

2024-2025 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

With great pride, we present Behavioural Supports Ontario's (BSO) Annual Report for the 2024–2025 fiscal year. This report offers a snapshot of activities led by the BSO Provincial Coordinating Office (PCO) as well as the exceptional work of our dedicated BSO teams, leaders, and partners across the province who continue to champion person-centred, innovative, and evidence-informed behavioural support services for older adults across Ontario.

This past year saw continued advancement of initiatives that were already in motion alongside the launch of new projects in key priority areas.

With sustainable funding for the continued operation of the BSO PCO secured, we launched the BSO Provincial Data Portal Initiative which will see the development and implementation of a web-based platform and associated tools to collect, review, submit, and analyze BSO data. At the same time, the BSO PCO assumed provincial-level leadership to oversee the collection of access and flow data from Ontario's long-term care home-based behavioural support units (BSUs) as part of a multi-year evaluation.

We were proud to have formalized the development of the Behavioural Supports 5 STaR Programs: Specialized Training and Resources with clear educational recommendations for healthcare providers supporting the BSO population. We also marked an exciting milestone, with over 20,000 individuals now having taken the Person-Centred Language pledge, demonstrating our shared commitment to respectful, inclusive care.

Our provincial collaborative efforts continue to drive capacity building and clinical excellence. In 2024–25, we disseminated several high-impact educational resources including the enhancements to the standardized BSO clinical documentation within the BSO Provincial Toolkit, the Supporting the Sexual Health of People with Dementia Online Program, and the Personality Disorder in Older Adults Capacity Building Package.

We invite you to explore this annual report and reflect on the transformative work taking place across our BSO community. Thank you for your continued commitment in advancing compassionate, emotional-based, person-centred care for older adults and their families across Ontario.

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

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

BSO Operations In-Person Meeting

October 2024



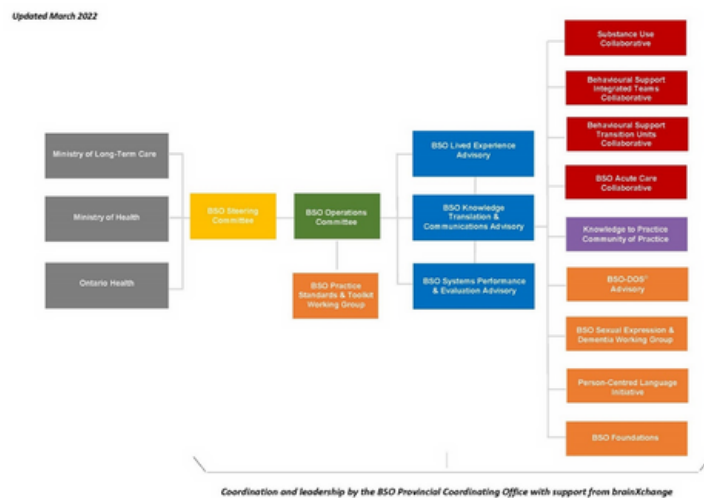
The in-person meeting brought together BSO Ontario Health and BSO Clinical/Strategy Leads from across the province, alongside Ministry and Ontario Health leadership, and other BSO partners. The gathering fostered collective sharing and strategic planning, with outcome-based activities guiding the discussions and BSO's creative flair shaping the experience. Regional partners identified tangible next steps, such as strengthening connections with other BSO leadership members across their Ontario Health region through new clinical partnerships and regular regional engagement, as well as advancing collaboration days and shared tools to guide consistent practices across BSO teams.

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 as well as family care partners and healthcare providers.

BSO teams are available to support the behavioural health needs of long-term care (LTC) home residents across Ontario. In many regions, BSO services are also available for 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.

Below is the BSO Provincial Structure for 2024-25 which encompasses BSO's reporting bodies, committees, advisories, collaboratives, communities of practice, and working groups.



Looking Ahead: A Sneak Peek into 2025-26

The BSO PCO plans to refresh its provincial structure to better reflect evolving priorities, strengthen collaboration, and support continued growth and innovation.

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. In addition, the BSO PCO recognizes the tremendous support of our host organization, the North Bay Regional Health Centre and its Senior Leadership Lise St. Marseille (Vice President) & Paul Heinrich (President & CEO).



Leadership of the BSO Provincial Structure



Melanie Beaulieu

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



Nabeel Chudasama

Project Coordinator, Ontario Centres for
Learning, Research and Innovation in
Long-Term Care Schlegel-UW Research
Institute for Aging (RIA)
*Co-lead, Person-Centred Language Working
Group (term ending August 2024)*



Sarah Clark

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



Audrey Devitt

Waterloo Wellington Behavioural
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*Co-chair, BSO Substance Use
Collaborative*



Nicole Gardner

Psychogeriatric Resource Consultant,
William Osler Health System
*Co-lead, BSO Knowledge to Practice
Community of Practice (term commencing
July 2024)*



Nancy Hooper

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Geriatric Services Program
*Co-lead, Behavioural Support Transition
Units Collaborative (term commencing
July 2023)*



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Clinical Director, Centre for Addiction and
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Dementia Research Alliance (TDRA)
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ending November 2024)*



Dr. Andrea Iaboni

Geriatric Psychiatrist & Medical Lead,
Seniors Mental Health, UHN; Medical
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Co-lead, BSO-DOS[®] Advisory



Sasha Johnston

Psychogeriatric Resource Consultant,
Psychogeriatric Resource
Consultation Program of Toronto,
Unity Health
Co-lead, BSO Foundations



Teresa Judd

Director, Behavioural Supports
System, Home and Community Care
Support Services, Central West
*Co-chair, Behavioural Support
Integrated Teams (BSIT) Collaborative
(term ending June 2024)*
*Co-chair, BSO Knowledge Translation &
Communications Advisory (term ending
June 2024)*



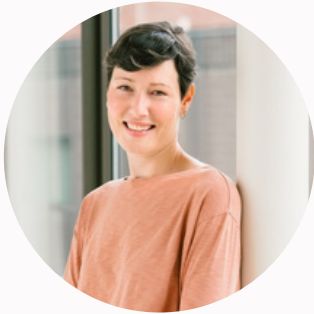
Heli Juola

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Consultation Program, Sunnybrook Health
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*Co-lead, BSO Foundations; Co-lead,
Knowledge Translation & Communications
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January 2025)*



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BSO Geriatric Psychiatry Advisor



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Credentialed Professional Gerontologist;
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2025)*



Suzanne Saulnier

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



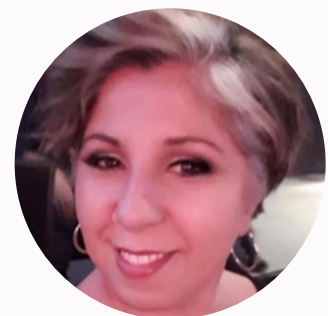
Dr. Lori Schindel Martin

Professor Emeritus, Daphne Cockwell
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Co-lead, BSO Sexual Expression &
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Kim Schryburt-Brown

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Dr. Dallas Seitz

Associate Professor, Department of Psychiatry, Cumming School of Medicine, University of Calgary
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Co-lead, BSO Knowledge to Practice Community of Practice (term ending June 2024)



Cathy Sturdy-Smith

Lived Experience Member
Co-lead, Knowledge Translation & Communications Advisory



Mario Tsokas

Lead, Capacity, Access & Flow (BSO & LTC), Ontario Health Central
Co-chair, BSO Operations Committee (term commencing January 2025)



Marilyn White-Campbell

Geriatric Addiction Specialist BSO, Behaviour Support for Seniors Program, Baycrest
Co-chair, BSO Substance Use Collaborative

BSO Provincial Lived Experience Facilitators

In their role as BSO Lived Experience Facilitators, Dawn Baxter and Mary Beth Wighton contribute to several BSO and partner organizations' projects as working group members and research participants (see page 25 to learn more).



