

**AT A GLANCE:
ANNUAL
REPORT
2020**



PATHWAYS FAMILIES
HELPING
FAMILIES
Serious Mental Illness Society

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A LETTER FROM THE PRESIDENT



After this extraordinary and trying year, I hope this letter finds you and your loved ones safe and well. I write this annual report sharing some of the activities and successes of Pathways' past season.

We are excited to welcome the Honourable Sheila Malcolmson, our key speaker at Pathways' 2021 AGM. Sheila Malcolmson has recently been appointed as the Minister of Mental Health and Addictions of British Columbia and is also the Vice-Chair of the Cabinet Working Group on Mental Health, Addictions and Homelessness and a member of the Cabinet Committee on Social Initiatives.

Firstly, I'd like to say a special thanks to those who have renewed their membership and continued to support us during a year that has been difficult for us all. The COVID-19 pandemic and the resulting economic recession have had a profound and negative effect on many people's mental health and has created new barriers for people already suffering from mental illness. Your generosity has been of paramount importance in uplifting those struggling with a loved one with mental illness at a time when they have needed it most. Not surprisingly, the pandemic has also negatively impacted both our membership and donations; your continued support has meant a great deal to us. Thank you.

It goes without saying that the dedication of our volunteers and staff has never been more apparent than this year. I extend my deepest gratitude and sincere thanks to all of those who have pulled out all the stops and gone the extra mile to learn new ways of doing things to ensure that our programs and services continue despite the significant restrictions in place due to COVID-19. Pathways' peer-to-peer model is only possible with our volunteers continued support of helping us deliver our programs.

Thanks in particular to our staff: Pouneh Jula, Valeska Gauthier, and Kaitlin Bustos for their work in organizing and delivering Pathways' programs and fundraising. I would also like to thank Nancy Ford for stepping back into her previous role of Executive Director and supporting Pathways through a very challenging period in 2020. In addition, I would like to thank Pathways' Board of Directors who have given their unlimited time and leadership in helping Pathways achieve its goals.

I am pleased to welcome Emma Chapman as Pathways' new Executive Director, who joined us in the fall of 2020. I am also pleased to welcome Amy Collis, Pathways' Project & Communications Coordinator who has just joined us this past February.

Pathways has seen another successful year of program delivery, development and advocating for families affected by serious mental illness. We met the unprecedented demand for our services amid COVID-19 by broadening and adapting our programs and services.

Your donations give your communities the following services:

1. Peer Support: This gives one-on-one peer support to family members, significant others and friends of a loved one dealing with a mental illness, often in crisis situations with information and support in accessing one-on-one essential treatment for their loved one.

2. Family-to-Family Program: This is an eight-week evidence-based mental health course that covers all aspects of mental illness. It is taught by trained peer instructors primarily in North & West Vancouver, Vancouver, Tri Cities, Sunshine Coast, Squamish and Whistler. Due to increased demand and the shift to an online format, the course is now available to those who need it across B.C.

3. Advocacy: We advocate for care, compassion and respect for those suffering from mental illness. We advocate on behalf of individuals with mental illness and their families, and especially those who have been lost in the system.

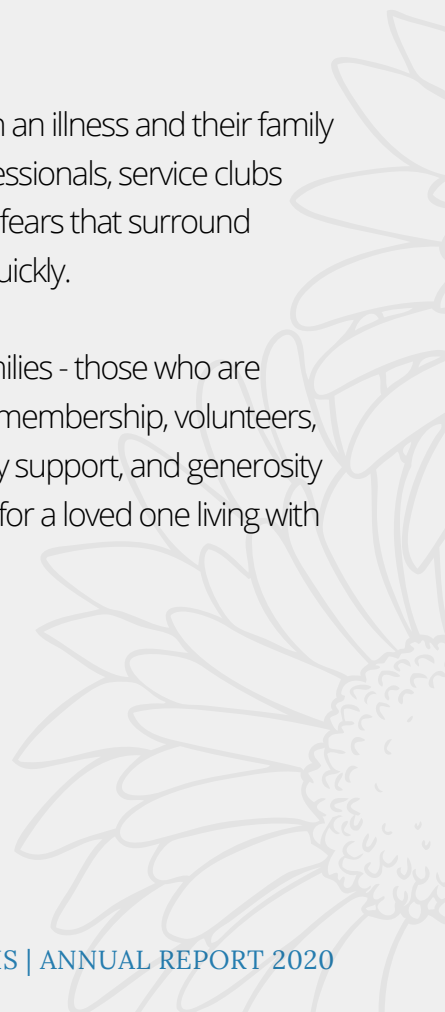
4. Education: We organize in person presentations delivered by a person living with an illness and their family member. These presentations are to schools, workplaces, police departments, professionals, service clubs and those who work with the public. We aim to break down the barriers, myths and fears that surround mental illness, and encourage those who see someone showing symptoms to act quickly.

