

YOU ARE NOT ALONE

Pathstone 
Mental Health

ANNUAL REPORT

APRIL 2023 TO
MARCH 2024

Let's face these challenges together.

Table of Contents

[03]
MESSAGE FROM CEO



[05]
DOLLARS & CENTS

[06]
OUR REACH

[12]
THE POWER OF COMMUNITY

[18]
OUR PROGRAMMING

[20]
YEAR IN REVIEW

[29]
OUR DONORS



You are not alone!

There are times when children and youth feel alone and/or are suffering from a deep sense of loneliness. Prolonged and protracted periods of feeling 'alone' can lead to spiraling feelings of anxiety, depression, self-doubt, self-harming thoughts, and suicidal ideations. The lack of feeling like they 'belong' among friends and/or family can cause a youth or child to feel isolated and vulnerable to negative thoughts. Even before the pandemic, there was an "epidemic of loneliness," which they call the silent killer because its effects are not immediately visible, and the condition is rarely discussed. Disconnected from other people, it destroys young people slowly but steadily and leads them to self-isolate, creates severe distress, and a deepening of their loneliness. Subsequently, this cascades to other problems like sleeplessness, fatigue, irritability, and lack of focus.

Pathstone Mental Health professionals are acutely aware of the prevalence of our youth experiencing a pervasive feeling of being lonely. Pathstone is all about being a safe harbour for our children who are suffering from feeling alone and isolated. We have intentionally designed and created all counselling sites and offices to be warm and inviting so that our clients feel comfortable and safe to share their innermost fears and feelings. When families reach out to Pathstone for help, they are greeted with openness, empathy, and compassion from our exceptionally caring staff. Collectively, we strive to ensure that our Niagara children, youth and families feel connected to our team and know that they are 'Not Alone'.

Pathstone is not alone either!

Pathstone relies on our community partners to ensure clients receive the right treatment and care, when they need it. We are truly grateful to the ongoing collaboration and implementation of revised clear pathways, and leading-edge programming with our community mental health, addictions, and primary health care partners. We wish to thank our partners for their feedback and recommendations over this past year that have helped advance Niagara's seamless healthcare pathways.

A big shout out to our Pathstone Mental Health and Pathstone Foundation Boards as they have been the backbone of support and provide sage advisement and are integral to our success to advance our treatment services throughout Niagara. Thank you!

Message From CEO

Shaun Baylis
Pathstone Mental Health



Executive

Message



Laura Fyfe

Board Chair
Pathstone Mental Health



In a world that can sometimes feel overwhelming, Pathstone Mental Health shines as a beacon of hope for Niagara's children, youth, and their families. We believe that no one should ever face mental health challenges alone. That's why we embed ourselves in Niagara's communities, being present where, when, and how it matters most. By creating a network of support that empowers and uplifts, Pathstone ensures that care for every child and their family is always within reach.



Jon Darch

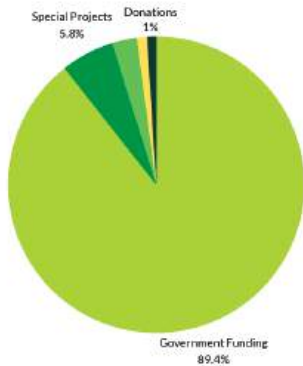
Board Chair
Pathstone Foundation

Pathstone Foundation is committed to ensuring the long-term financial stability of Pathstone Mental Health, while supporting its strategic initiatives. By investing in the mental health treatment of children, youth, and families, we know we can save lives. Similarly, by treating mental health in children, we strive to provide them with the coping skills necessary to reduce or eliminate the need for adult mental health and addiction treatment.

The ongoing support of our amazing community continues to make a significant and positive impact. A shining example of this happened at our 2024 Hope Gala, featuring Howie Mandel, as it showcased tremendous success by helping to financially support our 10 walk-in clinics throughout the region. We are very much looking forward to our next Gala being held in June of 2025. Another awe-inspiring example of the power of our community is our River House location which opened last fall in Welland and was purchased and renovated solely by donations from our community. This location is now providing counselling and treatment for children, youth, and their families in South Niagara. Every donation makes a lasting impact.

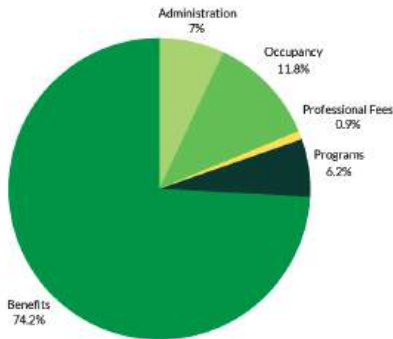
On behalf of the Pathstone Foundation Board of Directors, I wish to thank the Niagara community for their unwavering support of Pathstone, and commitment to a healthier and thriving community for all.