Dawn Baxter

BSO Lived Experience Facilitator



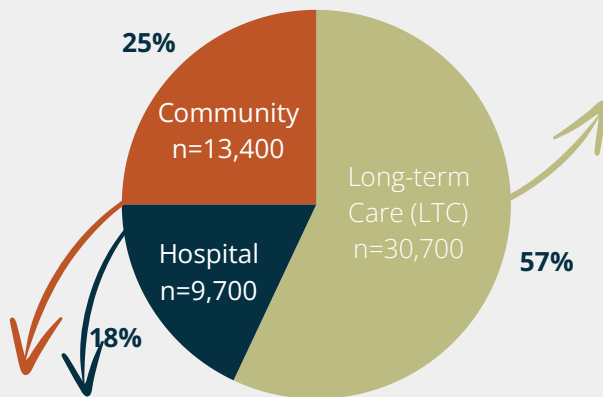
Mary Beth Wighton

BSO Lived Experience Facilitator

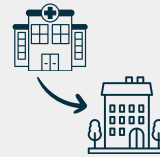
Project & Initiatives: Impact

BSO Service Provision Data Highlights (2024-25)

BSO teams accepted a total of 53,800 new referrals.



Supported moves into LTC



6,700 moves from hospital to LTC were supported by BSO.



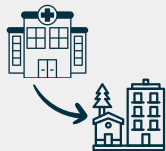
5,700 moves from the community into LTC were supported by BSO.

Supporting LTC residents and their families



On average, BSO supported **18,700** LTC residents and **11,400** of their family care partners every quarter.

Supported moves into the community



3,700 moves from hospital to community were supported by BSO.

Supported people and their families in the community and in hospital



On average, BSO supported **6,500** people and **6,900** of their family care partners in the community every quarter.



On average, BSO supported **3,500** hospital patients and **2,000** 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 **14,700** formal education sessions were delivered, training more than **130,000** healthcare participants.

BSO Stories

Each quarter in 2024-25, BSO teams shared stories about their successes and challenges



108 stories collected, including:

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

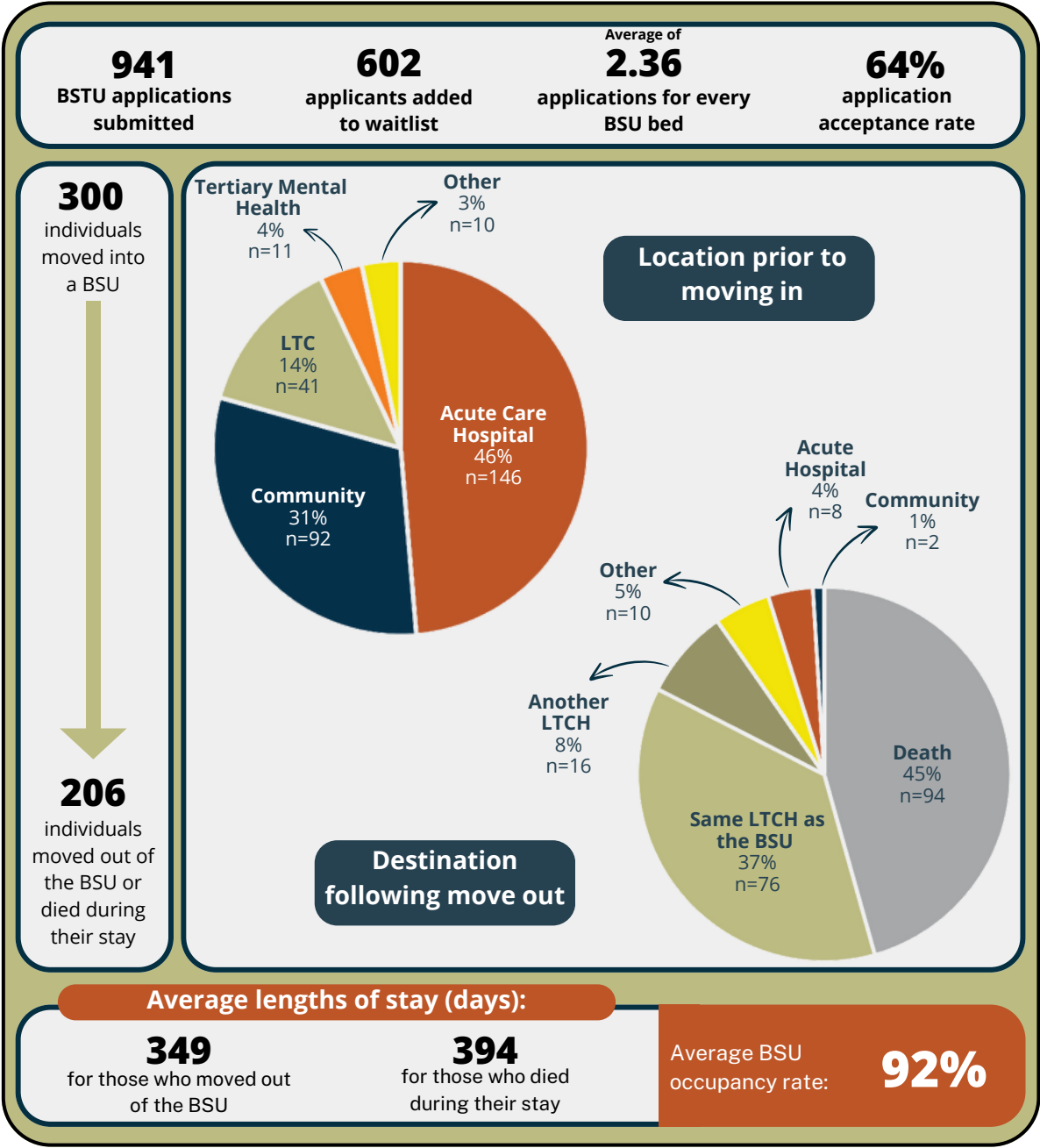


1. All data is approximate. Please contact the BSO Provincial Coordinating Office for exact numbers.

Behavioural Supports 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 in Ontario LTC homes. These units provide time-limited support to individuals who can no longer have their behavioural care needs met in their current environment. These units specialize in care for individuals with complex behaviours by providing increased staffing, a tailored environment, focused behavioural assessment and enhanced care planning. In 2024-25, the BSO PCO assumed provincial oversight for data collection from all BSUs.

Combined, Ontario’s 21 BSUs have 395 spaces. Below are key data highlights from 2024-25:

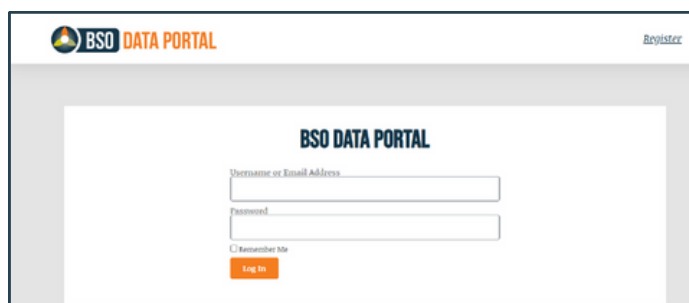


BSO Data Portal Project

Purpose: To develop and launch a web-based data collection portal to modernize the BSO and BSU data collection processes used by the BSO PCO and enhance BSO and BSU data analysis.

Key Accomplishments:

- Assembled a BSO Data Portal Core Project Team; with the support and formal partnership of the Regional Geriatric Program of Southwestern Ontario at St. Joseph's Health Care London.
- Conducted a current state analysis of BSO data collection and reporting processes.
- Developed a project plan, dividing the multi-year project into three smaller projects and created a charter for project 1.
- Assembled a Project Advisory Committee to provide input and guidance on the development of change management resources.
- Revised the list of standardized BSO and BSU metrics, including the introduction of new metrics and updated definitions, case examples, and logic rules for all metrics. Consulted with BSU team members, BSO Regional Leads, BSO OH Leads, and BSO's oversight bodies on metric changes.
- Created a web-based platform that will collect BSU data and regionally-summarized BSO data beginning in 2025-26.
- Selected two BSO regions and seven BSUs who will serve as pilots for the submission of BSO data using the portal in 2025-26 Q1.
- Created change management resources for BSUs and BSO Regional Leads to support the implementation of the new standardized metrics.
- Developed and circulated instructions and tutorials to pilot BSUs and BSO Regions to support their onboarding to the portal.
- Drafted BSU data visualizations and consulted with BSU team members on how best to visualize the data submitted.



