



KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow



**2016 - 2017
Annual Report**

Generations of Knowles Centre youth have been intrigued by the fauna that flourishes within the water and grasses and along the shoreline of Big Whiteshell Lake. For over 50 years, Knowles Centre camp has been a place of discovery. Here, youth learn about nature, take part in Aboriginal teachings, and discover their own inner strengths and abilities far removed from the pressures of urban life.

Photo by Pam Jansen

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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 group care treatment, treatment foster care, independent living, day treatment, and sexual abuse treatment programs plus a range of support services to young people from Manitoba and other communities throughout Canada.

We offer a range of therapeutic and skills-based programs that 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 Statement

Helping young people and their families to fulfill their potential.

Vision Statement

To be a recognized leader in the delivery of quality care and skill-based services for at-risk young people and their families.

Value Statements

We believe in:

- The right to a safe, stable, nurturing, and healing environment;
- The right to be treated with dignity and respect;
- The uniqueness and strength of individuals;
- Providing individuals with the skills needed to make positive choices;
- Healthy relationships;
- Meeting the spiritual and cultural needs of individuals;
- The importance of family;
- Assisting individuals to achieve independence in the community;
- Promoting best practices;
- Advocating for individuals.

Philosophical Statement

Knowles Centre is committed to developing collaborative relationships, providing holistic care, responding to unmet needs, and adhering to best practice standards.



President's Message

Knowles Centre has been supporting children and youth since 1907. Much has changed since then—for society as well as for Knowles Centre. We continue to evolve to meet the ever-changing and diverse needs of those we are committed to serve. In particular, this past year has been one of unprecedented growth as we work to fulfil our vision of building relationships, realizing potential, enhancing resiliency, and instilling hope.

Knowles Centre is also excited about the growth of our Supported Advancement to Independent Living (SAIL) Program, which helps youth living in care of the child welfare system to gain the skills and competencies they need to transition to living independently in the community as young adults. We have increased the number of apartments available to young. Through partnerships with donors, we are able to provide these young people with opportunities to finish high school, to learn the skills necessary to live independently, and to find employment. We are especially proud that this program is recognized as a model of success.

Knowles Centre has invested in professional development training for our staff, as well as other agencies and individuals that support children. Ensuring our frontline workers have the skills necessary is an essential component of success. We also continue to advocate for appropriate wages for all workers in this sector.

Knowles Centre has worked hard to increase our partnerships with other agencies and groups in order to better meet the needs of all our clients. Most importantly, we must celebrate the success of the young people who are finding a better way of life. From our culinary arts students competing in cooking competitions, to finding employment, to taking part in our many cultural programs, and performing at major events. To our youth completing credits, finishing school and finding work. To those who have discovered there is hope. That life can be different.

This journey is not easy but is essential to building resilience and hope. Knowles Centre will continue to change as we enhance our programs in the coming year, continue to develop our cultural program, and increase our partnerships and training opportunities to help those who need us most.

On behalf of the Board of Directors, I would like to thank all our staff for their continued dedication. In addition, to the children, youth, and families, we encourage you to remain hopeful as we work together toward fulfilling your hopes and dreams.

A handwritten signature in black ink, appearing to read 'James Hoddinott'.

James (Jim) Hoddinott
President
Board of Directors



CEO's Message

It has been another busy year at Knowles Centre (KC). In preparation for this year's CEO report, I reviewed my report from last year. It appears that there were more positive developments and fewer challenges. I would like to take this opportunity to share some of the highlights with you:

- KC passed the Council on Accreditation (COA) site visit to KC in June 2016, and KC was re-accredited with COA for another four years. COA re-accreditation confirms that KC is providing quality services and meeting best practice standards.
- KC's various programs were consistently full by the end of this fiscal year.
- KC's Treatment Foster Care Program developed and implemented an adult stream and admitted its first adult client into this stream.
- KC's Group Care Program reduced the size of its two on-campus units from 10 beds to 6 beds, and created two emergency beds in one of the units. The creation of these two emergency beds was beneficial, resulting in fewer calls to the Crisis Stabilization Unit and Mobile Crisis Team.
- KC expanded its Independent Living Program (SAIL) and now has four apartment blocks. The new suites will be available in the summer of 2017. This expansion has resulted in the hiring of more staff. Many clients within the program made treatment gains, including: a) the number of clients reaching age 21 and moving successfully into their own apartment suites in the community; b) the number of clients having jobs; and c) the number of clients attending school.
- KC's Sexual Abuse Treatment Program had its funding renewed for another three years by the United Way of Winnipeg.
- KC had a successful year at fundraising. For example, the annual croquet tournament was the largest and most successful to date.
- KC invested a significant amount of money into infrastructure improvements (from computers to driveway).
- KC hosted its first job fair, which was beneficial, and resulted in multiple good applicants being identified for different positions.
- KC continued to update its strategic plan document.
- KC launched a new program called "Moving Forward," designed to provide counseling services to at-risk youth living in the community.
- KC had successful quarterly meetings with provincial staff.
- KC had a number of dignitaries visit its campus, including: Minister of Family Services Scott Fielding and MLA Janice Morley-Lecomte (Legislative Assistant for Families), Mayor Brian Bowman, and MLA Cathy Cox. Moreover, four KC students presented Mayor Bowman with a wood carving of the City of Winnipeg emblem, which was created in John G. Stewart School. This presentation was made in the mayor's office.