& Dollars & Cents



STATEMENT OF REVENUE

	2024	2023
Government Funding	11,267,745	10,298,947
Special Projects	737,750	701,877
Other Income	341,969	370,333
Fees for Services	144,409	207,904
Donations	124,109	86,984
Total	12,615,982	11,666,045



STATEMENT OF EXPENSES

	2024	2023
Administration	831,257	753,510
Occupancy	1,465,413	1,323,605
Professional Fees	117,060	74,971
Programs	762,464	840,354
Salaries & Benefits	9,192,403	8,558,512
Total	12,368,597	11,550,952
	247,385	115,093

FINANCIAL POSITION AS OF MARCH 31

	2024	2023
Current Assets	4,116,313	2,345,978
Capital Assets	2,335,362	1,824,434
Current Liabilities	1,741,053	908,138
Deferred Contributions	3,309,308	2,320,222
Fund Balances	1,401,314	942,052

For the year ending March 31, 2024, Pathstone continued to focus on providing quality services to families in the Niagara Region, while meeting budget expectations. Growth was primarily driven by the expansion of government-funded service delivery. 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 remains committed to the responsible management of funds to support long-term growth and sustainability.

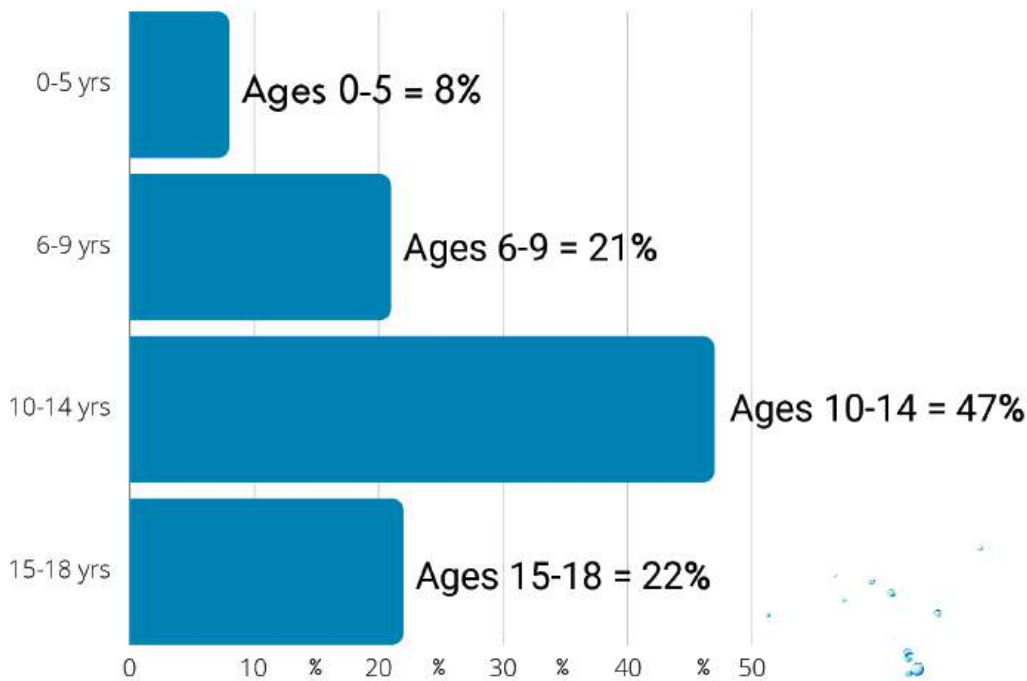
Our auditors this year were Durward Jones Barkwell & Company LLP. If you would like additional information or to request a copy of the audited financial statements in their entirety, please call Pathstone at 905-688-6850 ext. 154.



