

Happiness is in me
when you're here



2022 - 2023 ANNUAL REPORT



Knowles Centre

ENRICHING LIVES

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BOARD CHAIR'S MESSAGE



It is hard to believe that another year has passed by. The Knowles Centre team has continued the very important work that they do, and it has been an honour along with all our Board members to support this work.

The challenges continue regarding funding, staffing, and ensuring we are available to respond to the challenges that young people face today. Knowles Centre is an esteemed organization in our community, and we will continue to adapt to provide the support needed.

In 2021, Knowles Centre expanded its reach into two community high schools through a partnership with the River East Transcona School Division. Students facing extraordinary challenges affecting their home and school well-being were offered confidential, in-school counselling. The impact was overwhelming as students began to successfully address issues needed to begin the process of healing. As we begin the 2023/24 school year, this program has expanded to five high schools within RETSD, providing 60 hours of support per week to young people struggling with issues such as anxiety, depression, and the pervasive effects of trauma.

Dr. Michael Burdz, our committed CEO, retired this Spring after 27 years with Knowles Centre. I want to thank Michael for his incredible work. It has been such a privilege to work with Michael in my board position. He is one of the most committed, passionate people I have ever met in supporting youth and families in our community. He has dedicated a big part of his life to this mission. And he has succeeded. Although there is still much work to be done, Michael's contribution has been incredibly impactful. We will miss Michael very much, but we wish him all the best in his well-deserved retirement.

Following an intensive recruitment process, Knowles Centre welcomed Mia Guenther as our new CEO in July. It has been an incredibly busy time for Mia as she builds her knowledge of the agency and begins to chart the course for the future of our agency.

I would like to thank all of the frontline, therapeutic and administrative staff of Knowles Centre for their dedication and the support they give to the youth the Centre supports.

A handwritten signature in blue ink that reads "A Sherry". The signature is fluid and cursive.

Andrea Sherry
Chair, Board of Directors

CEO'S MESSAGE



Knowles Centre is pleased to present this annual report. The report reflects the caring, intentional, and dedicated support Knowles Centre staff offers to the children, youth, young adults, and families who are part of our community. Throughout the 2022-2023 year, we saw several successes and experienced a few challenges, as well as some changes in our programming and leadership.

As an organization that works to create conditions for youth and young adults to imagine a future, experience meaningful self-identified success, and gain the skills and knowledge necessary to work towards their goals, we recognize that a critical factor to success is grounded in identity.

Our goal is to build an equitable, inclusive, and democratic community where each child, youth, and young adult has the opportunity to appear well, have a voice in their life path, and experience belonging within a positive support network. Striving for equity requires Knowles Centre staff to identify and remove obstacles and barriers to success while actively standing up against all types of discrimination.

To that end, this year Knowles Centre has been working towards deepening our learning in trauma-informed care. We have implemented a systems-based, organization-wide, cutting-edge approach to creating trauma-sensitive environments that are strengths-based, proactive, and therapeutic. The staff caring for children and youth in our Healing Homes have undergone this training, strengthening the child-first approach already at the heart of what they do. Developed at Cornell University, the "Therapeutic Crisis Intervention" is a first of its kind in Manitoba, and we are proud to be paving the way in this regard.

Our team continues to partner with the River East Transcona School Division. We have expanded our clinical support services to include five schools, in addition to offering cultural and therapeutic support to the students who attend John G Stewart School, located on Knowles Centre's main campus. Several school administrators have remarked that our clinical team's expertise in mental health services exceeds the scope of school support and has been well received. At the same time, our clinical team has appreciated the community 'wrap around' approach that many schools engage in, which offers an integrated systems approach rather than a siloed experience.

I am grateful to and acknowledge that our services are supported by skilled and thoughtful professionals in all our programs, such as Youth Care Workers, Support Workers, Supervisors, Directors, and Case Managers. Our gratitude also includes those who deliver Human Resources, Finance, Continuous Quality Improvement, Information and Technology, Administration, Caretaking, Food Services, Governance, and Communications. Thank you to everyone for your commitment to our work.

As Knowles celebrates the present and looks forward to both the opportunities and challenges of the coming years, it is also essential to look back and thank all those that have worked and dedicated themselves to building the solid foundation that we all enjoy today. With special thanks to our recently retired CEO Dr. Michael Burdz, who dedicated over 27 years to supporting a community by "helping clients achieve their goals and realize their potential."

This coming year, our leadership team looks forward to engaging the entire organization in an Identity Exploration that will guide our strategic planning process. Knowles Centre fully supports the calls to action that the TRC published in its substantial 2015 report calling on the Government of Canada to advance its commitment to Truth and Reconciliation. We are committed to taking a closer look at our organization and

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its practices through the lenses of equity, Indigenous inclusion, and dignity for all. There is much work to do to achieve these goals as we build on our existing work and set new standards that will support the recommendations of the TRC, build meaningful partnerships with Indigenous organizations, and continue to strengthen the development and implementation of cultural experiences and services.

Every child benefits from an adult who is tenacious about connecting with them, and who mindfully and persistently offers purposeful learning opportunities. As an organization, we collaborate to offer supportive relationships in various settings so that children, youth, and young adults can flourish as critical thinkers, artists, musicians, mathematicians, writers, readers, and empathetic social beings.

We aspire to support a collective practice in which Knowles Centre culture reflects curiosity, diversity, and strong expectations with equally strong structures supporting self-identified successes. When we work together towards these efforts, we have the opportunity to create spaces where children will appear, flourish and achieve a sense of self-worth while making sense of their world.

A handwritten signature in black ink, appearing to read 'Mia Guenther', written in a cursive style.

