Acute Care Collaborative



Dr. Andrea Iaboni
Associate Professor, U of T, Scientist, KITE Research Institute & Medical Lead, Seniors Mental Health Program and Specialized Dementia Unit, Centre for Mental Health, UHN
Co-lead, BSO-DOS ©Advisory



Sasha Johnston
Psychogeriatric Resource Consultant, Psychogeriatric Resource Consultation Program of Toronto – Michael Garron Hospital
Co-lead, BSO Foundations (term commencing February 2022)



Teresa Judd
 Director, Behavioural Supports System, Home and Community Care Support Services, Central West
Co-chair, Behavioural Support Integrated Teams (BSIT) Collaborative



Heli Juola
 Program Lead & Psychogeriatric Resource Consultant, Psychogeriatric Resource Consultation Program of Toronto – Sunnybrook Health Sciences Centre
Co-lead, BSO Foundations



Hillary Langen
 Project Liaison, North Bay Regional Health Centre
Co-lead, BSO Personhood Tool Working Group



Dr. Ken LeClair
 BSO Geriatric Psychiatry Advisor



Nancy Lesiuk
 Regional Lead BSO, Champlain Manager Geriatric Outreach Royal Ottawa Mental Health Centre
Co-chair, Behavioural Supports in Acute Care Collaborative



Dr. Shilpi Majumder
 Project Manager, Ontario Centres for Learning, Research and Innovation in Long-Term Care Schlegel-UW Research Institute for Aging (RIA)
Co-lead, Person-Centred Language Initiative



Dr. Rosemarie Mangiardi
 Quality Improvement & Knowledge Translation Facilitator, Frail Seniors Strategy, South West BSO
Co-chair, BSO Knowledge Translation & Communications Advisory
Co-lead, BSO Sexual Expression & Dementia (SED) Working Group



Danyal Martin
 Manager, Quality Improvement – Integrated Care Ontario Health (Clinical Institutes & Quality Programs)
Chair, BSO Systems Performance & Evaluation Advisory (term ending October 2021)



Kristy McKibbin
 Coordinator, Behavioural Supports Ontario Hamilton Niagara Haldimand Brant, Hamilton Health Sciences
Co-lead, BSO Sexual Expression & Dementia (SED) Working Group



Jane McKinnon Wilson
 Waterloo Wellington Geriatric
 Systems Coordinator Canadian
 Mental Health Association, Waterloo
 Wellington
*Co-chair, BSO Substance Use
 Collaborative*



Dr. Birgit Pianosi
 Adjunct Professor, Laurentian
 University & York University
*Co-chair, BSO Knowledge Translation &
 Communications Advisory (term
 commencing September 2021)*
*Co-lead, BSO Sexual Expression &
 Dementia (SED) Working Group*



Emily Piraino
 Psychogeriatric Resource Consultant,
 Algoma BSO Lead, North Bay
 Regional Health Centre
*Co-lead, BSO Indigenous Land
 Acknowledgement Guiding Framework*



Dawn Robinson
 Psychogeriatric Resource Consultant,
 Behavioural Supports Ontario
 Alzheimer Society Peel
*Co-lead, BSO Knowledge to Practice
 Community of Practice (CoP)*



Suzanne Saulnier
 Director of Behaviour Support
 Services, LOFT Community Services
*Co-lead, BSO Practice Standards &
 Toolkit Working Group*



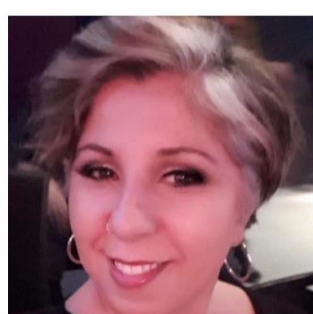
Dr. Lori Schindel Martin
 Professor, Daphne Cockwell School
 of Nursing Ryerson University
Co-lead, BSO-DOS[®] Advisory
*Co-lead, BSO Sexual Expression &
 Dementia (SED) Working Group*



Krista Schneider
 BSO System Navigator – Windsor
 Essex, Alzheimer Society of
 Chatham-Kent
*Co-chair, Behavioural Support
 Transition Units (BSTU) Collaborative*



Kim Schryburt-Brown
 Clinical Project Resource Consultant,
 Seniors Mental Health Behavioural
 Support Services, Providence Care
*Co-lead, BSO Practice Standards &
 Toolkit Working Group*



Jacquie Seguin
 Erie St. Clair Behavioural Supports
 Ontario Regional Coordinator,
 Alzheimer Society of Chatham-Kent
*Co-chair, Behavioural Support
 Integrated Teams (BSIT) Collaborative*



Kim Simpson

Psychogeriatric Resource Consultant,
North Simcoe Muskoka Specialized
Geriatric Services Program
*Co-lead, BSO Knowledge to Practice
Community of Practice (CoP) (term
ending August 2021)*



Heleni Singh

Psychogeriatric Resource Consultant
West Park Healthcare Centre
*Co-lead, BSO Knowledge to Practice
Community of Practice (CoP) (term
commencing August 2021)*



Mario Tsokas

Psychogeriatric Resource Consultant,
Psychogeriatric Resource
Consultation Program of Toronto
University Health Network - Toronto
Rehab
*Co-lead, BSO Foundations (term
ending February 2022)*



Marilyn White-Campbell

Geriatric Addiction Specialist BSO,
Behaviour Support for Seniors
Program, Baycrest
*Co-chair, BSO Knowledge Translation &
Communications Advisory (term ending
September 2021)*
*Co-chair, BSO Substance Use
Collaborative*

BSO PCO Primary Collaborators

BSO Provincial Lived Experience Facilitators

In their role as BSO Lived Experience Facilitators, Dawn Baxter and Mary Beth Wighton co-lead the BSO Lived Experience Advisory and contribute to several BSO and partner organizations' projects as working group members and research participants (see p. 26 to learn more).



Dawn Baxter
BSO Lived Experience Facilitator
Co-chair, BSO Lived Experience Advisory



Mary Beth Wighton
BSO Lived Experience Facilitator
Co-chair, BSO Lived Experience Advisory

brainXchange Team

The team at brainXchange facilitates several BSO provincial projects focused on innovation, such as the four BSO Collaboratives, and maintain the BSO website on brainXchange.



Kathy Hickman
Knowledge Broker and Knowledge
Mobilization Lead



Jillian McConnell
Knowledge Broker and Knowledge
Mobilization Lead



Karen Parrage
Resources and Web Support
Specialist



Dr. Dallas Seitz
brainXchange Co-Lead, MD PhD
FRCP Associate Professor,
Department of Psychiatry, Cumming
School of Medicine, University of
Calgary

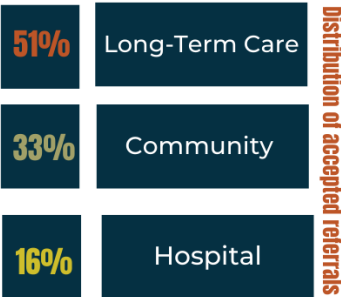
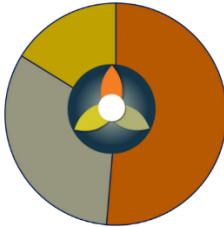


Projects & Initiatives: Impact

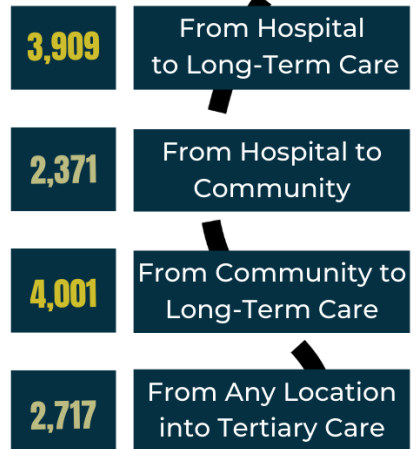
BSO Activity Tracking: Quantitative Highlights (2021-22)

BSO Activity Tracking captures cross-sectoral behavioural support services provided by BSO team members across the province. Each quarter, data is submitted to the BSO PCO where it is reviewed, collated, and submitted to the Ministries of Health & Long-Term Care. Due to the exceptional circumstances of the COVID-19 pandemic, data from several LTC Homes as well as some community and hospital organizations was unable to be collected this year. As such, the volume of behavioural support services depicted below is significantly under-reported and must be interpreted with caution.

