



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

2023-2024 ANNUAL REPORT



Impact. Innovation. Integration

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brainxchange.ca/BSO 

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MESSAGE FROM THE BEHAVIOURAL SUPPORTS ONTARIO (BSO) PROVINCIAL COORDINATING OFFICE (PCO)



With great honour, we present BSO's annual report for the 2023-2024 fiscal year. This report presents a snapshot of the exceptional efforts of our dedicated BSO teams, leaders and partners, who continue to collaborate in the provision of innovative, best practice behavioural support services across Ontario.

This fiscal year commenced with the exciting announcement of brainXchange, our primary partner for knowledge translation, officially joining the BSO PCO within the North Bay Regional Health Centre. Uniting under shared leadership has reduced organizational barriers and fostered more seamless collaboration. This partnership has also expanded the reach of the BSO PCO team across Ontario and beyond.

The 2023-24 fiscal year also marked the return of in-person meetings. The BSO Operations Committee met in-person in May 2023, reuniting BSO's regional leadership teams for strategic planning and celebrations of past and current achievements (see page 4). Additionally, in February 2024, the BSO PCO and Provincial Geriatrics Leadership Ontario co-hosted the 2024 Aging Care in Ontario Summit: From Alternate Level of Care (ALC) to Collectively Leveraged Action (CLA). This event brought together individuals with lived experience, leaders, administrators, researchers, clinicians, and government partners from across Ontario to surface key elements for co-designing a health and social care system that supports the aging population more effectively (see page 4 & 22).

We invite you to explore this annual report to gain a deeper understanding of the essential work being carried out by BSO teams and our valued partners. Thank you for your continued support and dedication to making a difference in the lives of individuals with behavioural health needs and their families across Ontario.

BSO PCO & brainXchange team members pictured above from left to right:
Karen Parrage, Courtney Stasiuk-Mohr, Monica Bretzlaff, Jillian McConnell, Debbie Hewitt Colborne, & Katelynn Aelick
Photo taken on the beautiful rocky shores of Lake Nipissing, North Bay, Ontario

BSO In-Person Event Celebrations

BSO Operations In-Person Meeting May 2023



2024 Aging Care In Ontario Summit February 2024



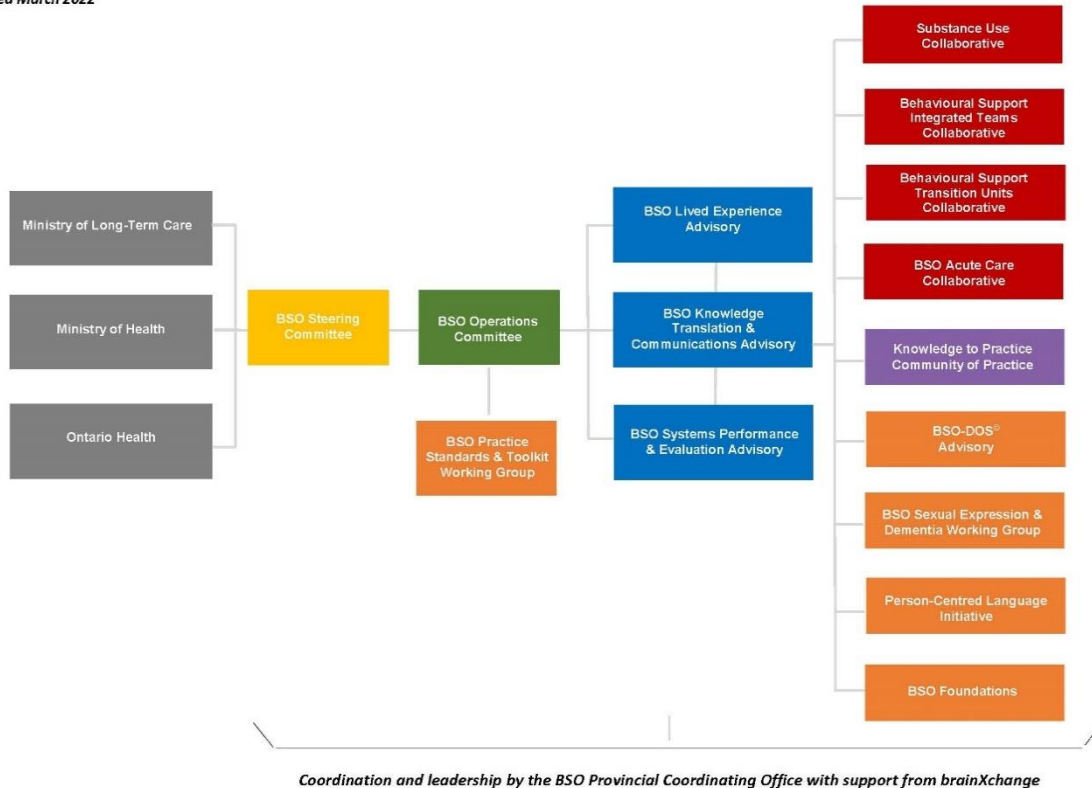
BSO Provincial Framework, Structure & Acknowledgments

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 in some 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 2023-24 which encompasses BSO’s reporting bodies, committees, advisories, collaboratives, communities of practice, and working groups.

Updated March 2022



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. 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 (Director), Andrea Lucas (Vice President), & Paul Heinrich (President & CEO).

North Bay Regional Health Centre  Centre régional de santé de North Bay

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 commencing July 2023)*



Sarah Clark

Nurse Manager, Behavioural Support
Unit – McGarrell Place
*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*



Terri Glover

BSO Strategic Lead, Hamilton Niagara
Haldimand Brant, Hamilton Health
Sciences
*Co-chair, Behavioural Supports in Acute
Care Collaborative (term ending June
2023)*



Nancy Hooper

Manager, Geriatric Mental Health (LTC),
North Simcoe Muskoka Specialized
Geriatric Services Program,
*Co-lead, Behavioural Support Transition
Units Collaborative (term commencing
July 2023)*



Jordanne Holland

Program Director, BSO Toronto
Region, Baycrest Health Sciences,
Co-chair, BSO Operations Committee



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



Teresa Judd

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



Heli Juola

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



Jennifer Koop

Advanced Practice Nurse, The Ottawa Hospital
Co-lead, Behavioural Supports in Acute Care Collaborative (term commencing June 2023)



Hillary Langen

Project Specialist, North East BSO, North Bay Regional Health Centre
Co-lead, BSO Personhood Tool Working Group



Dr. Ken LeClair

BSO Geriatric Psychiatry Advisor



Mélissa Laroche

Manager, Specialized Geriatric Clinical team, Queensway Carelton Hospital,
Co-chair, Behavioural Supports in Acute Care Collaborative



Andrea Loncaric

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 July 2023)