Behavioural Support Units Evaluation Project

Purpose: To conduct a mixed method evaluation of Ontario's BSUs to generate a comprehensive understanding of access, flow, quality of care, and outcomes.

Key Accomplishments:

- Collaborated with BSU leadership, team members, oversight bodies, and the BSO Data Portal Project Team to develop and refine the list of standardized BSU metrics.
- Collected, reviewed and analyzed quarterly data submissions from all 21 BSUs.
- Collaborated with BSU leadership and team members to design a standardized BSU Resident and Family Experience Survey.
- Developed guidelines for use and a promotional toolkit to support the implementation of the BSU Resident and Family Experience Survey.
- Supported BSUs with the implementation of the BSU Resident and Family Experience Survey; monitored survey responses.

Project & 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:

- Supported BSO team members to continue to implement and utilize the BSO Provincial Toolkit: a collection of practical, standardized tools and resources for BSO team members to promote consistent practice, and fulfill the BSO Provincial Practice Standards.
 - Developed the following resources based on feedback from BSO team members and leaders:
 - BSO Integrated Teams poster
 - BSO Transitions Pathway
 - New examples of the completed Behavioural Support Assessment to reflect all sectors
- And the following updated resources:
- Behavioural Support Assessment and My Behavioural Support Tip Sheet, along with updated guidelines for use and instructional videos

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 an additional BSO Foundations Train-the-Trainer program in January/February 2025, bringing the total of trained facilitators to 58.
- Continued to offer BSO Foundations to BSO team members across the province with >440 successful participants in the 2024-25 fiscal year.



"I want to thank the BSO Foundations for creating this learning opportunity. This course is very informative and educational. It definitely helped building my confidence in my role of BSO."

- BSO Foundations Participant

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 their work.

Key Accomplishments:

- Developed and released the Personality Disorder in Older Adults Capacity Building Package which provides educators and leaders with grab-and-go, evidence informed resources developed to support teams to skillfully and confidently care for individuals living with personality disorder across settings, and avoid compassion fatigue.
- The package includes:
 - A comprehensive >35 page information booklet
 - Two slide decks with speaking notes to deliver either an interactive presentation (e.g., 45-60 minutes) or a brief presentation (e.g. 15-20 minutes)
 - Five, 1-2 page tip sheets on the following topics:
 - Essential Care & Communication Strategies
 - Setting Healthy Boundaries
 - Communication Strategies to AVOID and to Try in Difficult Moments
 - Preventing Team Splitting
 - Myths & Facts



- Disseminated 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.
- Committed to the development of additional mental health capacity building packages to support BSO teams, and beyond, in caring for older adults living with mental health conditions. Prioritized Schizophrenia as the next focus.

"I did 4 sessions and the reception from staff was overwhelmingly positive! I shared the tip sheets with participants and directed them to the guide as well for greater detail regarding care planning. This resource is amazing!"

- BSO Educator

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:

- Reached the milestone of >7000 downloads of the BSO-DOS® (combined English and French versions) since its release in May 2019.
- Conducted a quality improvement project to update the BSO-DOS® based on current literature, input from users of tool, and consultation with specialty groups.



Looking Ahead: A Sneak Peek into 2025-26

Release of Version 2 of the BSO-DOS® and all its supporting resources available at: www.brainxchange.ca/BSODOS



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.

- Released the online program, Supporting the Sexual Health of People with Dementia in February 2025, including two brand-new modules, and accompanying resources. The program is available on ALZeduate and Surge Learning.
 - Module 1: Dementia & Sexuality: An Introduction (aussi disponible en Français)
 - Module 2: Communicating with Long-Term Care Residents about their Sexual Health
 - Module 3: Assessing and Responding to Sexual Expressions of Risk
- Completed an evaluation of the program's efficacy using learners' pre- and post-surveys, with analysis occurring in 2025-2026.
- Presentations:
 - Family Councils of Ontario (June 2024)
 - Geriatric Behavioural Health and Behavioural Supports Symposium (June 2024)
 - Canadian Association of Gerontology (October 2024)
 - brainXchange Webinar (February 2025)
 - Surge Learning Webinar (February 2025)



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:

- Ongoing use of and promotion of the Behavioural Supports in Acute Care Capacity Building Package.
- Contributed to the Ontario Health's Emergency Department Nursing Education, Retention, and Workforce Program (see page 26 for details).
- Active development of a Physical Restraint Reduction Toolkit to: 1) Prevent and reduce physical restraint use in the BSO population within acute care, and 2) Increase acute care team members' understanding and confidence regarding the risks of restraints and the use of alternative strategies to prevent and decrease restraint use. Multiple knowledge transfer and translation resources are in development to allow for a multipronged approach, focused on various audiences to address the complex contributors to physical restraint use within acute care.
- Various knowledge transfer and translation resources are in development to allow for a multi-pronged approach, focused on various audiences to address the complex contributors to physical restraint use.

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:

- Updated the BSTU Collaborative's Terms of Reference to emphasize the importance of consistent participation for shared input and decision-making.
- Launched the standard BSU Resident and Family Care Partner Experience Survey as part of the BSU Evaluation (2024–2026). To support implementation, all BSUs received electronic and paper versions of the survey, detailed guidelines for use, and a customizable promotional toolkit. By March 2024, over 100 survey responses had been submitted.
- Began sharing quarterly provincial summary data with BSUs to support internal evaluation and quality improvement.
- Commenced preliminary analysis of the 2024 survey responses and used early findings to inform edits to the next version of the survey.
- Updated the provincial BSU map to include newly launched BSTUs: [Behavioural Support Units in Ontario Long-Term Care Homes](#).



Looking Ahead: A Sneak Peek into 2025-26

Release of a revised and streamlined version of the BSU Resident and Family Care Partner Experience Survey, including updated guidelines and an enhanced promotional toolkit.

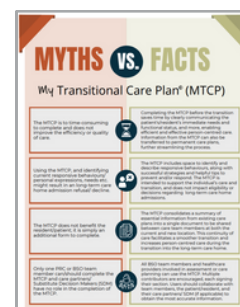
Behavioural Support Integrated Teams (BSIT) Collaborative

Purpose: To bring together healthcare 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:

Developed by the Behavioural Support Integrated Teams Collaborative, [My Transitional Care Plan](#)® (MTCP) has reached significant milestones since its launch in early 2023:

- Downloaded for clinical use >1,100 times.
- Integrated into various Electronic Medical Record Systems (EMRs) across sectors.
- Launched a short survey in May 2024 on the use of MTCP, providing key insights into uptake, barriers, and misinformation.
- Created a [MTCP Myths vs Facts](#) in November 2024 to clarify misconceptions and highlight MTCP benefits from the survey results.



Looking Ahead: A Sneak Peek into 2025-26

Release of the **NEW** *Ready, Set, Transition: Your Essential 'My Transitional Care Plan'® Implementation Package* email campaign.

Behavioural Supports Ontario

My Transitional Care Plan®



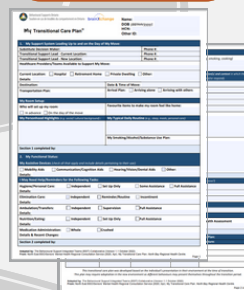
My Transitional Care Plan® (MTCP) provides essential information to facilitate successful transitions for older adults across sectors. It serves as a summary for sharing essential information between a person's care team members from both their current and new locations. MTCP is designed for temporary use to prepare and facilitate a move, with information that may later be transferred to a formal care plan.

**MTCP Officially Launched:
January 2023**

**Total MTCP
Downloads
Jan 2023 - March 2025:**

↓ = 1102

MTCP supporting moves to:



Long Term Care



Retirement Home



Other Temporary
Locations

Top 3 sectors using the tool:



1. Long-Term Care
2. Hospital (Acute & Complex Care)
3. Multiple Sectors

Top 5 disciplines using the tool:



1. Nurse (RN, RPN, NP)
2. Other (e.g., Transitions Clinician, Geriatric Outreach, Psychogeriatric Case Manager)
3. Social Worker/Social Service Worker
4. Personal Support Worker/Healthcare Aide
5. Educator (e.g., Psychogeriatric Resource Consultant)



2023 CAGP-CCSMH 1st place poster award for *Facilitating Person-Centred Transitional Across Sectors Using My Transitional Care Plan® (MTCP)*



The My Transitional Care Plan® has also been featured in the RNAO Best Practice Guidelines (Appendix H, page 125).