Our Reach

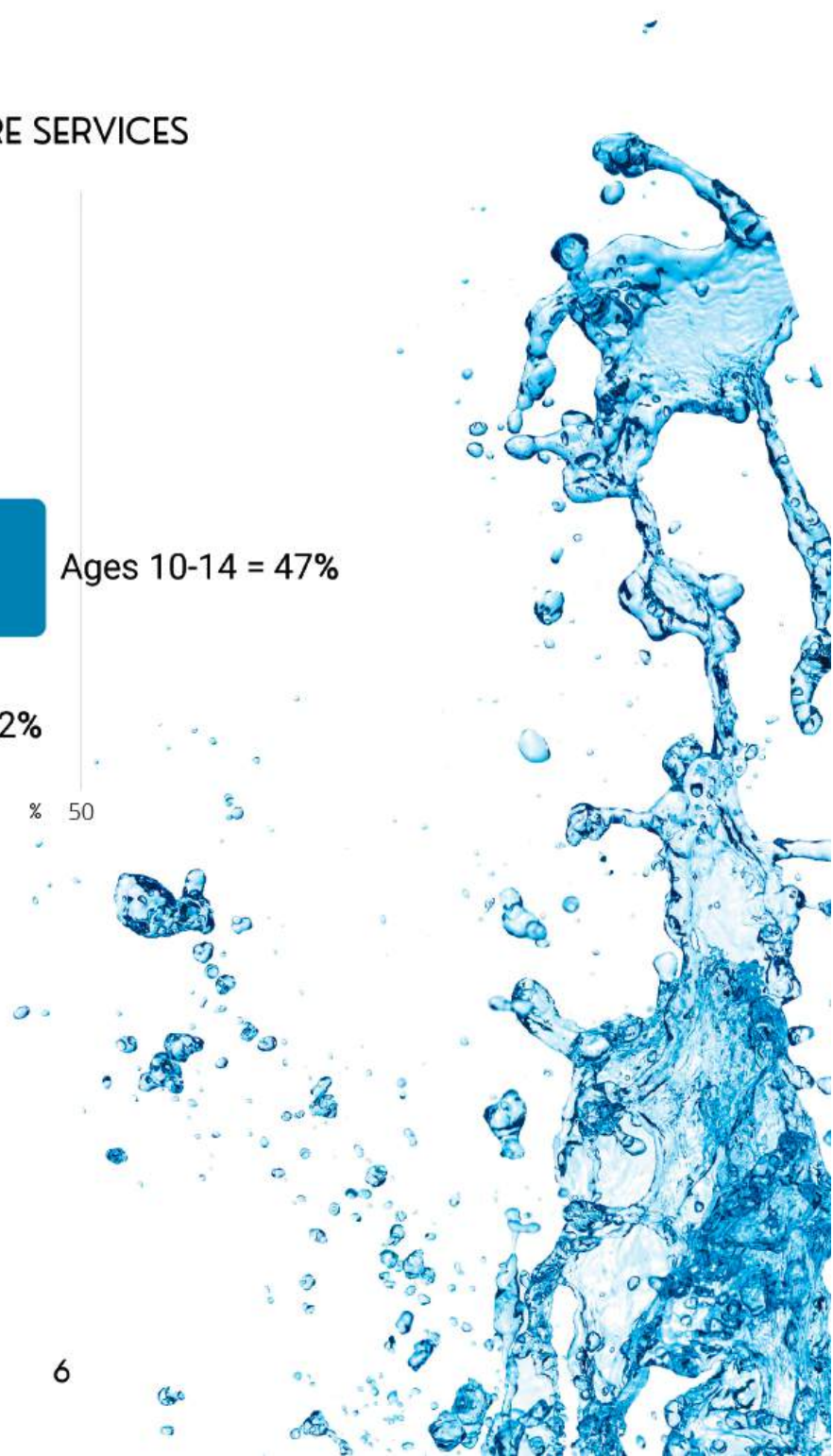
APRIL 1, 2023 - MARCH 31, 2024

AGE COMPARISON FOR YOUTH CORE SERVICES

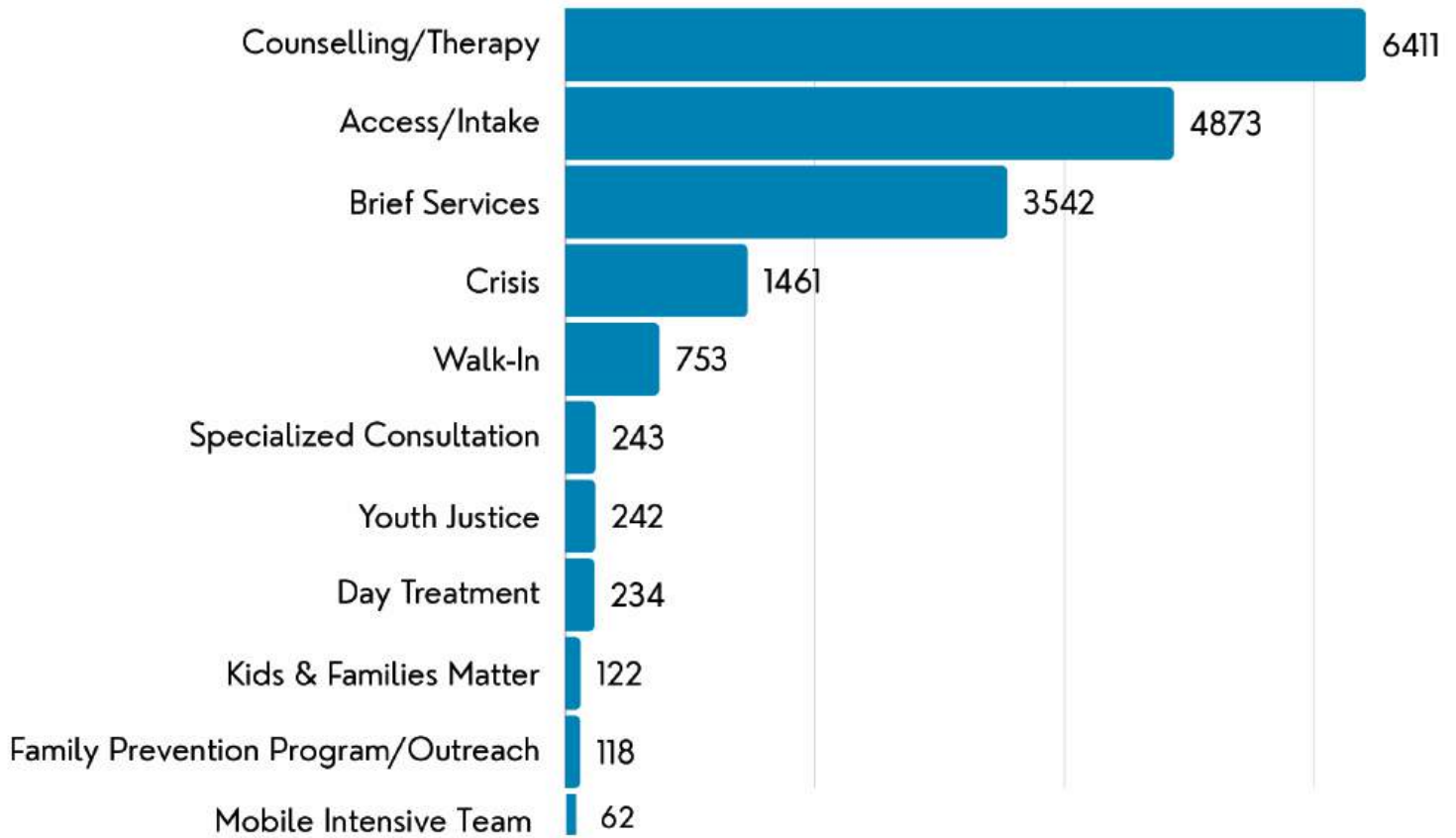


THE NUMBER OF TIMES
PATHSTONE'S **SERVICES**
WERE ACCESSED
IN THE PAST 12 MONTHS

47,660



NUMBER OF CHILDREN HELPED BY EACH TREATMENT OR SERVICE

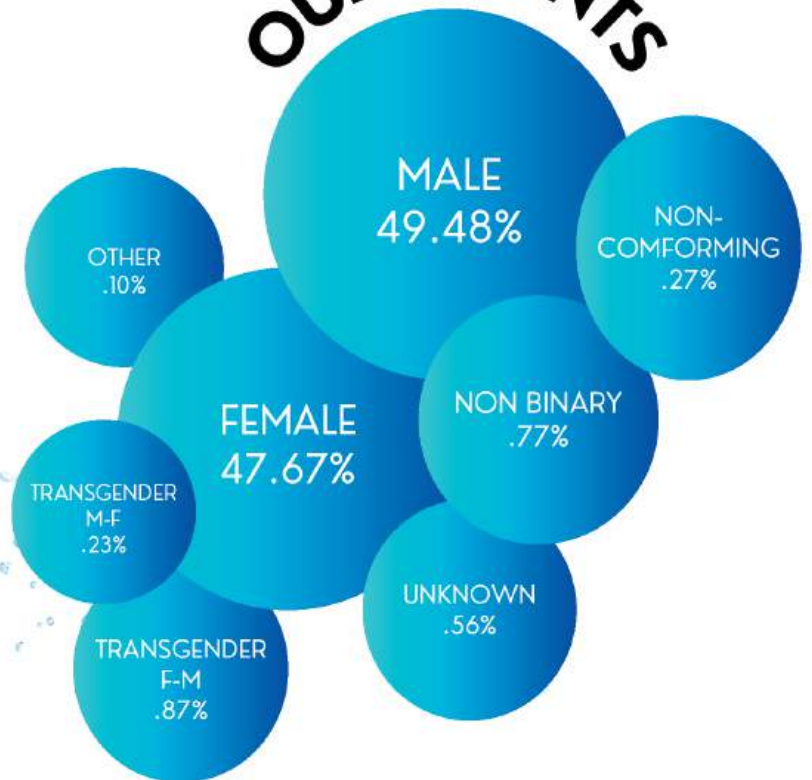


**Some children & youth are helped by more than one service.*

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

26,291

OUR CLIENTS



Immediate Services

Children, youth and their families can access mental health support the moment they need it. Here's how:

↘ PHONE

24/7 BY CALLING 1-800-263-4944

↘ IN-PERSON

MULTIPLE LOCATIONS IN NIAGARA
MONDAY - FRIDAY

↘ VIRTUAL

FROM ANYWHERE IN NIAGARA
MONDAY - FRIDAY

*Please call 1-800-263-4944 to book your session

NEW - [ONESTOPTALK.CA](https://onestoptalk.ca) 1-855-416-8255



DID YOU KNOW?

Walk-in clinics require:

- NO appointment
- NO cost
- NO referral
- NO health card

available to children & youth up to age 17.

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

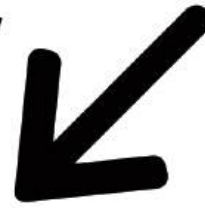
SCAN ME!





Walk-In Clinics

Research has proven, early **intervention** can make a dramatic difference in a child's quality of life



The Facts

- 1 in 5 children and youth will be affected by a mental health issue
- 70% of mental health challenges have their onset in childhood or adolescence
- Canada's youth suicide rate is the third highest in the industrialized world
- The burden of mental illness and addiction is more than 1.5 times the burden of all cancers and 7 times the burden of all infectious diseases

The Impact

- Pathstone's walk-in clinics are currently operating in Port Colborne, Fort Erie, Welland, Niagara Falls, Thorold, St. Catharines (2), Beamsville, Grimsby and Pelham/Fonthill
- In all, nearly 400 in-person counselling hours are available through these clinics each month
- There is no need for an appointment, no referral or health card required and no cost
- Pathstone has introduced virtual counselling to further enhance immediate access to care

The Results

- Some clients who visited a walk-in clinic only needed one session
- Many clients are first-timers, testing the waters to see if therapy feels right for them
- Some children and youth are on our waitlist for a full therapy program, which has been significantly reduced thanks to our walk-in clinic program
- Walk-in clinics provide immediate, localized access to mental health support



Supervised Parenting Time Niagara



When families separate or divorce, there are times when parenting time between parents and children, or the exchange of children between parents, must be supervised.