A total of **39,869** BSO referrals were accepted across sectors.



BSO team-supported transitions across Sectors



14,811
Average number of individuals supported each quarter

9,043
Average number of family care partners supported each quarter



7,682
Average number of individuals supported each quarter

5,153
Average number of family care partners supported each quarter



3,137
Average number of individuals supported each quarter

1,514
Average number of family care partners supported each quarter

Total Number of Formal Education and Training Sessions Facilitated: 8,377

Total Number of Participants in Formal Education and Training Sessions: 65,046

A total of 71 BSO Stories were submitted, each depicting an individual's journey being supported by BSO, a quality improvement project, an education initiative, or other success.

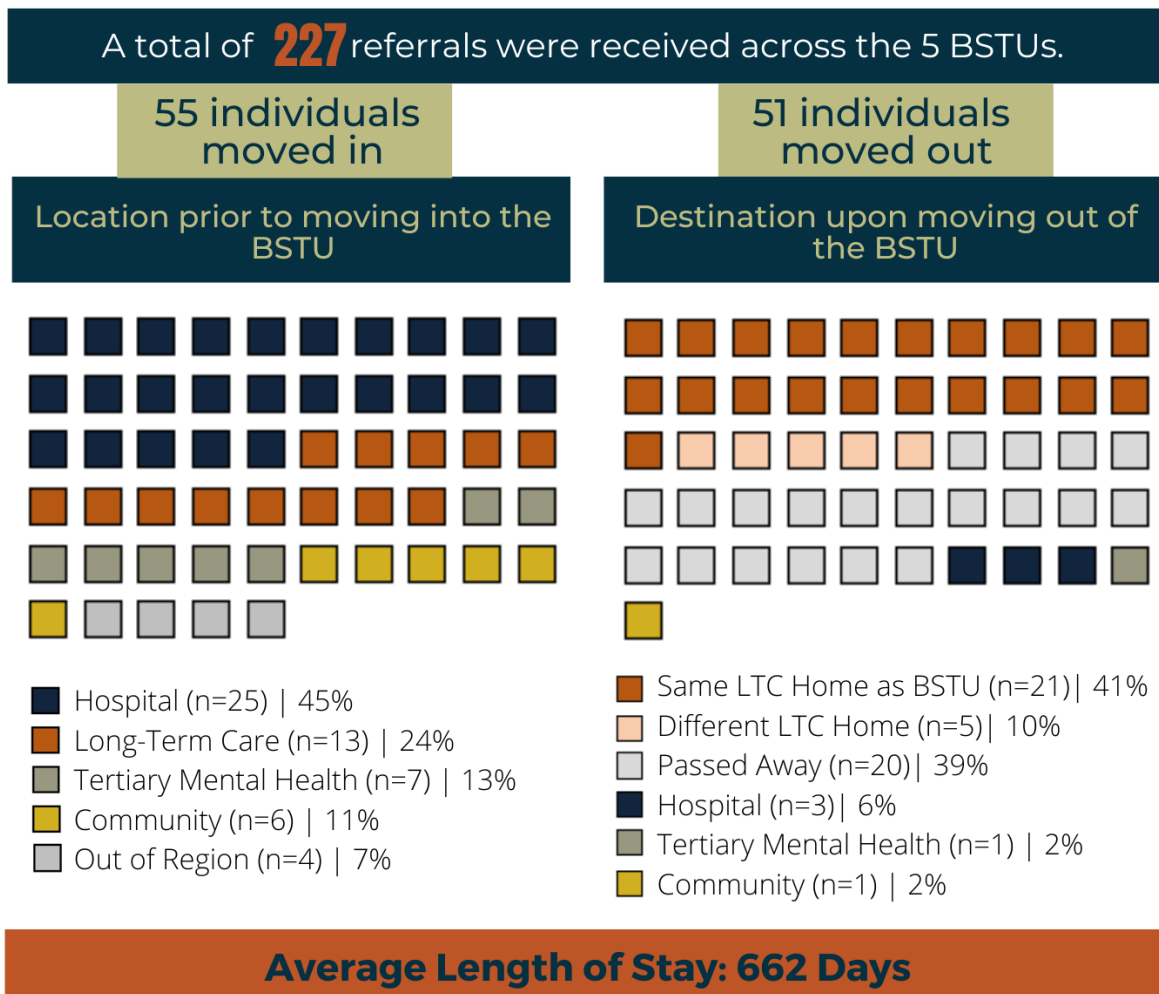
BSO-funded Behavioural Support Transition Units (BSTUs)

Behavioural Support Transition Units (BSTUs) provide residents who present with responsive behaviours that cannot be supported in their current environment with a greater intensity of specialized care in a dedicated space. BSTUs are temporary in nature, with the goal of helping residents achieve their clinical goals so that they can move into less resource-intensive settings (e.g., regular LTC space).

The BSO PCO collects data from five BSO-funded Behavioural Support Transition Units (BSTUs):

- (1) Baycrest’s Apotex Centre Transitional Behavioural Support Units (Toronto),
- (2) Cummer Lodge’s Behavioural Support Unit (Central),
- (3) Perley and Rideau Veterans’ Health Centre’s Specialized Behavioural Support Unit (East),
- (4) Finlandia Village’s Enhanced Care Seniors’ Support Program (North), and
- (5) Hogarth Riverview Manor’s Regional Behavioural Health Unit (North).

Combined, these five BSTUs total 99 spaces. Key data highlights from 2021-22 are depicted below:



BSO Qualitative Evaluation

Building on their 2018 report *Behavioural Supports Ontario: Review of Qualitative Stories* (October 2018), Drs. Paul Williams and Frances Morton-Chang conducted a second qualitative evaluation to examine the impact of BSO leading up to and during the initial phases of the COVID-19 pandemic.

Included in this evaluation are:

- A thematic analysis of 269 stories written by BSO teams between 2018-2020;
- Highlights from 20 key informant interviews conducted with BSO team members and collaborators from all regions of the province; and
- Findings from a lived experience forum and individual interviews with 13 people with lived experience and their care partners.

The [full report](#), [executive summary](#), and [infographic](#) were released in December 2021.



Projects and Initiatives: Innovation

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:

- ✓ Creation and release of communication tools (i.e. briefing note, slide deck and [infographic](#)) to support dissemination of the report '[Behavioural Supports in Acute Care: Current Practices and Opportunities for Growth - Survey Results & Key Recommendations](#)'
- ✓ Development of a Capacity Building Package
 - Developed knowledge transfer and translation tools to be utilized within acute care to reinforce foundational knowledge in providing quality care for the BSO population within the emergency department and inpatient settings.
 - Engaged an artist to illustrate a fictional patient to elicit empathy through a human story with the following key messages: 1) the importance of personhood, 2) all behaviours have meaning, and 3) your approach matters.