QUALITATIVE TRENDS / IMPACT

What are patients and care partners telling us?



- ↑ validation of lived experience knowledge
- ↑ empowerment
- ↓ stress and uncertainty during transitions
- ↓ emotional strain for patients and families

What are healthcare providers telling us?



- ↑ efficiency in individualized care planning
- ↑ confidence with responsive behaviours
- ↓ information gaps during admission
- ↓ communication error between sectors

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:

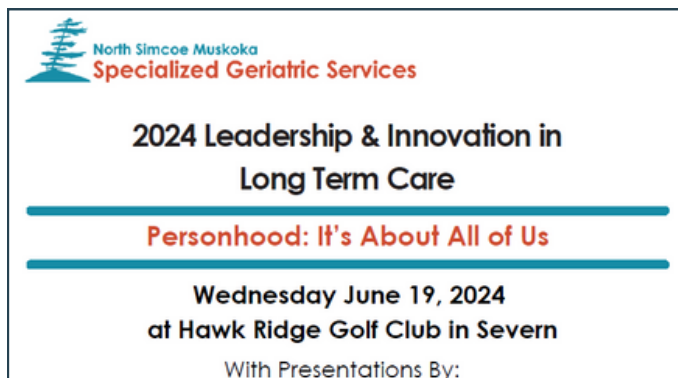
- Promoted the CAMH's Smoking Treatment for Ontario Patients (STOP) program expansion to LTCHs in Ontario. The program aims to provide access to smoking cessation services, including free Nicotine Replacement Therapy.
- Ongoing promotion of monthly Geriatric Addictions Rounds, a partnership between Baycrest, BSO, Canadian Mental Health Association Waterloo Wellington, the Centre for Addiction and Mental Health and St. Joseph's Health Centre Guelph. These efforts have resulted in >1000 live participants and views of event recordings from the 2024-25 season.
- In December, the Geriatric Addictions Rounds team launched the '12 Days of Merry Moderation'. The campaign featured a series of short videos showcasing leaders in addictions and mental health preparing mocktail recipes in order to promote healthy choices over the holidays. The videos collectively garnered 825 views.

BSO's My Personhood Summary[®] Tool Working Group

Purpose: Updated from PIECES of my Personhood, this autobiographical BSO tool surfaces a person's life experiences, important relationships, personal preferences, and other psychosocial and environmental factors that influence individuals' daily lives, supporting the provision of person-centred care.

Key Accomplishments:

- Downloaded >3,400 times for clinical/educational use since the November 2022 launch.
- Disseminated the tool via social media campaigns, oral presentations, and workshops at conferences and team meetings.
- Continue disseminating the tool in PointClickCare[®] as part of the collaboration with RNAO on the Best Practice Guidelines Clinical Pathway – Nursing Advantage Canada Initiative.



Melanie Beaulieu,
North East Behavioural
Supports Ontario program



Courtney Stasluk-Mohr,
Behavioural Supports
Ontario Provincial
Coordinating Office

Behavioural Supports Ontario

My Personhood Summary®



My Personhood Summary® (MPS) surfaces a person's life experiences, relationships, preferences, and psychosocial and environmental factors that influence an individual's daily life. This tool enhances team members' abilities to foster supportive relationships, recommend meaningful activities, promote abilities, maintain social connections, develop tailored care approaches, and inform person-centred behavioural support plans.

**MPS Officially Launched:
October 2022**

**Total MPS Downloads
Oct 2022 - March 2025:**

↓ = 3,438



**111 downloads specifically
for research purposes**



Top 3 sectors using the tool:

1. Long-Term Care
2. Across Multiple Sectors
3. Hospitals (Acute & Complex Care)




Top 5 disciplines using the tool:


1. Nurse (RN, RPN, NP)
2. Other (e.g., Transition Support Worker, Behaviour Resource Clinician)
3. Personal Support Worker/Healthcare Aide
4. Social Worker/Social Service Worker
5. Educator (e.g., Psychogeriatric Resource Consultant)

QUALITATIVE TRENDS / IMPACT

What are patients and care partners telling us?

- 
- ↑ dignity and respect
 - ↑ autonomy related to care strategies
 - ↓ distress
 - ↓ feelings of being misunderstood

What are healthcare providers telling us?

- 
- ↑ team continuity and collaboration
 - ↑ trusting relationships
 - ↓ pharmacological approaches
 - ↓ responsive behaviours/personal expressions



The My Personhood Summary® is also available in PointClickCare in collaboration with the RAO Best Practice Guidelines Clinical Pathway - Nursing Advantage Canada Initiative

Project & Initiatives: Integration

Integration of Specialty Services

“As a geriatric psychiatrist working in long term care homes (LTCH), I have had the privilege of collaborating with Behavioural Supports Ontario (BSO) for several years, and I cannot overstate the impact they have had on residents' quality of life and LTCH staff's confidence in managing complex behavioural presentations.

Person-Centred Non-Pharmacological Interventions: The BSO team brings invaluable expertise in developing tailored behavioural support plans that emphasize non-pharmacological interventions. This is particularly important, where we constantly strive to minimize potentially inappropriate psychotropic medication use while maximizing quality of life. I have been impressed by BSO's commitment to capacity building as their training and resources have significantly enhanced LTC staff skills and confidence in managing challenging situations.

Provincial Partnership and Systems Integration: From a systems perspective, GeriMedRisk's (GMR) mission is to optimize medications in older adults and reduce medication-related harms. This aligns well with BSO's commitment to providing evidence-based, non-pharmacological interventions for behavioural health challenges. Through our partnership, we have successfully integrated referral pathways that ensure patients receive the most appropriate services whether that's medication optimization through GMR or behavioural supports through BSO, faster and more efficiently.

Responsive Leadership and Continuous Improvement: The BSO team, particularly through their leadership, has proven to be highly responsive and committed to health systems learning. Their willingness to participate in collaborative needs assessments, such as our joint work on behavioural supports for sleep to reduce potentially harmful sedating medications, demonstrates their dedication to evidence-based practice and continuous improvement. Their commitment to advancing the quality of life of resident in LTCH is further demonstrated by their role on the steering committee of the newly launched 4 year CCNA project on developing and implementing trauma informed care models in LTCH.”

- Dr. Sophiya Benjamin

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:

- Released a new graphic and resource demonstrating the alignment between BSO's core competency-building initiatives and the education programs developed by our partner organizations:
 - BSO Foundations
 - PIECES™ Learning and Development Program
 - U-First!®
 - Gentle Persuasive Approaches™
 - DementiAbility™ Methods

Together, they foster positive culture change and improve health outcomes by promoting emotional based care and identity, evidence-informed care practices, and team-based, collaborative approaches



Looking Ahead: A Sneak Peek into 2025-26



In partnership with the Ontario Centre for Learning, Research & Innovation (CLRI) at Baycrest, a new educational microcredential will be released. This microcredential is designed to build the knowledge, skills, and attitudes required to deliver emotional-based, relational, and person-centred dementia care.

Ministry of Long-Term Care (MLTC) Inspection Branch Collaboration: MLTC Investigators Capacity Building Orientation

BSO welcomed the invitation to again support the orientation new MLTC Investigators. In May of 2024, the BSO Provincial Coordinating Office brought together BSO team members, leaders, and core curriculum partners to offer three days of in-person training that included:

- An overview of BSO, including the BSO framework, philosophy of care, BSO models of care, and best/emerging practices.
- An interactive panel highlighting the key roles that BSO team members play in preventing and reducing the frequency and severity of responsive behaviours.
- An interactive panel about capacity building in LTC with a BSO educator and leadership from Behavioural Supports 5 STaR Programs: U-First!®, Pieces Canada, Gentle Persuasive Approaches (GPA®) and DementiAbility.
- A presentation regarding sexuality and intimacy within LTC, including myths and misconceptions, residents' rights, and supportive strategies.
- A full day of Gentle Persuasive Approaches (GPA®) in Dementia Care training.
- A full day of DementiAbility training (a tailored combination of Communication Techniques: Connect, Acknowledge & Validate for Dementia Care and DementiAbility Methods).



