

# REACHING EVERY CORNER OF OUR COMMUNITY



Pathstone   
Mental Health

## ANNUAL REPORT

APRIL 2022 TO  
MARCH 2023

HOW PATHSTONE  
IS GOING  
THE DISTANCE  
TO SUPPORT  
KIDS & FAMILIES  
IN NIAGARA

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\*Cette publication est disponible en français sur demande.

Shaun Baylis

PATHSTONE MENTAL HEALTH  
CHIEF EXECUTIVE OFFICER

FROM OUR CEO

Pathstone Mental Health as an organization has made significant gains to better serve the Niagara community. We've become a household name in Niagara, known as the "go to place" for children and youth mental health treatment.

## HOW DID THIS HAPPEN? FROM THE INSIDE OUT.

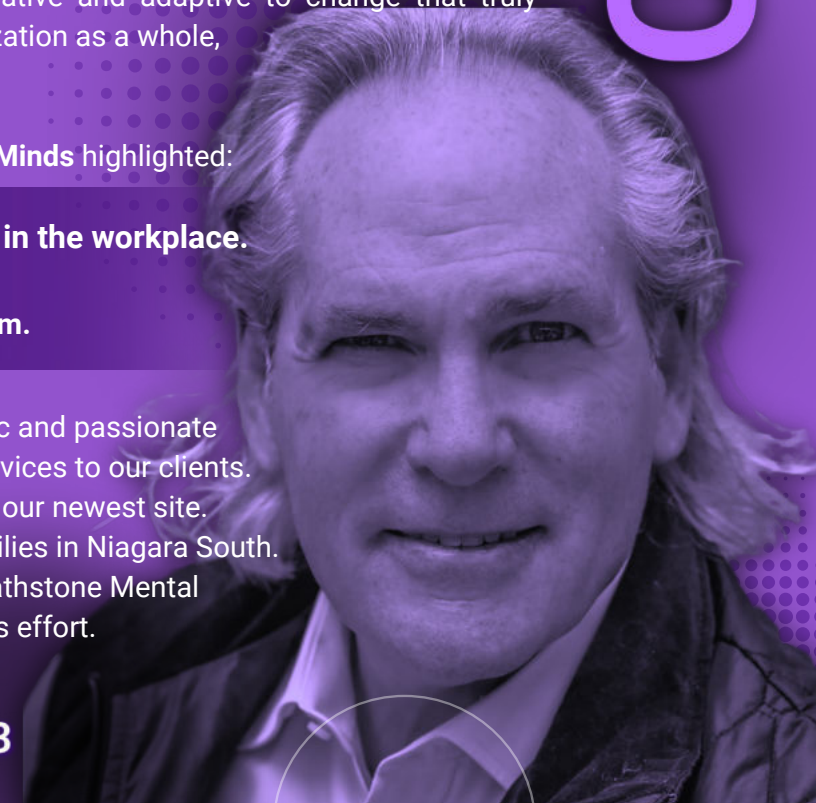
- 1. Trauma Informed Agency:** We were committed to this by understanding the root of trauma and violence and their impact on people. As an organization, we reviewed our practices, protocols, and policies through a trauma informed lens. Taking this synergetic approach allowed Pathstone to support emotionally and physically safe environments for all people (clients, staff, community partners, visitors). Moreover, it has fostered more opportunities for choice, collaboration and connection with each other that will ultimately better serve our clients and families.
- 2. Collaborative Consensus Decision Making Approach:** Pathstone's team members are an integral part of decision making and solution recommendations, particularly if it will impact them individually or within their team.
- 3. Choice And Partnership Approach (CAPA):** Pathstone and Core Service Providers are shifting to the CAPA model where clients become the heart of the process. Everything we do must add value for the client. It's a therapeutic alliance!
- 4. Walk-In Clinics:** Our 10 in-person walk-in clinics located across Niagara provide families and children quick access to care, without a wait.
- 5. Systems of Accountability:** Our decision-making is data-driven, measure-driven, and evaluation-driven. All treatment, operational, and cultural decisions are to be supported with data. That will bring about fair work practices and support our Trauma Informed and Collaborative Consensus Decision Making Approach.

Pathstone's team has become nimble, flexible, innovative and adaptive to change that truly serves the best interests of our families and the organization as a whole, and we have the data to prove it!

Our most recent **Employee Wellness Survey, Guarding Minds** highlighted:

- 97.6% feel positive, supported and engaged in the workplace.**
- 84.4% are committed to the success of their team.**

The general consensus is that our staff are enthusiastic and passionate about working together and providing extraordinary services to our clients. We will continue that work and expand to Welland with our newest site. River House will bring mental health care closer to families in Niagara South. A heartfelt thank you to our Pathstone Foundation & Pathstone Mental Health Boards who were instrumental in supporting this effort.