Through SPTN (Supervised Parenting Time Niagara), Pathstone provides a safe, neutral, and comfortable environment for either an exchange of children between parents, or supervised parenting time to take place.

In 2023...

114 FAMILIES SERVED

931 IN-PERSON PARENTING APPOINTMENTS HELD

36 EXCHANGES HELD

128 VIRTUAL PARENTING APPOINTMENTS HELD



“

Dear Pathstone Team,
Thank you for all your care and attention to providing a supportive, safe place for the girls to have quality time with their father. This chapter of consistent fun and care has really helped the girls so much. Thank you for the important work you do at Pathstone!



Community Partners

- Bethesda
- Big Brothers Big Sisters Niagara
- Bridges Community Health Centre
- Brock University
- Canadian Mental Health Association (CMHA)
- Centre de santé communautaire
- City of Niagara Falls
- City of Port Colborne
- City of St. Catharines
- City of Thorold
- City of Welland
- Community Addiction Services of Niagara (CASON)
- Community Care
- Community Living (Fort Erie, Grimsby and West Lincoln, St. Catharines, Welland, Pelham, Port Colborne, & Wainfleet)
- Community Support Services Niagara
- Conseil scolaire Viamonde
- Conseil scolaire catholique MonAvenir
- Contact Niagara
- De dwa de des nye>s
- Distress Centre
- District School Board of Niagara
- FACS Niagara
- Fort Erie Native Friendship Centre
- Grimsby Public Library
- John Howard Society of Niagara
- Hospice Niagara
- Meridian Community Centre
- McMaster Children's Hospital
- Equi-Veda Wellness Centre
- Niagara Catholic District School Board
- Niagara Children's Centre
- Niagara College
- Niagara Emergency Services
- Niagara Falls Community Health Centre
- Niagara Fire Services
- Niagara Health
- Niagara Medical Group
- Niagara Region
- Niagara Regional Native Centre
- Niagara Region Public Health
- Niagara Regional Police Service
- Niagara North Family Health Centre
- Niagara Suicide Prevention Coalition (NSPC)
- Portage Medical Family Health Team
- Positive Living
- Probation Services
- Quest Community Health Centre
- RAFT
- Ridley College
- Seaway Mall
- Start Me Up Niagara
- Strive Niagara
- The Fleming Centre
- The MacBain Community Centre
- The Niagara Pen Centre
- Town of Fort Erie
- Town of Grimsby
- Town of Lincoln
- Town of NOTL
- Welland McMaster Family Health Team
- Youth Resources Niagara
- Youth Wellness Hub Niagara

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



The Power of People



SPECIAL PROJECTS/CAMPAIGNS
THAT RELIED ON VOLUNTEERS TO ENSURE SUCCESS:

SMILE COOKIE CAMPAIGN MAY 2023:

- ↘ **8**
Day campaign
- ↘ **137**
Volunteers baked, decorated and packaged cookies at Tim Hortons locations across St. Catharines, NOTL and Thorold
- ↘ **218**
Shifts were filled
- ↘ **338**
Volunteer hours were provided

TOTAL NUMBER OF
VOLUNTEER HOURS
CONTRIBUTED THIS YEAR

3,989



We were able to engage a variety of groups to help in this fundraising campaign including: Pathstone staff and volunteers, high school youth, board members, youth advisors, day treatment clients, corporate partners from RBC, Allstate, Meridian Credit Union, Mountainview Homes, Niagara Pen Centre staff and 35 Mortgages.

PROJECT PLAID CAMPAIGN - POP-UP SHOPS - NOVEMBER 2023

↘ **30**

Day campaign - November 1 - 30

↘ **45**

Unique individuals

↘ **2**

Volunteers per shift

↘ **2**

Site locations (Pen Centre and Seaway Mall)

↘ **134**

Shifts in total needed to be filled

↘ **283**

Volunteer hours were provided

NIAGARA
**PEN
CENTRE**

20 VOLUNTEERS +
COVERED 56 SHIFTS
= **125 HOURS**

SEAWAY
MALL

25 VOLUNTEERS +
COVERED 78 SHIFTS
= **158 HOURS**

Special thanks to those who volunteered to promote information and awareness of Pathstone services, the Project Plaid Campaign, and assist with the sales of Project Plaid swag items at the Pop-Up Shops.

STUDENT PLACEMENTS:

CO-OPS AND INTERNSHIPS

Pathstone is a teaching and training facility providing students an opportunity to achieve their learning goals through their placements in various programs and services throughout our agency. Our staff provide mentorship, guidance, and support to the next generation of therapists and counsellors.

This year, 39 students were accepted into co-op placements and internships across our agency and joined us from various colleges and universities. These students are studying college, undergrad university, and graduate level programs from:

- Niagara College
- Mohawk College
- Seneca College
- Cambrian College
- Brock University
- Laurier University
- Niagara University
- University of Buffalo
- University of Windsor
- Queens University
- Roberts Wesleyan University



Volunteer Impact Stories



Reece Knechtel has been an excellent role model working with our clients one-to-one as a volunteer **Peer Mentor**, providing a teen client with additional support, a listening ear, and many opportunities to try new social and recreational activities in our community.