Dr. Rosemarie Mangiardi

Project Manager, Mental Health & Addictions Centre of Excellence, Ontario Health
Co-lead, BSO Sexual Expression & Dementia (SED) Working Group



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

Credential Professional Gerontologist,
Co-chair, BSO Knowledge Translation
& Communications Advisory
*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 Knowledge to Practice
Community of Practice (CoP)*



Esther Russell

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
Working Group*



Suzanne Saulnier

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



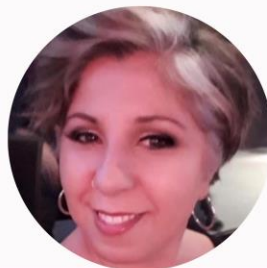
Dr. Lori Schindel Martin

Professor Emeritus, Daphne Cockwell
School of Nursing, Toronto
Metropolitan University
*Co-lead, BSO-DOS Advisory
Co-lead, BSO Sexual Expression &
Dementia (SED) Working Group*



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Clinical Project Resource Consultant,
Seniors Mental Health Behavioural
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*Co-lead, BSO Practice Standards &
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Jacquie Seguin

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



Dr. Dallas Seitz

Associate Professor, Department of
Psychiatry, Cumming School of
Medicine, University of Calgary
*brainXchange, Geriatric Psychiatry
Advisor*



Heleni Singh

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



Cathy Sturdy-Smith

Lived Experience Member
Co-lead, Knowledge Translation &
Communications Advisory (term
commencing June 2023)



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 21 to learn more).



Dawn Baxter

BSO Lived Experience Facilitator



Mary Beth Wighton

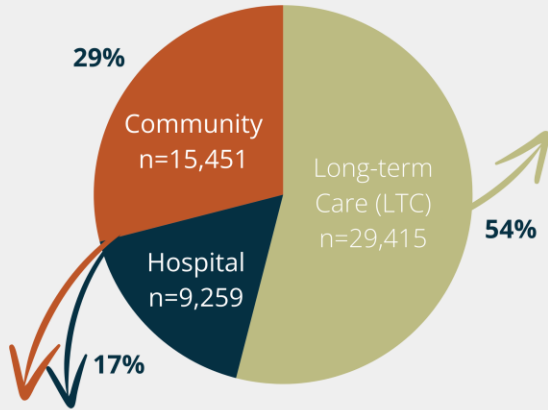
BSO Lived Experience Facilitator

Projects & Initiatives: Impact

BSO Service Provision Data Highlights (2023-24)

BSO teams accepted a total of 54,125 new referrals.

BSO also facilitated **22,900** specialty physician and nurse practitioner consultations for people on the BSO caseload.



Supporting moves into LTC



BSO supported **3.5 out of every 10** people who moved into LTC from the community.



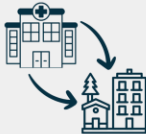
BSO supported **4 out of every 10** people who moved into LTC from hospital.

Supporting LTC residents and their families



30% of LTC residents were newly accepted onto the BSO caseload. On average, BSO supported **20,000** LTC residents and **9,900** of their family care partners every quarter.

Supporting moves into the community



BSO supported **3,300** people to return to the community after a hospital stay.

Supporting people and their families



On average, BSO supported **9,000** people and **7,800** of their family care partners in the community every quarter.



On average, BSO supported **4,300** hospital patients and **2,400** 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 **11,800** formal education sessions were delivered, training more than **101,300** healthcare participants.

BSO Stories

Every quarter, BSO teams share stories about their successes and challenges.



109 stories collected about:

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



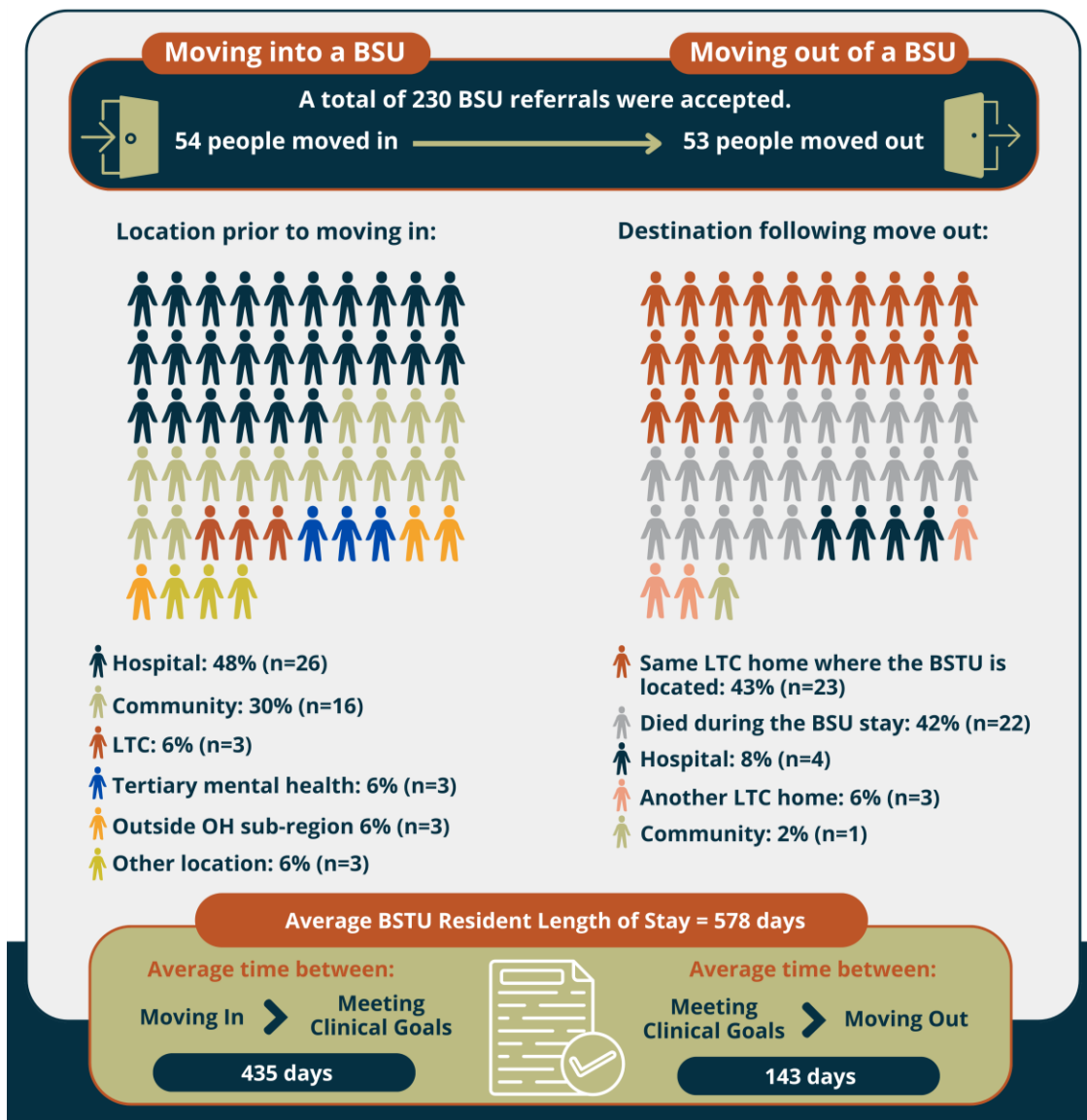
1. All data is approximate. Please contact the BSO Provincial Coordinating Office for exact numbers.
 2. Non-BSO data is retrieved from: Canadian Institute for Health Information. Profile of Residents in Residential and Hospital-Based Continuing care, 2022-2023. Ottawa, ON: CIHI; 2023.