Looking Ahead: A Sneak Peek into 2022-23



Release of the [Behavioural Supports in Acute Care Capacity Building Package](#) in both English and French, which includes a background and guidelines resource, three posters, and three slide decks for mini education sessions (June 2022).

Behavioural Support Transition Units (BSTU) Collaborative

Purpose: To bring together healthcare professionals, leaders and individuals with lived experience to promote person and family-centred best practices in BSTUs.

Key Accomplishments:

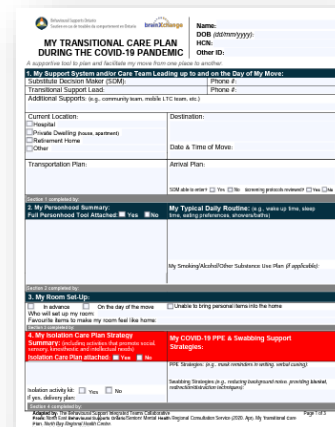
- ✓ Development of Briefing Note: *Five Recommendations to Increase Flow in Ontario's BSTUs*
 - Hosted two focus groups and circulated a survey to collect input from BSTU team members and key collaborators on key factors contributing to lengthy BSTU stays.
 - Using the information gathered and the collective insight from the Collaborative, five recommendations to improve flow in Ontario's BSTUs were developed and submitted to the Ministry of Long-Term Care.
 - Recommendations touched on the topics of: standard eligibility criteria, High-Intensity Needs Funding, knowledgeable and skilled human health resources, modernized budgets, and reporting requirements.

Behavioural Supports Integrated Teams (BSIT) Collaborative

Purpose: To bring together health care professionals, leaders and individuals with lived experience to identify the critical elements for supporting successful transitions using combined team approaches across sectors and providers.

Key Accomplishments:

- ✓ Release and dissemination of *My Transitional Care Plan during the COVID-19 Pandemic* (MTCP-C19) Tool
 - Following its pilot in 2020-21, MTCP-C19 (v.2.0) was released publicly in April 2021 alongside its guidelines for use in English and French. Updates were made in May 2021 to reflect updated provincial directives concerning COVID-19 isolation requirements (v.2.1).
 - Disseminated MTCP-C19 via presentations at various meetings, webinars, and conferences to support its implementation at provincial, regional, and local levels.



Looking Ahead: A Sneak Peek into 2022-23



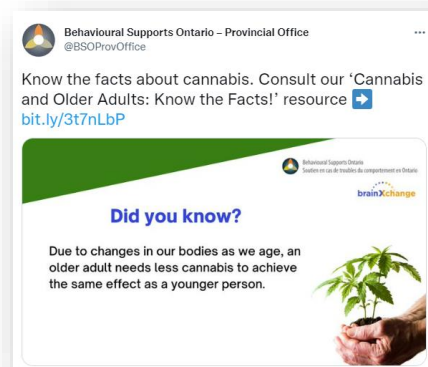
Evaluated MTCP-C19 to inform the development of a non-COVID-19 version called 'My Transitional Care Plan' (Spring/Summer 2022).

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:

- ✓ Promotion of the resource [Cannabis and Older Adults: Know the Facts!](#) through a social media campaign.
- ✓ Ongoing support in promoting monthly Geriatric Addictions Rounds. These efforts have resulted in continued growth in participation both live and through archived events (see table).



Rounds Season	# of Registered OTN Sites	# of Webcast Participants	# of Times Archived Rounds Accessed
2016/17	86	N/A	N/A
2017/18	125	127	56
2018/19	144	291	214
2019/20*	82	340	431
2020/21*	N/A	713	593
2021/22*	N/A	1193	496**

*Change to Zoom platform in March 2020

**Data from October 2021 unavailable.

BSO Knowledge to Practice Community of Practice (CoP)

Purpose: To bring together professionals across Ontario who have a shared passion for capacity building and fostering knowledgeable healthcare teams. The CoP promotes the utilization of the [Knowledge to Practice Process Framework](#) to guide knowledge to practice work.

Key Accomplishments:

- ✓ Engaged members in continued use of, [Knowledgeable Care Teams & Capacity Building: BSO's Path Forward within the Pandemic Context](#), a resource developed by the CoP.
- ✓ Hosted regular meetings promoting members' leadership and support in knowledge to practice work related to BSO initiatives.



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 Advisory leads in the implementation, knowledge translation and dissemination of the BSO-DOS®. Using the best evidence available, the Advisory contributes to analysis, decision-making, and the evolution of the BSO-DOS®. As a steward of the tool, the Advisory will ensure the BSO-DOS® remains person-centred, feasible, accessible and clinically valuable in understanding responsive behaviours/personal expressions.

Key Accomplishments:

- ✓ Transformed the DOS Working Group into the BSO-DOS® Advisory, including finalizing new Terms of Reference and growing the membership to broaden the skillset to achieve the newly established purpose and objectives.
- ✓ Continued engagement in activities that support the education, dissemination, and spread of the BSO-DOS® which had >1000 new downloads of the English version in 2021-22, totalling >3700 downloads since its release in May 2019.
- ✓ Developed and released the [French Resource Manual](#) to support use of the French version of the BSO-DOS®.
- ✓ Collaborated with partners to translate and trial a Punjabi version of the BSO-DOS®.



Map of BSO-DOS® downloads across Canada

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 specific to sexual expression and intimacy among people living with dementia.

Key Accomplishments:

- ✓ Released [Dementia & Sexuality: An introduction](#), an open-access e-learning module in November 2021. Funded by the Regional Geriatric Program – Central, this e-learning module is available in English and French on the [Geriatric Essentials](#) website.
- ✓ Successfully evaluated *Dementia & Sexuality: An introduction* using pre- and post- surveys with a pilot group of nursing students from Toronto Metropolitan University and a public group consisting of healthcare providers and other students.
- ✓ As of March 31st 2022, 1213 multidisciplinary learners have completed *Dementia & Sexuality: An introduction*.
- ✓ Secured additional funding through the Alzheimer Society Research Program and Toronto Metropolitan University to develop three more e-learning modules on the topic of sexuality and dementia and a simulation video.



BSO Personhood Tool Working Group

Purpose: To update *PIECES of my Personhood*, an autobiographical BSO tool that supports the provision of person-centred care, for inclusion in the BSO Toolkit.

Key Accomplishments:

- ✓ Created a working group made up of BSO-aligned team members most familiar with the *PIECES of my Personhood* Tool and members of the BSO Lived Experience Advisory.
- ✓ Conducted an environmental scan of autobiographical tools designed for use with people living with dementia and other geriatric mental health conditions.
- ✓ Created multiple drafts and guidelines for use for an updated autobiographical BSO tool, now called *My Personhood Summary*.
- ✓ Consulted with various groups about the content and design of the updated tool including: the BSO Lived Experience Advisory, the BSO Practice Standards & Toolkit Working Group, and recreation therapists via the BSO-Therapeutic Recreation Ontario Collaboration Event.

Looking Ahead: A Sneak Peek into 2022-23



Piloted *My Personhood Summary* in collaboration with 13 cross-sectors sites across Ontario and collected their feedback using a formal survey (May 2022).