Through Reece's mentorship and courage to share her own personal life experiences, this client has gained hope, resiliency, increased confidence, increased social skills, and the ability to attend school on a regular basis.

Thank you, Reece, for your commitment to making an impact in this teen's life!

Daley Burnaccioni is a volunteer **Peer Mentor** who has been meeting one-to-one regularly with a client to provide additional support and mentorship as part of on going treatment at Pathstone. During this time, Daley's influence and impact on this youth has been significant. Spending quality time together has helped in the development of healthy attachments and relationships, increased confidence, and allowed this teen to gain trust to share their personal thoughts and feelings. In addition to trying new things and enjoying community outings, they have also been working on the goal of updating resumes and job searching.

Thank you, Daley, for the opportunities you have provided to make a lasting impact!





Good Times!

Fun & Friendship

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. Pathstone volunteers are students gaining valuable experience, full-time professionals giving back to their community, and seniors who share knowledge gathered over a lifetime.



Great Memories!

You Can Help



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

- 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

Contact us to donate today:



PHONE: Call Lorraine Snihur, Director, Foundation & Communications at 906.688.6850 x 102



EMAIL: lsnihur@pathstone.ca



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

JD Louis Creative Marketing
610 CKTB
Move 105.7
CHCH TV
Cogeco
Landmark Cinemas

Metroland
Niagara Connects
Niagara Falls Review
Niagara This Week
St. Catharines Standard
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

Join our Team



Pathstone Mental Health is Niagara's **primary provider** of mental health services for children, youth, and their families.

Pathstone provides services to close to 5,000 children and youth each year and to over 1,500 family members, guardians and adults.

We offer a broad range of programs and services, delivered by highly qualified professionals, to strengthen children and families. Our treatments are based upon a deep respect for the children, youth, and families who seek our support and expertise.

Pathstone Mental Health is an equal opportunity employer. In accordance with the AODA (Accessibility of Ontarians with Disabilities Act, 2005), Pathstone will provide accommodations throughout the recruitment, selection and/or assessment process to applicants with disabilities. If you require disability related accommodations, please inform Human Resources. All personal information is collected under the authority of the Freedom of Information and Protection of Privacy Act.

APPLY TODAY!

Scan QR Code to review all career opportunities and to apply for a position today!

SCAN ME!



Our Programming

Become **OUR HERO**-
Support an event,
program, or service.



Supporting a Pathstone Mental Health event, program, or service will help strengthen the quality of life for children, youth, and families who are dealing with mental health issues.

Whether you choose to support a Pathstone initiative, or host your own in support of Pathstone, you are a big part of helping us deliver vital programs and services to children, youth, and their families in Niagara.

You can stand proud knowing you are supporting Niagara's primary provider of treatment for children and youth with mental health challenges.

We have event sponsorship opportunities available as well as cutting-edge programs and services in need of funding and support.

Please contact us at events@pathstone.ca to learn more about these programs and to explore ways we can customize your experience.



THERE ARE SO MANY WAYS TO SUPPORT!

COUNSELLING SERVICES

At Pathstone, we offer a range of dedicated services tailored to children, youth, and families in the Niagara Region. Our services are designed to address the unique needs of the youth and families, ensuring a compassionate and accessible approach to mental health support.

FAMILY SUPPORT FUND

Our Family Support Fund has been created due to the ever-changing needs of the families that we partner with at Pathstone Mental Health. This fund provides small grants to families in need of immediate financial support to get them through a tough time so that they can focus on what matters most, their child's mental health.

STEPPING STONES

This program was designed to ensure our therapists can give the best quality care to the children and youth at Pathstone. Every child is different, which means every approach to caring for them is different. By supporting this program, you will help provide our therapists access to a multitude of therapy tools such as art supplies, books, puzzles, board and card games, journals, worry worms, and so much more.

PEER MENTOR PROGRAM

Our peer mentors develop a genuine relationship to act as a positive role model and help a child with life skills, building their self-esteem and confidence. By supporting this program, you will help to provide our mentors and their mentees with access to activities that they can do together, such as going to the movies, grabbing some ice cream, or even something as simple as taking the bus together to go to the mall.

ANIMAL ASSISTED THERAPY

Pathstone is honoured to be the home to a facility support dog and a gecko. Although different in size, these creatures bring comfort, help reduce stress and anxiety in our children and youth and they do it in their own special way. By supporting this program, you will help ensure that these pets are kept healthy, fed, and ready to help Pathstone kids each and every day.

CREATIVE COURAGE

This program was developed to ensure that the children and youth of Pathstone have access to a plethora of art supplies that allow them the opportunity to express their thoughts, fears, dreams, and hopes for a brighter future.