We are, and will remain, a volunteer-led society with a mission of families helping families - those who are coping with ALL serious mental illnesses suffered by loved ones. I cannot thank the membership, volunteers, sponsors, and individual donors enough, for all your continued dedication, monetary support, and generosity during this extraordinary year. Your support transforms the lives of those who care for a loved one living with mental illness, restores their hope and paves their way to a brighter future.

Sincerely,

Don Pavlovich

PRESIDENT



MEET OUR TEAM



BOARD OF DIRECTORS 2020

DON PAVLOVICH | President

SHIRLEY CHAN | Vice President

JANICE LILLEY | Past President

LINDA MCGINN | Board Secretary

MARY-MARGARET GAYE | Treasurer

JOE GORMLEY | Governance and Policy Committee Chair

ELÉNA ANDREWS | Fundraising & Events Chair

JENNIFER BEDNARD | Advocacy Committee Chair

KIMBERLY THOMAS | Member at Large

VIKTORIA STOUDENIKINA | Member at Large

STAFF

Emma Chapman | Executive Director

Pouneh Jula | Office and Membership Manager

Valeska Gauthier | Program Coordinator

Amy Collis | Project & Communications Coordinator

Kaitlin Bustos | Data Analyst & Digital Marketing Intern

ABOUT US

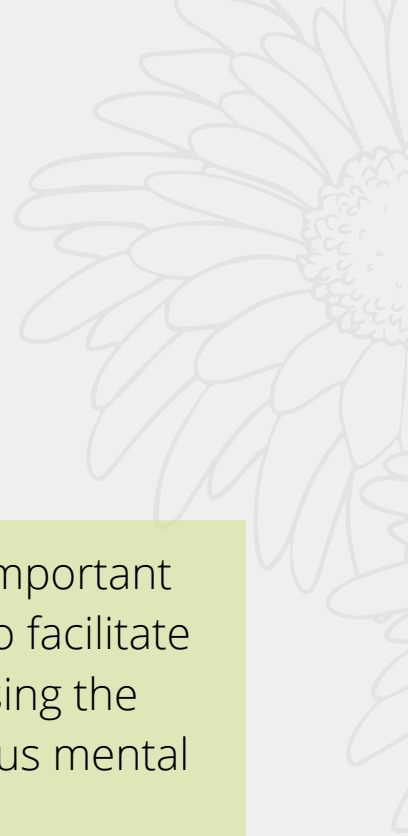


Established in 1983 as a branch of the BC Schizophrenia Society, **Pathways Serious Mental Illness Society** (SMIS) provides programs and services to families with loved ones living with serious mental illnesses. Pathways serves all communities with a larger focus on the North Shore, Vancouver, the Tri-Cities and Sea-to-Sky area.

We are on a **mission** to **alleviate the suffering** caused by serious mental illnesses including anxiety disorders, bipolar disorder, borderline personality disorder, concurrent disorders, depression and schizophrenia.

Our **vision** is to be a vibrant, innovative centre of **support, education, awareness** and **advocacy** for families and others affected by serious mental illness.

PROGRAMS & SERVICES



Education, support and **advocacy** are the three important pillars at Pathways SMIS. The pillars work together to facilitate learning, understanding and empathy while addressing the important topics and discussions surrounding serious mental illness.

Family-To-Family

In 2020, **11 volunteer teachers** and **5 producers** dedicated a cumulative total of **1855 hours** to the Family-to-Family course provided **online** in **four regions**: North Shore, Tri-Cities, Vancouver and Sunshine Coast. A total number of **97** individuals participated in the mental health course.



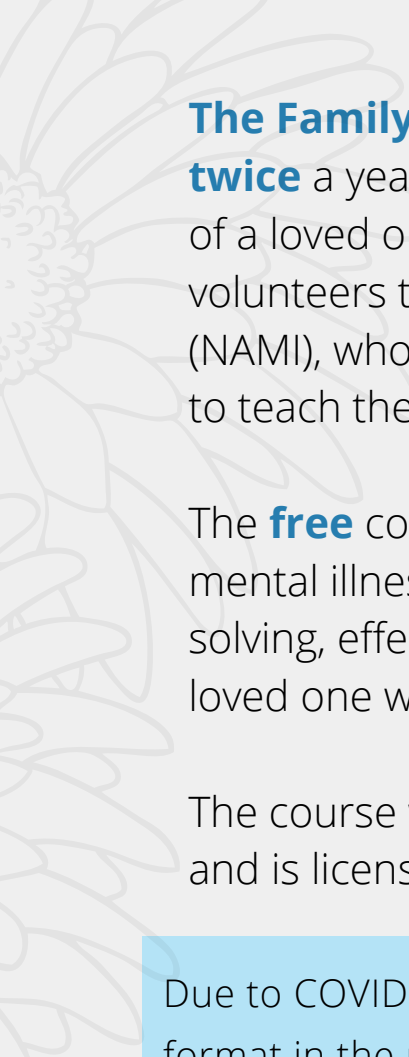
38 students
25 students
15 students
19 students