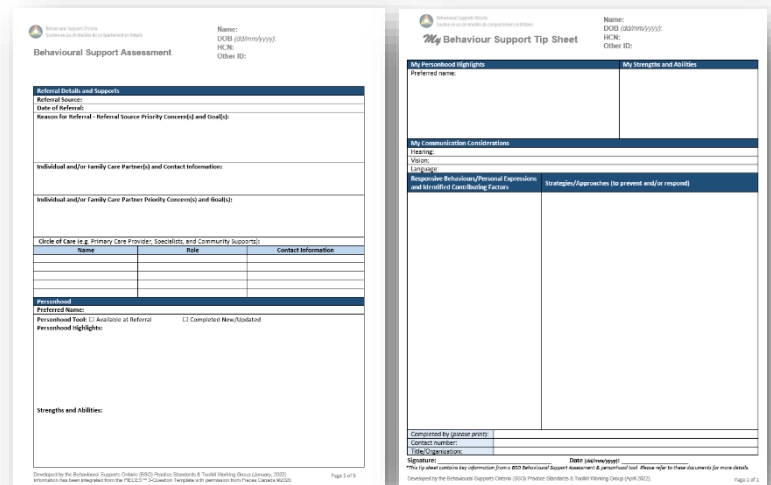
BSO Practice Standards & Toolkit Working Group

Purpose: To bring BSO provincial leaders and clinicians together to plan and oversee the development and implementation of BSO provincial practice standards and a common toolkit. The toolkit will be a resource for all BSO team members filled with practical tools that will assist in standardizing and streamlining BSO care across the province.



Key Accomplishments:

- ✓ Developed an online BSO Provincial Toolkit within the brainXchange website.
- ✓ Finalized provincial BSO standardized clinical documentation including the *Behavioural Support Assessment* and *My Behavioural Support Tip Sheet* with accompanying guidelines for use, example document and instructional video.
- ✓ Created knowledge translation tools and resources to support use of the BSO Provincial Toolkit.



Looking Ahead: A Sneak Peek into 2022-23



Launch of the BSO Provincial Toolkit to five early adopter regions (April 2022) and the remaining province in early 2023.

BSO Foundations

Purpose: To adapt and provincially spread the *Behaviour Support Resource Team Lead Training* (BSRT), a training program developed by the Psychogeriatric Resource Consultation Program of Toronto at the Regional Geriatric Program of Toronto. The new BSO Foundations curriculum will align with the BSO Provincial Toolkit and be made available to BSO team members across the province, in all sectors.

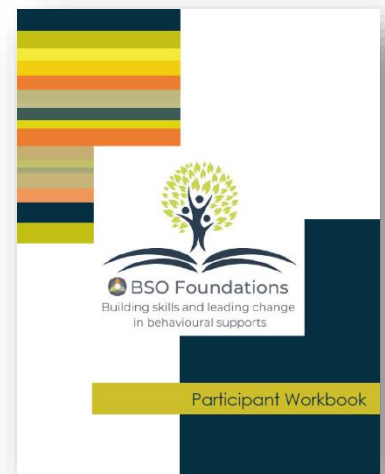
Key Accomplishments:

- ✓ Through engagement with BSO's core curriculum partners and BSO stakeholders, finalized the *BSO Foundations* curriculum.
- ✓ Developed the *BSO Foundations* Train-the-Trainer curriculum.

Looking Ahead: A Sneak Peek into 2022-23



Launch of the *BSO Foundations* Train-the-Trainer program and subsequent BSO Foundations training programs within five early adopter regions (March 2022).



BSO Regional Highlights

Ontario Health West

Erie St. Clair (ESC)

Regional Achievements & Celebrations:

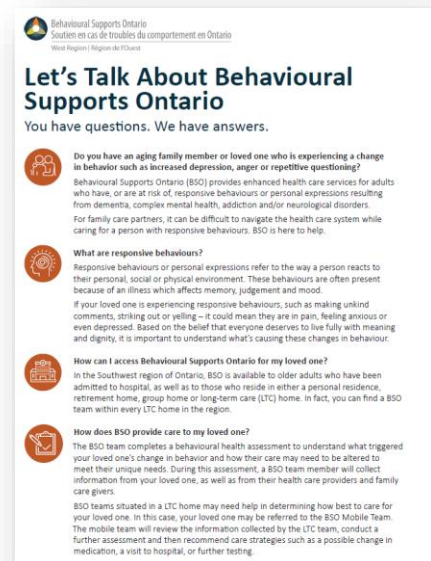
- ✓ Presented the *BSO Empathic Strain Webinar Series* (TEND Academy), composed of three webinars to recognize, support and lessen the effects of distress related to COVID-19 for BSO teams and partners. There was a total of 452 attendees from across sectors.
- ✓ Hosted a webinar series focused on promoting non-pharmacological approaches in LTC.
- ✓ Introduced the *Internal Champion (Embedded) Network* to build partnerships in LTC and build BSO capacity amidst the COVID-19 pandemic.
- ✓ ESC is one of five regions to pilot the new BSO Foundations program. PRCs were trained and continue to roll out this initiative within all 36 LTC homes.
- ✓ Supported Ontario Health West with the creation and implementation of the *Care in Place* model for LTC and Retirement Homes, with the goal to reduce emergency department visits for non-symptomatic COVID-19 positive individuals.



South West (SW)

Regional Achievements & Celebrations:

- ✓ Grey-Bruce sub-region chosen as an early adopter region for the launch of the BSO Toolkit and BSO Foundations.
- ✓ Refreshed indicators for data submission for BSO Mobile Teams, BSO Embedded Teams and BSO Alzheimer's Society SW Team with a trial coming soon.
- ✓ Virtual Team Meetings (BSO Mobile Team and LTC Homes Embedded Team) format restructured to support additional capacity building and increased team engagement.
- ✓ Developed a standardized referral form and discharge summary for BSO LTC home Embedded Teams as well as the *Family Information Sheet* highlighting BSO supports.



Waterloo Wellington (WW)

Regional Achievements & Celebrations:

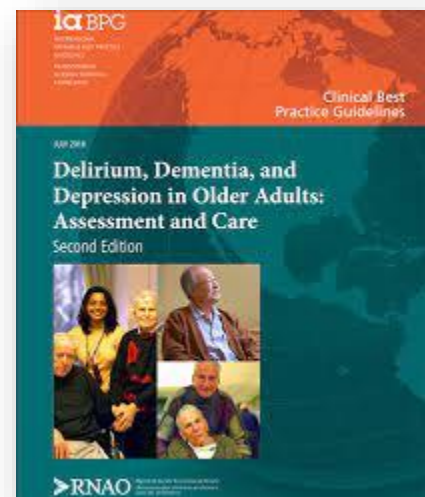
- ✓ Conducted the *BSO Community Scoping Survey* to understand how BSO community teams responded to and were impacted by the COVID-19 pandemic.
- ✓ Initiated the *COVID-19 Crisis Response Wellness Calls Outcome Survey* for clients on the BSO caseloads and patients on the waitlist for a Geriatric Medicine Assessment.
- ✓ Hosted the *BSO Retirement Home Clinic Day* for retirement home residents who are experiencing complex responsive behaviours affecting their quality of life. Attendance included BSO Nurse Practitioners, CBRTs, Geriatricians and family care partners.
- ✓ WW PRCs organized the *Acute Care Huddles* with allied health clinicians to better enable successful patient transitions.
- ✓ BSO LTC Embedded Teams successfully implemented various quality improvement projects such as the use of QR codes for BSO education, Surge Learning initiatives, virtual huddles, and sensory boxes, in addition to new position recruitment.



Hamilton Niagara Haldimand Brant (HNHB)

Regional Achievements & Celebrations:

- ✓ The HNHB LTC Team continued to hold their RNAO Best Practice Spotlight Organization (BPSO) designation. Teams continue to champion the *Dementia, Depression, Delirium Best Practice Guidelines, Pain Best Practice Guidelines, and Person-Centred Care Best Practice Guidelines*.
- ✓ In November 2021, Transitional Lead team members successfully moved back into their previous roles supporting clients transitioning from community to LTC.
- ✓ Increased capacity building initiatives by the Acute Care Clinical Leads focused on reducing restraints, dementia, and person-centred care.