Top photo:

The members of the interactive BSO panel

Bottom Left Photo:

The sexual expressions in dementia presenters



Bottom Right Photo:

The capacity building in LTC panel



Person-Centred Language (PCL) Initiative

Purpose: To foster and promote the consistent use of PCL that is respectful, life-affirming, and inclusive when communicating with and about people, including those living with dementia.



Key Accomplishments:

- Reached 20,000 signed PCL pledges on September 10, 2024 – Watch our 20K [PCL Pledge Celebration Video](#) to see what this milestone means to some of our PCL champions.
- Achieved 5,343 [PCL eCourse](#) completions during the 2024-25 fiscal year.
- Co-designed new PCL video and resource – [Encouraging Respectful Conversations: Embracing Calling In](#) and a [companion resource](#) that provided practical tips and examples for putting the “calling in” approach into practice.
- Delivered various PCL presentations and workshops to approximately ~225 participants at:
 - Together We Care
 - Therapeutic Recreation Ontario
 - Walk With Me
 - Innovation Summit 2024
 - Culture Change ECHO 2025
 - Ontario Long Term Care Clinicians Conference Booth
- Presented the second annual [PCL Award](#) at the Ontario Long Term-Care 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.



From left to right: Esther Russell, PCL co-lead (CLRI-RIA), 2024 PCL Award Winner: Lisa St-Jean, & Courtney Stasiuk-Mohr, PCL Co-Lead (BSO PCO)



Looking Ahead: A Sneak Peek into 2025-26

Creation and launch of a new leadership package to support the effective implementation of PCL across organizations, the third annual PCL award campaign, and Equity, Diversity and Inclusion (EDI) capacity building to equip team members with tools and learning that strengthen inclusive practices and foster a culture of belonging.

BSO Lived Experience Facilitator Initiatives

Key Accomplishments:

- **Person-Centred Language Working Group**
 - Developed resources to support the practice of PCL in our communities, including a new 20K PCL celebration video, *Encouraging Respectful Conversations: Embracing Calling In* video, and a companion resource (see page 24).
- **EntourAGE – Social Inclusion of People Living with Dementia and Their Caregivers Using an Intergenerational Program**
 - Served as mentor and advisor to the Joint Intergenerational Committee and speaker for EntourAGE students.
- **Canadian Dementia Learning and Resource Network (CDLRN) – Community Advisory Committee**
 - Facilitated collaboration between community-based projects across Canada and amplified their successes through a knowledge hub.
- **Co-Investigator – AHEAD with EConsult: Advancing health equity and access to specialized care for persons living with Dementia.**
 - Provided feedback on methods, supported recruitment, contributed to interview guide development, recruitment strategies, and interpretation of results. Presented a poster at the CAHSPR conference: *Co-designing research tools and methods for persons with dementia from underserved communities.*
- **Imagining and Promoting Compassionate End of Life Care for People Living with Dementia Using Documentary Film**
 - Analyzed data, developed a framework, and submitted an abstract for the Canadian Association on Gerontology conference: *Dying on Our Own Terms: A Relational Framework for Supporting Compassionate End-of-Life Processes for People Living with Dementia, Families and Professionals.* Participated as a member of the full End of Life Project Team, the Person Living with Dementia Analysis Team, and currently serve on the Film and the Digital Story Co-Creation Team.
- **AWE Struck! Aspirations with Lisa Joworski.**
 - Participated in a pilot project for the Geriatric Mental Health Program, creating cost-effective, sustainable life story videos as best practice person-centred care tools. Served as guest speaker on *Capturing Essence and Improving Healthcare Podcast.*



Looking Ahead: A Sneak Peek into 2025-26



- Developing recommendations for how BSO teams can more effectively engage individuals with lived experience in their work.
- Participating in the Dementia Dialogue Podcast in partnership with brainXchange and Alzheimer Society of Ontario.
- Collaborating with the OPEN Collaboration for Cognitive Accessibility and the University of Ottawa.

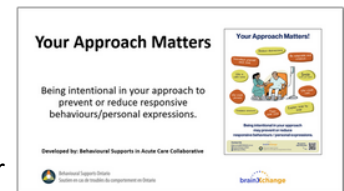


Ontario Health Emergency Department Collaboration

Since the spring 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.

Virtual offerings include:

- Gentle Persuasive Approaches (GPA®) Basics facilitated by Heather Hawrelluk and Mélanie Beaulieu (Psychogeriatric Resource Consultants, North Bay Regional Health Centre).
- 1½ hour sessions using the Behavioural Supports in Acute Care Capacity Building Package facilitated by Jennifer Koop (Advanced Practice Nurse, The Ottawa Hospital) and Jessica Little (BSO Hospital Navigator, Windsor Regional Hospital).



Looking Ahead: A Sneak Peek into 2025-26

BSO is expanding its contributions to the Emergency Department Nursing Education, Retention, and Workforce Program by increasing the number of offerings and facilitators.

Be EPIC™ Collaboration

In October 2024, BSO initiated a collaboration with Dr. Marie Savundranayagam and her Be EPIC team at the Faculty of Health Sciences, Western University. Be EPIC is an education program that trains point-of-care team members to use effective person-centered communication strategies when caring for persons living with dementia. The goal was to co-design a train-the-trainer (TTT) program for Be EPIC-VR, a virtual reality version of Be EPIC.



Key Accomplishments:

- BSO lead educators for this project, Dawn Robinson (Psychogeriatric Resource Consultant, Alzheimer Society of Peel) and Anne Jarvie (BSO Community Educator, St. Joseph's Health Care London, Parkwood Institute) offered initial feedback on the EPIC-VR TTT program. Their insights were complemented by contributions from eight additional BSO educators who provided further input.
- The Be EPIC-VR team gathered sufficient input to finalize the TTT program in preparation for pilot testing. If anyone is interested in pilot testing the TTT model, please contact: msavund@uwo.ca

Provincial Geriatrics Leadership Ontario Collaboration

Following the momentum of the Aging Care in Ontario Summit, the Ontario Partners for Excellence in Aging Care (OPEAC) was formally established in October 2024, in partnership with NBRHC BSO PCO and PGLO. OPEAC brings together diverse system leaders and organizations committed to transforming aging care across the province. Building on the Summit's shared priorities, OPEAC provides strategic leadership to advance innovative, population-focused solutions that address the complex needs of older adults guided by patient and care partner experiences. Grounded in collaboration, policy guidance, evaluation, and system capacity building, the Alliance is poised to drive forward select key initiatives annually, leveraging the evolution of Ontario's health and social care system in a coordinated, person-centred, and sustainable way.



BSO Regional Highlights

Ontario Health West

Erie St. Clair (ESC)

Regional Achievements & Celebrations:

- ESC BSO has new DementiAbility facilitators to support the Behavioural Support 5 STaR Programs, rolling out sessions across the region to support all BSO funded team members with this core competency.
- Erie St. Clair mobile team members and community members were offered the opportunity to complete the CAMH Fundamentals of Mental Health education program.
- BSO West Region Coordinators and Strategic Leads hosted their first Annual Education Day virtually for BSO teams across the West to learn about BSO regionally. Guest speaker Dr. Allen Power also presented on the 7 Domains of Wellbeing.
- Specialized Social Therapists (SST) obtained an inventory of over 600 purposeful engagement items for individuals supported by BSO. Long-Term Care Homes and Care Partners can now trial items prior to purchasing.
- The region hosted a Leadership Day for Long-Term Care Home Administrators with education on supporting care partners, PRC quality improvement projects, and supporting change.