600 prep & teaching hours
535 prep & teaching hours
360 prep & teaching hours
360 prep & teaching hours



North Shore
Tri-Cities
Sunshine Coast
Vancouver



The Family-to-Family 8-week education course is offered **twice** a year to families, significant others, friends and relatives of a loved one living with mental illness. Two family-member volunteers trained by **National Alliance on Mental Illness** (NAMI), who are graduates of the course, use a team approach to teach the program.

The **free** course covers a range of topics including serious mental illness and its treatment, practical skills such as problem solving, effective communication and guidance on supporting a loved one with mental illness.

The course was developed by the NAMI in the United States and is licensed and adapted for use in British Columbia.

Due to COVID-19 we had to pivot and adapt our classes to an online format in the middle of offering our course.

Although this was a challenging learning experience, it allowed Pathways to serve families in need from areas, that under normal circumstances, would not be able to attend our classes. In turn, targeting a larger audience makes our impact that much greater.

To the delight of many, the online format felt just as intimate and supportive as if the classes were taught in person.

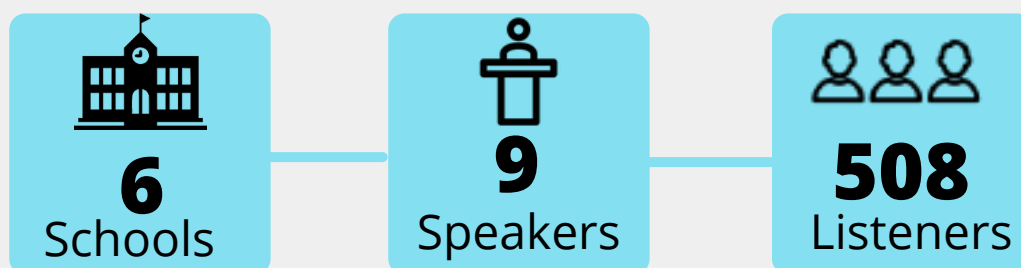
NAMI changed their regular 12-week Family to Family course to an 8-week course, and our dedicated volunteers Canadianized the content to ensure the relevance to all. The updated material includes the newest information on mental illness, strategies to cope and communicate and much more.

School Presentations: First Hand Stories

School presentations, also known as First-Hand Stories, tells the **story of mental illness** in a moving and direct way. It is one of the Society's **most important** educational programs. By educating the students about mental illness, we are hoping that it will decrease the stigma and increase the compassion for others.

First-Hand Stories consists of a **panel** of two guest speakers – a person with a psychiatric diagnosis and a family member. The guests are presented as a team and each describes his or her own **personal experience with mental illness along with a PowerPoint presentation educating the students about mental illness.**

First-Hand Stories is a **unique** and **powerful** storytelling model which helps students and people in the community **understand the nature and prevalence** of serious mental illness.

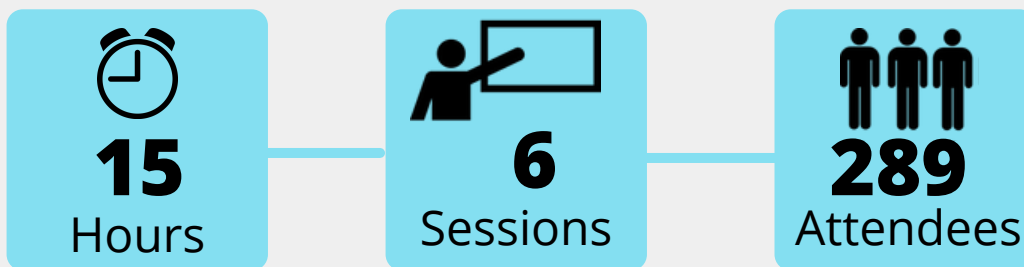


Following the Covid-19 outbreak School Presentations were postponed.

Workshops & Public Education Lecture Series

The Workshops and Public Education Lecture Series gives families, significant others, friends and relatives of a loved one living with mental illness. Professionals as well as the general public, an opportunity to ask questions and receive answers directly from experts and service providers.