Ontario Health Central

Central West (CW)

Regional Achievements & Celebrations:

- ✓ BSO in the Community: Celebration of BSO 10 year anniversary at the Alzheimer Society of Dufferin; participation as an early adopter of *BSO Foundations*; launch of palliative dementia education program for home care team members.
- ✓ Long-Term Care: Reduction in the use of psychotropic medication across the Region of Peel and Kipling Acres LTC Homes. Refresh of therapeutic recreation Hub & Spoke Service Model.
- ✓ Hospital: Creation of Montessori kits for Headwaters Hospital patients confined during outbreaks; launch of weekly collaborative rounds with Osler Hospital for BSO patients.
- ✓ Across sectors: Blended PRC model to support LTC, Acute Care, and Community; Launch of Punjabi BSO-DOS®.



Mississauga Halton (MH)

Regional Achievements & Celebrations:

- ✓ The Acute Care BSO team created a *Behind the Mask* tool aimed at supporting communication with people living with dementia whilst also protecting the caregiver. This tool was adopted and modified by the PRC team to support in LTC.
- ✓ The tool was shared on the Regional Geriatric Program (RGP) website and further adopted by Family Councils of Ontario (FCO) who partnered with the BSO team to transform the tool into a [video](#) that was made available provincially.
- ✓ In partnership with Ontario Health Central and the Family Council of Ontario, the MH BSO Program developed Therapeutic Wellness Kits for each LTC home across Central, Central West, and Mississauga Halton, a total of 105 LTC homes.
- ✓ Hosted a Virtual Education Series with seven different topics/sessions, attended by over 360* attendees.
* Not unique individuals, same participants may have attended multiple sessions.



Central (CT)

Regional Achievements & Celebrations:

- ✓ Through LOFT's Behaviour Support Education Facilitators, the Central region trained over 175 nursing and other allied team members from two acute care hospitals in Gentle Persuasive Approaches (GPA).
- ✓ Inclusion, with new funding, of LOFT's Behavioural Support Services in four different High Intensity @HomePlus programs.
- ✓ LOFT was contracted to provide behavioural supports to the new North York General Hospital Reactivation Care Centre (RCC) - this team has become fully integrated within the RCC.
- ✓ BSO Central LTC program conducted multiple BSO information sessions to all 47 LTC homes in the region, facilitated by BSO Leads and PRCs.
- ✓ BSO Central region successfully re-designed and restarted the Complex Case Resolution (CCR) Table.



North Simcoe Muskoka (NSM)

Regional Achievements & Celebrations:

- ✓ Increased networking and capacity building with community partners (McLaren Art Centre, Alzheimer Society and Georgian College) to help decrease risk of social isolation and improve access to community programs.
- ✓ Implementation of monthly huddles with the Couchiching Family Health Team, inclusive of Geriatric Mental Health and Geriatric Medicine, to discuss mutual cases and ensure a person-centred approach to care.
- ✓ Expanded transitional support of Geriatric Mental Health clients to and from Waypoint Centre's Horizon program; enhancing person-centred care, collaborative practice and capacity building of team members.
- ✓ New Seniors' Mental Health Curriculum piloted locally to assess feasibility and value for provincial partners. Evaluation will be completed in 2022.
- ✓ Activity kits were created and distributed to all 26 LTC homes in NSM in January 2022, and 300 activity kits for community older adults in March 2022. This was a joint effort between the Alzheimer Society of Simcoe County and Muskoka, McLaren Art Centre and Specialized Geriatric Services (SGS).



Ontario Health Toronto

Toronto Central (TC)

Regional Achievements & Celebrations:

- ✓ During the pandemic, the CBSOT team was able to improve access through increasing virtual visits & consultations by 50% and reducing wait times by 30%.
- ✓ BSO Coordinating Office integrated intake for the Virtual Behavioral Medicine Program and two Acute Care teams and developed a secure online reporting portal.
- ✓ Satisfaction with virtual care was high, with 76% of respondents reporting virtual care as good or better than in person care, leading switching to a hybrid care model.
- ✓ Developed and disseminated COVID-19 resources, including engagement tools during isolation, bi-weekly LTC Community of Practice, Self-Care series for teams and more.
- ✓ Created a BSO system pathway in Toronto region, including options for escalation programs, transitional toolkit & an acute care capacity building working group.



Ontario Health East

Central East (CE)

Regional Achievements & Celebrations:

- ✓ Increased awareness of BSO services to community organizations who often encounter behavioural responses but lack specialized knowledge.
- ✓ Expanded education initiatives to various community partners, including paramedicine programs, to enhance person-centred care and develop behavioural support skills.
- ✓ Hosted monthly meetings to connect established BSO partners with untapped community resources (i.e. Mental Health, Dual Diagnosis, Alzheimer Society).
- ✓ Achieved marked improvement in BSO funded position completion of Core Competency education.
- ✓ Developed and implemented the BSO High Intensity Support at Home (HISH) position to bridge the gap between community and LTC BSO services.



South East (SE)

Regional Achievements & Celebrations:

- ✓ Developed and tested new resources to support BSO team members in decision making surrounding elder abuse of community-dwelling clients.
- ✓ In collaboration with researchers at Queen's University, the SE BSO team was awarded \$470,000 from the Canadian Institutes of Health Research (CIHR) to explore the impact of public health restrictions on LTC home residents and care partners.
- ✓ Supported 2324 residents in LTC across 36 LTC homes with only three requiring a transition to a tertiary mental health bed.
- ✓ Began developing a PRC Community of Practice – *Ontario Health East PRC Connect* to create a space for the PRCs to connect, share resources, and learn with and from each other.



Champlain (CH)

Regional Achievements & Celebrations:

- ✓ Developed a monthly virtual learning group titled the *BSO Community of Practice (CoP)* in May 2021 with a current membership of 30 individuals, focused on peer learning & capacity building.
- ✓ Evaluation was completed on the BSO CoP for PSW Champions and these results were presented by Martina Greco and Michelle Heggison at the CAGP conference.
- ✓ Queen's Carleton Hospital implemented a *Behavioural Emergency Response Team*, addressing responsive behaviours during hospital stay, thus improving patient outcomes and safety.
- ✓ Champlain BSO teams provided education through the BSO realignment initiative to approximately 2300 care providers across the region.
- ✓ BSO East (SE, CE & CH) hosted a PRC virtual networking day for all PRCs to build relationships and discover opportunities for collaboration and future education.