Mia Guenther, M.A., B.Ed.,
Chief Executive Officer

BOARD OF DIRECTORS

Date elected to Board



Andrea Sherry
President
(February 24, 2021)



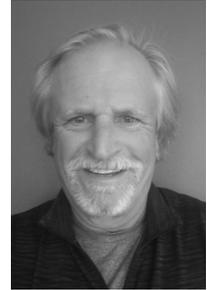
Mark Lubosch
Vice President
(May 15, 1997)



Anthony Ortega
Treasurer
(January 25, 2023)



Jim Hoddinott
Secretary
(January 27, 2011)



Ihor Wenger
Past President
(November 6, 2017)



Valerie Barnby*
(February 23, 2022)



Charlene Figueiredo
(February 23, 2022)



Kim Kovacs
(February 23, 2022)



Laura Kusko
(February 23, 2022)

* Resigned during the 2022/2023 year.

WHO WE ARE

Knowles Centre is a community-based, non-profit social service agency for children, adolescents, and young adults facing difficult times in their lives. It began as a home for boys in 1907 and was incorporated in 1910. It became co-ed in 1981. Today, Knowles Centre provides healing homes, treatment foster care, independent living, day treatment, sexual abuse treatment and counseling programs plus a range of support services to young people from Manitoba.

These therapeutic and skills-based programs help young people and their families to address past struggles, to develop healthier relationships and ways of life, and to reach their full potential in the future.

Knowles Centre is governed by an elected Board of Directors made up of dedicated members of the community who contribute their knowledge and insight to making Knowles Centre a welcoming and respected place of healing.

MISSION

Empowering healthy communities where families have a sense of well-being and belonging

VISION

Enriching lives by enhancing family, community, and cultural identity to develop a promising future

GUIDING PRINCIPLES

- Preservation of families and communities
- Enhancing cultural and spiritual identity
- Physical, emotional, and environmental wellness
- Assist in developing skills to make positive life choices to lifelong independence
- Safe, stable, nurturing, respectful, and healing environments
- Healthy relationships

COUNCIL ON ACCREDITATION



We are proud to be one of the few agencies in Manitoba accredited by the Council on Accreditation.

Accreditation is an objective and reliable verification that provides confidence and support to our organization's service recipients, Board members, staff, community partners, and funders.

The standards assure Knowles Centre's services are accessible, appropriate, culturally responsive, evidence-based, and outcomes-oriented. In addition, these standards confirm that Knowles Centre's services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect.

COA reviews and re-accredits the entire organization, not just specific programs. The community we serve can be confident in the credibility, integrity and achievement of our entire organization.

2022 - 2023 BY THE NUMBERS

Total number of clients who received services between July 1, 2022 and June 30, 2023:

291

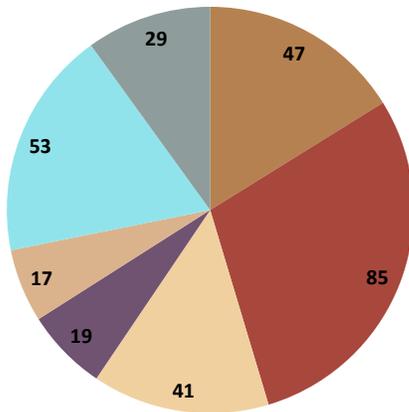
Number of clients by gender

based on the gender by which clients identify:

Females: 163 (56%)
 Other, non-binary & questioning: 8 (3%)
 Males: 120 (41%)

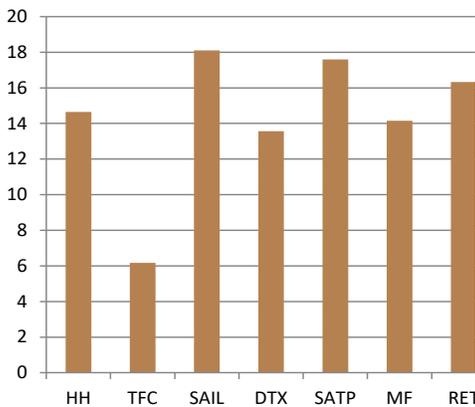


Number of clients by program:

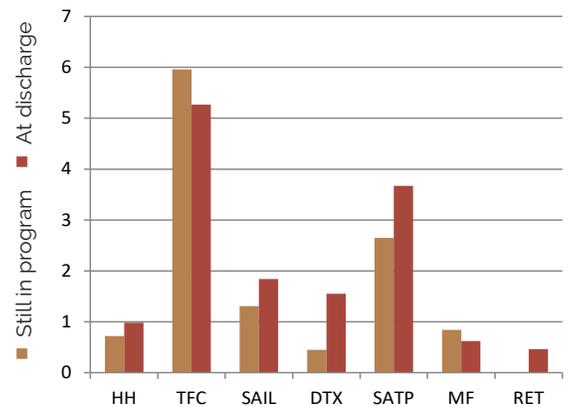


- Healing Homes
- Treatment Foster Care
- Supported Advancement to Independent Living (SAIL)
- Day Treatment
- Sexual Abuse Treatment
- Moving Forward
- RET In-school Partnership

Average age at admission (years):



Average length in program (years)



Most common concerns at admission:

Healing Homes

Mood, anxiety, anger, self-harm, unapproved absences, mental health issues, substance use/abuse, suicide ideation, school issues, behaviour concerns.

Treatment Foster Care

Birth family issues, behaviour concerns, past trauma (neglect), development & cognitive concerns

Day Treatment

Mood, anger, behaviour concerns, school issues

Moving Forward

Mental health issues, behaviour concerns, past trauma, school issues

SAIL

Community living preparation

Sexual Abuse Treatment

Sexual abuse, mental health issues

RET In-school Couns.