In 2020, a total of **289 attendees** attended **two workshops** and **four online lectures**.



SEPTEMBER 2020 | WHAT TO EXPECT WHEN YOU DIAL 911 FOR A MENTAL HEALTH CRISIS

71 attendees 

Cpl. Neil Jones, Mental Health Liaison with the North Vancouver RCMP, spoke on his experiences and insights related to his role in supporting individuals and families who are in mental health crises in our community.

JANUARY & DECEMBER 2020 | WILLS AND ESTATE PLANNING WORKSHOP

141 attendees 

Financial Advisors, Bill Murdock and Ania Ferensowicz helped you prepare the future of adult children living with serious mental illness. Covering topics such as life insurance, hidden tax systems, investing for trusts, RDSP's and more.

SUPPORT



At Pathways, **600** families, significant others, friends and relatives of a loved one living with mental illness accessed **monthly peer-support groups** and **one-on-one peer-support**. The programs offer our communities an opportunity to express and share their experiences in a confidential, secure and supportive space.

Monthly Support Group

In 2020, a cumulative total of **103 hours** was dedicated to running **40** support group sessions.

Family members gathered from **4 locations** online to provide support and share experiences with each other.

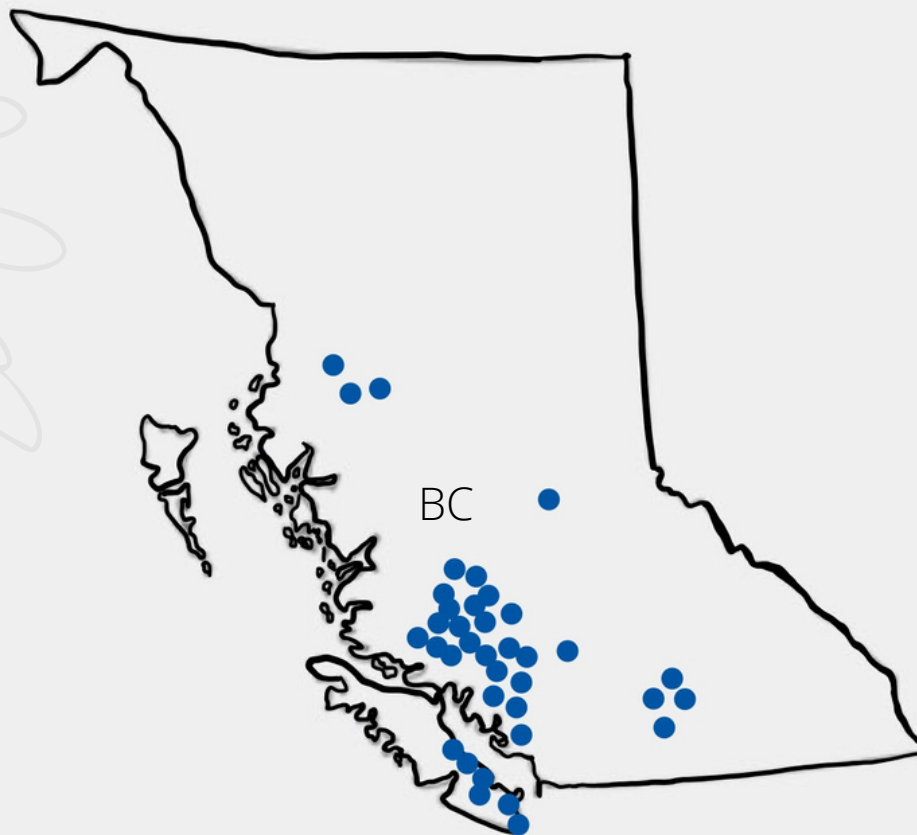


134 attendees	28 hours	Vancouver
81 attendees	25 hours	North Shore
80 attendees	25 hours	Tri-Cities
78 attendees	25 hours	Sea to Sky

In total, **373 individuals** attended our monthly support group.

One-on-One Support

Our **One-on-One Support Program** has provided members with information and support regarding serious mental illness over the phone at Pathways SMIS. These calls came from **14 cities** within **3 provinces**.



SUPPORT

ADVOCACY

As an **advocacy centre** for communities affected by serious mental illness, Pathways SMIS helps families **overcome obstacles** that are thrown in their way. The Society's four pillars of advocacy include: **Proactive Treatment, Family involvement, Information Sharing**, and **Legislation & Government**.

Proactive Treatment

Pathways advocates for timely treatment of those with serious mental illness. We help families overcome obstacles that are thrown in their way. We particularly fight for involuntary committal where appropriate, so that a person suffering from psychosis, with no insight into his or her own condition and hence spurning treatment, will nevertheless get the help that they need and be freed from the grip of their illness.