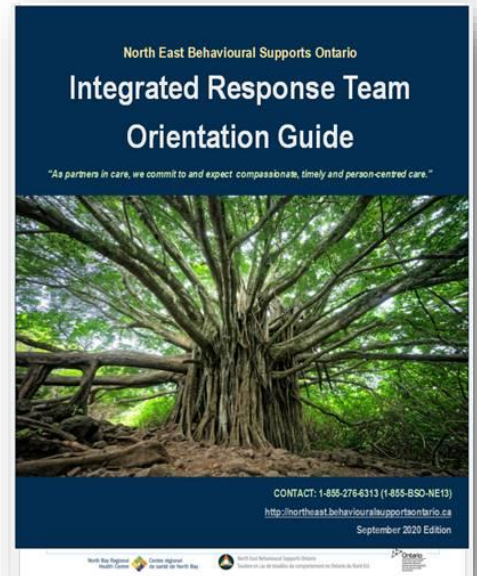


Ontario Health North

North East (NE)

Regional Achievements & Celebrations:

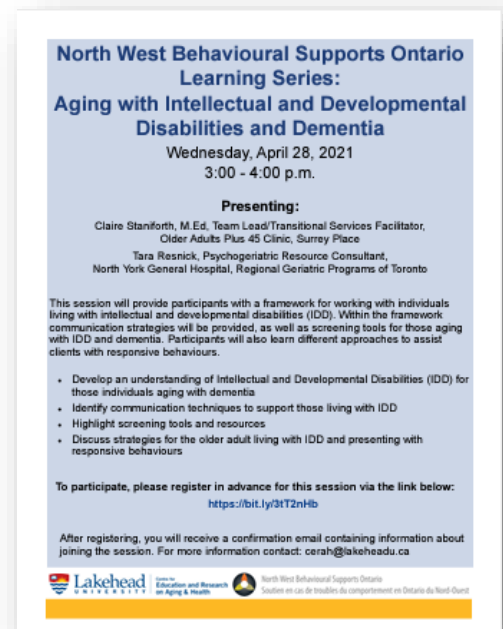
- ✓ Following the High Intensity Needs Transitional Support Pilot, successfully secured base funding to further spread transitional supports offered across the NE.
- ✓ Comprehensive orientation manuals and checklists were created to streamline the delivery of high quality standardized orientation to support onboarding of new staff.
- ✓ Central Intake's coordination of specialized clinics has grown to support eight Geriatric Psychiatrists and Care of the Elderly Physicians supporting BSO & Seniors' Mental Health.
- ✓ Enhancements to our Electronic Referral Based Platform were completed, including the launch of an Assessment Section and French/English streamlined referral form.
- ✓ In collaboration with HCCSS, BSO has integrated with their Referral Management platform on CHRIS to facilitate timely notifications for mutual patients.



North West (NW)

Regional Achievements & Celebrations:

- ✓ In April 2021, the NW BSO team held a successful Virtual Town Hall bringing together the entire NW team and launching the virtual Learning Series and Collaborative.
- ✓ The NW Behavioural Supports Ontario Collaborative met four times over the 2021/2022 fiscal year, working collectively to build capacity across the NW.
- ✓ A four-part Learning Series was held. Education and capacity building sessions focused on personality disorders, mental health, resiliency and virtual care delivery.
- ✓ LTC home administrators reviewed the current BSO LTC model for the City of Thunder Bay. This review supported future expansion of a hybrid BSO model.
- ✓ NW is proud to have a team of passionate and dedicated healthcare professionals who continue to support the program and each other throughout this challenging time.



Projects and Initiatives: Integration

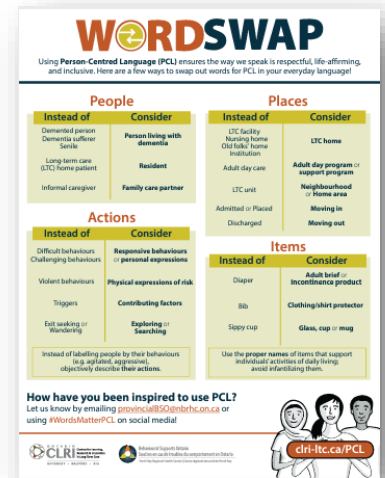
Person-Centred Language (PCL) Initiative

Purpose: To foster and promote the consistent use of person-centred language (PCL) that is appropriate, respectful, life-affirming and inclusive when referring to, providing care to, and interacting with people living with dementia, complex mental health, substance use and other neurological conditions. This work was completed in collaboration with the Ontario Centres for Learning, Research and Innovation in Long Term Care at the Schlegel-UW Research Institute for Aging.



Key Accomplishments:

- ✓ [PCL pledges](#) reached 8,608 (as of March 2022). Celebrated reaching 5,000 pledges in September 2021 with email announcements, newsletter pieces, and a social media campaign.
- ✓ Continued to promote the PCL E-courses developed in collaboration with MacHealth. A total of 4,195 individuals completed a PCL E-course during the 2021-22 fiscal year.
- ✓ Prepared and submitted a letter to The Canadian Press urging them to consider the addition of PCL to the Canadian Press Style Guide to ensure journalists and editors use fair and inclusive language when writing and communicating about LTC homes and residents. Recommendations proposed were accepted and published online.
- ✓ Created new PCL resources: *Word Swap Posters* ([English](#) & [French](#)).
- ✓ Joined the Project Steering Committee for the PCL in Acute Care Initiative (led by the Regional Geriatric Program – Toronto). Contributed to the development of PCL Acute Care resources.

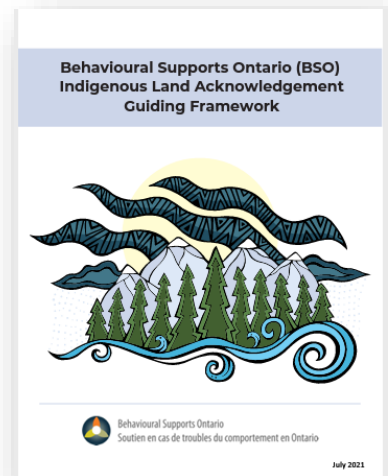


Indigenous Land Acknowledgement Guiding Framework

Purpose: To create a resource to support the incorporation of land acknowledgements into knowledge and capacity-building events and further BSO's broader work in the provision of culturally safe behavioural support services.

Key Accomplishments:

- ✓ Finalized the content for the guiding framework.
- ✓ Collaborated with two Indigenous graphic artists, Patrick Hunter and Kiana Sheldon, to design the document.
- ✓ Released and disseminated [Behavioural Supports Ontario: Indigenous Land Acknowledgement Guiding Framework](#) in July 2021.

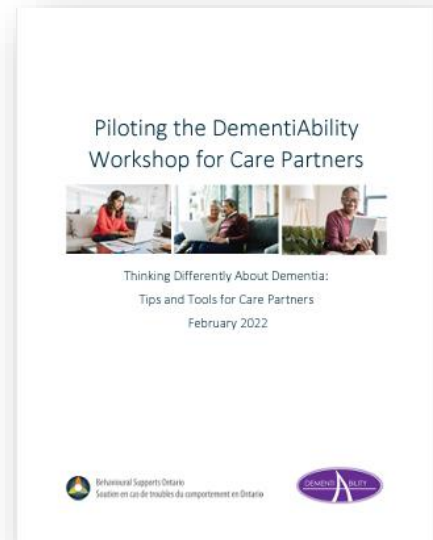


BSO Lived Experience Advisory

Purpose: To establish a provincial network of individuals with lived experience to provide guidance to BSO projects and offer a virtual platform for people to connect through shared experiences.