BSO-funded Behavioural Support Transition Units (BSTUs)

Behavioural Support Transition Units (BSTUs), also known as Behavioural Support Units, Specialized Behavioural Support Units or Transitional Behavioural Support Units, are specialized units located in Ontario LTCHs. 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 2023-24, BSO PCO collected data from five BSO-funded BSTUs:

- The Jewish Home for the Aged Transitional Behavioural Support Unit (Toronto),
- Cummer Lodge’s Behavioural Support Unit (Toronto),
- Perley and Rideau Veterans’ Health Centre’s Specialized Behavioural Support Unit (East),
- Finlandia Village’s Enhanced Care Seniors’ Support Program (North East), and
- Hogarth Riverview Manor’s Regional Behavioural Health Unit (North West).

Combined, these five BSTUs total 99 spaces. Below are key data highlights from 2023-24:




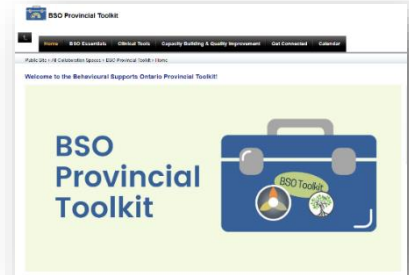
Projects and Initiatives: Innovation

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 a common toolkit.

Key Accomplishments:

- ✓ In January 2023, officially all BSO teams gained access to the *BSO Provincial Toolkit*: a collection of practical tools and resources for BSO team members to promote consistent practice, and fulfill the *BSO Provincial Practice Standards*. Hosted within a password-protected space on the brainXchange website, the Toolkit includes:
 - Key BSO information (e.g. BSO mandate, framework, core competencies, and BSO Pathway).
 - Clinical tools and resources
 - Capacity building and quality improvement resources.
 - Ways to get connected with BSO provincially.
- ✓ BSO teams were guided in their implementation of the BSO Toolkit through many supportive resources (e.g., guidelines for use, example documents and instructional videos), along with coaching and mentoring by their BSO leadership.
- ✓ Released the following BSO tools and their supporting resources in French: *Behavioural Supports Team Conversation Guide*, *Behavioural Support Assessment* and *My Behavioural Support Tip Sheet* (November 2023).
- ✓ Conducted an evaluation of the Toolkit in the fall of 2023 through surveys and focus groups with BSO team members, leadership and partners. Highlights of evaluation:
 - The results confirmed the value of the provincial Toolkit for BSO team members: 82% of survey respondents found the BSO Toolkit somewhat or very useful in carrying out their BSO role.
 - BSO team members found the *Behavioural Support Assessment* (BSA) useful and are confident in using the tool: 80% of respondents found the BSA somewhat or very useful; 81% of respondents were somewhat or very confident using the BSA.
 - BSO team members found the *My Behavioural Support Tip Sheet* useful and are confident in using the tool: 90% of respondents found the Tip Sheet somewhat or very useful; 95% of respondents were somewhat or very confident using the tool.



"Great centralizing [BSA] tool for all the thoughts, strategies, and relevant information for a person, which becomes a critical resource for strategy implementation."
-BSO Team Member

"The staff are starting to look for these [tip] sheets on a daily basis regarding responsive behaviours."
-BSO Team Member

The results informed updates to toolkit, along with additional strategies and resources to support further implementation of the Toolkit. This included new examples for the *Behavioural Support Assessment*, a new *BSO Integrated Teams* poster and a new *BSO Transitions Pathway*.

- ✓ BSO leadership continue to support ongoing implementation and sustained use of the Toolkit.

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 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 November 2023, bringing the total trained facilitators to 51.
- ✓ BSO Foundations continued to be offered to BSO team members across the province with >840 successful participants in the 2023-24 fiscal year.
- ✓ Brought together BSO Foundations Facilitators in June 2023 to share their experiences and learnings. A *BSO Foundations Facilitators Tips, Successes and Innovations* resources was created that captured the collective insights related to mode of delivery, technology, panelists and guest speakers, participant engagement, and evaluation.



"I just wanted to take a moment to express my gratitude for the BSO Foundations program. It has truly transformed the way I approach and handle challenging behaviours in our LTC home. I now feel much more confident in recognizing trigger, de-escalating situations, and creating care plans that prioritize the well-being and happiness of our residents. I cannot emphasize enough how valuable this program has been in improving the quality of care we provide to our residents."

- BSO Foundations Participant

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 promotion of the *Behavioural Supports in Acute Care Capacity Building Package* (released June 2022). The package includes grab-and-go knowledge translation tools, comprising of a background and guidelines resource, three posters, and three slide decks designed for mini education sessions. The key messages of the package include: 1) the importance of personhood, 2) all behaviours have meaning, and 3) your approach matters.
- ✓ Prioritized a new project aimed to prevent and reduce physical restraint use in the BSO population within acute care. Informed by a root cause analysis and literature review, the Collaborative plans to develop a restraint reduction toolkit that will include various knowledge transfer and translation resources to address the complex contributors to the use of restraints within acute care.

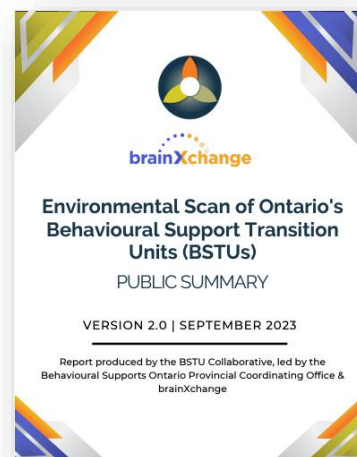


Behavioural Support Transition Units (BSTU) Collaborative

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

Key Accomplishments:

- ✓ Developed and promoted the *Environmental Scan of Ontario's Behavioural Support Transition Units* (released September 2023).
- ✓ Completed the first phase of the 2024-26 BSTU Evaluation at the request of the MLTC. This first phase included: (1) identifying priority metrics for all BSTUs to submit to the BSO PCO on an ongoing basis; (2) Creating data collection templates to collect new data; and (3) Hosting a webinar to review new metrics.
- ✓ Initiated the second phase of the BSTU Evaluation (2024-26) which consisted of drafting a standard BSTU resident and family care partner experience survey.