# OUR REACH

APRIL 2022 -  
MARCH 2023

THE NUMBER OF TIMES PATHSTONE'S  
SERVICES WERE ACCESSED IN THE PAST  
12 MONTHS

12,139 +

UP FROM  
PREVIOUS  
YEAR

THE NUMBER OF  
UNIQUE CHILDREN / YOUTH WHO  
CAME TO SEE US

+5,073

UP FROM  
PREVIOUS  
YEAR

THE TOTAL NUMER OF DIRECT COUNSELLING  
HOURS IN THE PAST 12 MONTHS

52,340 +

UP FROM  
PREVIOUS  
YEAR

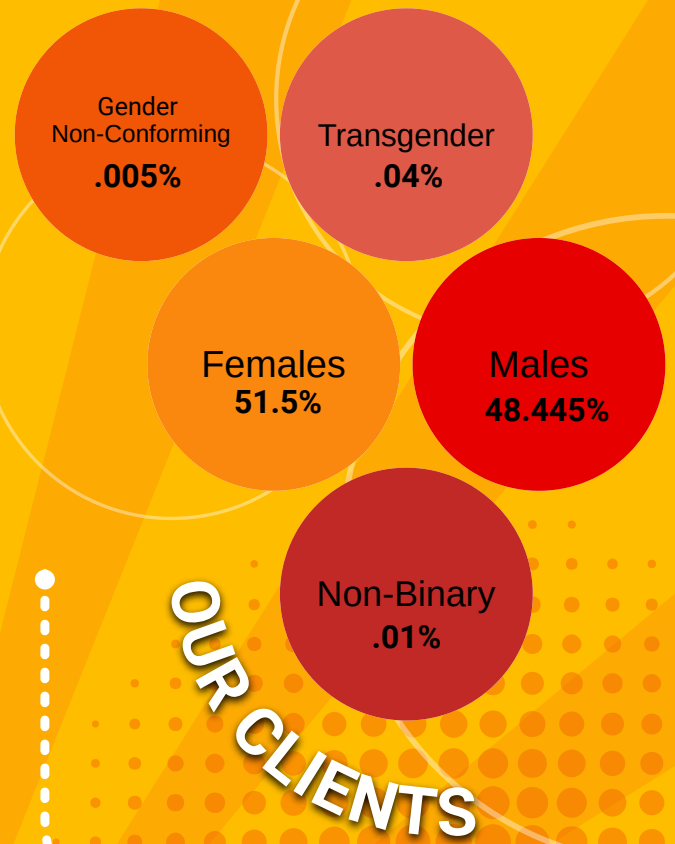
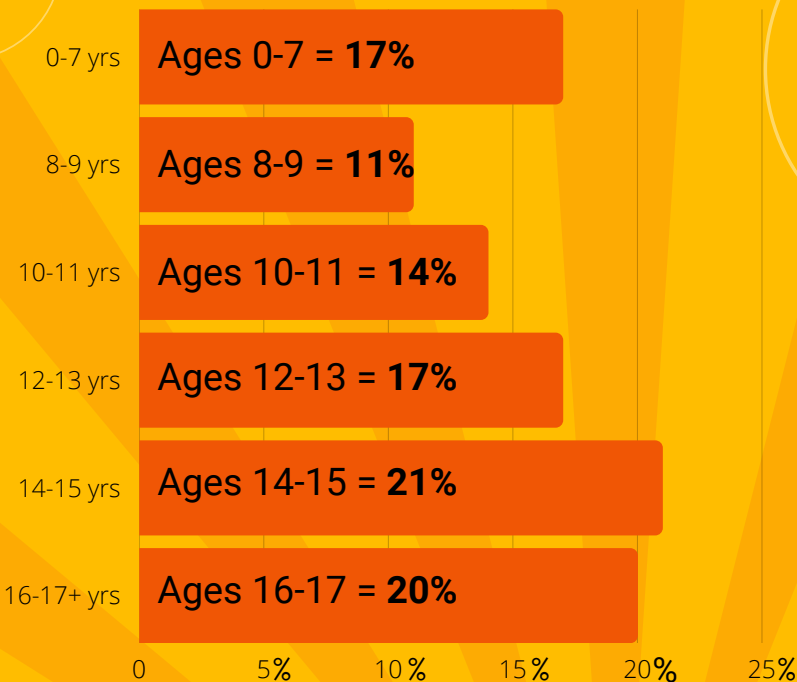
# NUMBER OF CHILDREN HELPED BY EACH TREATMENT OR SERVICE

Access / Intake .....	4,228
Counselling / Therapy .....	4,221
Walk-In Clinic .....	919
Brief Services .....	1,633
Youth Justice .....	176
MITT ( <i>Mobile Intensive Treatment Team</i> ).....	74
Day Treatment .....	191
FPP (Family Preservation Program) / Outreach .....	206
LITS ( <i>Live in Treatment Services</i> ).....	92
Specialized Consultation / Assessment .....	223
KFM ( <i>Kids &amp; Families Matter</i> ).....	176

\*Some children & youth are helped by more than one service.

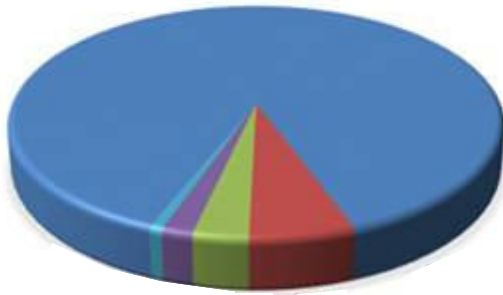
**A P R I L 1 , 2 0 2 2 - M A R C H 3 1 , 2 0 2 3**

## AGE COMPARISON FOR YOUTH CORE SERVICES



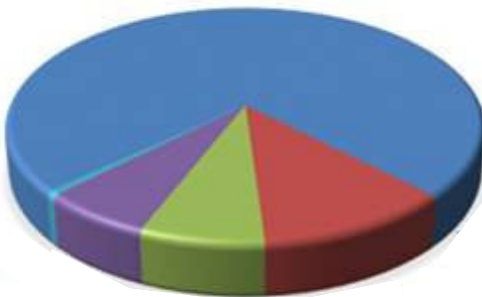
## Financial Highlights

Year Ended March 31, 2023



Statement of Revenue	2023	2022
Government funding	10,298,947	10,265,174
Special projects	701,877	1,048,448
Other income	370,333	530,503
Fees for services	207,904	137,608
Donations	86,984	337,651
<b>Total</b>	<b>11,666,045</b>	<b>12,319,384</b>

- GOVERNMENT FUNDING (83.3%)
- SPECIAL PROJECTS (6.0%)
- OTHER INCOME (3.2%)
- FEES FOR SERVICES (1.8%)
- DONATIONS (0.7%)



Statement of Expenses	2023	2022
Salaries & benefits	8,558,512	9,025,906
Occupancy	1,323,605	1,309,673
Programs	840,354	1,230,010
Administration	753,510	632,230
Professional Fees	74,971	107,414
<b>Total</b>	<b>11,550,952</b>	<b>12,305,233</b>

- SALARIES & BENEFITS (74.1%)
- OCCUPANCY (11.5%)
- PROGRAMS (7.3%)
- ADMINISTRATION (6.5%)
- PROFESSIONAL FEES (0.6%)

## Financial Position as at March 31

	2023	2022
Current Assets	2,345,978	1,960,561
Capital Assets	1,824,434	1,683,919
Current Liabilities	908,138	787,071
Deferred Contributions	2,320,222	2,096,472
Fund Balances	942,052	760,937

For the year ending March 31, 2023, Pathstone continued to provide services to families in the Niagara Region. Again this year, the need for children's mental health services has greatly increased. Pathstone staff work diligently to maintain and support current programming, while developing new initiatives like the Walk-In Clinic at the Pen Centre. Pathstone's emphasis on best practices, standardizing systems and data driven decisions, will ensure that the growing needs of the community will be met. Pathstone has a strong focus on financial stewardship, ensuring all funding is used to maximum effectiveness, with a commitment to accountability and sustainability.