Key Accomplishments:

- ✓ Piloted the DementiAbility Workshop for Care Partners called *Thinking Differently about Dementia: Tips and Tools for Care Partners*. Evaluated the program through a post-learning survey and focus group and prepared a [report](#) of the findings.
- ✓ Contributed to BSO provincial projects as working group members, research participants, and/or via virtual consultations:
 - BSO Sexual Expression & Dementia Initiative (see p. 16)
 - BSO Personhood Tool (see p. 16)
 - BSO Qualitative Evaluation (see p. 12)
 - By Us for Us© Guide: Isolation and Enhancing Social Connections (see p. 27)
- ✓ Contributed to partnering organizations' projects and initiatives as working group members and/or research participants:
 - Intergenerational Dementia Certificate Program (Dementia Society of Ottawa & Renfrew County)
 - Sharing our Lived Experiences: Navigating the Health System as Family Care Partners (Centre for Aging and Brain Health Innovation)
 - From the Inside Out: The Integration, Optimization, and Promotion of Inclusive Approaches to Supporting LGBTQI2S PLWD and their Unpaid Primary Carers (Egale)
 - The Time for Change is Now: Using Narrative Inquiry to Envision Possibilities for a New Model of Care from the Perspectives of Persons with Young Onset Dementia (University of Waterloo)
 - Improving the Care of Older Adults living with Dementia in the Community across Canada during the COVID-19 pandemic: A Mixed Methods Study to Inform Policy and Practice (McGill University)
 - Virtual Service Delivery Best Practice Guidelines for People Living with Dementia and their Care Partners (Alzheimer Society of Ontario)
 - Toronto Long-Term Care 2SLGBTQ+ Tool Kit Redevelopment (City of Toronto)
 - Model for Assessment of Risks of Going Missing in Persons living with Dementia during and post COVID-19 Pandemic (University of Waterloo)



By Us for Us[®] Guide: Isolation and Enhancing Social Connections

Purpose: To support the creation of a *By Us For Us[®] Guide* focused on strategies to address social isolation and dementia amongst persons living with dementia and care partners. Isolation and Enhancing Social Connections, is written by people living with dementia and care partners for people living with dementia and care partners. The *By Us For Us[®] Guides* were first developed by Brenda Hounam in 2004, and the continued development of these resources is supported by the Murray Alzheimer Research and Education Program (MAREP) at the SchlegelUW Research Institute for Aging (RIA). For more information please visit: <https://the-ria.ca/bufu>.

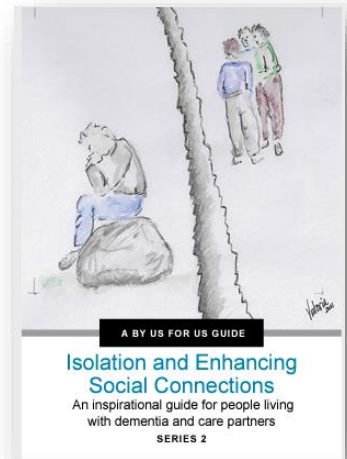
This project was led by the *By Us For Us[®] - Social Isolation and Dementia* development team.

marep Murray Alzheimer Research and Education Program

RIA RESEARCH INSTITUTE for AGING
Schlegel • UWaterloo • Conestoga
Enhancing Life

Key Accomplishments:

- ✓ Development team wrote, edited, and finalized the content for the guide and then collaborated with a graphic designer to add visual elements.
- ✓ Released [*Isolation and Enhancing Social Connections: An inspirational guide for people living with dementia and care partners*](#) in July 2021.
- ✓ Supported the distribution of the new guide through circulation of announcement emails, writing of pieces for various newsletters, and via social media.



Redesign of BSO Website on brainXchange

Purpose: To modernize and enhance the user-friendliness of BSO's microsite hosted on the brainXchange website, allowing improved access to BSO tools and resources.

Key Accomplishments:

- ✓ Redesign and launch of www.brainxchange.ca/bso



Including:

- New customized menu and drop-down lists featuring the BSO logo
- Re-organized and updated tools and resources
- New page footer, highlighting BSO newsletter sign-up and BSO Twitter feed
- Updated with BSO colour scheme throughout the microsite
- Larger font size and different font type to enhance readability

BSO Celebrates 10 Years

The end of the 2021-22 fiscal year marks the beginning of BSO's 10-year celebration! Throughout the 2022-23 fiscal year, the BSO PCO invites cross-sector BSO teams from across the province to join in the celebration of this significant milestone. At the time of the release of this report, the celebration has already begun in the following ways:

- ✓ Distribution of BSO-branded badge holders to team members
- ✓ Development and use of BSO 10-year anniversary [logos](#)
- ✓ Design of BSO 10-year [email signature banners](#)
- ✓ Creation of BSO 10-year celebration [video](#)
- ✓ Launch of the '[I Belong to the BSO Family](#)' Poster Campaign
- ✓ Circulation of a special edition of BSO provincial [newsletter](#)
- ✓ Release of [infographic timeline](#) of key BSO provincial milestones



In recognition of this momentous occasion, one of BSO's founders and thought leaders, Dr. Ken LeClair, offered the following reflection:

"The first thing I invite BSO team members to do this year is to congratulate themselves for all that they have done to support individuals, their families, and healthcare providers. The last two years have made it especially difficult to be the change agents that we strive to be, and so I wish to thank each of you for continuing to move us forward by bringing your ideas, tools, and most of all your passion to your day-to-day practice. Secondly, I invite everyone to think about how far we have come in the past ten years and how each of you have surfaced your collective wisdom to help get us not only on track, but on the same track. Lastly, I want to challenge each of you to think about how we can push each BSO pillar to grow further and help shape the future of integrated care."

– Dr. Ken LeClair, BSO Provincial Geriatric Psychiatry Advisor

Conclusion

The preparation of the BSO Annual Report is a privilege that the BSO Provincial Coordinating Office holds close to our hearts every year. We feel fortunate to have the opportunity to collect and share with others all that has been accomplished with BSO at provincial, regional, and local levels. This year feels extra special, as we are provided with the opportunity to demonstrate the resilience of the BSO initiative and teams during these unprecedented times while also being able to spearhead the beginning of BSO's 10-year milestone celebration. We are immensely proud of all of the work of BSO teams across the province - always putting those that we support at the very center.

Thank you!

APPENDIX A: Knowledge Exchange Events & Publications

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

Aelick, K., Armstrong, S., Bretzlaff, M., Hewitt Colborne, D., Judd, T., McConnell, J., Seguin, J., & Turcotte, K. (2021, April). *'My Transitional Care Plan during the COVID-19 Pandemic': Adapting a practical tool to support successful person-centred transitions during the pandemic*. Presented at the Canadian Gerontological Nursing Association Conference. Virtual.

Aelick, K., Armstrong, S., Bretzlaff, M., Hewitt Colborne, D., Judd, T., McConnell, J., Seguin, J., & Turcotte, K. (2021, April). *Supporting transitions into long-term care and retirement homes during the COVID-19 pandemic*. Presented at the Together We Care Conference. Virtual.

Aelick, K., Fortin, N., & Majumder, S. (2021, November). *Implementing person-centred language into practice in your long-term care home*. Ontario Long-Term Care Association KnowledgeBREAK Webinar. Virtual.

Aelick, K., & Joworski, L. (2021, October). *PIECES of My Personhood Tool Update*. Presented at Enhancing our Relationships and Building Capacity: Connecting the BSO Therapeutic Recreation Community across Ontario Conference. Virtual.

Aelick, K. Judd, T., McConnell, J., & Seguin, J. (2021, October). *Facilitating person-centred transitions across sectors using 'My Transitional Care Plan during the COVID-19 Pandemic'*. Presented at the CAGP-CCSMH Annual Scientific Meeting. Virtual.

Aelick, K. Judd, T., McConnell, J., & Seguin, J. (2021, August). *'My Transitional Care Plan during the COVID-19 Pandemic': Supporting safe, collaborative transitions*. AdvantAge Ontario Summer School. Virtual.

Aelick, K. Judd, T., McConnell, J., & Seguin, J. (2021, April). *'My Transitional Care Plan during the COVID-19 Pandemic': A Product of the Behavioural Support Integrated Teams Collaborative*. North Simcoe Muskoka Specialized Geriatrics Services Lunch and Learn Webinar. Virtual.

Aelick, K., Mangiardi, R., McKibbin, K., Pianosi, B., & Schindel Martin, L. (2021, May 6). *Sexual expression and dementia: A new e-learning resource*. AdvantAge Ontario Annual Convention. Virtual.