South West (SW)

Regional Achievements & Celebrations:

- BSO West hosted an Inaugural Virtual Event, in partnership with WW, ESC, HNHB, PCO and Dr. Allen Power.
- SW integrated the Behavioural Supports 5 STaR Core Competency Targeted Education approach.
- SW reinforced best practice standards and use of the Toolkit using 1:1 joint meetings, collaborative LTCH visits with Ops, Enhanced Psychogeriatric Resource consultants (EPRC), and strengthening embedded teams and LTC leadership. An emphasis was placed on building relationships and understanding pathways.

"BSO has profoundly shaped my approach to caregiving, shifting my focus from physical needs to emotional well-being. The training has helped me understand the causes of behaviours, recognize contributing factors, and create individualized care plans. I've learned to appreciate that individuals living with dementia still feel emotions, even if they can't express them. This perspective has deepened my appreciation for life and taught me to find joy in small moments. BSO has strengthened my relationships with those I support, allowing me to foster environments of safety, respect, and connection. I've also learned the importance of language, using dignity and understanding in all interactions. BSO empowers me to advocate for care that promotes both immediate well-being and long-term growth."

- Abbey Bellai, BSO PSW, Huron Perth Seniors Mental Health/BSO Mobile Team



Waterloo Wellington (WW)

Regional Achievements & Celebrations:

- A new Quality and Knowledge Translation role was developed to strengthen cross sectoral relationships and pathways across the care continuum, ensure alignment of all BSO investments in the region are working to the BSO Standards, and to increase opportunities for collaboration to improve client transition outcomes.
- WW wrapped up 2024/25 with their annual BSO Collaboration Day with the theme Building Bridges Across Sectors. All BSO funded staff across all sectors in WW were invited to participate in a day of education, updates, and brainstorming activities, and to meet with fellow BSO team members from across sectors to build relationships and identify ways to strengthen partnerships.
- WW BSO team grew their Nurse Practitioner compliment to better support client's medical needs through a comprehensive geriatric assessment and to provide capacity building for their team to strengthen assessment and recommendations for clients and families.
- BSO Geriatric Addictions Nurse Clinician curated an integrated collaborative of community partners to bring information and supports to the BSO Embedded teams, medical staff, and residents of the LTCH sector regarding substance use and substance use disorder.



Hamilton Niagara Haldimand Brant (HNHB)

Regional Achievements & Celebrations:

- HNHB BSO LTC Mobile Team hosted Teepa Snow at an event for 500 LTC and Community Partners in Niagara Falls.
- HNHB BSO Community Team continues to provide multiple presentations to the community to build capacity on BSO Role and Scope across HNHB (including COAST, Community Paramedics, PSW Students, HHS, and OHaH).
- HNHB BSO Community Team partnered with Dr. McLeod for successful sharing of the BSO Tip Sheets.
- BSO West region leads (HNHB/ESC/WW/SW) collaborated to bring BSO Team members across the West together for an education day with Dr. Allen Power and BSO PCO. Over 400 participants attended the event, making it a success.
- BSO HNHB is celebrating the retirement of Terri Glover. Terri has been with the BSO program since inception, and has played a vital role over many years in shaping and growing the program. **Thank you, Terri!**

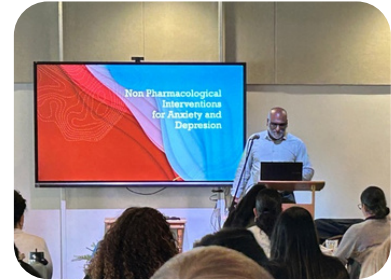


Ontario Health Central

Central West (CW)

Regional Achievements & Celebrations:

- Region of Peel was successfully onboarded as new lead agency for Central West BSO with the support of OH Central, neighbouring OH Central BSO lead agencies, the PCO, and the previous lead agency, Ontario Health atHome.
- A current state analysis of the BSO program was completed. The review is informing service delivery model and quality improvement planning, in collaboration with regional partners and OH Central.
- Additional clinical staff were added to the LTC mobile team. The team began focusing on implementing processes that will enhance access and improve integrated service delivery.
- An all day Mental Health in Seniors training session was held for all CW BSO Network staff in March with attendance from neighbouring BSO teams. It was an excellent day of learning and networking.
- A new data collection tool for BSO providers has been developed. The tool aligns to the 2025-2026 BSO metrics, standardizes data collection across providers, automates collation, and enhances analytical capability.



Mississauga Halton (MH)

Regional Achievements & Celebrations:

- MH Care navigators received 4,762 referrals for BSO support, a 10% increase compared to last year. Over 2700 of those referrals were appropriate for BSO, resulting in a record number of clients supported.
- A modified version of DREAM was implemented at two emergency departments within the region.
- The BSO Lead agency, Alzheimer Society Peel (ASP) hosted its second Dementia Care Day in fall 2024. It was sold out event with over 300 attendees, including ASP staff, healthcare partners, and representatives from across the Ontario Central Region.



Central (CT)

Regional Achievements & Celebrations:

- CT's BSO Education & Capacity Building Committee hosted their second annual BSO Conference: Ethics in Health Care Workshop. The in-person, interactive event was attended by all BSO Clinicians from LTC and Community.
- Mackenzie Health received BSO funding to align additional specialized behavioural supports in LTC homes. A new service model was designed that aligns external BSO PSWs to complement the existing embedded BSO Leads.
- LOFT's Behavioural Support Services was the implementation site that supported CT receiving their designation as a BPSO OHT within two different OH Teams.
- LOFT's Behavioural Support Services received additional funding to support acute care. This funding allowed for an additional 128 ALC patients to transition out of hospital to their next care destination.
- LOFT hosted an all team training day with a focus on care partners. Care partners voices were heard through video recordings and in-person presentations.



North Simcoe Muskoka (NSM)

Regional Achievements & Celebrations:

- All NSM BSO staff completed BSO Foundations.
- NSM launched the use of My Personhood Summary and Supplementary Staffing Support Tool during the Leadership and Innovation for Long Term Care Conference.
- NSM Geriatric Psychiatrist, Dr. Katie Bingham, received a CIHR Grant for their work titled: "Evaluating the Implementation, Effectiveness, and Scalability of the Behaviour Success Agent Program".
- The BSO My Personhood Summary was built into the NSM Electronic Health Record (EHR) to be used by BSO team members.
- 19 LTC Life Enrichment staff participated in and became certified in DROM through Stronger U Senior Fitness.



Ontario Health Toronto

Toronto Central (TC)

Regional Achievements & Celebrations:

- Baycrest BSO successfully launched a mobile team in the Scarborough region supporting an additional 22 long-term care homes and those in the community.
- Baycrest Behaviour Support Outreach Team clinicians and Alzheimer Society of Toronto BSO Social Workers facilitated BSO caregiver support groups over the 2024/2025 fiscal year.
- Toronto BSO purchased three Tovertafels for three LTC homes to help improve the quality of life for their residents. An evaluation is still in progress.
- The Toronto Region BSO Coordinating Office is now responsible for receipt and triage of all Centralized Access to Seniors Specialty (CASS) bed applications in Toronto region and has streamlined access to Virtual Behavioural Medicine (VBM) and CASS.



Ontario Health East

Central East (CE)

Regional Achievements & Celebrations:

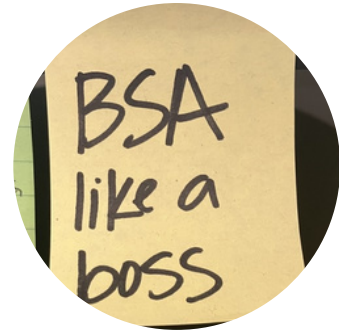
- CE re-introduced Buddy Home peer support system.
- BSO team member's Core Competency compliance rates improved significantly and education is now also being offered to non-embedded leads.
- CE BSO attendance has been increasing for their Monthly Engagement Meetings, which focus on topics of interest for embedded leads.
- The Virtual Mobile Response Team (VMRT) has grown and is building capacity through the completion of PIECES facilitator education; who will start facilitating in 2025/26 fiscal year.
- CE continues ongoing engagement through site visits, relationship building, and information gathering.