Jennifer Ferguson

PATHSTONE MENTAL HEALTH  
BOARD OF DIRECTORS, CHAIR

FROM OUR CHAIR

Inspiration comes from many corners. Ultimately, it is our children who are at the heart of our inspiration at Pathstone. They motivate us to keep reaching our goals for the betterment of our community, for our region, and beyond. It is this inspiration that drives innovation and treatment opportunities. It energizes our team to go above and beyond, providing truly compassionate care, and fuels support from the community, which allows us to continue our commitment to reducing wait times.

We achieved great things in 2022 and 2023. Among them, we continued to foster a positive work force through equity, diversity and inclusive training and initiatives. Over 97% of our team feel positive, supported and engaged in their roles at Pathstone.

Outstanding care is enriched by the great teams that work here. Their engagement leads to better treatments, shorter wait times and more support within our community. We also remain focused on our mission to reduce barriers to service through offsite clinics, the expansion of how kids are counselled with the addition of Virtual Reality (VR) and expanding our reach with the opening of new locations. We saw remarkable results with the launch of the Pop-Up Shop at the Pen Centre. This new location created an accessible and inviting spot for those seeking help. The River House renovations, now complete, are thanks to community donations through the work of Pathstone Foundation.

We can't thank the Foundation enough for their dedication to move Pathstone forward. With the opening of the River House this Fall, we expand services to Niagara South. We are excited to see this location serve as an access point for so many.

It is always a pleasure to reflect on, and write about Pathstone's year, the challenges, and solutions, and all of the terrific staff and volunteers. We have come a long way in our journey, but we know we must continue on the path of compassionate care into the future, which will shape the next year and beyond. We are confident that this inspiring process will lead Pathstone as we continue to serve our community by providing support and care for our youngest population.

As we close out another year and look to the future, the Board of Directors thanks Shaun Baylis for his innovative leadership, as well as the leadership team and all employees for the dedication they have shown to the children, youth, and families of Niagara. We would also like to thank those who volunteered their time, donated, raised money, or supported Pathstone throughout various channels. The amount of community engagement and support for Pathstone has been amazing to see, and continues to increase the awareness of children's mental health and the needs within our community.

**CHAIR**

Jennifer Ferguson

**VICE-CHAIR**

Laura Fyfe

**TREASURER**

Karen Smith-Curtis

**SECRETARY**

Carling Wright

**BOARD MEMBERS**

Benoit Beausoleil

David Ceglie

John Darch (Liaison)

Paddie Lucas

Brad Mayhew

Woody McKaig

Willow Shawanoo

**EXECUTIVE  
MANAGEMENT TEAM**

Shaun Baylis

Chief Executive Officer

Tracey Frena

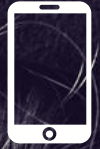
Director of Financial Services

# IMMEDIATE SERVICES

Under this umbrella, kids and families can access mental health support the moment they need it.

**1**

**OVER THE PHONE BY CALLING**  
1-800-263-4944



**2**

**IN-PERSON**  
10 WALK-IN CLINICS ACROSS NIAGARA  
MONDAY - FRIDAY



**3**

**VIA VIDEO**  
ANYWHERE IN NIAGARA  
MONDAY - FRIDAY



Services offered at **NO** cost with **NO** referral and **NO** health card needed to children & youth up to age 17.

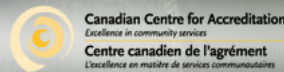
For more info on these services, visit [pathstonementalhealth.ca/walk-in-clinic](http://pathstonementalhealth.ca/walk-in-clinic) or scan QR Code:



SCAN FOR INFO



## ACCREDITATION CANADA



Pathstone Mental Health is accredited by the Canadian Centre for Accreditation & Children's Mental Health Ontario

**Research shows that treatment at Pathstone WORKS!**  
**OVER 85% of our clients improve, based on results following the completion of their treatment.**

Supported by...





Ruth Unrau

PATHSTONE FOUNDATION  
BOARD OF DIRECTORS, CHAIR

FROM OUR CHAIR

In 2022, Pathstone Foundation continued to accomplish so much more than we could even dream. We welcomed new board members and have said goodbye to a few, including me. I'm wrapping up my role as Board Chair and to say that it has been an honour and a privilege to serve this incredible organization, is an understatement of epic proportions.

The Pathstone Foundation Board has been invigorated through many accomplishments, and look towards to the future to continue growing and expanding.

Thanks to the work of Kim Rossi, Director of Philanthropy & PR and her right hand, Michelle Begin, the Foundation received donations large and small that enabled Pathstone Foundation to purchase and renovate a property in Welland.

River House, located at 102 River Road, will operate Pathstone's programs and services, similar to what is offered at the Branscombe Centre in St. Catharines, but closer to our many families in Niagara South. This was a much-needed service for our friends in the Southern part of this great Region.

What was a Pop-Up Walk-In Clinic and Shop at the Pen Centre has morphed into a permanent site at Niagara's largest shopping mall. This growth also provided an opportunity to offer space to one of our community partners, Big Brothers Big Sisters of Niagara.

Acknowledging that government funds will never take us to the finish line, Pathstone Foundation is entrenched in social enterprise to help reach the ever-increasing financial demands that comes when more kids need mental health care. The Branscombe building is nearly at capacity and tenants include; Family Health Teams, a pharmacy, catering company, hearing clinic, endodontist and learning disabilities centre.

This year has had many highlights, and I've listed just a few. I want to thank CEO Shaun Baylis, a special thanks to Kim Rossi, and to all of the dedicated staff and volunteers, and especially the Pathstone Foundation Board of Directors for your dedication, commitment, enthusiasm and passion for this organization. And for making my term as chair such an enriching experience.

I look forward to following the journey of Pathstone and seeing what will come next.