The one challenge from last year that was still present this year is the issue of school attendance. Although attendance at John G. Stewart School did reach 70% (the standard for at-risk students) at different times during this school year, school attendance was below this threshold for the majority of months this school year. The school and KC will continue to work on improving school attendance.

In closing, KC is actively pursuing other opportunities, which include expanding some of the present programs and adding to its present continuum of care.

A handwritten signature in black ink, appearing to read "Michael Burdz".

Dr. Michael Burdz, C. Psych.
Chief Executive Officer

Board of Directors

(Date elected to Board)

Jim Hoddinott
President
(January 27, 2011)

Rik Skelton
Vice President
(May 26, 2011)

Andrea Sherry
Treasurer
(September 24, 2014)

Lisa Rowe
Secretary
(October 22, 2014)

Richard Petri
Past President
(January 25, 2007)

Richard Gooch
(January 24, 2012)

Mark Lubosch
(May 15, 1997)

Stacey Soldier
(June 28, 2013)

Julia Wilkins
(June 7, 2016)

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 reaccredits the entire organization, not just specific programs. The community we serve can be confident in the credibility, integrity and achievement of our entire organization.

Knowles Centre Staff

(as of March 31, 2017)

Senior Management

Dr. Michael Burdz, C. Psych.
Chief Executive Officer

Grant Obirek
Director of Finance & Administration

Lauren Hershfield
Clinical Director

Andrea McKenzie
Director, Treatment Foster Care

Dave Purpur
Director, Group Care Treatment Program

Dawn Vandal
Director, Supported Advancement to Independent Living

External Professionals

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

Administration

Maureen Britton
Senior Administrative Coordinator

James Jeon
Accountant

Oliver Miaral
Building Cleaner

Jo Punongbayan
Maintenance Worker

Elfren (Ding) Raquin
Maintenance Coordinator

Marge Richards
Receptionist

Maximo Setosta
Maintenance Worker

Lee Thomas
Maintenance Worker

Sandie Wagner
Human Resources/Payroll Administrator

Group Care Treatment Program

Josh Gatta
Assistant Supervisor

Cletus Joseph
Assistant Supervisor

Roger Endaya
Night Grounds

Douglas Baba
Night Grounds – Weekends

Kyla Doll
Night Grounds Support

Brad Esslinger
Outreach Worker

Pam Jansen
Recreation Supervisor

Tiffany Waite
Program Assistant

Jason Silk
Kitchen Coordinator

Unit 1

Paul Clarke - Unit Supervisor

Youth Care Workers:

Randy Carr
Taura Gentle
Leah Kasdorf
Colleen Keating
Celena Roberts
Walter Taras

Marilyn Penner - Night Staff
Christine Delveaux - Unit Recreation Programmer

Unit 2

Paul Clarke - Unit Supervisor

Rodger Rieu
Craig Calancia
Keran Storm
Tanya Szwed
Shelley Thomas

Norm Vawryk - Night Staff
Brad Ross - Unit Recreation Programmer

Respect House

Lesley Gosselin - Unit Supervisor

Youth Care Workers:

Stephanie Bartelette

Kirby Bater

Michelle Bazinet

Ashley Parker

Tammi Neumann - Night Staff

Marshall's Place

Juana Schoch - Unit Supervisor

Youth Care Workers:

Cynthia Brown

Lindsay Cloutier

Steven McDonald

Chelsea Welch

Ecko Zimmer

Enoruwa Uhuangho - Night Staff

Group Care Program Therapists

Raul Dimaculangan

Joy Koczka

Andrea Moore-Melville

Shirin Riahi

Treatment Foster Care Program

Tiffany Krueger

TFC Coordinator

Marianne Carroll

TFC & SAIL Receptionist

Tina Case

Program Assistant

Sonja Whitwell

TFC & SAIL Receptionist

Clinical Case Managers:

Tammy Delarosa

Roni Dhaliwal

Marijana Dumbovic

Pam Freeth

Melissa Santos

Nikki Spigelman

Trudi Tinant

Supported Advancement to Independent Living (SAIL) Program

Case Managers:

Paula Moynihan

Kendall Mulligan

Kim Sawchuk

Senior Support Worker:

Randi Mistlebacher

SAIL Support Workers:

Courtney Clemons

Melissa Couto

Hannah Guthrie

Bridget Johnson

Lee Mistlebacher

Heather Poll

Tiffany Rios

Brooke Steinke

On-site Staff:

Dave Ajuwon

Desmond Essien

Cyril Gbeve

Inna Landa

Solomon Negash

Johnson Nkansah

Jennie Sarifa

Day Treatment Program

Raul Dimaculangan
Therapist

Joy Koczka
Therapist

(vacant)
Support Worker

Sexual Abuse Treatment Program

Kristi Venton
Coordinator/Therapist

Biimautaziiwin Cultural Program

Troy Fontaine
Cultural Coordinator and Spiritual Advisor

Staff Service Awards

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



Maureen Britton
10 years



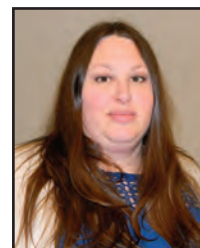
Raul Dimaculangan
10 years



Lauren Hershfield
10 years



Tiffany Krueger
10 years



Kim Sawchuk
10 years



Lee Thomas
15 years



Kristi Venton
15 years



Michael Burdz
20 years



Dawn Vandal
20 years



Marilyn Penner
25 years



Norm Vawryk
35 years

Farewell and Good Luck

Chris Anderson
Liz Carlson
Ray Forest
Lisa Hartwell
Karin Henry
Mary Maytwagashing
Greg McKinnon
Heather O'Neale
Kevin Pauls
Alix Richards
Clay Scheller
Art Shaw

Program Reports

Group Care Treatment Program

The Knowles Centre Group Care Treatment Program serves 24 youth (aged 12 to 17). It offers four 6-bed units, including two onsite and two 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.

Many youth have passed through the doors of the Group Care Program over the past 100 years. We are grateful to one young man who agreed to share some of his insights from his time in the program.

Q. How long were you in the Group Care Treatment Program?

A. I was living in Unit 2 for two years.

Q. Did the Unit help you?

A. I learned more about the outside and what is available to do. I learned how to camp and loved going to the Big Whiteshell. I also liked going to school while at Knowles.

Q. What was your favorite thing about staying at Knowles?

A. For sure all the programming, like laser tag, paintball, and many others to keep me busy.

Q. What did you like the least about living at Knowles?

A. Probably living with some of the kids who were always loud—not all of them, just a certain few.

Q. What are your goals for the next three years?

A. I would like to be working in the food industry. I have been in the Culinary Arts Program for over two years, and what I have learned will help me get a job as a chef one day. I really like that program!

Q. What is your advice to kids who are just starting at Knowles?

A. It can be a lot of fun, lots of fun programs, fun staff. Try to listen to what they are trying to tell you, they are trying to help. It was definitely worth it for me!

Q. Would you recommend Knowles to others?

A. Yes, it's a good place to learn, but take your time. It helped me be a more manageable person.



Treatment Foster Care Program

The Treatment Foster Care Program was pleased to provide caring homes for over 80 young people—from babies to young adults eligible to receive adult services this year. Thankfully, we were able to keep many sibling groups together when possible, or, if necessary, to place them in separate homes in which the families ensured regular and healthy contact between them.

For the first time this year, we developed a partnership with Community Living Disability Services. This has meant we were able to keep a young man in his foster home past the age of 18. Jack*, who joined us from an emergency placement four years ago at age 15, has needs that make him eligible for services throughout his life. Now, he can remain in his familiar school and community, and best of all, can stay with Michael, his caregiver, who is described as fair, fun, and always there for him.

Jack's journey to adulthood has had bumps along the way for both him and his foster parent. Still, Jack and Michael, with some help from TFC, have worked hard to meet the challenges of balancing what is developmentally appropriate with the privileges and responsibilities of reaching adulthood.

This experience was not beyond Michael's abilities as a foster parent. His TFC Clinical Case Manager, MJ, describes him as gentle and calm, with a sense of humour. Michael takes a genuine interest in others which helps him to support youth who are anxious or in a crisis state, says MJ. Day-to-day, he encourages

youth to make their own decisions, and if the result is not positive, he will review the outcome with the youth. MJ explains this can be very successful for youth who learn through experience.

Others in the Treatment Foster Care Program are also thriving. Three youngsters in our program were thrilled to visit Disney World with Dreams Take Flight. Many others traveled around Canada, as well as to Mexico, Philippines, and even Japan with their foster parents. As well, two older clients are working toward university degrees in nursing and teaching.