South East (SE)

Regional Achievements & Celebrations:

- SE BSO added embedded BSO funding to 10 more LTC homes because of increased funding. They now have embedded resources in 100% of the LTC homes in SE, in addition to three Mobile Response Teams.
- BSO hosted quarterly meetings focusing on integration of BSO resources in LTC (internal & external), and fostering a culture of learning with and from each other. Priorities identified for the next year include a common referral form/process, a common orientation, and BSO Toolkit implementation.
- SE BSO introduced the use of The Living Safety Plan - Kingston, a novel, evidence-informed, person-centred approach to suicide prevention that emphasizes meaningful activities, relationship building, and existential reflection. They are currently working with their BSO Mobile Response Team (MRT) to expand the use of this tool into supporting residents and staff in LTC when residents are at risk of suicide.
- The SE Lived Experience Network had a very successful year. The Lived Experience Network engaged in advisory conversations, shared experiences, and provided input with the health care community and each other in hopes of improving the system of care. This year they launched their Lived Experience Perspectives. Check out their [important work!](#)
- [SE Knowledge Exchange Network's](#) ongoing partnership with brainXchange is thriving with their annual webinar series and views of archived webinars. In 2024-25 there were a total of 1250 views of 26 archived webinars, and since 2020 there have been 10,411 views.



A friendly reminder for everyone to complete the Behavioural Support Assessment.

Champlain (CH)

Regional Achievements & Celebrations:

- CH BSO presented at the Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting in Vancouver, British Columbia.
- Champlain Dementia Network's Supporting Dementia Care Partners: Everyone is a Change Agent conference was held in Ottawa on March 27th, 2025 with 103 attendees.
- The Royal Outreach/BSO Team presented two workshops on Teepa Snow's Positive Approach to Care.
- A BSO Resource Binder, composed of various tools and resources meant to be used to provide support in-house was distributed to all 60 LTC homes in the region, available in English & French.
- On November 24th 2024, a BSO Networking Day was hosted with LTCH BSO Embedded teams, and some from community and acute care. Education, networking, and celebration took place, including BSO Champion awards, guest speakers, and an education session on mental health and happiness.



Ontario Health North

North East (NE)

Regional Achievements & Celebrations:

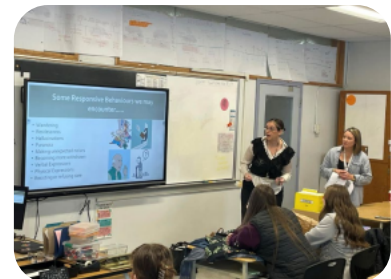
- NE BSO hosted a regional capacity building session with the National Task Group on Intellectual Disabilities and Dementia Practices in October 2024. 40 participants completed the 14-hour workshop, with 21 advancing to instructor training. Attendees included colleagues from community, acute care, LTC, geriatrics, and the developmental sector from across the North East and province.
- NE BSO's Regional Centralized Intake is now live in Meditech Expanse, improving inter-agency communication, streamlining patient care, and increasing awareness of the team's reverse-intake model.
- The Psychogeriatric Resource Consultants (PRC) team have partnered with Rendever to trial four virtual reality sets across the region and to evaluate the systems' benefits for older adults in LTC and tertiary care.
- NE BSO hosted a two day Biennial Geriatric Mental Health & Behavioural Supports Symposium in June 2024 with over 120 participants from across the North East.
- The NE BSO PRC team continue to host regional monthly capacity building sessions with keynote speakers on topics highlighted through annual needs assessments.



North West (NW)

Regional Achievements & Celebrations:

- St. Joseph's Care Group PRCs delivered dementia education to Grade 12 students, including hands-on simulations and topics such as dementia vs. delirium/depression, communication, and responsive behaviours.
- The 2024 NW Geriatric Care Conference and BSO Retreat was held September 24–25 in Thunder Bay, co-hosted by CERAH, St. Joseph's Care Group, and BSO NW. The conference welcomed ~140 attendees, and 48 attended the BSO retreat. Highlights included keynotes by Dr. Saskia Sivananthan and Dr. Lynn Martin, aging in diverse populations presentation, care journey simulation, and system navigation discussions.
- CMHA Fort Frances PRC & BSO Mobile Team responded to referrals, delivered education, and strengthened partnerships. All PRCs are now GPA and PIECES certified. St. Joseph's Hospital developed a new policy for responsive behaviours, emphasizing non-pharmacological, trauma-informed, interdisciplinary care, and meaningful engagement aligned with BSO best practices.



Conclusion

The BSO Provincial Coordinating Office extends our deepest gratitude to the dedicated BSO team members across the province, whose compassion, creativity, and commitment remain at the heart of everything we do. We also acknowledge the incredible contributions of BSO leaders and valued partners, whose collaboration continues to shape the direction and success of this work.

Looking ahead to 2025–26, we are excited to continue supporting a system that is evolving to meet the growing and complex behavioural health needs of older adults in all care settings. As we approach the 10th anniversary of the BSO Provincial Coordinating Office, we are proud to reflect on a decade of meaningful collaboration, the growth of BSO teams and the quality of care they provide, and the transformative impact of BSO across the province. We recognize the ever-increasing demand for BSO's services and are committed to meeting that need through sustained innovation, capacity building, and data-informed advocacy. In the coming year, we look forward to continuing development and implementation of BSO's Provincial Data Portal and BSU evaluation, and the release of several new clinical tools and resources, including an updated version of the BSO-DOS®, the PCL Leadership Package, the Meaningful Engagement Resource Guide, and the Schizophrenia Spectrum Disorders Capacity Building Package. These initiatives will further enhance person-centred, emotion-based care, equipping teams with practical, compassionate approaches to support older adults across Ontario.

We remain proud to work alongside you and grateful for the opportunity to lead this collaborative effort. Your ongoing dedication is what fuels this work and brings it to life in meaningful ways for individuals, families, and care partners across Ontario. We carry forward a deep sense of purpose and possibility. Thank you for your continued partnership and trust as we move into another year of progress, connection, and impact.



BSO PCO & brainXchange team members
pictured above from left to right:
Karen Parrage, Em Thielking, Katelynn Aelick,
Monica Bretzlaff, Courtney Stasiuk-Mohr,
Jillian McConnell, & 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 provinciale, Centre régional de santé de North Bay

brainXchange

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).

Accuputo, M. (2024, April). *BSOT's practice of standard* [Report]. Toronto Ombudsman, Toronto, Ontario, Canada.

Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., & Schindel Martin, L. (2024, October). Development of an e-learning program about dementia, sexual health, and responsive behaviours [Oral presentation]. *Canadian Association of Gerontology*, Edmonton, Alberta, Canada.

Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., & Schindel Martin, L. (2025, February 13). Supporting the sexual health of LTC residents living with dementia: Building care teams' confidence through e-learning [Webinar]. brainXchange. <https://brainxchange.ca/Public/Events/Event-Archives/2025/Supporting-the-Sexual-Health-of-LTC-Residents-Livi>

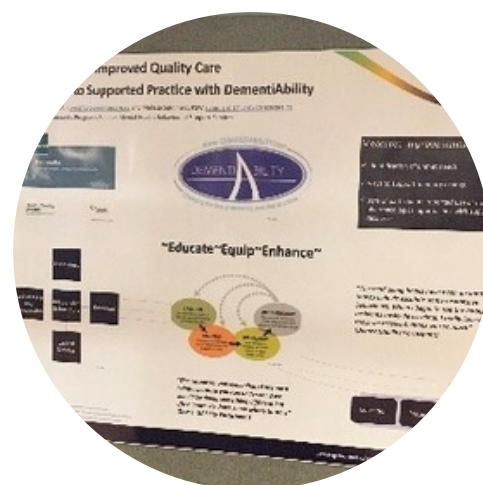
Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., Thielking, E., & Schindel Martin, L. (2025, February 14). Lunch and learn: Supporting the sexual health of LTC residents living with dementia: Building your confidence through e-learning [Webinar]. *Surge Learning*.

Aelick, K., Pianosi, B., Schindel Martin, L., McKibbon, K., & Mangiardi, R. (2024, June). Having conversations with people living with dementia about their sexual health [Oral presentation]. *Geriatric Mental Health and Behavioural Supports Symposium*, Sudbury, Ontario, Canada.