**CHAIR**

Ruth Unrau

**VICE-CHAIR**

John Darch

**TREASURER/SECRETARY**

Janice Calverley

**BOARD MEMBERS**

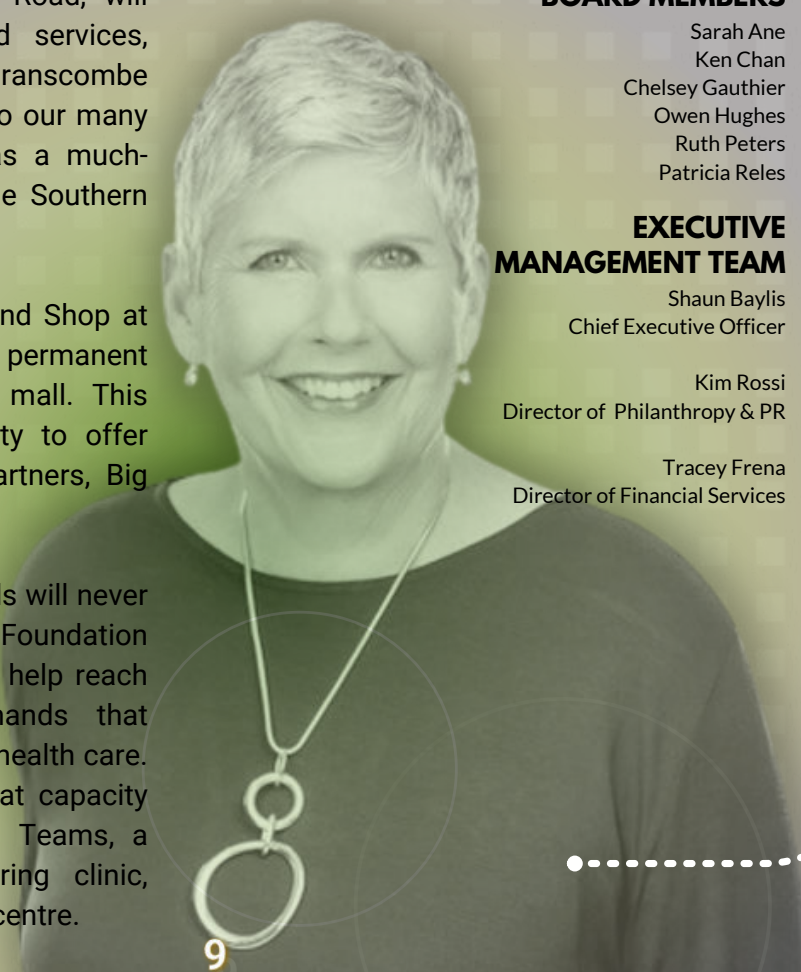
Sarah An  
Ken Chan  
Chelsey Gauthier  
Owen Hughes  
Ruth Peters  
Patricia Reles

**EXECUTIVE  
MANAGEMENT TEAM**

Shaun Baylis  
Chief Executive Officer

Kim Rossi  
Director of Philanthropy & PR

Tracey Frena  
Director of Financial Services



## FAMILY SUPPORT PROVIDER PROGRAM

The introduction of a new program and role to Pathstone, the **Family Support Provider Program**, funded by **Ontario Trillium Foundation**, is proving to be a great success and is having a direct positive impact on the families we serve. This program is designed to build family capacity and empower families by assisting them in decreasing areas of strain, and increasing their circles of support. The intent is to improve therapeutic engagement for families raising children, and youth in need of mental health services.

We are lucky to have Melanie Martin in the role of Family Support Provider (FSP). Melanie brings lived experienced to this role as both a mother and a family member and can empathize with the strains and issues that arise for those she supports. Her goals are to help families navigate resources, build family plans, and fully utilize their circles of support. Her strengths are working together with families to highlight strategies, and provide tools to decrease their strain.



**46** FAMILIES SUPPORTED BY THE PROGRAM

GOALS SET **96**

**70** GOALS ACHIEVED



**73%** OF THE GOALS SET BY FAMILIES HAVE BEEN ACHIEVED THANKS TO SUPPORT THROUGH THIS PROGRAM



## FSP Continued...

Texts Sent  
194

Emails Sent  
87



Family Visits  
126

Hours Spent  
with Families  
181



Families who are linked with to our FSP are showing a decrease in Caregiver Strain experienced. Families are provided with a Caregiver Strain Questionnaire (CGSQ) at the start of the program, midway through, and post program. The CGSQ is a 21-item measure of self-reported strain experienced by families with children and youth who have emotional problems.

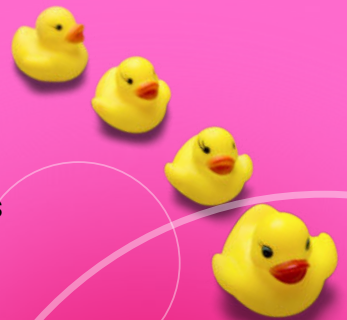
The areas that we are seeing have the **greatest impact** on caregiver strain:

- ✓ Worrying about their child/youth's future
- ✓ Financial strain
- ✓ Other family members suffering negative mental or physical health effects
- ✓ Feeling tired and overwhelmed

Areas of **greatest impact** thus far as demonstrated by the questionnaire results:

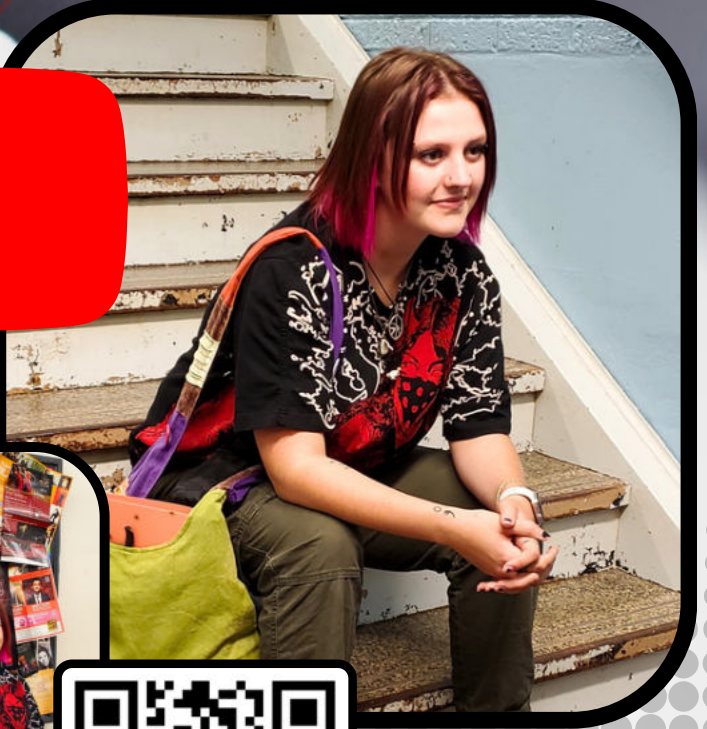
1. **Missing work or neglecting other duties** – decreased 80%
2. **Disruption of family's social activities** – decreased 60%
3. **Feeling isolated** – decreased 60%

**The Family Support Provider Program is helping families set and achieve their goals to empower them in their day to day lives.**



# NEWS TRAVELS FAST

The making of, "A Beautiful Life."