Mood, anxiety, self-esteem, family, school issues

PERFORMANCE & QUALITY IMPROVEMENT

Knowles Centre began redeveloping its Performance and Quality Improvement (PQI) program in 2022/23. Our agency first began this program over 20 years previous, and has committed to expanding our efforts over the years. This year, we've allocated additional staff resources to coordinate the PQI efforts more effectively.

At the heart of the program, we continue to assess client outcomes by utilizing using various form-based tools. Outcomes are the observable and measurable effects of our programs on our clients. Care has been put into securing various tools that are demonstrated to be valid, reliable, and clinically meaningful, as well as feasible for our staff and clients. The information collected from these measures is analyzed by our programs and contributes to the individual care and treatment plans of our clients, as well as overall program review and planning.

In a few instances where commercially or publicly available outcomes measures were not found to meet our specific needs, our Clinical team researched and adapted, or created custom measures which have also been useful as we continuously strive towards service excellence. For example, we continue to hone our stakeholder surveys to elicit meaningful feedback from our clients, employees, donors and the community. You may have recently received one of these surveys, and feedback provided (if you participated) is incredibly important to us.

Going forward, we are looking to increase tracking of our outputs – those deliverable actions that we undertake to affect the kinds of change that help our clients and our agency in general to meet its goals. In part, this will allow us to focus our efforts and resources

Together, outputs and outcomes measures will provide a foundation of information necessary for a review of our programs and services. Such a future exercise is part of an overall agency plan to help position ourselves to meet the evolving needs of children, youth, and families in the community.

In a significant development Knowles Centre received a generous donation in 2022/23 allowing us to subscribe to a client database. This database will support our PQI efforts by enabling staff to input data and track client progress and activities in real-time. It will also significantly reduce the data-related workload on our staff, although full implementation will take several years.

We're excited about our progress and eagerly anticipate sharing updates on our PQI program's continued growth and impact.

PROGRAM REPORTS

Healing Homes

The past year has been a period of remarkable growth and change in the Healing Homes program. Marshall's Place, which was closed last year, was reopened with a fresh new look inside. At the time that Marshall's was reopening, Respect House was closed to allow for renovations. Previously, Respect was one large home for 6 clients. When it reopens there will be two sides providing homes for three clients on each side. Beginning in October 2023 all Healing Homes will have four or less clients placed.

Therapeutic Crisis Intervention training has had a positive impact on the program. This has been evidenced in the reduction of incident reports, and general feelings of contentment among clients and staff. Staff members report feeling better prepared to avoid crisis from developing and more confidence when it does. (Read more about TCI training on page 17.)

In June 2023 the first-ever current Healing Homes client graduated from high school. Two weeks later the client reached the age of majority and successfully transitioned to independent living, but not before staying to celebrate his birthday with staff and housemates!

Going forward we are excited to revamp the Indigenous Culture program and expand our services to best fill the needs of our clients and families.

10



The Knowles Centre Healing Homes serve 22 youth aged 12 to 17. It offers four 4-bed and two 3-bed healing homes, including on-site and in the community. The program is suited to clients who have been affected by neglect, emotional, physical, and/or sexual abuse, impacts of intergenerational trauma and racism, and feelings of hopelessness, which often contribute to emotional and behavioural difficulties.

Treatment Foster Care

Jennifer* was still a toddler in 2008 when she and her older sister Katrina were placed with Kristin and Joseph Andrews, one of Knowles Centre's first families in the Treatment Foster Care Program. Jennifer and Katrina's birth parents faced their own challenges that prevented them from providing a suitable home for their children.

Kristin and Joseph were experienced parents, and had room in their hearts and home to expand their family with the addition of the two young girls. Raising Jennifer and Katrina was different than raising their own children, but both sets of children bonded and their family grew together. The Andrews' birth children, now grown, often provide respite care to their younger foster siblings.

When she came of age, Katrina graduated from foster care and set out on her own as a capable young woman, secure knowing she could still turn to the Andrews for love and guidance. Jennifer has also reached the age of majority, but continues to require supports as a vulnerable person. Kristin and Joseph could not imagine a better place for their foster daughter than their home – the only home Jennifer remembers. The Andrews have continued to open their home for Jennifer as an adult through a partnership between Community Living disABILITIES Services (CLdS) and Knowles Centre.

Among the many factors, one that helped Kristin and Joseph to make the decision to continue fostering Jennifer was knowing Tammy Delarosa, their Knowles Centre Clinical Case Manager, would support their family through this transition. The foster family and Tammy addressed significant tasks to ensure Jennifer could have a consistent, caring home, maintain her school placement, and experience the least amount of disruption, when she turned 18.

Jennifer shared that staying with the Andrews makes her feel safe. She is happy that she has people who will care, love and support her through anything.

Still, none have forgotten the girls' birth family. With help from Tammy, the Andrews have kept Jennifer and Katrina connected with their birth family through cards and letters, phone calls, and visits.

Knowles Centre began its Treatment Foster Care program in 2007. Over the past year, it has begun focusing on diversifying its services, including supporting adults like Jennifer through CLdS, as well as exploring family preservation/reunification opportunities, developing emergency placements, and other options to help young people when they need it most.

* Client and foster parent names have been changed



Knowles Centre's Treatment Foster Care Program employs an effective model of care that brings together professional treatment services with the strength of caring families from the community. Clients of all ages who are referred to the program have specialized behavioral or emotional needs and may be experiencing a family crisis. They may have trouble forming relationships, or may be struggling to work out past relationships. Where possible, siblings are placed together.

Supported Advancement to Independent Living

Six graduates took to the stage at their various high schools this past June as they received their high school diplomas. These aren't your ordinary graduates. They are youth in care who, while trying to manage life as a teenager, are also having to learn how to live on their own. If that wasn't enough, one of this year's graduates did so with honors. Another received a \$300 scholarship and yet another received the 'Most Resilient Student' award. They are our superheroes. Resilient. Determined. Proud.