Armstrong, O., & Stoesser, T. (2024, September 23). Review of the Ontario Health East - Champlain Region Geriatric Psychiatry Behaviour Support Ontario Outreach Team's collaborative practice model [Oral presentation]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.

Bingham, K. (2024, September 27). Evaluating the implementation, effectiveness and scalability of the Behaviour Success Agent (BSA) program: Promoting quality integrated dementia care and building capacity in acute care settings [Oral presentation]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.

- Bolduc, S. (2024, September 12). Brain health through the lifespan [Oral presentation]. *Seizure and Brain Injury Centre's Annual General Meeting*, Timmins, Ontario, Canada.
- Carmichael, D., Schryburt-Brown, K., & Wijayaratham, A. (2025, March 21). Developing and implementing the Living Safety Plan - Kingston (LSP): An intervention for suicide prevention [Oral presentation]. *Kingston Nursing Research Conference*, Kingston, Ontario, Canada.
- Cumberbatch, S., & Bianchi, A. (2025, February). The ethics of critical incident management in community complex care [Oral presentation]. *Baycrest Annual BSO Community Conference*, Toronto, Ontario, Canada.
- Cumberbatch, S., & Kilby-Lechman, D. (2025, February). Supporting community care through Toronto Grace remote care monitoring – Introducing the knowledge to practice tool [Oral presentation]. *Baycrest Annual BSO Community Conference*, Toronto, Ontario, Canada.
- Cyr, C. & Summers, M. (2024, April 17-19). Improved quality care: Knowledge to supported practice with DementiAbility [Poster presentation]. *AdvantAge Ontario Annual Convention*, Toronto, Ontario, Canada.
- Daniel, G., Hooper, N., & Davis, J. (2024, April 30). The loss of possibility: Older adults and suicide [Oral presentation]. *2024 Suicide Conference*, Orillia, Ontario, Canada.
- Elliott, J., Hiebert, B., Domm, D., & Chalmers, K. (Under review). Understanding the current and future states of Behavioural Supports Ontario: A mixed methods pilot study protocol. *JMIR Research Protocols*.
- Goodarzi, Z., Watt, J., Watson-Borg, B., & Hewitt Colborne, D. (2024, September). How do we implement the new Canadian Mental Health Guidelines for Older Adults? [Plenary Session]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.
- Griffin, E., & Frappier, P. (2024, June). *Empathy fatigue and emotional labour* [Virtual presentation]. The Central Regional Partnership on Developmental Disabilities.



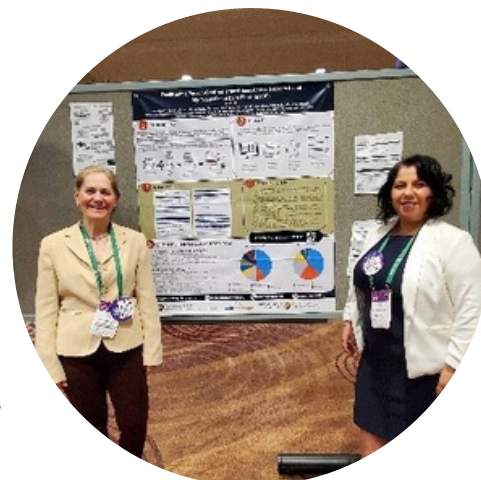
- Hamer, J., Marczyk, P., & Murphy, S. (2025, March 11). *Toronto Central Behavioural Support Ontario Services* [Oral presentation]. Vision Loss Rehabilitation Canada, Toronto, Ontario, Canada.
- Hewitt Colborne, D. (2024, May). Promoting skillful person-centred communication [Virtual presentation]. *South West Geriatric Psychiatry Half Day Event*.
- Hewitt Colborne, D., Davies, K., & Piraino, E. (2024, January). Caring for older adults living with personality disorder: Educational resources to build skilled and confident care teams [Virtual presentation]. *Baycrest Behavioural Supports Rounds*.
- Hewitt Colborne, D., Iaboni, A., & Van Bussel, L. (2024, September). The BSO-DOS®: Opportunities for enhancements [Workshop]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.
- Hewitt Colborne, D., Piraino, E., Singh, H., & Davies, K. (2024, April 17-19). Personality disorder: Building skilled and confident care teams [Poster presentation]. *AdvantAge Ontario Annual Convention*, Toronto, Ontario, Canada.
- Hewitt Colborne, D., Piraino, E., Singh, H., & Davies, K. (2024, September). Personality disorder: Building skilled and confident care teams [Poster presentation]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.
- Hewitt Colborne, D., Piraino, E., Singh, H., & Davies, K. (2024, October). Caring for individuals living with personality disorder: Educational resources to build skilled and confident care teams [ePoster presentation]. *This is Long Term Care Conference*, Toronto, Ontario, Canada.
- Holland, J., Hughes, L., & Kingsburgh, W. (2025, January 15). Leading practice – Early access to Behavioural Supports Ontario and streamlining processes to access care [Virtual presentation]. *Ontario Health Teams (OHT) Provincial – Collaborative Quality Improvement Plan (cQIP)*.



Holland, J., Iaboni, A., Lee, A., & Sears, R. (2024, September 27-28). Living the behavioural care pathway and enhancing capacity: A cross-sectoral service coordination for behavioural supports in the Toronto region [Oral presentation]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.

Judd, T., & Seguin, T. (2024, April 17-19). Facilitating person-centred transitions across sectors using My Transitional Care Plan[®] (MTCP) [Poster presentation]. *AdvantAge Ontario Annual Convention*, Toronto, Ontario, Canada.

Lee, A., & Macanuel, C. (2024, May 23-24). Behavioural Supports Central Intake and the “one team” model: Improving care through systems level collaborations [Oral presentation]. *The Canadian Association of Ambulatory Care Conference*, Toronto, Ontario, Canada.



Little, J. (2025, February). Non-pharmacological interventions for behaviours in persons living with dementia [Oral presentation]. *Hotel Dieu Grace Healthcare Annual Geriatric Conference*, Windsor, Ontario, Canada.

Piraino, E., & Davies, K. (2024, November). Personality disorder in older adults: Understanding the person, building skillful approaches and fostering wellness in care teams [Virtual presentation]. *Alzheimer Society Ontario Clinical Community of Practice*.

Schindel Martin, L., McKibbin, K., Pianosi, B., Mangiardi, R., & Aelick, K. (2024, June). Sex and sexuality in long-term care [Oral presentation]. *Family Councils Ontario Annual Conference*.

Stasiuk-Mohr, C., McConnell, J., & Chudasama, N. (2024, April 9). Transformative Strategies: Essential tools for specialized behavioural support services and the power of person-centred language [Oral presentation]. *Together We Care Convention*, Toronto, Ontario, Canada.

Stasiuk-Mohr, C., & Russell, E. (2024, June 6). Words matter: What is your role in person-centred language? [Oral presentation]. *Therapeutic Recreation Ontario Conference*, Alliston, Ontario, Canada.

White-Campbell, M. (2024, May). Geriatric considerations and clinical complexities for care of older adults with OUD [Oral presentation]. *Addictions Opiate Conference*, Toronto, Ontario, Canada.

White-Campbell, M. (2024, May). *Substance use disorder in older adults: The latest buzz* [Webinar]. International Psychogeriatric Association.

White-Campbell, M. (2024, November). *Screening and assessment OA with substance use disorders* [Webinar]. University of Guelph.

White-Campbell, M. (2025, January). *Geriatric addictions clinical complexities* [Webinar]. Masters of Gerontology Program Brock University.

White-Campbell, M., Grief, C., Kitamura, C., & Giddens-Zuker, L. (2024, August). EDI issues in older adults with SUDs [Oral presentation]. *Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.



White-Campbell, M., Masci, L., Kitamura, C., & Malinowska, O. (2024, August). The Canadian Geriatric Substance Use Disorders course for subspecialty residents: Lessons learned from year 1 [Poster presentation]. *Canadian Association of Geriatric Psychiatry & Canadian Coalition for Seniors' Mental Health Annual Scientific Meeting*, Vancouver, British Columbia, Canada.



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

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