Meridian™

Thanks to therapist Kathy Molloy, we met the very special, Maddy Jackson who wanted to share her story with you. Maddy said, "If I can help one person, it's worth it."

Filming ran for three days in late September 2022. The Foundation and our film team learned more about Maddy's day to day life, her friends, classes, interests, and her work and home life. She let us all in, showing the darkest parts and the brightest moments of her life.

We are so filled with hope for Maddy's future and you will be cheering her on too.

To see "A Beautiful Life", visit [www.pathstonefoundation.ca/maddy/](http://www.pathstonefoundation.ca/maddy/) or scan QR Code above.

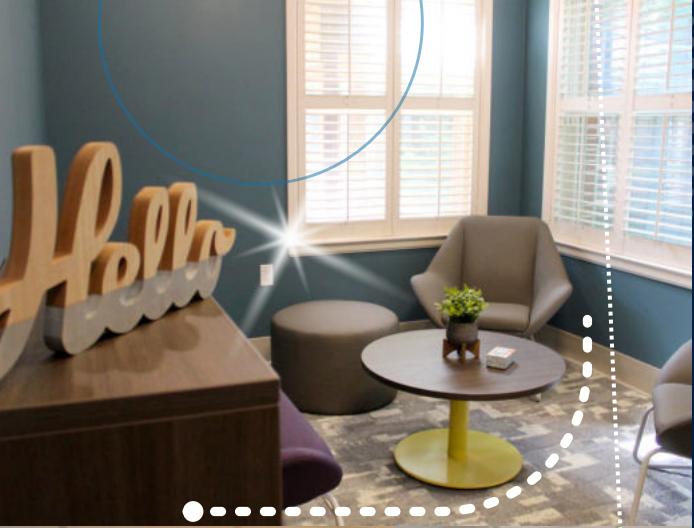
WELCOME

Pathstone   
Mental Health

Welcome to

  
**RIVER  
HOUSE**

GOING TO WHERE THE KIDS ARE.



In December of 2021, Pathstone Foundation purchased **102 River Road**, thanks to a generous donor.

Thanks to a successful **River House RENO Campaign**, this site is ready, willing and able to support all kids in Niagara with a hyper focus on Niagara South.



This truly special house will offer in-person one-on-one counselling, walk-in clinic services, group clinics, child minding and more.

This is truly a Niagara made and Niagara supported project. After 10 months of fundraising, the **River House RENO campaign** closed, having raised just over...



# \$1.2M




Photos courtesy of  
**JAVIER CARRANZA**


How **YOU** can ensure kids and families can lean on Pathstone today, and tomorrow.


**You can donate in different ways.**


- Leave a **Gift** in your Will
- Donate **Stocks, Bonds, Mutual Funds** or Insurance
- Contribute through a **Donor Advised Fund**
- Become a **Monthly Donor**
- Make an **Impact Gift** \*set amount gifted each year for 5 years

**WAYS TO DONATE:**

 **PHONE:** Call Kim Rossi, Director of Fundraising at 906.688.6850 x 167

 **EMAIL:** [krossi@pathstone.ca](mailto:krossi@pathstone.ca)

 **ONLINE:** <https://www.pathstonefoundation.ca/donate> an e-receipt is sent to you instantly

 **IN PERSON or MAIL:** 1338 Fourth Avenue, St. Catharines, ON, L2S 0G1

**SPECIAL THANKS** to our Media friends and Communication Partners who help us tell our story, educate, raise awareness, and reduce mental health stigma in our community.

610 CKTB  
Move 105.7

CHCH TV

Niagara Connects

Niagara Falls Review

Niagara This Week

St. Catharines Standard  
SNAPD – Niagara Region

The Lake Report

The Local

The News Forum

The Niagara Independent

The River News

Thorold News

Welland Tribune

Your TV Niagara

101.1 More FM



**SUBSCRIBE**



Sign up for our newsletter at <https://www.pathstonefoundation.ca>

We promise to keep your email private. 😊

**WAYS TO GIVE**

# THE POWER OF OUR PEOPLE

**OUR VOLUNTEERS** are an integral part of our Pathstone team. We thank them for sharing their passion, skills, time, and talents with us and the children and families we serve!

**WHO ARE THEY?** Pathstone volunteers are students gaining valuable experience, full time professionals giving back to their community and seniors who share knowledge and skills.

**WE'RE LOOKING FOR  
ROCKSTARS**

VOLUNTEER OPPORTUNITIES AVAILABLE

**APPLY ONLINE**

[PATHSTONEMENTALHEALTH.CA/VOLUNTEER](http://PATHSTONEMENTALHEALTH.CA/VOLUNTEER)



**THIS YEAR, WITH THIS DIVERSE GROUP OF COMMUNITY  
"HEREOS" WE WERE ABLE TO:**

## Provide:

- Support to our staff wellness initiatives through yoga mindfulness & meditation.
- Hot breakfasts to our students at the Mountainview Centre for Innovative Learning.
- Hundreds of worry worms, pocket hearts, and icicle ornaments to ease children's anxiety, fears and grief through our **Crafting for Coping and Comfort** volunteer initiative.
- A voice for youth and families through involvement as members of our youth and family advisory committees - helping to make decisions that benefit those we support.





## Organize:

- Children's Mental Health Awareness Week activities in May.
- In-person tutoring and mentoring in order to connect and support youth in need.
- Social Media Activities: By becoming Social Ambassadors, sharing activities and fundraising initiatives through their networks.
- Youth focused community activities such as Skate Night led by our Youth Advisory volunteers.



## Student placements: Co-ops and Internships:

We offer students the opportunity to achieve their learning goals through work in various programs and services we offer to families. As part of our team, students help provide additional support to our clients and families, and assist us in meeting our mission.

The Institute is focused on making Pathstone a state-of-the-art Research and Education facility in the children's mental health space. The Slight Family Research & Education Institute is located in the lower level of The Branscombe Centre.

This year, 43 students were accepted into placements across our agency and came to us from various colleges and universities. These students are fulfilling College level, Undergrad level, and Graduate level programs from:



**Niagara College**  
**Mohawk College**  
**Humber College**  
**Brock University**  
**Laurier University**  
**Laurentian University**

**Lakehead University**  
**Niagara University**  
**McMaster University**  
**University of Buffalo**  
**University of Windsor**

# YOUTH ADVISORY COMMITTEE

- This team is full of bright young people in the Niagara Region who are passionate about mental health and youth engagement.