Looking Ahead: A Sneak Peek into 2024-25

- The standard BSTU resident and family care partner survey went live in June 2024. To support the implementation of the survey, all BSTUs were provided with guidelines for use and a customizable promotional toolkit. A preliminary analysis of survey data will be conducted in December 2024.

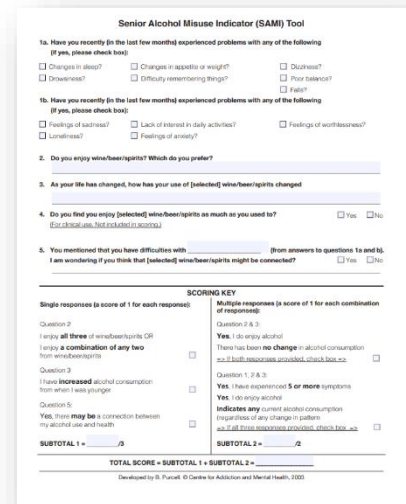


BSO Substance Use Collaborative

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:

- ✓ Worked with Centre for Addiction and Mental Health (CAMH) to ensure the Senior Alcohol Misuse Indicator (SAMI) remains publically available on their new website.
- ✓ Promotion of 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, the Centre for Addiction and Mental Health and St. Joseph’s Health Care Guelph. These efforts have resulted in >1000 live participants and views of event recordings from the 2023-24 season.



Behavioural Supports 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® has reached significant milestones since its launch in early 2023:

- ✓ It has been downloaded for clinical use over 800 times.
- ✓ The tool has been integrated into various Electronic Medical Record Systems (EMRs) across sectors.
- ✓ My Transitional Care Plan® has been promoted through various social media campaigns and platforms, as well as numerous poster and oral presentations at multiple conferences.
- ✓ It won the CAGP-CCSMH Poster Award for the poster entitled: *Facilitating Person-Centred Transitions Across Sectors Using My Transitional Care Plan*® (MTCP).
- ✓ The My Transitional Care Plan® has also been featured in the RNAO Best Practice Guidelines (specifically Appendix H, page 125).



Behavioural Supports Ontario My Transitional Care Plan[®]



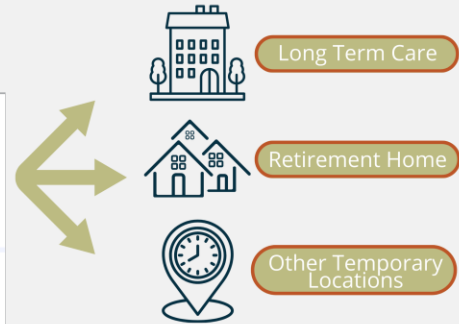
My Transitional Care Plan[®] (MTCP) provides essential information to facilitate successful transitions for older adults across sectors. It serves as a summary for sharing essential information between a person's care team members from both their current and new locations. MTCP is designed for temporary 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 2024:**

↓ = 821

MTCP supporting moves to:



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. Social Worker/Social Service Worker
3. Other (e.g., Transitions Clinician, Geriatric Outreach, Psychogeriatric Case Manager)
4. Administrator/Management
5. Personal Support Worker/Healthcare Aide



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 RAO Best Practice Guidelines (Appendix H, page 125).

QUALITATIVE TRENDS / IMPACT

What are patients and care partners telling us?



- ↑ person-centred approach
- ↑ confidence
- ↓ risk & re-admission to ED
- ↓ responsive behaviours/personal expression

What are healthcare providers telling us?



- ↑ communication about current baseline
- ↑ interprofessional collaboration
- ↓ time spent on receiving end
- ↓ patient information error

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:

- ✓ Guided by the Knowledge to Practice Process Framework (Ryan et al., 2013), the CoP developed knowledge transfer and translation tools regarding personality disorder to be used by educators and behavioural support champions, who can further support implementation of learnings. The goal was to provide educators with grab-and-go, evidence informed resources that would build capacity within clinical teams in various settings to skillfully and confidently care for individuals with personality disorder, and avoid compassion fatigue.



Looking Ahead: A Sneak Peek into 2024-25

- Release of Personality Disorder in Older Adults Capacity Building Package (May 2024) that includes an information booklet, tip sheets, and slide decks with speaking notes.

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 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:

- ✓ Celebrated the ongoing dissemination and use of the BSO-DOS[®] which had >1000 new downloads of the English version in 2023-24, totalling >5,500 downloads since its release in May 2019!
- ✓ Initiated a quality improvement project to update the BSO-DOS[®] based on current literature and input from those that use the tool in their clinical practice. Feedback has been gathered from a feedback survey (248 respondents) and specialty group consultation. Further engagement and updating of the tool planned for the coming months

The image shows a 'Data Collection Sheet' for the BSO-DOS. It is a large grid with columns for 'Observed Behaviours' and 'Observed Personal Expressions'. The grid is organized into sections: 'Observed Behaviours' (A-F) and 'Observed Personal Expressions' (A-F). Each section contains a list of specific behaviours or expressions with checkboxes for recording. The sheet is titled 'BSO-DOS[®] Behavioural Supports Ontario-Dementia Observation System' and 'Data Collection Sheet'.

5000

BSO Sexual Expression & Dementia Working Group

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

Key Accomplishments:

- ✓ Continued the dissemination of *Dementia & Sexuality: An Introduction*, an open-access e-module funded by the Regional Geriatric Program – Central. This e-module was released in November 2021 (see posters and presentations on pp. 32). To date, over 2,200 multidisciplinary learners have successfully completed the introductory e-module.
- ✓ Developed content for the second and third e-modules, funded by the Alzheimer Society Research Program, which will be released in 2024-25.
 - Focus of e-module 2: Conversations with LTC residents about sexual health, documenting LTC residents' sexual health needs
 - Focus of e-module 3: Assessing and responding to LTC residents' responsive sexual behaviours



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 >2,100 times for clinical/educational use since the November 2022 launch.
- ✓ Created new poster templates in both colour and grey scale with two size options.
- ✓ Disseminated the tool via social media campaigns as well as poster and oral presentations at various conferences.
- ✓ Disseminated the tool in PointClickCare[®] as part of the collaboration with RNAO on the Best Practice Guidelines Clinical Pathway – Nursing Advantage Canada Initiative.
- ✓ Designed a supplementary communication resources section on brainXchange to assist individuals with trauma-informed care while fostering meaningful conversations.



