

MEDIA ADVISORY

IMMEDIATE RELEASE- December 23, 2020

Measures in place to support Mental Health through Holidays and Grey-lock down.

From 24/7 Crisis & Support line, to in-person and video counselling for Niagara's kids.

St. Catharines, ON- With the recent Grey-lock down issued across the province, Pathstone Mental Health has implemented measures to ensure Niagara's children and families receive seamless support when they need it.

While Pathstone Mental Health will close in-person and video counselling walk-in clinic's from Dec 24- Jan 3, their **24/7 Crisis and Support line** will fill the need during that time.

We know how trying it has been for many through the pandemic. As we move into the holidays and another lock-down, we felt it crucial to have our front line staff ready to support the mental health pressures being felt in our community. As a result, our Crisis & Support team will be working through the holiday break to ensure those aged 18 and under who need mental health support can connect with us over the phone, in an instant, by calling **1-800-263-4944**.

Shaun Baylis, CEO Pathstone Mental Health

As an essential service, we will re-start our in-person walk-in clinics at four of our eight sites starting on January 4th. Due to the fact some of our community clinics are in buildings affected by the province-wide lock down, we have had to pivot our plan slightly until the lock down is lifted.

Below are details as to how our services will be maintained.

By Phone ONLY

From December 24 – January 3

- **Our Crisis & Support Line will operate as per usual, 24/7 at 1-800-263-4944**

In-person Walk-In Clinics (+ Crisis & Support Line)

Starting January 4 until further notice,

- **In-person Walk-In Clinic Counselling, by appointment ONLY, will be offered as follows:**

EVERY **Monday through Friday** / St. Catharines

EVERY **Monday** / Thorold

EVERY **Wednesday** / Grimsby

EVERY **Thursday** / Beamsville

***By Appointment ONLY, which can be made by calling 1-800-263-4944**

By Video (+ Crisis & Support Line)

Starting January 4 until further notice,

- **Video Counselling, by appointment ONLY, will be offered Monday – Friday.**

***By Appointment ONLY, which can be made by calling 1-800-263-4944**

To help with family mental wellness this holiday season, Pathstone Mental Health has provided the following tips that may help lessen the stress at home over the next few weeks.

1. Keep the lines of communication with your children and youth open. Make time to check in with how they are feeling and doing over the holiday period. A little one-on-one time whether it is a walk, activity or a conversation can make a big difference in helping them cope.
2. Make sure everyone is eating and sleeping, especially your younger children. Try not to vary too widely from meal times and sleeping routines. This may not be plausible all the time, but do your best. For teenagers, try to ensure they go to sleep and wake up at reasonable hours. While not a school day, sleeping until 2 pm and going to bed at 3 am isn't recommended.
3. Create and manage realistic expectations. You may again need to make some adjustments to your plan due to the Grey-Lock down in order to support your kids. Do what is best for your family.
4. Be open to negotiate with your teens. Whether it's an online debate about gaming, social, etc.
5. Maintain healthy boundaries for yourself. It is ok to say no without guilt. Say yes when you want to, not out of obligation or to please others. Take care of your own physical, emotional and spiritual needs.

6. Before and throughout the Holidays, know your local resources in case you or your youth need mental health support. **Pathstone Mental Health – Crisis Services is available 24/7 by calling 1-800-263-4944.**

Media Contact – for Questions / Interviews;

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About Pathstone Mental Health

Pathstone Mental Health is a community-based organization whose mission it is to provide innovative and effective treatment for all children in Niagara diagnosed with mental health issues. Thanks to support from our donors and volunteers, we are able to address and meet the needs of children and their families as the primary accredited provider of mental health services for children in Niagara. Crisis Services are offered 24/7 by calling **1-800-263-4944**.