Aelick, K., Mangiardi, R., McKibbin, K., Pianosi, B., & Schindel Martin, L. (2021, April 22-24). *Competency-based sexual and intimate expressions e-learning modules to enhance care of persons living with dementia. A prototype*. Canadian Gerontological Nursing Association Conference. Virtual.

Aelick, K., McConnell, J., & Schryburt-Brown, K. (2022, February). *'My Transitional Care Plan during the COVID-19 Pandemic': supporting safe, collaborative transitions*. Ontario Society of Occupational Therapists Webinar. Virtual.

Beaulieu, M., Gravel, H., Hewitt Colborne, D., Kalviainen, T., & St-Jules, J. (2021, April). *The Behavioural Supports Ontario-Dementia Observation System (BSO-DOS®): Outillez vos équipes francophones avec le Système d'observation de la démence (version française)*. Presented at the Canadian Gerontological Nursing Association Conference. Virtual.

Bertram, J., Rajji, T.K., & White-Campbell, M. (2021). *Responding to older adults with mental health and addictions problems: a guide for supervisors, clinical and support staff*. CAMH Publishing.

Bethell, J., Aelick, K., Babineau, J., Bretzlaff, M., Edwards, C., Gibson, J. L., ... & McGilton, K. S. (2021). Social connection in long-term care homes: a scoping review of published research on the mental health impacts and potential strategies during COVID-19. *Journal of the American Medical Directors Association, 22*(2), 228-237.

Bretzlaff, M., Devitt, A., & Wiersma, E. (2021, October). *The role of BSO recreation therapists across sectors*. Enhancing our Relationships and Building Capacity: Connecting the BSO Therapeutic Recreation Community across Ontario Conference. Virtual.

Clemens, S. & Devitt, A. (2021). *Virtual Care: Improving Access and Equity in LTC and Retirement Homes during COVID-19*. Canadian Academy of Geriatric Psychiatry/Canadian Coalition for Seniors Mental Health 2021 Annual Scientific Meeting. Virtual.

Davies, K., & Schryburt-Brown, K. (2021, October). *SEX Talk: Love and Belonging in Long-Term Care*. Canadian Academy of Geriatric Psychiatry Conference. Virtual.
<https://brainxchange.ca/Public/South-East-Knowledge-Exchange-Network/Topics-A-to-Z/Intimacy-and-Sexuality>

Davies, K., & Schryburt-Brown, K. (2021, October). *Capacity Enhancement in the South East*. Specialized Geriatrics Services East Conference. Virtual. <https://sagelink.ca/sgs-east-2021-conference/>

Freedman, M., Binns, M. A., Serediuk, F., Wolf, M. U., Danieli, E., Pugh, B., ... & Kirstein, A. (2022). Virtual Behavioral Medicine Program: A Novel Model of Care for Neuropsychiatric Symptoms in Dementia. *Journal of Alzheimer's Disease*, (Preprint), 1-16.

Glover, T., McKibbon, K., & Vavilla, S. (2021, September 24). *Management of Responsive Behaviours*. Geriatric Training Program. Virtual.

Glover, T., McKibbon, K., & Mackenzie, S. (2021, October 7). *Management of Responsive Behaviours: Understanding the Meaning behind Them*. The Amica Healthcare Summit. Virtual.

Greco, M., Heggison, M., Veri, S., & Black-Geisterfer, T. (2021, October 29). *Connecting, Educating and Supporting Long-Term Care BSO Champions: A Community of Practice*. Canadian Academy of Geriatric Psychiatry Annual Scientific Meeting. Virtual.

Griffin, E. (2022, Mar 1). *Empathy fatigue, building resiliency*. Alzheimer Society First Link National Conference. Virtual.

Griffin, E. (2022, Mar 16). *Empathy strain: time to renew your energy?*. The Wellington Advertiser. <https://www.wellingtonadvertiser.com/empathy-strain-time-to-renew-your-energy/>

Griffin, E. (2022, March 22). *Sensory and cognitive interactions in the aging brain* [poster presentation]. Baycrest Rotman Research Institute.

Hewitt Colborne, D., Fortin, N., Koop, J., Glover, T., Judd, T., Lesiuk, N., & McConnell, J. (2021, October). *Behavioural Supports in Acute Care: Collective Voices Leading to Key Recommendations*. Presented at the CAGP-CCSMH Annual Scientific Meeting. Virtual.

Hewitt Colborne, D., Schindel Martin, L., & Jeyabalan, S. (2021, April). *The BSO-DOS® (Behavioural Supports Ontario-Dementia Observation System): Reconstruction Process and Implementation Feedback*. Presented at the Canadian Gerontological Nursing Association Conference. Virtual.

Jarvie, A. (2021, October 30). *Promoting Seniors Mental Health: A Vision for Suicide Risk Assessment and Management (poster)*. CAGP/CCSMH Annual Scientific Meeting. Virtual.

Johri, F., & Turner, A. (2022). *Nurse practitioners long-term care council presentation*. Registered Nurses Association of Ontario.

Jayaweera, A., (2021, April 24). *Supporting the Momentum of Learning through Virtual Delivery: Incorporating Seniors Mental Health into Practice through Online Learning*. CGNA Conference. Virtual.

Kalviainen, T., & Thompson-Haile, A. (2021, April). *Person-Centred Language*. Presented at the Canadian Gerontological Nursing Association Conference. Virtual.

King, A., Hooper, N., & Daniel, G. (2021, October 30). *The Journey toward Building an Integrated Geriatric Mental Health System*. Canadian Academy of Geriatric Psychiatry Conference Virtual.

Lashbrook, D. (2021, April 24). *Changing Practice: Harnessing the Power of a Modified Mental Status Exam for Seniors*. CGNA Conference. Virtual.

Lem, K., McGilton, K. S., Aelick, K., Iaboni, A., Babineau, J., Hewitt Colborne, D., ... & Bethell, J. (2021). Social connection and physical health outcomes among long-term care home residents: a scoping review. *BMC geriatrics*, 21(1), 1-10.

Loudon, K. (2021, October). *Central East Behavioural Supports Ontario (BSO): Service Delivery in Multiple Sectors*. Specialized Geriatric Services East - Transforming Care: Supporting Older Adults Post-COVID in Ontario. Virtual.

McConnell, J., Aelick, K., Glover, L., Cumberbatch, S., & Danieli, E. (2021, May) *A behaviour support transitional pathway for people with responsive behaviours*. Behaviour Support Rounds, Baycrest. Virtual.

Newman, K., Schindel Martin, L., McLelland, V., Wang, A., Duong, J., Khan, S., Ye, B., Spasojević, S., Iaboni, A., & Mihailidis, A. (2022). Reliability of nurses' use of a direct behavioural observation tool in the dementia context: Implications for development of predictive systems of behavioural

assessment. *Perspectives (Gerontological Nursing Association Canada)*. 42. 13-21.

Newman, K., Schindel Martin, L., McLelland, V., Wang, A., Khan, S., Iaboni, A., Mihailidis, A., & Ye, B. (2021, April). *Reliability of Nurses' Use of a Direct Behavioural Observation Tool in the Dementia Context: Implications for Development of Predictive Systems of Behavioural Assessment*. Presented at the Canadian Gerontological Nursing Association Conference. Virtual.

Simpson, K., & Jayaweera, A. (2021, April). *Shifting Focus amidst a Pandemic- Utilizing Coffee Breaks as a Form of Support*. Presented at the Canadian Gerontological Nursing Association Conference. Virtual.

White-Campbell, M., & Hansen, H. (2021, October 21). *Implementing smoke-free environments for older adults with and without dementia in long-term care: lessons for long-term care*. Canadian Association on Gerontology Annual General Meeting.