Canadian studies have shown that former youth in care are less likely to graduate high school or complete post-secondary education. Furthermore, those who were in care previously tend to face higher unemployment rates and have a higher likelihood of being homeless. This year's graduates join the long list of SAIL youth who graduated previously. With over 80% of the current SAIL youth now graduated high school, the focus for some shifts to post-secondary plans. Some are upgrading to ensure eligibility in university or Red River College for the winter term, while others are preparing for their first day in September.

Not all SAIL youth are ready or want to further their education after graduation. Slightly less than half of our SAIL youth are working, and a handful are enrolled in employment programs in preparation for securing a job.

Whether pursuing education towards a career in culinary, automotive, esthetics, health care, cosmetology, and more, or actively involved in the workforce, the youth in SAIL are achieving great things. As new youth begin in SAIL as well as those few youths still in high school continue working towards their diploma one thing is for sure: together they are determined to change the narrative.



The SAIL Program helps youth living in care of the child welfare system to transition to living in the community as young adults. With guidance from a support worker, clients build on the skills and competencies needed for future independent living. Once on their own, their support worker continues to follow-up and provide guidance as their confidence and abilities grow. SAIL welcomes young people ages 16 and over who are living in care and have no plans to live at their family home after they reach the age of majority.

Day Treatment

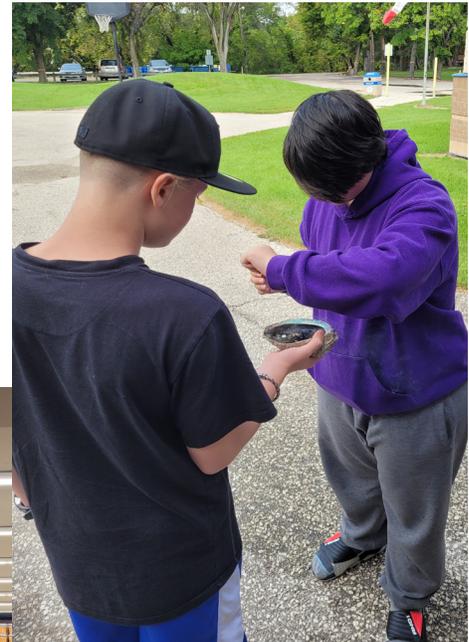
There has been much to celebrate this year. Day Treatment has expanded beyond school hours, giving our students the opportunity to come together after school. Connection, relationships, and fun was the focus.

This year was spent developing a sense of belonging. Building on positive healthy relationships, we spent time together enjoying swimming, skating, movies, YMCA, and sporting events. We also attended the Pride Parade in June, celebrating inclusion and acceptance for all.

Students valued the opportunity to connect to their Indigenous culture by taking part in Full Moon ceremonies, Solstice ceremonies, drumming circles, Pow Wows and many other events and celebrations. We participated in the TRC Walk on Orange Shirt Day (Sept. 30) at the Forks, allowing students to be part of a collective and understand the importance of their roles in reconciliation. Sharing their teachings, students have led smudging which promotes well-being for themselves and others within our school and community.

Some students were given the opportunity to gain work experience. This is about more than earning money, it gives them an opportunity to conquer social fears as they contribute their skills in unfamiliar settings. Students also helped at the RBC Convention Centre and Canada Life Centre during the Jets playoff games, further building a connection with the community, mastering new skills, and feeling empowered. Thanks to a dedication to preparation, a student earned their beginner's driver's license, and at the same time become a role model for other students.

This year we have had many transitions to regular community schools. One student we will call "Rising Star" started attending River East Collegiate in February. He excelled in his work program and earned credits that can be used toward graduation. He took pride in his work and himself. In fact, he did such a remarkable job that SAFEWAY offered him a job starting in the fall! He has expressed gratitude for the Day Treatment Program and how far we have supported him throughout his journey. He is currently enjoying the summer before returning to school (and trying out for the football team!) and the part-time job. His future is as bright as he is. Keep on shining Rising Star!



The Day Treatment program is offered in partnership through Knowles Centre and the River East Transcona School Division. Students attend John G. Stewart School located on the grounds of Knowles Centre in addition to meeting on a regular basis with a Knowles Centre therapist. The program is directed toward adolescents (aged 12 to 17) experiencing emotional and behavioral difficulties in school and the community. Students may be living at home, in foster care, or a group home.

Sexual Abuse Treatment

Rebecca* used to love going to the family cabin with her grandparents during the summer while her parents worked. This changed the year Rebecca was 11 when her grandfather touched her while he thought she was sleeping. At first, Rebecca didn't understand why her grandfather was doing what he was doing. She realized that it was wrong, and she did all she could to avoid him. Still, the abuse occurred a number of times that summer.

Sexual abuse is a betrayal of trust in the people who are supposed to keep us safe. Rebecca felt so confused that her grandfather would do this. Surely her grandmother and parents must have known what was going on, she thought, or they would figure it out when she started refusing to go to the cabin even though it created an inconvenience to her parents. But no one did, and Rebecca was afraid to tell anyone what had happened. Instead, she felt ashamed and guilty for not stopping the abuse or saying something when it occurred.

It was a shock to both Rebecca and her parents when she blurted out the truth when they said she would have no choice about going to the cabin. At first, her mother cried and her father yelled about her grandfather. But soon, both her parents were hugging her and telling her they loved her and would protect her no matter what.

So much happened over the next few weeks. Rebecca knew she did the right thing, but she still secretly felt responsible for what happened. The memories intruded her thoughts as she lay in bed each night and haunted her dreams as she slept. During the day she was afraid to be away from her parents.