EMPOWERING YOUTH  
AND BUILDING THE  
FUTURE!



## COMMITTEE MEMBERS

Kelsey Gatta (Youth Facilitator)

Taylor McRae (President)

Megan Jacobs

Kora Russo

Zach Chiasson

Gwen Towne

Emily Samaroo

Neil Pouliot

Aliyah Cimek

Mariah Parente

Michelle Jankowiak

### Pathstone Youth Advisors can participate by:

- Assisting with increasing child/youth friendly content and identify barriers to service.
- Promoting awareness and accessibility of our services to children and youth within the Niagara Region.
- Representing a youth's voice on committees, at information booths and events.
- Sharing creative ideas and gaining experience in a group/committee environment.
- Identifying emerging youth issues.

### Benefits of Becoming a Youth Advisor

- ✓ Earn hours towards High School Community Service
- ✓ Make an impact in your community
- ✓ Meet like-minded people

**Fun**

Follow Us  
eyouthofpathstone

**Want to join? Email [volunteer@pathstone.ca](mailto:volunteer@pathstone.ca)**



# FOUNDATIONS FIGHTIGHTS

# MAY

## What We're Up To...

Children's Mental Health Awareness Week was marked with flag raisings, bridge and water illuminations, storytelling and activities for kids and families of all ages.



# JUNE

It's become a GUEST FAVOURITE. Welcome to Market Square Summer Social. In support of local business from food and drink to art and music, this event supports programs and services at Pathstone. Thanks to our 18 vendors who make us look so good! This event will only continue to get bigger!



**SOLD OUT**





“ Be sure to stay connected for all of the latest news & events. ”

# JULY

THIRD PARTY EVENTS support so many programs at Pathstone, we couldn't make our year without the help of our community. In July, Pathstone was the recipient of funds raised at the Kyle Gamble Memorial Golf Tournament held at Beechwood Golf Course.



# AUG

Heart in the Park returned to Fireman's Park. This annual meditation, yoga and mindfulness event is held in loving memory of a dear friend and Pathstone volunteer Rachael Monaghan.



COMMUNITY



EVENTS



# SEPT

Wellness Wall / Stalls Program launch. This program is about reaching deeper into our community and giving others the tools to support themselves or someone who may be struggling with their mental health. Wellness Stalls are 8 x 10 vinyl clings that have been placed in over 1,000 public restroom stalls around the Region of Niagara. These mental health support and motivational messages offer a lift, a good dose of healthy self talk, and will connect you directly to Pathstone's Walk-In Clinic services. Look for Wellness Stall messages at your local library, community centre, arena, movie theatre, or shopping centre. **THEY ARE EVERYWHERE!**

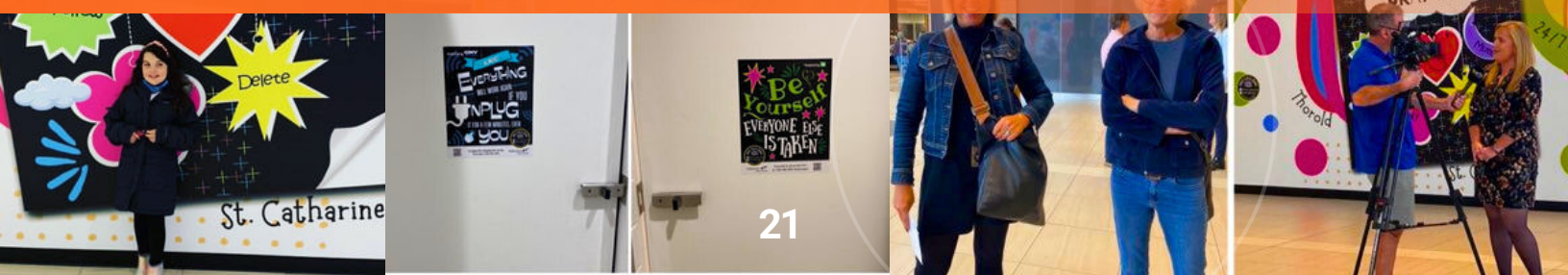


# OCT



**Wellness Stalls  
SCAN ME!**

We kicked off Wellness Stalls in a BIG WAY at the Pen Centre, where we unveiled our 70ft long Wellness Wall at the St. Catharines shopping centre (Event Court). The QR code found on this wall, and on the Wellness Stalls have been scanned thousands of times. This program will continue to evolve in 2023 / 2024. Special thanks to TD, OXY Skincare, the Pen Centre and Digital Graphics for their support.





# NOV

In November the only fashion needed...is PLAID. The entire month of November is all about #ProjectPlaid (#PP) in loving Memory of Amelia Durocher. 2022 was a banner year for this campaign that saw over 60 schools, and countless businesses take part. Over 1,200 #PP toques, scarfs and ornaments were sold and thousands of "I Donated" #PP stickers were handed out. This campaign each November encourages sharing a conversation around mental health, wearing plaid (Amelia's favorite) and supporting Pathstone through a purchase or donation. Thanks to a generous match from Meridian, \$140,000+ was raised! In 2023, we will mark Plaid Friday on November 24th, always the last Friday in November.



# DEC

Make that TEN! In November 2022, Pathstone opened a Pop-Up Shop at the Pen Centre. This 5-week pilot was an opportunity to do three things; ONE - promote our #PP campaign. TWO - offer a touch down location for community to purchase #PP swag. And THREE - this served as a Walk-In Clinic Monday - Friday. We wanted to see what the interest would be like. We were nearly full each day. Kids were coming in to talk, learn coping strategies, and just be supported. This is exactly why the Walk-In Clinic program was created.



Once the pilot ended, the **Pen Centre** was gracious enough to let us keep our shop and continue our walk-in clinic services. We are now at the Pen Centre every Monday and Friday seeing kids one-on-one, and have welcomed a community partner, BBBS (Big Brother Big Sisters of Niagara) to share the space.

