

MEDIA RELEASE



Pathstone Mental Health, Improving Care for Our Community.

Mandate Delivers: Right Care, Right Time, Right Place for children, youth and families.

Niagara Region, ON [September 14, 2023] – The mental health evolution continues. At Pathstone Mental Health we are improving the way in which families get to us, and are addressing wait list issues that have long plagued the system. Overall this will be a more positive experience for the children, youth and families we serve.

Pathstone has listened closely to what families have been saying. They've told us about the struggles they were having, getting care. As a result, adjustments have been made to improve the experience for Niagara's families, ensuring they get the support they need and deserve, seamlessly and sooner.

Our goal is to create a child and youth mental health system that makes sense to those who use it. And here is how we are doing it, effective October 31st.

If your child/youth is under 18, living in Niagara, and needs mental health services, you can now connect with Pathstone directly by phone, or through our website.

*We are excited about this change. A funding reallocation by the Ministry of Health has allowed us to hire more clinical staff who will be able to get to kids sooner. **Shaun Baylis, CEO -Pathstone Mental Health***

From a family perspective, this change will give families peace of mind. They can now be reassured, that once they reach out to us, they are exactly where they need to be. **Sarah Cannon, Family Engagement Lead & System Planner – Pathstone Mental Health.**

Starting October 31st, to access mental health care for your child (under 18) contact Pathstone directly.

- ✓ Call - 905-688-6850
- ✓ Online - www.pathstonementalhealth.ca

As always, if you need immediate mental health support, you can visit any of our 10 in-person walk-in clinics, open Monday-Friday or by calling our Crisis & Support line, operating **24/7 at 1-800-263-4944.**

Note: System shifts are happening elsewhere too

Pathstone Mental Health, along with Woodview Autism and Mental Health Services in Brantford are both undergoing this system shift today (October 31st, 2023). In January, 2024, Lynwood Charlton Centre in Hamilton will adopt this system shift too.