Rebecca came to the Sexual Abuse Treatment Program (SATP) at Knowles Centre. With help from SATP Coordinator/Therapist Kristi Venton, Rebecca learned to focus on ways to calm her mind so she could sleep and manage the nightmares. Kristi also helped Rebecca uncover and examine the untrue and unhelpful beliefs that reinforced her feelings of guilt, shame, and responsibility. Soon Rebecca gained a new sense of reality that led to a stronger sense of self and hope.



The trauma-informed care approach utilized by SATP acknowledges the effects of trauma on an individual and provides supportive care that makes them feel safe while avoiding re-traumatization. Trauma-informed care is founded on five guiding principles: safety, choice, collaboration, trustworthiness, and empowerment.

* Client name has been changed.

The Sexual Abuse Treatment Program (SATP) provides treatment services at no cost to clients referred through a variety of sources. Clients may be male or female, aged 4 to 21 years, who have previously made a disclosure of sexual abuse, or have a sibling who has made such a disclosure. Non-offending parents or caregivers may be referred to the program if they are caring for or have previously cared for a child who has made such a disclosure.

Moving Forward

This year the Moving Forward program provided therapeutic services to 53 youth. We were pleased to be a positive support on each youth's journey to wellness and stability. The program therapists saw a significant amount of growth within their clients, and were inspired by the youth's resiliency and were honored to have the opportunity to work with them.

While every youth is unique, we are seeing many of the same concerns at admission, such as mood, anxiety, self-esteem, anger, behavioral concerns, impulse control, developmental concerns, and self-harm. We are fortunate to have a dedicated team of Moving Forward therapists. Their education, knowledge, experience in the field, empathy and professionalism allows them to form a positive, effective relationship with each youth. The therapists' perspectives on the Moving Forward program are inspiring:

"Young people move through the world at such a fast pace, there is so much coming at them. It is a privilege to slow the world down a little and share their space for a little while as they work out what matters to them, what inspires them, what they want for themselves and, most importantly, practice the steps that move them closer to those things."

~Karen Schiltroth

"I have continued to observe the Moving Forward program to be helpful to families by offering long term therapy support, when they otherwise would be offered brief intervention. Additionally, the support of Jordan's Principle to help fund some First Nations Families who are facing financial barriers in receiving counselling has been remarkable. I feel that families and caregivers have appreciated the collaborative work I have done to help them understand and support their young person's mental health needs."

~Melissa Beaudry

"The mental health system is becoming extremely medicalized and behaviorally oriented and this focus can fragment and invalidate a person. The Moving Forward program is an opportunity to enrich lives - to walk with clients in a healthier direction. The concern is with the whole person, their story and their life - they are important and there is hope in spite of their pain. The question is not "what is wrong with you?" but rather "what is happening or has happened to you?". It's a privilege to be able to listen, compassionately, rather than to strictly diagnose and change behaviors."

~Guido Faralli

"Having youth in the community being able to access therapy through the Moving Forward program at Knowles has assisted in bridging a gap in services. It's an honor and pleasure to be able to listen to and validate the youth experiences and support and guide the youth in obtaining their goals."

~Veronica Dunn

In addition to providing individual therapy services, Knowles Centre partnered with a Pembina Trails School this spring to run a psychoeducation and skills group for female identifying students. The goal was to address shared challenges within the cohort such as academic pressure, social conflict, parent-teen conflict, relationships, gender and sexual identity. Overall, Knowles Centre and the school deemed the support group a success. Knowles Centre looks forward to expanding its outreach to the community to make a difference in the lives of young people.

Moving Forward is a community-based therapeutic counselling program. It is open to young people who are dealing with mental health challenges, as well as emotional or behavioural issues arising from current and past experiences. The program is offered on a fee-for-service basis, and takes referrals from families, CFS agencies, victim service agencies and other organizations that work with young people facing adversity. Moving Forward therapists can also work with the families or caregivers of young people registered in the program.

RETSD In-School Counselling Partnership

The ongoing partnership between Knowles Centre and the River East Transcona School Division continued to be a success. Two Knowles Centre therapists were imbedded in two RETSD high schools, two days per week from September 2022 to June 2023. As with our previously successful year, the support provided by Knowles Centre therapists proved to be a valuable resource for students facing various challenges.

During the 2022-2023 school year, a total of 29 students received therapy services, including nine students who returned from the past school year. Those prioritized for services were identified as having very complex needs as well as barriers to accessing therapy services in the community. The students' desire and motivation to access support was demonstrated by the number of sessions that occurred (428 sessions), with each student taking part in the program for an average of six months.

The areas of concern that were most commonly reported included: mood, anxiety, self-esteem, family, and school. A comparison of concerns from admission to discharge showed that cumulative gains were made in all of these areas, based on the therapists' assessments. It is accepted that half of all mental health problems begin by age 14, and 75% begin by age 24; the importance of addressing these challenges early on is key. To this end, the positive impact of the therapists' involvement in the schools is evident, as they helped identify and address issues before they worsened.

Overall outcomes showed the majority of students showed improvement in 11 aspects of their well-being. This suggests that the therapeutic support offered by Knowles Centre therapists made a positive difference in students' lives by providing a space for them to experience emotional safety, stability, and unconditional regard.

Moreover, 92% of the students who completed satisfaction surveys at the end of the school year provided positive responses. Student feedback included comments about feeling heard and understood, emphasizing the therapeutic presence as being calming and welcoming, and thanking their therapist for helping them. As well, the school administration and school teams also expressed high satisfaction with the services provided.

Knowles Centre is looking forward to the upcoming year as we prepare to expand our therapeutic services to three more RETSD schools and to help cultivate enhanced positive mental well-being among the student population.



