



Regional Tracking Number: L00020_T2_202526_BSO

October 14, 2025

Ann-Marie Case-Volkert
Interim Director, Long Term Care
The Regional Municipality of Peel, in respect of Peel Manor Home for the Aged
10 Peel Centre Drive
Brampton, ON L6T 4B9
ZZGLHINdocuments@peelregion.ca

Dear Ann-Marie:

RE: 2025/26 Base Funding for Behavioural Supports Ontario in Long-Term Care

Ontario Health (OH), through Ontario Health Central, is pleased to advise that The Regional Municipality of Peel, in respect of Peel Manor Home for the Aged, will receive base funding in the amount of up to \$377,545 in fiscal 2025/2026 related to the Central West geography Behavioural Supports Ontario (BSO) mobile team redesign. Beginning next fiscal year, this funding will be annualized at \$450,878.

The funding is intended to provide equitable access and quality of care by allowing BSO mobile services to enhance resident health outcomes and experience across the Central West geography, while building staff capacity, through the coordinated implementation of quality improvement initiatives.

Details of the funding and the terms and conditions on which it will be provided are set out in the attached Appendix A and Schedules, if any.

In accordance with Section 22 of the Connecting Care Act, 2019, OH hereby gives notice that, subject to your organization's agreement, it proposes to amend the Long-Term Care Home Service Accountability Agreement (LSAA) between The Regional Municipality of Peel, in respect of Peel Manor Home for the Aged and OH with effect as of the date this letter is signed back by your organization. To the extent that there are any conflicts between the LSAA and this letter, the terms and conditions in this letter, including Appendix A and Schedules, if any, will govern. All other terms and conditions in the LSAA will remain the same.

Financial records of this allocation are to be maintained for year-end evaluation and settlement in accordance with the LSAA and/or Ministry policy.

Please indicate your organization's acceptance of the LSAA amendment set out in this letter, including Appendix A and Schedules, if any, by signing below and returning the signed version of this entire letter via email to OH-Central.Funding@ontariohealth.ca adhering to the following nomenclature in the subject line of the email – **L00020_T2 -RMoP**, within 10 business days of the date of this letter.

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If you have any questions or concerns, please contact, Monica Clancey, Lead, Performance, Accountability and Funding Allocation, at Monica.Clancey@ontariohealth.ca.

I would like to take this opportunity to express my sincere appreciation for your continued contribution to the provision of high-quality services in our community and look forward to maintaining a strong working relationship with you.

Sincerely,



Jeff Kwan

Vice President, Performance, Accountability and Funding Allocation
Ontario Health Central

Attachment(s): Appendix A – Funding Details
 Schedule A – BSO Terms & Conditions for Long-Term Care
 Schedule B – BSO Provincial Framework of Care & Principles
 Sign-Back Form

c: Christine Nuernberger, Interim Chief Regional Officer, Ontario Health Central

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Appendix A Funding Details

1.1 Funding Deliverables and Purpose

Licence Holder/Health Service Provider (HSP): The Regional Municipality of Peel, in respect of Peel Manor Home for the Aged

HSP Integrated Financial Information System (IFIS) Number: 3319

Home Facility Number: H11719

Project/Program Name: Behavioural Supports Ontario Mobile Team Redesign

Transfer Payment Business Entity (TPBE): NH-NFP

Pro-Rated Base Funding FY 2025/26: \$377,545	Annualized Base Funding: \$450,878
Project/Program Description/Purpose: Central West Behavioural Supports Ontario (BSO) mobile team redesign. The funding will be used for four (4) new mobile Full-Time Equivalents (FTEs), and for the retention of existing mobile FTEs.	

1.2 Funding Details

Service Model	Pro-Rated Base Allocation FY 2025/26		Annualized Allocation FY 2026/27	
	Number of New FTEs	Funding New FTEs & Retention of Existing FTEs	Number of New FTEs	Funding New FTEs & Retention of Existing FTEs
Mobile	3.7*	\$377,545*	4.0	\$450,878
Total Base Funding Allocation	3.7	\$377,545	4.0	\$450,878

*Includes one prorated Mobile FTE position to be transferred effective December 1, 2025

1.3 Additional Reporting Requirements

The HSP will continue to report quarterly on BSO metrics, utilizing the existing reporting templates and mechanisms, to the BSO Project Coordination Office.

1.4 Terms and Conditions

The Regional Municipality of Peel, in respect of Peel Manor Home for the Aged, acknowledges and agrees that:

- (i) Funding will be provided via Electronic Funds Transfer (EFT).
- (ii) Funding will be used for the specified activities only and cannot be allocated for any other purpose without written approval from OH and/or the Ministry of Long-Term Care (Ministry).
- (iii) Funding will be spent by March 31 of the fiscal year. No carry-forward of unspent funds is permissible.
- (iv) Unspent funding or funding used for purposes not authorized by these terms and conditions is subject to recovery by OH and/or the Ministry in accordance with the LSAA and/or Ministry policy.