Family Involvement

Families can play a crucial role in the treatment process and in helping their ill relatives get better and stay better, although this isn't always recognized by professionals. Pathways advocates for family involvement and explains to family members how to ensure that their participation will be accepted.

Information Sharing

Pathways encourages professionals to share information with family members and also instructs family members on what the law and "best practices" are on the matter. We explain to family members the importance of insisting they be kept fully in the picture by professionals and give them support to follow through when necessary

Whose Rights are Right?

Bonnie Sauder is a member of Pathways SMIS Advocacy Committee. Here is her story:

My son was 17-years-old when he attempted suicide. Someone phoned me that day to tell me. A friend of his? A police officer? Someone from the hospital? You would think I'd have that seared into my mind, but I don't. What I do remember was that feeling I think mothers everywhere would understand. My heart seemed to leap into my throat and started pounding in my ears. I was instantly cold and sweaty at the same time. I tried to make sense of what I'd just heard from the voice on the other end of the line but only picked out, "He's okay...safe...hospital."

I don't remember the drive there, but I do recall the surrealness of paying for my parking and trying to figure out which part of the hospital that I needed to go to. I'd forgotten to ask. I suddenly found myself moving through the sliding doors of the Emergency Room. Once inside, I saw a few people in uniforms, probably paramedics, standing around chatting to one another. None of them seemed to notice me. I didn't know where to go so I walked straight ahead and waited in front of a person seated at a computer behind some glass.

When she looked up she said, "Have you seen the triage nurse?"

Triage? I didn't know what that meant. I shook my head and said, "I got a call that my son is here. Can you tell me where I can find him?"

"Who called you?" she asked.

"I'm not sure." I lowered my voice and moved closer to the window, "He was found on the bridge and brought in."

...Please click [here](#) to continue reading

COMMUNITY FUNDRAISING

Due to Covid-19, sadly, but responsibly, out of concern for the health of our community, **in-person fundraising events** were **unable to occur** in 2020. This includes Pathways largest annual public fundraiser, **Circle of Strength**.

Being Pathways' main fundraiser for approximately 15 years, COS usually raises \$35,000 to \$50,000 each year. These funds make possible the provision of our essential programs and peer-support groups offered without charge to Pathways' members.

Previously, this event has been **transformational** for us and our clients, as we continue to raise awareness and much needed funds to expand our services. As Pathways' navigates these fundraising challenges, we rely on **critical** and **generous donations** more than ever, to continue to provide support without charge to families.

Elevate Pathways: Online Auction

Pathways partnered with **local companies and individuals** to provide our auction with a wide range of different products and experiences to bid on. We were able to raise a total of **\$1,222** to help grow our most sought-after education program, our Family-To-Family course.

Thank You to our community for their in-kind donations!



Dundarave Festival of Lights

In the true spirit of the holiday season, Pathways Serious Mental Illness Society sponsored a tree at the **Dundarave Festival of Lights**.

Pathways is so grateful to all of our supporters for their **continued involvement** in helping us deliver our programs and services. As a **thank you**, we invited you and your families to come down to see the beautifully decorated tree and help **raise awareness about mental health**.