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 2024:**

↓ = 2,203



**82 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. Administrator/Management
5. Social Worker/Social Service Worker

QUALITATIVE TRENDS / IMPACT

What are patients and care partners telling us?



- ↑ social interactions
- ↑ person-centred care
- ↓ length of stay in the hospital
- ↓ stress and anxiety concerns

What are healthcare providers telling us?



- ↑ care plan strategies
- ↑ brain stimulation and rest
- ↓ 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

Projects and Initiatives: Integration

Person-Centred Language (PCL) Initiative

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



Key Accomplishments:

- ✓ Celebrated reaching 15,000 PCL Pledges in September 2023. By the end of March 2024, PCL Pledges reached a total of 18,043.
- ✓ PCL eCourse completions reached a total of 4,389 during the 2023-24 fiscal year.
- ✓ Co-designed a new PCL video resource - *Words Matter: An Introduction to Person-Centred Language in Long-Term Care.*
- ✓ ~115 participants attended various PCL presentations and workshops at:
 - This is Long-Term Care Conference (TiLTC)
 - Innovation Summit
 - Carleton Lodge Family Council
 - Bruyere Interdisciplinary Team Day
- ✓ Presented the first ever Inaugural PCL Award honouring a PCL champion who fosters an environment where residents, family care partners and team members are supported, was presented at the Ontario Long-Term Care Association's TiLTC Conference.



2023 PCL Award Winner: Joy Cardinal Flores, Programs Therapist at the O'Neill Centre in Toronto



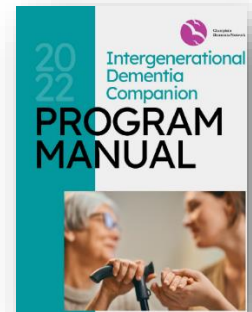
Looking Ahead: A Sneak Peek into 2024-25

- Completion and launch of co-designed *Calling In* video and supporting resources, the 20k PCL Pledge campaign, and the new PCL Awards webpage.

BSO Lived Experience Facilitator Initiatives

Key Accomplishments:

- ✓ **Person-Centred Language Working Group**
 - Developed resources that will support the practice of PCL in our communities, including new *Words Matter* video.
- ✓ **EntourAGE - Social Inclusion of People Living with Dementia and Their Caregivers Using an Intergenerational Program**
 - Empowered high school students and community members by offering an evidence-informed Dementia Companion Training Certification through the Champlain Dementia Network's Intergenerational Dementia Program, with adaptable training modules designed to enhance therapeutic communication and understanding of dementia across various settings.
- ✓ **Crossroads: Navigating Driving and Dementia Podcast**
 - Discussed the impact of dementia on driving ability, safety, and the emotional journey of older adults losing their licenses with Mary Beth Wighton, Dr. Gary Naglie, and Dr. Mark Rapoport, hosted by Drs. Allison Sekuler and Rosanne Aleong.



- ✓ **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.



CDLRN
Canadian Dementia Learning and Resource Network

- ✓ **Dementia Lifestyle Intervention for Getting Healthy Together (DELIGHT) – Co-adaptation**

- Promoted health and well-being for people living with dementia and their care partners through the Dementia Lifestyle Intervention for Getting Healthy Together (DELIGHT) program, focusing on exercise, healthy eating, and strategies to live well as a Rural Advisory Team Member.



Looking Ahead: A Sneak Peek into 2024-25

- Continue co-investigator work on *AHEAD with eConsult: Advancing health equity and access to specialist care for persons with lived and living experience of Dementia*.
- Re-imagine and disseminate through documentary film what compassionate, relational end-of-life (EOL) care looks like from the perspectives of diverse people living with dementia.
- Facilitate engaging sessions on *The Impact of Hearing Aids for People with Tinnitus and Cognitive Decline*.



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

In 2023, the MLTC expanded their Inspection Branch to include a new Investigators role. The purpose of this role is to further uphold the Ontario *Fixing the Long-Term Care Act*. BSO welcomed the invitation to support the orientation of individuals in these new roles. In August 2023, the BSO PCO brought together BSO team members, leaders and core curriculum partners to offer two and a half 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 BSO's core curriculum partners: U-First!® (Alzheimer Society of Ontario), Pieces Canada, Gentle Persuasive Approaches (GPA®) and DementiAbility.
- ✓ 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*).



In the spirit of ongoing collaboration, the MLTC has subsequently partnered with Advanced Gerontological Education with the goal to train all of their >250 MLTC Inspectors in *Gentle Persuasive Approaches (GPA®)*.



BSO Regional Highlights

Ontario Health West

Erie St. Clair (ESC)

Regional Achievements & Celebrations:

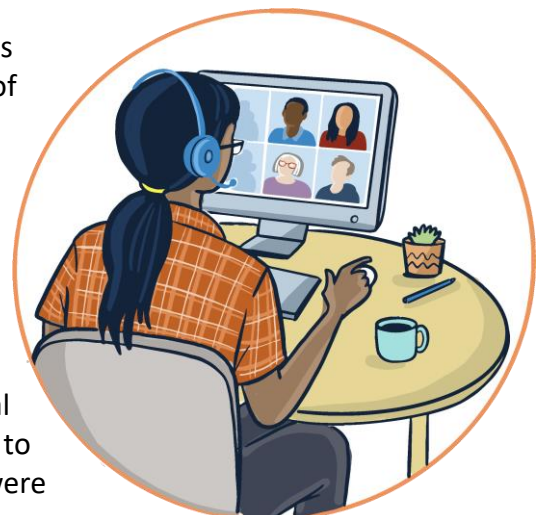
- ✓ Completed BSO Foundations for all Embedded LTC Staff for 34 out of the 36 LTC Homes. This translated to 7 complete sessions with 78 attendees in ESC.
- ✓ Supported multiple webinars, in addition to socializing the toolkit at BSO Foundations, to inform mobile and embedded teams on the use of the BSA and Tip Sheets, ensuring support for the implementation in the LTC.
- ✓ Completed a funding assessment with 35 out of 36 LTC Homes, ensuring each LTC Admin was aware of funding and accountabilities.
- ✓ Developed an orientation guide and PRCs supported the implementation of orientation for each LTC Internal Champion. New hires were also able to use this resource, with the vision that LTC Homes would adopt it as their onboarding process.