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- (v) Reporting will be submitted as outlined in the LSAA unless otherwise set out in the Appendix A and attached Schedule(s), if any.
- (vi) It will provide additional information and documentation related to this funding at the request of OH and/or the Ministry.
- (vii) This funding will not increase risk to the organization's multi-year expense limits and annual balanced budget requirements.
- (viii) Funding under this Agreement is conditional upon an appropriation of moneys by the Legislature of Ontario to the Ministry and funding of the Funder by the Ministry pursuant to the Enabling Legislation.

Schedule A – Behavioural Supports Ontario (BSO) for Long-Term Care2025/26 Base Funding for BSO – Other Terms and Conditions

1. BSO staff deliver supports and services to the BSO target population, which is inclusive of older Ontarians, including long-term care (LTC) residents, with, or at risk of, responsive behaviours/personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions. The initiative facilitates seamless, interdisciplinary, intersectoral care for individuals as well as their professional and family care partners.

Funding can be allocated amongst LTC licensees operating homes without EldCap beds as defined under Ontario Regulation 246/22 under the *Fixing Long-Term Care Act, 2021*. The funding can be used for the hiring of new and retention of existing BSO healthcare staff (e.g., nurses, personal support workers, occupational therapists, behaviour therapists, social workers, etc.). Hiring of new BSO staff can include a mix of net new specialists and existing part-time BSO staff converted to increased FTE complements. Up to 5% of available funding can be allocated for:

- a) staff training to increase LTC home staff capacity in the provision of care for the BSO target population; and
 - b) purchase of therapeutic equipment and supplies that support the delivery of BSO services.
2. Funding will be used to create net new and sustain existing specialized BSO healthcare personnel positions funded through the Ministry, BSO investment for 2022-23 and subsequent funding years.
 3. The specialized BSO healthcare staff referred to above will:
 - a) Provide direct care, both in-person and virtual, services (e.g., conduct assessments, prepare behavioural care plans, deliver therapies to prevent and/or alleviate responsive behaviours) to the BSO target population within LTC homes, as identified in this Schedule.
 - b) Train and/or advise LTC home staff in behavioural service delivery and act as mentors and coaches to caregivers within a resident’s circle of care;
 - c) Use BSO standardized care practices, protocols, tools, and any other approaches;
 - d) Link to system-wide resources for managing individuals with, or at risk for, responsive behaviours by collaborating with other service providers (e.g., Nurse-Led Outreach Teams, Baycrest Virtual Behaviour Medicine program, etc.) for the development and implementation of a plan of care that addresses an individual’s challenging and complex behaviours and stabilizes them in their care setting;
 - e) Maintain communication and collaboration among LTC homes and other health service providers to facilitate partnerships, knowledge transfer, the spread of best practices, and otherwise enhance the behavioural support services available throughout Ontario; and
 - f) Participate in relevant BSO Provincial Coordinating Office (PCO) collaboratives and other working groups.
 4. Any funding allocated for training will contribute to capacity building that:
 - a) Advances LTC direct care staff competencies to ensure that staff have the recommended [BSO core competencies](#) as set out by the BSO PCO, in consultation with relevant stakeholders and experts; and
 - b) Improves the quality of care provided to the BSO target population in LTC.

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This funding will assist with the purchase of training and development services and/or resources that meet this objective, including the costs of backfill to release staff to participate in training and development opportunities.

The Licensee is encouraged to select available education tools which take into consideration staff specific training needs and readiness and which support the translation of new knowledge into practice.

The licensee must comply with organization-specific procurement policies in acquiring any goods or services related to training and development programs and services allowable with this Ministry funding.

5. Any funding allocated for purchase of therapeutic equipment and supplies that put into practice BSO services, in recognition that BSO plays a significant role in the implementation of non-pharmacological strategies with the goal of preventing or reducing the prevalence of responsive behaviours. These strategies are guided by the principles of several evidence-based programs including P.I.E.C.E.S. (Physical, Intellectual, Emotional, Capabilities, Environment, Social), GPA (Gentle Persuasive Approaches), U-FIRST, and DementiAbility.

Eligible therapeutic equipment and supplies are items that support the delivery of BSO non-pharmacological interventions and therefore can include, but are not limited to, art therapy, doll therapy, music therapy, reminiscence therapy, horticultural therapy, virtual simulation. Other examples are creative environmental design modifications and applicable technological equipment (e.g., therapeutic robots). This funding flexibility does not include the purchasing of general recreation supplies for the home.

The LTC Home Licensee must comply with organization-specific procurement policies in acquiring any goods or services related to purchase of equipment and supplies allowable with this Ministry funding.