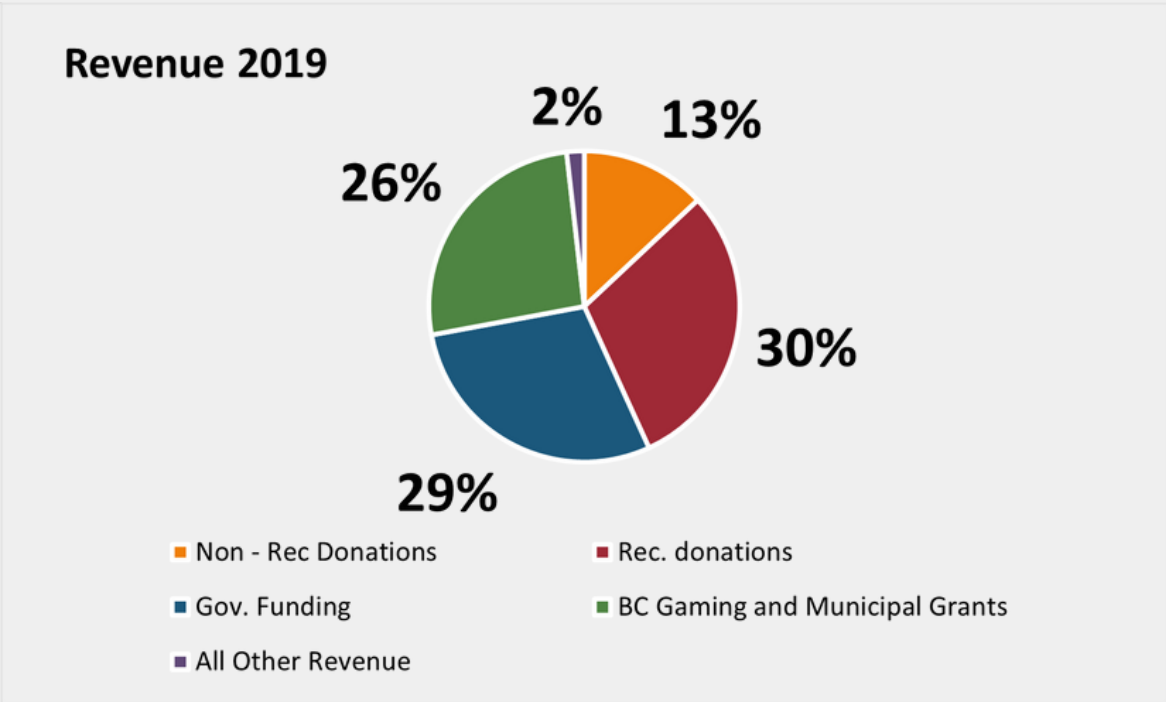
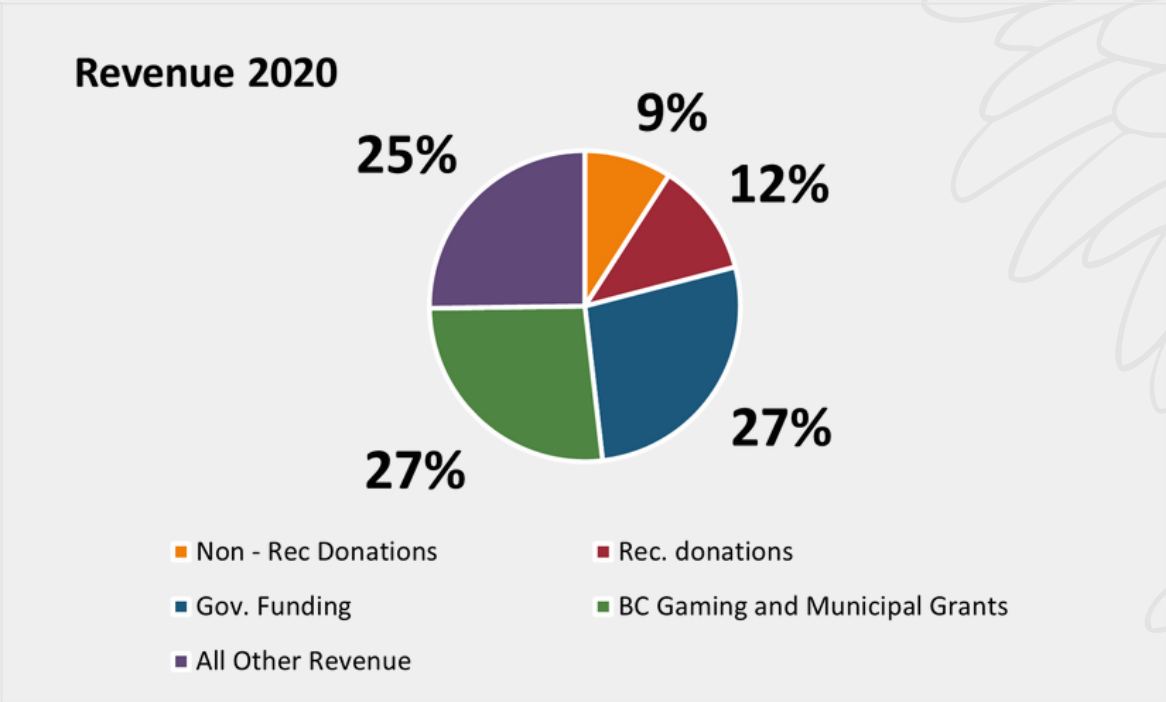