South West (SW)

Regional Achievements & Celebrations:

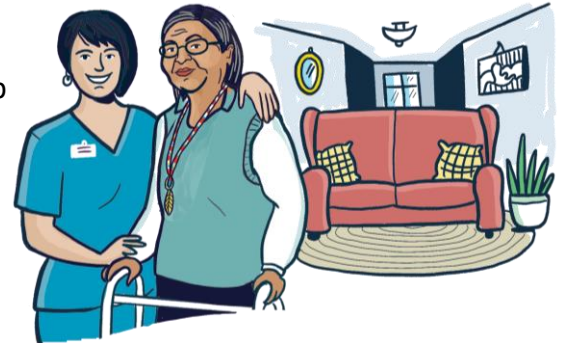
- ✓ Successfully launched the new BSO virtual hub/data submission process, which included qualitative and quantitative data on common indicators. The results were incorporated into a quarterly report for each home.
- ✓ Held a LTC virtual engagement event to meet the Operations team and Enhanced Psychogeriatric Resource Consultant's of each sub-region, contributing to building a positive culture and setting the stage for understanding the basics of BSO in LTC.
- ✓ Conducted two full strategic engagement days with the operations team and EPRCs to listen, build relationships, explore needs, and celebrate successes through a SWOT analysis and other engagements.
- ✓ Launched an intake hub at St. Thomas Elgin General Hospital for triaging and navigating referrals, which improved access to care, greatly reduced wait times, and ensured all referrals were directed to the most appropriate service.



Waterloo Wellington (WW)

Regional Achievements & Celebrations:

- ✓ Partnered the BSO Transition Mobile Team and Psychogeriatric Resource Consultants to introduce BSO Toolkit Resources, My Transitional Care Plan©, and My Personhood Summary© to support Transitional Care Unit patients in WW.
- ✓ Engaged staff from the LTCH, Community, and Acute Care sectors at the BSO Collaboration Conference, in partnership with Provincial Coordinating Office colleagues, to celebrate the reset and refresh of BSO in Ontario.
- ✓ Formed a monthly Strategic Lead Collaborative by BSO South West Leaders for ongoing partnership and alignment of operational standards of practice while fostering independent organizational practices.
- ✓ Established BSO Integrated Huddles to support Dr. Ryan's Knowledge to Practice Framework.
- ✓ Offered DementiAbility Training across sectors of BSO practice.



Hamilton Niagara Haldimand Brant (HNHB)

Regional Achievements & Celebrations:

- ✓ BSO NHS Clinical Leads were interviewed to highlight the work they do within the hospital setting to support BSO patients. The article was shared in the Niagara Health newsletter. <https://www.niagarahealth.on.ca/site/news/2023/08/31/behavioural-supports-team-cracks-code-on-compassionate-care>
- ✓ BSO HHS Clinical Lead supported the front line staff through the arrangement of the Dementia Experience, co-hosted with the Alzheimer Society BHNHH. Multiple hospital sites were provided with this education, with extremely positive participant feedback. A quote from one of the participants “This experience was interesting. It was an eye opener especially having the glasses on.”
- ✓ Historically HNHB has been a fully mobile program for LTC. With the addition of the new embedded TRs across Hamilton and Niagara, the mobile and embedded team members have successfully collaborated on shared resident cases, as well as leveraging their individual clinical expertise. This team collaboration has led to enhanced care planning and support to LTC Homes and their staff.
- ✓ BSO Community Team continue to assist with the education of BSO team members across HNHB for training focused on the BSO Foundations program. The program has been a positive experience for all participants.



Ontario Health Central

Central West (CW)

Regional Achievements & Celebrations:

- ✓ Punjabi Community Health Services collaborated with Human Endeavour on Tech-Empowered Healthy Living (TEHL) project for seniors with dementia. This unique project focuses on improving the well being and quality of life of people living with dementia.
- ✓ Created 26 individualized Montessori kits for Headwaters Hospital.
- ✓ Played a collaborative role in creating suicide risk pathways for older adults in LTC.
- ✓ Conducted capacity-building educational sessions for caregivers and community members, covering topics such as meaningful activities, self-care, dementia care, social isolation, mental health in the elderly, and substance use in older adults.
- ✓ Created and delivered education sessions for Georgian College's new International Nurses Gerontology certificate program.



Mississauga Halton (MH)

Regional Achievements & Celebrations:

- ✓ Hosted the Alzheimer Society Peel's inaugural Dementia Care Day, "Back to Basics," sponsored by Behavioural Supports Ontario, a sold-out event with 250 participants, including staff from healthcare partner organizations across the Ontario Central Region.
- ✓ Launched our LTC Mobile Team, comprising 1 RPN, 3 Rec Therapists, Stabilization Facilitators, and 1 Care Navigator, to provide additional BSO support to all 28 homes, focusing on increasing support and improving residents' wellbeing.
- ✓ Rolled out the My Personhood Summary© from the BSO Toolkit across all 28 LTC homes, facilitated by the launch of the LTC Mobile Team.



Central (CT)

Regional Achievements & Celebrations:

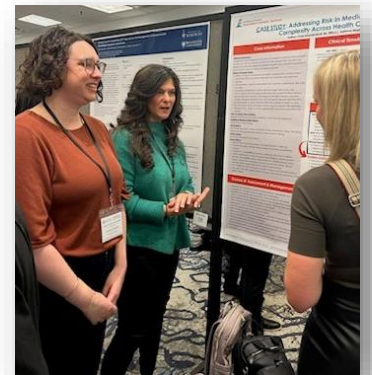
- ✓ Hosted the first-ever virtual conference by the BSO Education & Capacity Building Committee, titled *Supporting the Mental Health of Older Adults: A Workshop for Team Members*, attended by 160+ participants across all sectors.
- ✓ Awarded the Workplace Experience Award at Mackenzie Health to Brianna Cowan, Clinical Coordinator of the BSO Mobile Team.
- ✓ Established the Care Transitions Committee to identify the current gaps in supporting transitions across all sectors of the region and align with the RNAO Best Practice Guidelines for Transition, launched in June 2023.
- ✓ Gathered LOFT's BSO team for training in Engaging Clients Who Use Substances and to recognize and take part in Orange Shirt Day as the Best Practice Spotlight Organization Ontario Health Teams implementation site.
- ✓ Received funding for LOFT's acute care team to expand services within OH Toronto and OH Central, now serving 15 hospital sites and 20 Reintegration Care Models.



North Simcoe Muskoka (NSM)

Regional Achievements & Celebrations:

- ✓ Supported the Behaviour Success Agent (BSA) project in acute care under ALC BSO Funding, focusing on assessments/delirium identification, demonstrating evidence of reduced responsive behaviour and decreased restraint & PRN use to support decreased ALC.
- ✓ Completed BSO Foundations Train the Trainer for 2 trainers; set the training schedule for all NSM BSO staff from May to August 2024.
- ✓ Implemented the BSO Toolkit: My Personhood Summary[®] & My Behavioural Tip Sheet.
- ✓ Rolled out Technology and Older Adults education in LTCHs, providing equipment and hands-on training with its use (e.g., Google Home, Alexa Echo, Virtual Reality, Smart Watches, Apple Air Tags, etc.).
- ✓ Certified 18 staff from 6 different LTCHs across the region in the Stronger U Fitness program, enabling Life Enrichment teams to facilitate physical activity programs with residents in LTC.