# the PEN CENTRE

*Now Open!*

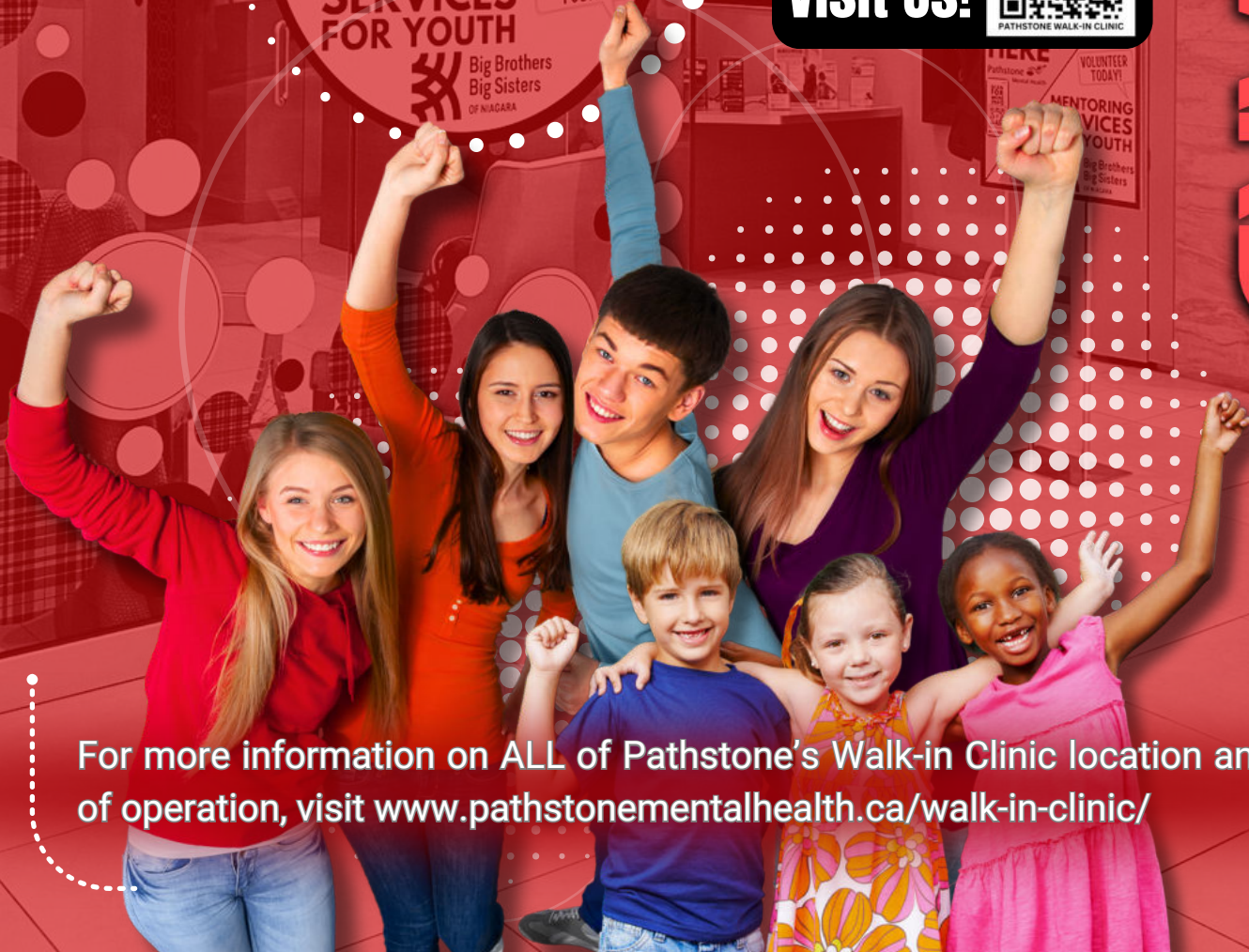
Pathstone Mental Health  
**FREE IN-PERSON YOUTH WALK-IN CLINIC**  
MENTORING SERVICES FOR YOUTH  
VOLUNTEER TODAY  
Big Brothers Big Sisters OF NIAGARA



**Come & Visit Us!**



# FAST FORWARD



For more information on ALL of Pathstone's Walk-in Clinic location and days of operation, visit [www.pathstonementalhealth.ca/walk-in-clinic/](http://www.pathstonementalhealth.ca/walk-in-clinic/)

## Meet Carly Robson, parent.

At six months old, Lucas was sitting up. He hit his head on a brick wall, and started laughing... then he did it again. At age one, he was catatonic. He would scream with his arms straight out in front of him. It wasn't just my husband and I who thought his behaviours were abnormal, other family members did too.

His first at home daycare placement didn't last, they told us, quote, 'it's just not a good fit.' Lucas was petrified by odd things. A balloon, a leaf, he would follow things with his eyes that no one else saw, but there were sweet spots in his development too. He picked up and read a letter without being taught yet how to read. He knew every countries flag. Brilliant, but peculiar."

We went to Pathstone, where they facilitated a telehealth conference with a doctor at Sick Kids. Over the span of a few months all of Lucas's diagnoses were confirmed.

**Attention Deficit Hyperactivity Disorder (ADHD), Autism Spectrum Disorder (ASD), Disruptive Mood Dysregulation Disorder (DMDD), Oppositional Defiance Disorder (ODD), Obsessive Compulsive Disorder (OCD), Severe Depression (Suicidal), Psychosis, a learning disability, and Tourettes.**

It was a lot to take in, but we felt some comfort because we were getting answers and support. Pathstone was instrumental in guiding us in our darkest time, when Lucas was suicidal. The crisis line was a great help."

Carly and her husband had a second child, Evan. "We thought we had gone through the worst with Lucas and really didn't think a second child could be worse. Lucas was 10 times worse. There was no light left, no quality of life for anyone in our family."

Then, at the peak of Covid, 2020 we get a call from Pathstone's MITT program (Mobile Intensive Treatment Team) and I wasn't even sure this was right for us.

After speaking with Leisa Ragione telling her all about Lucas, and even Evan, her response was, 'You really need us.' Carly said the timing couldn't have been more perfect, sharing, I had just had a full mental breakdown. I moved in with my mother who took care of me for a week and I can't even recall anything more than that. It was a complete blur.

**Continued on next page**



Leisa started coming to the house to see Lucas, but he didn't want treatment. So, she supported our family with tools. Leisa kept telling me, 'You are doing the right things, this is not for nothing it will work, just keep going.' She was my cheerleader, and gave me great release and relief.



While Lucas and Evan were, and are still struggling with a number of mental health issues, we needed support too. Pathstone gave us that. I went to the BLOOM clinic which is an 8-week program, run by Pathstone and it's just for us, the adults who are dealing with kids that have complex issues. We talk about the kids, but the emphasis was 100% on caregiver support, self-care, and radical acceptance. It's so beneficial that parents have this help to keep going forward.