FINANCIAL

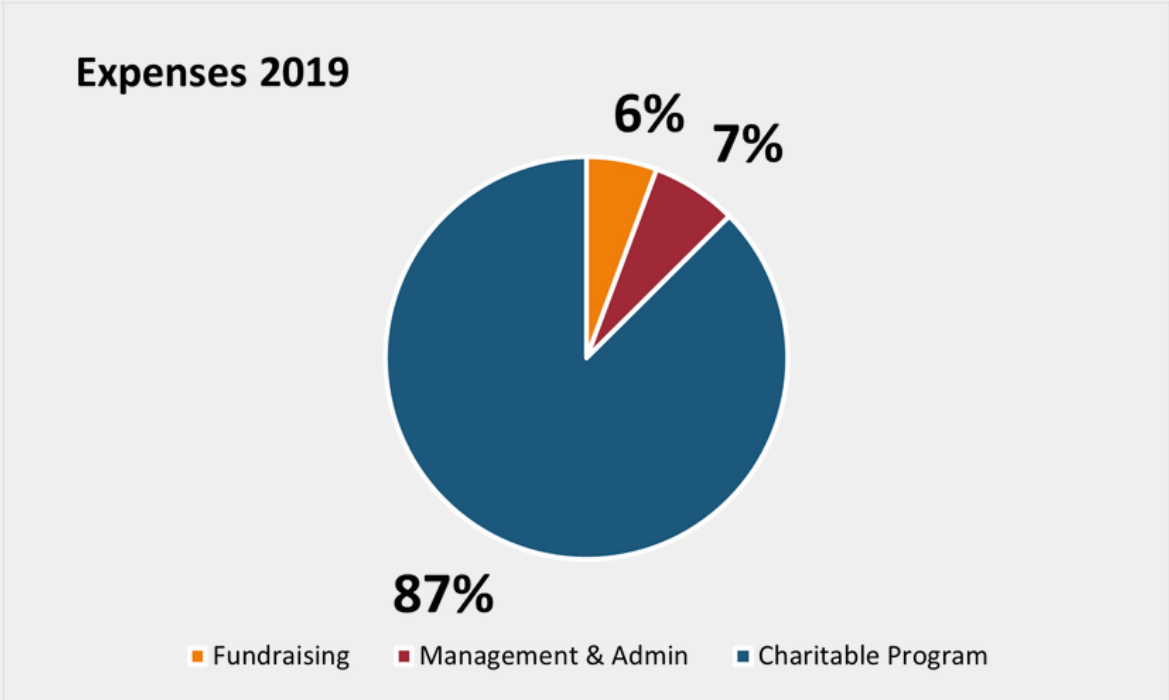
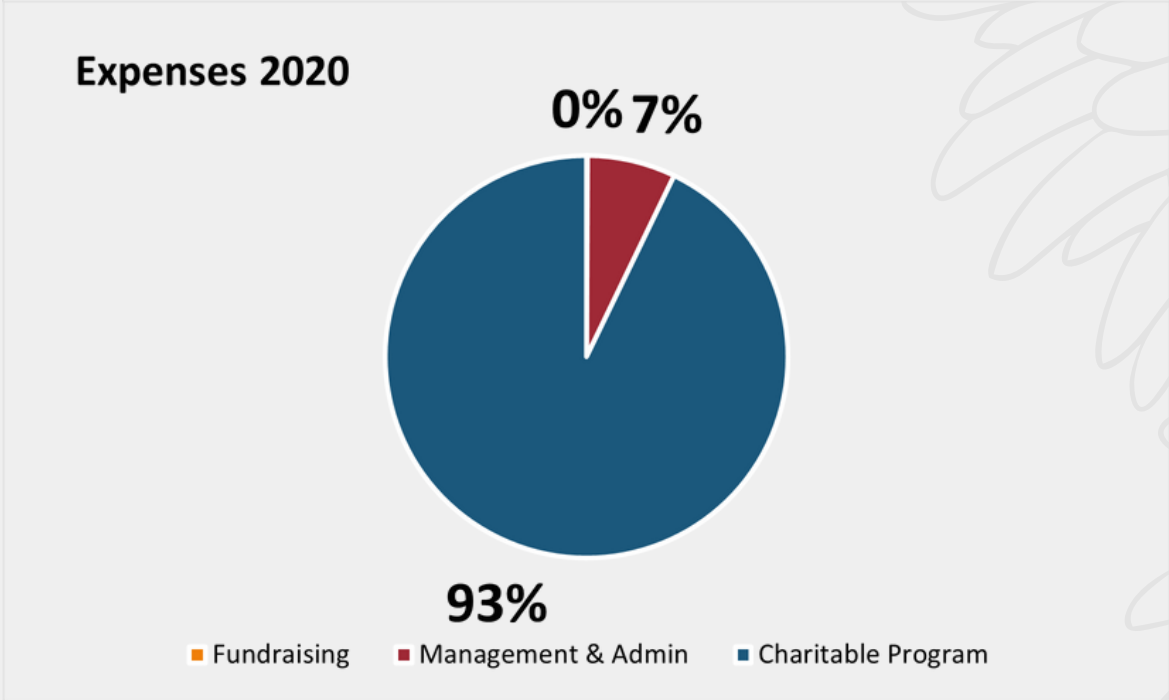
Year end December 31st