Ontario Health Toronto

Toronto Central (TC)

Regional Achievements & Celebrations:

- ✓ Decreased the Baycrest BSO waitlists for community support from 66 days to an average of 10 days.
- ✓ Reduced the average wait time for triage and intake from 10 days to 1 day, reflecting a significant advancement in service responsiveness compared to the previous fiscal year.
- ✓ Launched the first caregiver support group for BSO caregivers at Baycrest BSOT.
- ✓ Implemented a unified referral form with recent enhancements in the BSO Coordinating Office to streamline access to services across all Toronto Central BSO programs.
- ✓ Merged the LTC and community sectors in the BSOT program since April 2023, ensuring that all staff provide support in both sectors, which has enhanced transitional support and overall client satisfaction.



Ontario Health East

Central East (CE)

Regional Achievements & Celebrations:

- ✓ In response to expressed additional education needs a Monthly Engagement meeting series was launched to highlight topic specific resources, information and best practices to support BSO embedded leads and their host organizations.
- ✓ Leadership Quarterly Meetings were initiated to bridge a gap in knowledge exchange between the BSO host organizations and the BSO Program Office. The opportunity allows for transparency and collaborative decision making.
- ✓ Launched 'HealthChat', a secure online portal for all CE BSO leads to access standardized resources, education opportunities and collaborate amongst peers. It has been key in enabling smoother transitions amongst sectors.
- ✓ Site visits have been initiated to understand current processes to inform quality improvement and data driven decision making. They have been instrumental in establishing trusting relationships amongst our partners.
- ✓ The CE BSO program office strived towards developing standardized internal processes and documents to drive consistency for our partners through standard practices, messaging, meetings, documents and forums.



South East (SE)

Regional Achievements & Celebrations:

- ✓ Building Knowledgeable Care Teams & Capacity Building: Formal Education Sessions-1060 Participants-7660 including all best practice programs and introduction of BSO Foundations.
- ✓ Partnership with brainXchange continues to grow strong. Check out the SE Knowledge Exchange Network [South East Knowledge Exchange Network | brainXchange.](#)



- ✓ PRCs develop the *SE Behaviour Support Collaborative*. Through interactive learning & engaging discussions, participants share successes, exchange insights and navigate complexities.
- ✓ SE BSO Integrated Model enhanced with 9 LTCHs receiving BSO funding. The 3 Mobile Teams together with the 26/36 LTCH embedded teams provided support for 2857 residents and facilitated 589 transitions.
- ✓ Welcomed Sharon Osvald back as facilitator of the SE Lived Experience Network, with the goal of exchanging knowledge and partnering for change through facilitated conversations.



Champlain (CH)

Regional Achievements & Celebrations:

- ✓ Hosted a BSO Networking Day with guest speaker Dr. Brian Goldman with over 180 attendees from 60 homes across the LHIN.
- ✓ Targeted BSO Team training and education sessions (287) and attendees (2264) for staff working across sectors.
- ✓ Launched the standardized BSO referral across homes in the Champlain region.



Ontario Health North

North East (NE)

Regional Achievements & Celebrations:

- ✓ Psychogeriatric Resource Consultants (PRC) team resumed in person training across the region. The PRCs and Central Intake team completed ADDRESS training to enhance capacity to spread knowledge and skills in supporting of individuals with personality traits across the region.
- ✓ Engaged in a pilot with GeriMedRisk to supply their expertise in asynchronous reviews with Dr. Andrea Iaboni offering virtual consultations from geriatric psychiatry to enhance timely access to specialty consultations.
- ✓ Partnered with Ontario Health at Home to be part of their referral management system which alerts our teams of any changes in status (ie: presentations to acute care, transitions to LTC, new assessments, etc).
- ✓ Expansion of BSO positions within acute care, via one-time ALC funding, demonstrated significant amounts on transitional supports out of hospital to the most appropriate care environment. With this, PRCs lead a Community of Practice focusing on Transitions and streamlining processes across the region for all sectors.
- ✓ BSO supported NESGC and OH NE as the lead agencies in rolling out leading ALC best practices across the region.



North West (NW)

Regional Achievements & Celebrations:

- ✓ Increased the PSW and TR staff complement at the North West Regional BSTU and added a Registered Kinesiologist to support residents in “getting moving.”
- ✓ The NW BTSU has made significant investments through 2023/2024 BSO Funding to enhance the environment of the Daffodil Residence Home Area including new front door decals, a NuStep and a Lucynt projector.
- ✓ Forged strong connections and working relationships at CMHA Fort Frances Branch BSO Team (Psychogeriatric & PSW Outreach) with new embedded LTCH BSO Team members; re-established biweekly educational huddles; GP Training.
- ✓ 2023/2024 ALC Funding supported SJCG to expand Community PRC Program to service Community Hospitals & LTCH to the District of Thunder Bay; and hire a BSO Education Lead to address knowledge gaps in Hospitals.
- ✓ Expanded embedded BSO resources throughout the North West Region, establishing a BSO Team presence in all LTC Homes and working collaboratively with existing Mobile Services.



Conclusion

The BSO PCO extends a heartfelt thanks to BSO's dedicated team members and leaders for their instrumental contributions that are reflected within the 2023-24 annual report. We look forward to highlighting key achievements in the years ahead. In the spirit of ongoing celebration, we are pleased to cap off this year's report with exciting provincial announcements.

We are delighted to share in the celebration of the Ministry of Long-Term Care's commitment in the new ~\$11 million investment to grow BSO teams in LTC and \$46 million investment in the creation of over 200 new behavioural support unit spaces. This important commitment enables BSO to serve a greater number of LTC residents with behavioural health needs while continuing to strengthen our capacity building and transitional care.

With the continued growth of the behavioural health services throughout Ontario, we also celebrate the announced sustainable funding for the BSO Provincial Coordinating Office. We are honoured to continue in our leadership role in measuring BSO impact, spreading BSO innovation and enhancing system integration. BSO PCO is excited for the added responsibilities in the advancement of BSU unification, data reporting, evaluation and leadership.

In conclusion, we extend our genuine gratitude to our valued partners whose collaboration and persistent support have been pivotal to our achievements this year. Your ongoing dedication is deeply valued, and we are honoured to have you as part of our team. As we move into 2024-25, we eagerly embrace the opportunities ahead to drive positive change and empower those we are privileged to support.



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., Langen, H., Beaulieu, M., Bretzlaff, M., & Stasiuk-Mohr, C. (2023, April). *My Personhood Summary@: An updated biographical summary tool to support the provision of person-centred care to people living with dementia and geriatric mental health conditions*. [Oral presentation]. Canadian Gerontological Nursing Association, Niagara Falls, Ontario, Canada.

