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June 18, 2021

Emma Chapman
Executive Director
Pathways Serious Mental Illness Society
205-1865 Marine Dr
West Vancouver BC V7V 1J7

Dear Emma Chapman:

Thank you for your letter of April 28, 2021, sharing the stories of Pathways Serious Mental Illness Society members' experiences with the *Mental Health Act*.

I appreciate the time you have taken to share your clients' stories with me. They are heart wrenching and inspiring, and I am immensely grateful to hear that so many people have been able to access the life-saving, life-changing care they so desperately needed.

Too often we hear the stories of people failed by the health care system, people who have fallen through the gaps and missed out on opportunities to be connected to treatment and care. Today, it was wonderful to have the opportunity to read the families' stories, to have the system gaps confirmed, and to hear that for many, the system works.

The pandemic has made us at the Ministry of Mental Health and Addictions especially aware of the impact our work and the work done through our countless partners and stakeholder organizations, including Pathways Serious Mental Illness Society. Bettering mental health and substance use care in BC takes a collective effort and is absolutely not something we can do alone. We are truly grateful for each and every person who has dedicated their time, energy, and enthusiasm into supporting our province's residents when they are at their most vulnerable.

Thank you again for helping to amplify these voices, and thank you for sharing my reply with all those who contributed.

Best wishes,

A handwritten signature in blue ink, appearing to read 'SM', with a long horizontal flourish extending to the right.

Sheila Malcolmson
Minister