This year, Lucas starts Grade 7, back at his mainstream school in Grimsby. This worries me. When he was at Pathstone's school (Day Treatment) for some of grade 5 and all of grade 6 he had friends. He said 'there are kids like me,' he felt included for the first time and shared things with his new friends. Before Day Treatment, Lucas didn't have a single friend. He was an outsider, and I worry the same thing will happen again this year. Pathstone has made recommendations on how his mainstream school can best support him, but we will have to wait and see.

Beyond his diagnosis, treatment, and his transition back to school what does Lucas see in his future? He says without hesitation, "I want to be an engineer or a game designer."

As for Carly, "I'm just happy that my family now has some quality of life. I know we have a long, hard, road ahead, which is just the reality of having two kids with complex special needs. But I take great comfort in knowing that next time we are in that dark place, we have Pathstone alongside us

# MISSION VISION VALUES

*Our Strategic Plan*  
2021 - 2024

Pathstone Mental Health's **Strategic Plan** is both bold and aspirational.

We are well on our way to operationalization! It is a very exciting and energizing time. Each team has developed initiatives that will work toward realizing the Mission, Vision and Values of the Agency. Further, all initiatives will align with areas indicated (below).

## MISSION

We strengthen the quality of life for children, youth and families, who are dealing with mental health challenges.

## VISION

Mental wellness for all children, youth and families.

## VALUES

- *Respect*
- *Inclusivity*
- *Communication*
- *Trust*
- *Commitment to Quality*
- *Integrity*
- *Innovation*
- *Teamwork*

Pathstone Mental Health is committed to operating under and promoting the core values of Research, Engagement, Safety, Professionalism, Excellence, Collaboration, and Trauma-Informed (care / service).

# R.E.S.P.E.C.T.

## RESEARCH

R

Through research gathered ethically, we are better able to make decisions, adapt services and generate new concepts that improve the lives of infants, children, youth and their families.

## ENGAGEMENT

E

We connect with those who are interested and affected by our work in a respectful way. Being present, transparent and treating all with dignity is a cornerstone of the Agency.

## SAFETY

S

Using effective communication and collaboration, we are committed to creating and maintaining a workplace that is free from physical, emotional and psychological hazards.

## PROFESSIONALISM

P

Well trained and educated staff are providing the highest level of care, doing so in an atmosphere filled with optimism, opportunity and hope.

## EXCELLENCE

E

Challenging the status quo, continuing to think innovatively and strategically, we are committed to delivering the best service, and holding ourselves accountable for the results. This level of excellence can only be obtained through collaboration with families, and effective communication.

## COLLABORATION

C

Working together, ensuring transparency, being accountable and authentically engaged is the foundation of our agency which functions with collaboration at the core.

## TRAUMA INFORMED

T

We operate under the principles and policies of a certified Trauma-Informed Agency. In doing so, we commit to ensuring our environment provides a safe, trusting, transparent and supportive space, reducing the likeliness of triggering trauma in a client or staff member.

# COMMUNITY PARTNERS

- Bethesda
- Bridges Community Health Centre
- Brock University
- Canadian Mental Health Association (CMHA)
- Centre de Santé Communautaire
- Community Addiction Services of Niagara (CASON)
- Community Living (Fort Erie, Grimsby and West Lincoln, St. Catharines, Welland, Pelham, Port Colborne, & Wainfleet)
- Contact Niagara
- De dwa de des nye>s
- Distress Centre
- District School Board of Niagara
- FACS Niagara
- Fort Erie Native Friendship Centre
- Gateway Residential & Community Support Services of Niagara
- GBF
- Hospice Niagara
- Indigenous Health Network
- John Howard Society of Niagara
- McMaster Children's Hospital
- Meals on Wheels
- Niagara Catholic District School Board
- Niagara Conservation Authority
- Niagara Emergency Services
- Niagara Falls Community Health Centre
- Niagara Fire Services
- Niagara Health
- Niagara Ontario Health Team
- Niagara Region Child Care
- Niagara Region Public Health
- Niagara Regional Police
- Niagara Chapter of Native Women
- Niagara Children's Centre
- Niagara College
- Niagara Medical Group
- Niagara North Family Health Centre
- Niagara Regional Native Centre (NOTL)
- Niagara Support Services
- Niagara Training & Employment Agency
- Oak Centre Alternative Community Support
- Port Cares
- Portage Medical Family Health Team
- Positive Living
- Probation Services
- Quest Community Health Centre
- RAFT
- Ridley College
- Start Me Up Niagara
- Strive Niagara
- Welland McMaster Family Health Team
- Youth Resources Niagara
- Youth Wellness Hub Niagara

**The  
Community  
Partners  
we work  
hand in  
hand with  
across  
Niagara**

# Meet Emma Fawcett, client.

It was early 2021. Emma in Grade 10, was having trouble in school. Her issues were rooted in anxiety and panic attacks that occasionally caused her to faint. She was sleeping more than half of the day, had no appetite, subsequently lost weight, and just felt grey overall. When Emma's grades continued to slip, the school's social worker recommended Pathstone.

Emma joined our alternative classroom at Port High. She described herself as skinny, pale and very quiet, but it didn't take long for her to make some new friends. That's also where Emma met Pathstone's Rebecca Read. "She got me talking because she was asking me tons of questions like, 'What's your favorite colour?' 'What do you like to do for fun?' and I felt inclined to answer."

Classroom work was customized for Emma, a unique trait to the alternative classroom that encourages students to stay in school and focus on subjects they enjoy doing. "Whenever given the option, I chose to write. I really love writing." Emma set a goal. "I focused on doing what I needed to, so that I could go back to Fort Erie Secondary. I missed my friends, so that was my focus."

After a full school year and a few extra months, Emma returned to Fort Erie Secondary for her Grade 12 year. Emma has plans beyond that too.

**How does she cope now when anxiety creeps in? Emma said without delay, "5,4,3,2,1."**



"This strategy distracts me, it gives me something else to think about, because I am looking for a bird, etc."

What does Emma tell someone who is struggling the way she was with a mental health issue? "Pathstone is a good first step, but it only works, if you work it too. There were many times when I wanted to quit, but I found the person I fit best with at Pathstone."

**"Rebecca was my person. I have her number, she checks in, and I know I can reach out to her if I need to."**

Emma shared, **"The first steps to recovery are admitting you have a problem, then asking for help."**

**"I haven't had a panic attack in over a year."**

# OUR SUPPORTERS

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 been instrumental in supporting Pathstone  
 with countless transformative grants.**

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Scan for the latest job opportunities.



**Pathstone**   
Mental Health

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