Aelick, K., & Judd, T., McConnell, J., Seguin, J., & Stasiuk-Mohr, C. (2023, April). *Facilitation person-centred transitions across sectors using 'My Transitional Care Plan@'*. [Oral Presentation]. Canadian Gerontological Nursing Association, Niagara Falls, Ontario, Canada.

Aelick, K., Langen, H., Beaulieu, M., Bretzlaff, M., & Stasiuk-Mohr, C. (2023, October). *My Personhood Summary@: An updated biographical summary tool to support the provision of person-centred care to people living with dementia and geriatric mental health conditions*. [Oral presentation]. Canadian Association on Gerontology, Toronto, Ontario, Canada.



Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., & Schindel Martin, L. (2023, April). *Evaluating an introductory e-learning module about sexuality and dementia*. Canadian Gerontological Nursing Association Conference, Niagara Falls, Ontario, Canada.

Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., & Schindel Martin, L. (2023, October). *Evaluation of an introductory e-learning module about sexuality and dementia*. [Poster presentation]. Canadian Association on Gerontology Annual Scientific and Educational Meeting, Toronto, Ontario, Canada.



Aelick, K., Mangiardi, R., McKibbon, K., Pianosi, B., & Schindel Martin, L. (2023, November). *Evaluation of an introductory e-learning module about sexuality and dementia*. [Poster presentation]. Canadian Conference on Dementia, Toronto, Ontario, Canada.

Aelick, K., McConnell, J., Stasiuk-Mohr, C., Seguin, J., & Judd T. (2023, November). *Facilitating person-centred transitions across sectors using My Transitional Care Plan@*. [Poster presentation]. Canadian Conference on Dementia, Toronto, Ontario, Canada.

Beaulieu, M., Aelick, K., Langen, H., Bretzlaff, M., & Stasiuk-Mohr, C. (2023, November). *My Personhood Summary@: An updated biographical summary tool to support the provision of person-centred care to people living with dementia and geriatric mental health conditions*. [Poster presentation]. Canadian Conference on Dementia, Toronto, Ontario, Canada.

Bingham, K., Davis, J., Kosynski, C., & King, A. (2023, September). *Transforming clinical care for older adults with complex mental health needs: the hub-and-spoke model*. [Workshop]. Canadian Academy of Geriatric Psychiatry/ Canadian Coalition for Seniors' Mental Health, St. John's, Newfoundland, Canada.

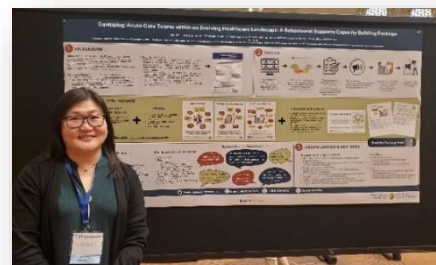
Bingham, K., & Kosynski, C. (2023, September). *Case Study: addressing risk in medical and psychological complexity across health care settings*. [Poster]. Canadian Academy of Geriatric Psychiatry/ Canadian Coalition for Seniors' Mental Health, St. John's, Newfoundland, Canada.

Donnelly, C., Slater, M., & Schryburt-Brown, K. (2023, November). *The Impact of COVID-19 in SE Ontario LTC Homes: Public Health Orders and Resulting Impact*. <https://brainxchange.ca/Public/South-East-Knowledge-Exchange-Network/On-Demand-Recordings/2023/The-impact-of-COVID-19-in-South-East-Ontario-LTC-h>

Iaboni, A., & Denton, S. (2023, September). Symposium: Addressing Complexity Through Integration: The Behavioural Supports Ontario, GeriMedRisk, and Virtual Behavioural Medicine Programs' Experience
Title: *Advancing an Integrated Behavioural Health System: Behavioural Supports Ontario*.
Canadian Academy of Geriatric Psychiatry/ Canadian Coalition for Seniors' Mental Health, St. John's, Newfoundland, Canada.

Hewitt Colborne, D., Archer, C., Choi, S., Glover, T., Jarvie, A., Laroche, M., Lesiuk, N. & McConnell, J. (2023, April). *Adding Wind to the Sails of Acute Care Teams: A Behavioural Supports Capacity Building Package*. [Oral presentation]. Canadian Gerontological Nursing Association Conference, Niagara Falls, Ontario, Canada.

Hewitt Colborne, D., Archer, C., Choi, S., Glover, T., Koop, J., Laroche, M., Lesiuk, N. & McConnell, J. (2023, November). *Equipping Acute Care Teams within an Evolving Healthcare Landscape: A Behavioural Supports Capacity Building Package*. [Poster presentation]. Canadian Conference on Dementia, Toronto, Ontario, Canada.



Hooper, N., Downey, L., Nelson, J., & Jayaweera, A. (2023, April). *Clarity in the meaning: responding to anxious and escalating behaviours*. [Poster presentation]. Canadian Gerontological Nursing Association Conference, Niagara Falls, Ontario, Canada.

Mackenzie, S., & Patterson, M. (2023, June). *Behaviour Supports Ontario – Caring through the dementia journey*. [Oral presentation]. 3 Days in Palliative Care Conference. Hamilton, Ontario, Canada.

McConnell, J., Aelick, K., Stasiuk-Mohr, C., Seguin, J., & Judd T. (September 2023). *Facilitating person-centred transitions across sectors using My Transitional Care Plan®*. [Poster presentation]. Canadian Academy of Geriatric Psychiatry/ Canadian Coalition for Seniors' Mental Health, St. John's, Newfoundland, Canada.



Schindel Martin, L., Aelick, K., Pianosi, B., Mangiardi, R., & McKibbon, K. (2023, April). *Facilitating conversations about intimacy needs in dementia* [Pre-Conference Session]. Canadian Gerontological Nursing Association Conference, Niagara Falls, Ontario, Canada.

Schindel Martin, L., Aelick, K., Pianosi, B., & McKibbon, K. (2023, June). *Sexuality and dementia: an introduction*. Geriatric Mental Health Education Series, virtual.

Schindel Martin, L., Aelick, K., Wang, A., Pianosi, B., McKibbon, K., & Mangiardi, R. (2023, April). *Sexual expressions of people living with dementia: Using an e-module approach to educate student nurses* [Poster presentation]. Canadian Gerontological Nursing Association Conference, Niagara Falls, Ontario, Canada.

Stasiuk-Mohr, C., Russell, E., Edwards, C., & Collins, M. (2023, October). *What is your role in person-centred language?* [Oral presentation]. Ontario Long- Term Care Association This is Long-Term Care, Toronto, Ontario, Canada.