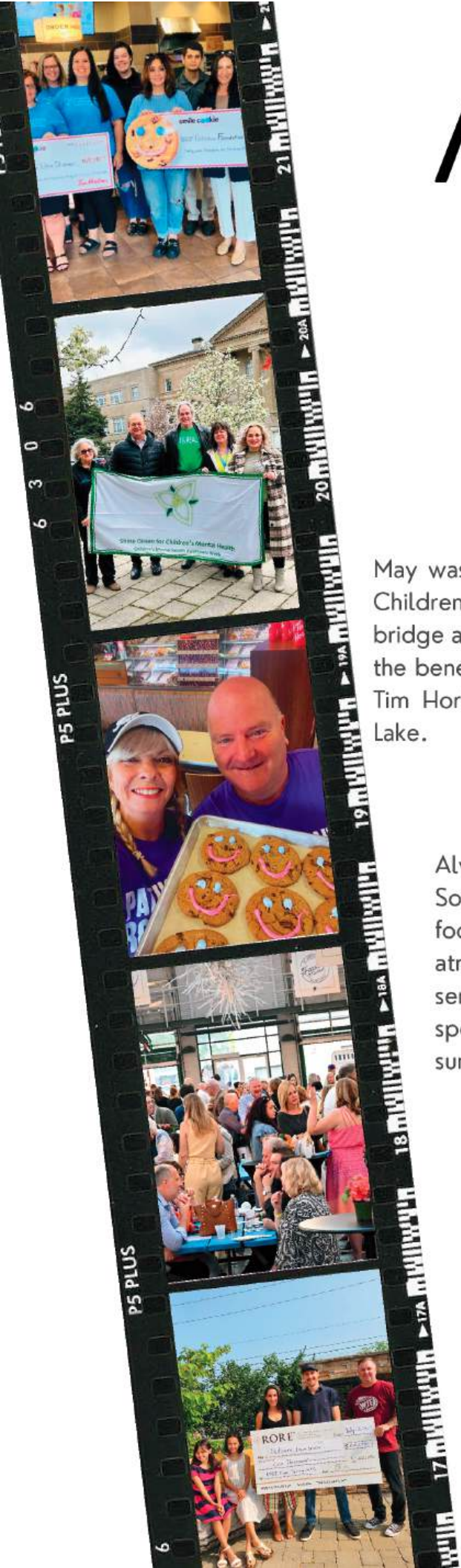
A Year in Review

May

May was a very busy month at Pathstone! Not only did we celebrate Children's Mental Health Awareness Week marked by flag raisings, bridge and water illuminations, and activities, Pathstone was also one of the benefitting charities for the Smile Cookie Campaign at participating Tim Hortons locations in St. Catharines, Thorold and Niagara-on-the-Lake.

June

Always a favourite, Pathstone's 3rd annual Market Square Summer Social (MSSS) made it's return in June. MSSS celebrates local food, drink, music, and art in an open-air market style atmosphere. Proceeds from this event support programs and services at Pathstone. Thank you to all our fabulous vendors, sponsors, volunteers, and guests for making this a must-attend summer event.



July

No one knew how it would go when a group of tattoo artists decided to come together for a good cause. PAINSTAINS for PATHSTONE was born on July 23 and it was AWESOME raising \$21,150!

Big THANKS to Maggie and Jordan, their incredible crew, and a special thanks to all the vendors who donated their time and talents to help make Pathstone just a little bit cooler.

“

Supporting Pathstone is deeply important to our family because we believe in the power of community and the impact that collective efforts can have on making a difference. By contributing to this cause, we are helping to provide resources and opportunities to those in need, developing a sense of hope and support for the most vulnerable, especially those struggling with suicidal thoughts. Our commitment to Pathstone reflects our values of compassion, kindness, and the desire to create a better future for everyone.

- The Lannon Family, in memory of Matt Lannon

”

September

We kicked off September with the Grand Opening of River House. With over 60 community contributors who gathered with us on the front lawn of River House, we officially opened our newest site in South Niagara. Thank you to everyone who helped make this dream a reality.

Mind-Over-Matter Yoga Series returned to The Niagara Pen Centre this fall thanks to our partnership with The Niagara Pen Centre and lululemon.

The Welland County Motorcycle Club's 20th annual Biketoberfest made it's triumphant return on September 16th and Pathstone was the charity of choice once again.



October

Pathstone's 10th walk-in clinic officially opened its doors in October at the Seaway Mall in Welland. The clinic is located near the Cineplex Odeon entrance and is open every Monday. Thank you to our partnerships with Seaway Mall and TD Canada for making this possible.

Did you know? Walk-in clinics are 100% donor funded!

November

This November was monumental!

We started off the month strong with our annual HOPE Gala at the majestic Fallsview Casino Resort. Thanks to our celebrity guest speaker, AGT's Howie Mandel, the gala SOLD OUT in two weeks and was a record-breaking gala for Pathstone - WOW! Special thanks to our sponsors and donors who helped make this all possible.

As you know, PLAID is a must in November. The entire month is dedicated to Project Plaid in loving memory of Amelia Durocher. At the root of this work is Amelia and the wishes we have for all kids in our community to have a safe place to land when they are not feeling ok. We want to ensure kids and families know where to go, and that we all have the tools we need when having tough conversations with someone who may be struggling with their mental health.