The In-School Counselling Partnership is a collaboration between Knowles Centre and two high schools the River East Transcona School Division. Students facing extraordinary challenges affecting their home and school well-being were offered confidential, in-school counselling. Using a variety of treatment modalities, students began to successfully address issues and begin the process of healing.

THERAPEUTIC MILIEU PROJECT

Transforming Homes for Youth Wellness

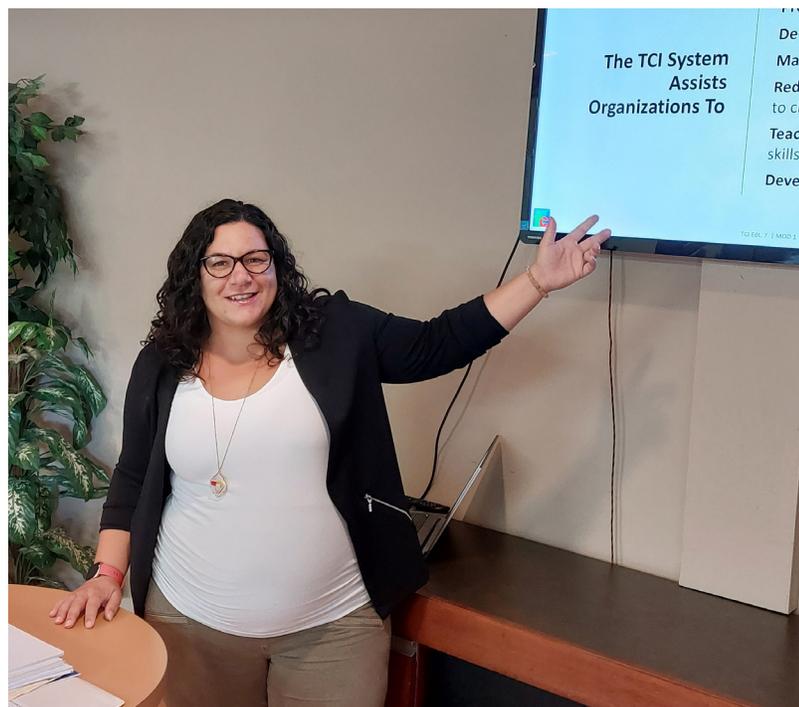
In October 2022, Knowles Centre was awarded a three-year grant from an anonymous donor for our Therapeutic Milieu Project. The goal of the project is to ensure that every home has a healing environment that incorporates all the wellness domains: environmental, intellectual, physical, social, emotional, and spiritual.

Knowles Centre clinical therapist Melissa Beaudry was seconded to serve as the Clinical Education and Development Specialist (CEDS), which includes leading Therapeutic Crisis Intervention (TCI) and Self-Reg training. TCI is a trauma-informed crisis prevention, and de-escalation training. Self-Reg training helps caregivers reframe misbehavior to stress behavior in order to better understand factors lead to behaviors and thus help young people to reduce the stresses that make behaviors more likely to occur.

The first year focused on the implementation of TCI. We ran five, 28-hour TCI trainings. Forty-seven Knowles Centre and John G. Stewart School staff have received training to date. In addition, two groups completed their semi-annual six-hour reviews to reinforce participants' skills and knowledge.

As an extension of training, the Therapeutic Milieu Project includes supporting the active adoption of the TCI model within the Healing Homes by staff. To this end, Melissa visits the homes weekly to observe, interact with the youth, and offer support to staff. She also offers support and follow-up after an incident if it involved any physical intervention, as appropriate.

Another key component of TCI is the Individual Crisis Support Plans (ICSP) for each youth. This document outlines possible behaviors and support techniques that we can offer at the youth's baseline, triggers, escalation and outburst points. At this time, Melissa has been working with new clients and their guardians to jointly create their personalized ISCP. This ensures a plan is in place to help the youth decrease incidents and major crisis behaviors from the first day.



Further, additional factors are considered regarding the strategic placement of youth in homes, with a goal of creating a dynamic environment.

We believe a combination of these various efforts has contributed to a decrease in incidents and major crisis behaviors over the past year. Staff are also seeing the benefits, which help them to better help the youth on their path to wellness.

EAGLE FEATHER EDUCATION AWARDS

High school can be a difficult time. It can be even more challenging for a youth in the Day Treatment who is transitioning back to a community school, a youth in a Healing Home who is attending a community school while in care, or transitioning back to a community school from the specialized environment of John G. Stewart School. High school and university can also be especially challenging for those in the SAIL program who must balance their studies with managing their own home and possibly working part-time.

The Knowles Centre Eagle Feather Education Awards recognize those students who take on this responsibility and succeed. In Indigenous culture, being gifted a feather is one of the highest honours one can receive. It represents the respect one has for that individual. It may be given to honour accomplishments and new endeavors. The feather, especially an eagle feather, is sacred as it is a connection to the Creator.

We are pleased to recognize the following recipients of the 2022/2023 Education Awards:

- P. F., Day Treatment Program
- Harmony R., Day Treatment Program
- P. R., Day Treatment Program
- Nina B., SAIL Program
- Jared B., SAIL Program
- Kelvin C., SAIL Program
- Sunrise G., SAIL Program
- Sierra V., SAIL Program
- 1 anonymous SAIL client



KNOWLES CENTRE SUPPORTERS

The Knowles Centre team is grateful to our community for supporting our work helping youth in Manitoba. It is the generosity of caring individuals and organizations that help us do more for our clients.