6. The Licensee will develop locally appropriate implementation approaches for the hiring of specialized BSO healthcare staff, relevant education, and training opportunities, leverage existing BSO services, bridge service gaps, and ensure capacity building among LTC home licensees.
7. LTC Home Licensee employing the specialized BSO healthcare staff must comply with the following terms and conditions:
 - a) All activities that are undertaken must be in compliance with all applicable legislation, including the *Fixing Long-Term Care Act, 2021* (FLTCA) and Ontario Regulation 246/22;
 - b) All activities that are undertaken must be in compliance with all applicable policies, including the [BSO Staffing Resources Policy](#). Please note, the amended Policy consolidates the three separate BSO staffing categories into one general staffing envelope. As a result, for those LTC Homes who receive BSO funding, the existing BSO funding categories for personal support workers, nurses, and other health care professionals, will be streamlined into one global BSO staffing envelope.
 - c) All activities that are undertaken must be in alignment with the “BSO Framework of Care”, as outlined in Schedule B;
 - d) The funding must only be used for the salary and benefits of specialized BSO healthcare personnel, for staff training, and purchase of therapeutic equipment and supplies, if and as stipulated by the OH. The funding cannot be used to support other operating (e.g. administration) costs;
 - e) Records of healthcare staff positions created must be maintained and provided upon request to OH and/or the Ministry;
 - f) Financial and program data indicators must be reported to the Ministry and/or OH as determined by the Ministry and/or OH; and

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- g) Where valid partnership agreements are in place that permit the delivery of BSO services to individuals by more than one LTC home, the LTC home that is funded for the specialized BSO healthcare staff position will track BSO staffing levels and records as well as all mandatory financial and program data indicators across all partnering LTC homes who are sharing the position.
- 8. LTC Home Licensee will demonstrate accountability for the funding provided by ensuring that:
 - a) Funding will be used only for its intended purpose;
 - b) Financial records will be maintained;
 - c) Full accounting and reconciliation of funding will be performed following the end of the calendar year in the annual reconciliation.
- 9. The LTC Home Licensee will report quarterly to the ministry using the BSO Activity Tracker, per the established reporting processes through the BSO PCO and will also report on additional information related to this investment that may be requested by the Ministry or OH.
- 10. **Other Staffing Terms and Conditions of BSO:**
 - a) BSO funded staff are dedicated to the BSO scope of practice outlined in the BSO policy and cannot be utilized to fulfill other roles and responsibilities that fall outside of the BSO scope of practice. Only under extenuating circumstances and with consultation of the BSO Lead Agency and OH Region can BSO staff be utilized to support roles and responsibilities that fall outside of the BSO scope of practice.
 - b) If the funded BSO dedicated role remains vacant for three months, the LTC home is expected to collaborate with their local BSO Lead agency and OH to ensure continuous service provision and proper utilization of funds.

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Schedule B: BSO Provincial Framework of Care & Principles

BSO's framework of care is modelled under three provincial pillars:

Pillar 1: System Coordination and Management

Pillar 2: Integrated Service Delivery - Intersectoral and Interdisciplinary

Pillar 3: Knowledgeable Care Team and Capacity Building

BSO is rooted in person and family-partnered care and is guided by seven value-based principles:

1) Behaviour is communication

Responsive behaviours/personal expressions can be minimized by understanding the person and adapting the environment or care to better meet the individual's unmet needs. Behaviours are not meaningless; they are an attempt to express distress, problem-solve or communicate unmet needs.

2) Respect

All persons are treated with respect and accepted as they are. Respect and trust characterize the relationships between clinicians and individuals/family care partners, and between providers across systems.

3) Diversity

Practices value the language, ethnicity, race, religion, gender, beliefs/traditions, and life experiences of the people being served.

4) Collaborative Care

Accessible, comprehensive assessment and intervention require an interdisciplinary approach that includes professionals from different disciplines, as well as the individuals/family care partners, to cooperatively create a joint, single plan of care.

5) Safety

The creation of a culture of safety and well-being is promoted where older adults and families live and visit and where staff work.

6) System Coordination & Integration

Systems are built upon existing resources and initiatives and encourage the development of synergies among existing and new partners to ensure access to a full range of integrated services and flexible supports based on need.

7) Accountability & Sustainability

The accountability of the system, health, and social service providers to funders and to each other is defined and ensured (Ontario Behavioural Support System Project, 2010).



A Framework for Care

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Your signature below confirms acceptance of the funding and performance accountabilities set out in this funding letter. Please sign below according to the requirements of your organization (e.g., by-laws, delegation of authority etc.). If a second signature is not required, please indicate N/A on the signature line.

AGREED TO AND ACCEPTED BY:

The Regional Municipality of Peel, in respect of Peel Manor Home for the Aged

By:

Ann-Marie Case-Volkert

10/22/2025

Ann-Marie Case-Volkert

Date (mm/dd/yyyy)

Interim Senior Director, Long Term Care

I have the authority to bind the organization.