We are grateful to our massive partnerships that not only include Meridian Credit Union and DDL Accounting, but also, seven McDonald's locations who were asking for donations at their registers, and contributed funds from food purchased on Plaid Friday (Nov. 24th). All schools under the Niagara Catholic District School Board as well as Sir Winston Secondary School (Amelia's former High School), The Niagara Ice Dogs, and countless other small and medium sized businesses, service clubs, schools and community members joined in too.

JOIN THE MOVEMENT!

22



Third Party Fundraising

THIRD PARTY EVENTS support so many programs at Pathstone. They are an essential resource for helping raise funds and awareness that helps us carry out our work in the community.

Together, we can make a significant impact on the lives of thousands of children and youth who struggle with mental health in Niagara.

Thanks to everyday heroes like YOU, we will be able to provide programs and services to close to 5,000 children and their families this year.

Check out our **Third Party Fundraising Toolkit** on our website at <https://www.pathstonementalhealth.ca>

SPECIAL MENTIONS:

Rumsey's Niagara Swim
Move for Mental Health
AN Myer Secondary School
Biketoberfest
SCFD Combat Calendar Sales
Breakfast In A Box - Crafting for a Cause
Painstains for Pathstone
Matt Lannon Memorial Golf Tournament
RORE Fest
Bike the Benchlands
Mr. Mikes Steakhouse
Junior Brock Badgers
STEM Challenge - Lockview Public School
Cotton Inc.
Competitive Dance Kids Niagara
Kyle Gamble Golf Tournament
ADHD Awareness Bake Sale

Riders Protecting Children
RORE Realty
WE THE FINEST Burger Company
And many more!





DID YOU KNOW?

Pathstone received:

1,200 WORRY WORMS

150 COMFORT BEARS

75 HANDMADE BLANKETS

Special thanks to these wonderful organizations:

- Crafting for a Cause
- Project Linus Niagara
- Project Imagine
- The Creative Knitter
- Comfort Bears

SCAN ME!



for **A LIST OF ALL OUR COMMUNITY EVENTS**



Accreditation Canada



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



Canadian Centre for Accreditation
Excellence in community services
Centre canadien de l'agrément
L'excellence en matière de services communautaires

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

Supported by...

Niagara  Region



Ontario 
MINISTRY OF HEALTH

 Ontario
MINISTRY OF CHILDREN AND
YOUTH SERVICES



↘ The Family Support Provider Program

Last year, funded through a grant by Ontario Trillium Foundation, we introduced a new program to Pathstone, The Family Support Provider Program (FSP). 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.

This year, we are expanding Family Support Provider Program to offer more intensive programs such as, Live-In Treatment and Day Treatment Services.

We continue to see a great impact on caregiver strain seeing improvement in the categories of:

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

We are seeing a decreased amount of time missed from work in families involved with the FSP Program, a decreased amount of disruption to the family's social activities, and families also report feeling less isolated and alone when linked with the FSP.

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



Testimonials

The following testimonials have been provided by FSP clients and are entirely of their own volition and with permission to be used by Pathstone Mental Health.

““

My family has been part of the Family Support Program with Melanie and it has been a very helpful resource for us. It helped our daughter get into a sport for the summer and helped us with getting her a baseball glove so she could participate when we couldn't afford the cost. Melanie has given us resources to help with different programs in the community that can assist with finding a family doctor, housing, and free or low cost food which have been very helpful for us in a difficult time in our lives. The meal plan ideas with current flyers were very useful for me as it can be challenging for me to come up with ideas on a budget, especially with a larger sized family. We have enjoyed being part of this program and have really appreciated the support Melanie has provided for us.

- Victoria C.

””

There are no words to explain the importance and impact that Melanie has made for my son and myself. I have multiple diagnoses and just to let someone in my house and get to know me as a person and to get a better perspective on what my son's needs are, is not only important but it is almost impossible for me to trust anyone. Melanie went above and beyond even taking baby steps to make me feel comfortable and trusting of her with my son, let alone me. Whether it was a good or a bad day, Melanie always assured me that we could reschedule and that she could come at a different time and was there for anything that she could do to help me get through my bad days. She would help my son understand and help me apply for many things that I did not even know existed to help us. Melanie has made such a difference in my son's life; his well-being and overall health and Mason feels safe around her. I am beyond grateful to her for everything that she was able to help my son with and she was able to assure me that everything would be OK. Melanie is just one of those people that are very rare to find like a diamond in the rough as you so call it. There is only a certain type of person that could do this type of service, by helping and understanding people such as my son and me and all my circumstances that come with it. She is professional, patient, honest, and just truly understanding. I will very much miss her smile - thank you so much Melanie for everything you've done and for just being you.

- Tricia and Mason

““

The Family Support Program through Pathstone Mental Health has been a helpful tool for me as I navigate parenting three children while balancing my own mental health needs. This program has given me new insight on how I can better organize my days, set goals, create boundaries and function more effectively in my day-to-day living, all while accepting my own areas of struggle and giving myself some grace. I am provided with community resources that help me save money, meal plans that help me stay organized, reassurance in my meetings with Melanie, and a sense of overall acceptance, accountability and support. I have been a better mother since I began my own journey in the Family Support Program and that has directly impacted my entire family in countless positive ways.

- Ricki M.



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