Individual Donors

Dean Britton

Lynne Brownlee

Irene Burdz

Julie Dalkie

Cary Hamel

Janet e Hamel

Wayne Hamel

Joe Hershfield

Claudia Klemens

Doug and Sandy Meacham

Odette Melvin

Sheryl Muzyk

Harald Schulz

Ihor Wenger

Anonymous

Community Partners

Access Credit Union

Digital Manitoba Initiatives

End Homelessness Winnipeg Reaching Home

Essential Needs Fund: A Richardson Foundation
and United Way Winnipeg Partnership

Home Depot Canada Foundation

International Coaching Federation, Prairie Chapter

Kinsmen Jackpot Bingo

The Graham C. Lount Family Foundation

Manitoba Government Green Team

RBC Foundation

Rotary Club of Winnipeg - Fort Garry

United Way Winnipeg

Winnipeg Foundation

Anonymous

Special Events

2022 marked the return of our Croquet Crew hosting the Charity Croquet Classic. All attendees enjoyed the warm but windy day, and we had the best costume turnout to date with our 1920s Garden Party Theme. Over \$25,000 was raised to benefit our programs.

Our staff and community volunteers enthusiastically staffed the Charity Gift Wrapping Booth at Garden City Mall. This by-donation booth raised funds for our programs. Thank you to the staff who took time away from their busy schedules to make this a success.

Third-Party Events

In addition to being a co-beneficiary of the Fort Garry Rotary Club's Half Marathon, we also were beneficiaries of Kinsmen Jackpot Bingo during the month of December. Thank you to both organizations for choosing to support our work.

We sincerely apologize for any inadvertent omissions that may have occurred in our lists of donors. We intend to celebrate and honour each individual and entity generously contributing to our cause. If you or someone you know has been inadvertently omitted from the donor list, kindly contact us at info@knowlescentre.org so we may correct our records.

2022 Charity Croquet Classic Event Partners

Wawanesa Mutual Insurance Company

Dinner presenter

McFadden Benefits & Pension

Speaker presenter

Taylor McCaffrey LLP Barristers & Solicitors

Tournament Prize presenter

Manulife

Afternoon Cocktails presenter

Western Financial Group

Evening Cocktails presenter

Courts Sponsors:

BakerTilly International

Clear concepts

Thompson Wealth Management Solutions

Richardson International

Refreshments sponsors:

Realty Executives First Choice

Triple V Building Maintenance Ltd.

Décor sponsors:

Element Consulting

Tache Pharmacy.

Contemporary Printing

Official Event Printer

Event Supporters:

A & P Plumbing and Heating

Henderson Vision Centre

Kiwanis Club of East Kildonan

Knowles Centre Board of Directors

Marymount Inc.

MCW Consultants Ltd.

Paula and Al Loewen

Steinbach Credit Union

The Mallet Madams

Tri-M Windows and Door

20

The Dr. Michael Burdz Innovation Fund

Upon the retirement of our former CEO, the Dr. Michael Burdz Innovation Fund was launched. The investment proceeds of this endowment fund will support innovation at Knowles Centre in our programs and services. Many staff and community members honoured Michael's contributions to Knowles Centre through their gift, and are recognized as founders to the Fund:

Alexandra Altman

Teresa Banman

Maureen Britton

Irene Burdz

Michael Burdz

Dr. Erma Chapman

Anna Chubenko

Lou Chubenko

Nicholas Chubenko and Family

R.W. Cunningham

Jennifer Frain

Lesley Gosselin

Bonnie Greschuk

Janet e Hamel

Lorna Hansen

Lauren Hershfield

Judith Heppner

Jim Hoddinott

Kim Kovacs

Tiffany Krueger

Sofia Lisogorsky

Andrea McKenzie

Grant Obirek

Anthony Ortega

Jeff Palamar

Marjorie Richards

River East Transcona School Division

Tetiana Samonina

Andrea Sherry

Inga Skundberg

Tache Pharmacy

Dawn Vandal

Kristi Venton

Tiffany Waite

An anonymous donor on behalf of Youth Care

Workers at Knowles Centre

Anonymous

KNOWLES CENTRE STAFF

July 1, 2022 to June 30, 2023

Senior Management

Grant Obirek
Director of Finance & Administration

Lesley Gosselin
Director, Healing Homes

Lauren Hershfield
Clinical Director

Tiffany Krueger
Director, Treatment Foster Care

Dawn Vandal
Director, Supported Advancement to Ind. Living

External Professionals:

Dr. H. Casiano, F.R.C.P.C.
Psychiatric Consultant

Administration

Alexandra Altman
Yarianny Castillo-Araña
Accountant

Maureen Britton
Manager of Process & Quality Improvements

Alfredo Esona
Building Cleaner

Janet e Hamel
Manger of Development & Communications

Amrit Kaur
Assistant Accountant

Oliver Miaral
Maintenance Worker

Jo Punongbayan
Maintenance Worker

Elfren (Ding) Raquin
Maintenance Coordinator

Tanya Samonina
Payroll Clerk

Jason Silk
Kitchen Coordinator

Lee Thomas
Maintenance Worker

Sandie Wagner
Human Resources Coordinator

Healing Homes Program

Douglas Adano
Night Grounds

Kyla Doll
Night Off-Grounds Support

Nathaniel Dangkwat
Night Grounds Support - Weekends

Kinglsey Oshionebo
Night Grounds

Pam Jansen
Recreation Supervisor

Cletus Joseph
Assistant Supervisor

Christian Robinson
Outreach Worker

Tiffany Waite
Program Assistant

Meadowside Home

Tanya Szwed
Unit Supervisor

Youth Care Workers:

Grace Bashir
Sullivan Beamish
Chris Bowden

Jessica Ehret
Roger Endaya
Lindsay Esslinger

Celena Roberts
Abdul Smith
Shae-Lyn Taylor
Noru Uhuangho

Creekside Home

Ashley Parker
Unit Supervisor

Youth Care Workers:

David Borges
Christine Delveaux
Abraham Duot

Dinah Gabrah
Kim Gallevo
Sheri Marks

Sanjay Sewpaul
Shelley Thomas
Chelsea Welch

Rachelle Yendrowich
Ecko Zimmer
Anna Zyla

Marshall's Place

Colleen Keating
Unit Supervisor

Youth Care Workers:

Michelle Bazinet
Cynthia Bergen
Lynne Brownlee
Taura Gentle
Brad Esslinger
Kristi Fiddler
Amber Johnson
Shanda Kerman
Ebenezer Nyamekye
Williams Mabiuyaku

Courage House

Darrel Fedoruk
Unit Supervisor

Youth Care Workers:

Kirby Bater
Tammi Dupras
Steven McDonald
Vanessa Perez
Kiara Robinson
Rachel Shupena
Anthony Targbe

Respect House

Respect House was going through renovations during the year. Staff moved to other treatment units within Knowles Centre.

Treatment Foster Care Program

Clinical Case Managers:

Tammy Delarosa
Roni Dhaliwal
Marijana Dumbovic
Pam Freeth
Darlene Morgadinho

Nola Pryor
TFC & SAIL Receptionist

Supported Advancement to Independent Living (SAIL) Program

Case Managers:

Paul Clarke
Kendall Mulligan
Kim Sawchuk
Sean Turnbull

SAIL Support Workers:

Anthony Akinwande
Brooke Allen
Stacey Butler
Jaida Clancy
Jasmine Deato
Cecelia Lopez
Mike Obunyemi
Heather Poll
Meghan Schwartz
William Shearer

Cyril Gbeve
On-Site Supervisor

Facility Workers
Allan Bright
Joseph Le

On-Site Staff:
James Attah
Desmond Essien
Sejiro Giwa
Scott MacDonald
Johnson Nkansah
Adedoyin Samuel
Jennie Sarifa

Clinical Services

(Group Care Treatment, Day Treatment, Sexual Abuse Treatment, Moving Forward, RETSD Partnership))

Therapists:

Veronica Dunn
Raul Dimaculangan
Guido Faralli
Kerstie Kona
Andrea Moore-Melville
Shirin Riahi
Karen Schiltroth
Kristi Venton
Inga Wulff

Paula DaCosta
Day Treatment Student School Family Community Liaison Worker (John G. Stewart School)

This list includes some employees on leave, but who are still considered part of the Knowles Centre family.

STAFF RECOGNITION

Long-Service Awards

Knowles Centre is pleased to recognize staff who reached a milestone year of service. Thank you for your dedication and exceptional service through the years.



Tiffany Waite
Program Assistant, Healing Homes
30 years



Colleen Keating
Supervisor, Healing Homes
20 years



Tammi Dupras
Night Staff, Healing Homes
15 years



Elfren (Ding) Raquin
Maintenance Supervisor
15 years

Photo not available

Jennie Sarifa
On-Site Staff, SAIL
10 years

Farewell and Good Luck

We offer our best wishes to employees who have left us over the past year.

Kari Borlang	Rae-Lynn Jonasson	Jennifer Olubiwe	Cassandra Russell
Morgan Brandt	Tracie Léost	Katherine Penner	Maximo Setosta
Craig Calancia	Olabisi Luro	Aniesa Persaud	Stacey Skrepich
Rosemary Ellis	Andrea McKenzie	Gracelyn Pinkley	Janice Strempler
Christopher Guzzi	Randi Mistelbacher	Janice Reeves	Brooklyn Toderan
Lori Hart	Solomon Negash	Amanda Rodrigues	Joseph Uaboi
Emma Jeon	Emily O'Rourke	Kathy Ruiz	Tyrah Wilson

Best wishes to Dr. Michael Burdz, CEO, who retired from Knowles Centre in March 2023 after 27 years of service.

DR. MICHAEL BURDZ

A Lifetime of Commitment

Dr. Michael Burdz retired from Knowles Centre in March after 27 years of commitment. Despite the celebrations and fanfare provided by staff, his departure was as graceful and humble as his leadership always was.

Michael first joined Knowles Centre as the Community Program Coordinator in August 1996. A year later, he expanded his role to become the Director of Clinical Services, sharing responsibility for the Group Care program. In 2004, Michael became the 18th – and 2nd longest serving – leader in Knowles Centre's 116-year history. As CEO, he was ultimately responsible for the care of thousands of young people and the work of hundreds of staff members.

During this time, Knowles Centre grew exponentially. Two-and-a-half decades ago, Knowles Centre offered Group Care Treatment, Day Treatment and Sexual Abuse Treatment programs, serving about 80 young people annually. Since then, Knowles Centre has added Treatment Foster Care, SAIL and, most recently, Moving Forward and an in-school counselling partnership with five RETSD high schools. This has more than tripled our capacity and Knowles Centre now serves more than 280 clients each year. That is a lot of numbers to take in!

Always true to his quiet and steady character, Michael didn't take credit for the great work done under his watch. Instead, he recognized the various members of the leadership team for their efforts, and especially the direct care staff whose day-to-day work make the difference in the lives of young people who come to us at some of the most difficult times in their lives.

The years certainly haven't always been smooth. The three-year COVID era and periods of government austerity were especially challenging for us all – but as a leader, Michael gave even more. He was at work each day, fulfilling his commitment to the young people and staff. He challenged the powers-that-be and offered appreciation to staff whenever possible. And now, as he has begun the next phase of his life's journey, the rewards of his past efforts at Knowles Centre are becoming a reality.

Most of all, Michael cared about the young people and dedicated himself to Knowles Centre because that was his way to make a difference in their lives. He has left his tremendous impression on Knowles Centre that will impact the agency for years to come.





Knowles

CENTRE

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