Revenue	2019	2020
Non-receipted donations	\$30,358	\$22,585
Receipted donations	\$70,297	\$29,395
Government funding	\$67,410	\$67,597
BC Gaming & Municipal grants	\$60,867	\$66,023
All other revenue	\$4,259	\$62,581
Total (\$)	\$233,191	\$248,181

Expenses	2019	2020
Fundraising	\$13,501	\$170
Management & Admin	\$16,409	\$15,615
Charitable Programs	\$208,374	\$204,442
Total (\$)	\$238,284	\$220,227



Reference: Canadian Revenue Agency (CRA), Charities and Giving, Pathways Serious Mental Illness Society (PSMIS). <https://apps.cra-arc.gc.ca/ebci/hacc/srch/pub/dsplyRprtngPrd?q.srchNm=pathways+serious+mental+illness+society&q.stts=0007&selectedCharityBn=894226935RR0001&dsrdPg=1>



Reference: Canadian Revenue Agency (CRA), Charities and Giving, Pathways Serious Mental Illness Society (PSMIS). <https://apps.cra-arc.gc.ca/ebci/hacc/srch/pub/dsplyRprtngPrd?q.srchNm=pathways+serious+mental+illness+society&q.stts=0007&selectedCharityBn=894226935RR0001&dsrdPg=1>

TRIBUTES TO CHERYL ZIPPER

This page is dedicated to the loving memory of one of our heroes, the late Cheryl Zipper, a past president and tirelessly devoted advocate of mental health, who passed away on December 12th, 2020. To see the tributes in full, please click [here](#).



“

Those who knew Cheryl will recall her courage, empathy and determination to share her story with others. Cheryl helped guide families across BC to advocate effectively for their loved ones with a serious mental illness, helping families find their voice and their way through the labyrinth of mental health services.

”

Don Pavlovich

“

With support from her family, she put in an extraordinary amount of volunteer time to the Board, school projects, the Family-to-Family education program and much more. She was my go to person for anything Pathways. But more than that she was the person I would pick up the phone to share my life stories with.

”

Lisa Stringle

“

Cheryl was one of those remarkable family leaders, determined to help others through education, leadership and collaboration. A remarkable light touched by so many.

”

Nancy Ford



“

Cheryl was the kind of person that inspired and led with grace. The kind of person that you might just follow to the end of the earth if she asked. But then, she would probably do the same for you too.

”

Janice Lilley

“

We have lost a great friend, a leader, an initiator and a visionary. For me Cheryl was my guiding light.

May her light continue to burn brightly in all of us.

”

Connie Chung

“

She was a great shining light in the struggles against stigma and for justice and fair treatment of persons with serious mental illness. She has left a legacy of hope and understanding. We'd all do well to remember her message to just be kind.

”

Cindy Beatch



THANK YOU

A warm **thank you** to all the incredible volunteers, donors and organizations who supported Pathways SMIS in 2020. With the continued generosity of our community, Pathways can grow and keep providing the essential **programs, services, education** and **advocacy** to those affected by serious mental illness.

Your support contributes to **improving** the lives of families, significant others and relatives of a loved one living with serious mental illness, renews hope, and **makes recovery possible**.

Volunteers

Our volunteers dedicated over **3225+ hours** to supporting Pathways SMIS in the following ways:

- Family-to-Family Education Course
- Monthly Support Groups
- Public Education Lecture Series
- School Presentations: First-Hand
- Will and Estate Workshops
- Annual General Meeting (AGM)
- Dundarave Festival of Lights (DOL)
- Marketing and Promotion
- Administration/Office Work



Donors

In 2020, a total of **411 donations** and **membership renewals/sign-ups** were made to Pathways SMIS.



Grants

Government Grants

District North Vancouver Municipal Grant
District West Vancouver Municipal Grant
City of North Vancouver Municipal Grant
Resort Municipality of Whistler Municipal Grant
New Horizons for Seniors (Government of Canada)
Canadian Emergency Wage Subsidy
Covid-19 New Horizons for Seniors (Government of Canada)
Province of BC Community Gaming

Community Grants

West Vancouver Community Foundation
Vancouver Community Network - Digital Skills for Youth
Hamber Foundation
North Shore Community Foundation
Coquitlam Foundation
Community Foundations of Canada (COVID-19 ECFS)
Sorooptimist International of North & West Vancouver
Kiwanis Club of West Vancouver
Lynn Valley Lions
Knights of Columbus Foundation

THANK YOU