There are so many day-to-day successes—big and small—that they cannot all be documented. However, for a child in care, having people in your life that care and 'get you' unconditionally is the most meaningful.

One young lady took to Facebook to commemorate Mother's Day.

"So thankful for this woman who became our mom during the time we needed one the most. She is the strongest and most empowering woman in my life who continues to inspire me daily. I will forever be grateful for all that she has done for me and my siblings. I cannot express enough, how much love I have for her. She is the type of person who deserves the universe for how much she goes above and beyond to ensure we are happy, healthy, and successful..."

* Name has been changed.

Knowles Centre's Treatment Foster Care Program employs an effective model of care that brings together Knowles Centre's professional treatment services with the strength of caring families from the community.

The Program serves both boys and girls of all ages. Children referred to the program have specialized behavioral or emotional needs and may be depressed, acting out, suffer from a psychiatric illness, or 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 (SAIL) Program

Knowles Centre's 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.

Establishing a good relationship with youth in the SAIL program is the foundation of its success. Cheering for what the client does right, instead of focusing on mistakes is one simple but basic skill needed by staff. As well, being present for the good times and the difficult times matters. Good parents know this, but so do our SAIL support workers who guide and support youth as they prepare for independence.

In the 10 months that SAIL client Cory* has been working with support worker Lee, the two have formed a positive relationship that is resulting in success. From the start, he felt safe with Lee who treated him with patience and respect, unlike some other males from Cory's past. "Lee cares about me as a person; and is more like the dad I never had than a worker," says Cory. "He isn't afraid to tell me what I need to hear—even if I don't want to hear it."

Lee agrees, and says that he finds he gets further with his clients when they both speak the truth so they can deal with things head on. "When you take the time to build an honest relationship with someone, they are more willing to listen and consider the advice you have to share."

Cory says he feels like Lee isn't just there because it's his job. For example, Lee is happy to meet earlier when time allows, or to gather a few people and throw a ball around. And when they are together, Cory feels like Lee is focused on him, not the phone or others.

In particular, Cory says he will always remember the lengths Lee went to in order to make

Christmas special. He explains that Lee pretended that the gift Cory wanted wasn't available, only to surprise him with it in the end. "I really appreciated that gesture more than the gifts themselves," says Cory.

Perhaps, what Cory likes most is Lee's ability to help him find his own motivation. "Lee doesn't approach you like a drill sergeant who demands you do things; he takes the time to explain why it is important." Lee's encouragement, together with Cory's perseverance, helped Cory land a job he loves at a popular restaurant where he has now worked for several months. Right now, he says, he wants to focus on supporting himself until he is ready to continue his education.

Cory appreciates how SAIL helped him to balance responsibility with the freedoms and flexibility of being independent. He admits he put a lot of thought into his decision to work over moving on to post-secondary education and discussed it with Lee. He also appreciates that SAIL gives him lots of freedom in his day-to-day activities.

Today, Cory is more confident and better prepared to be on his own than ever before. He credits this to his good relationship with Lee, but also with Kendall, his SAIL case manager, who he says makes time for him no matter how busy she is. SAIL has been very helpful for Cory. The most important thing he has learned is that he can do things for himself.

* Name has been changed.



Day Treatment Program

Wow! A small word that sums up the accomplishments Bruce made during his time with the Day Treatment Program. It is also an apt way to describe this young man who exudes pride and happiness, and shows a level of maturity and insightfulness that exceeds his 16 years. Bruce* is truly a role model for others.

Bruce joined the Day Treatment Program, a partnership between Knowles Centre and River East Transcona School Division, in 2011. Like others in the program, several factors stood in his way to success in his community school.

Staff saw that things began to change for Bruce when he entered John G. Stewart School and met regularly with a Knowles Centre therapist. Small, flexible classes made a difference; Bruce was better able to focus, as well as get help with his academics. The program helped him to understand himself better and deal with things differently. But more than that, people believed in him. He was not defined by a bad day at school; tomorrow always presented a fresh start.

For his first three years, Bruce attended classes at the school and took advantage of many opportunities:

- Bruce earned school credits in the Culinary Arts Program where he learned professional knife skills along with food preparation. Of course, eating his classwork was a bonus. But overall, he says, all the food from the kitchen was amazing!!!!!!! (Eight exclamation marks at Bruce's request.)
- He attended camp in the Whiteshell each June. The best part was fishing with Knowles Centre's Cultural Coordinator Troy Fontaine on the day they caught (and released) 15 fish in under two hours, he says.

- Even just talking about the Cultural Program brings a broad smile to Bruce's face. While he took part in many activities, sweat lodge ceremonies helped him to relax and mentally get things out, he says.

In year four, Bruce began to transition by taking one class at River East Collegiate, and the rest at John G. Stewart School. By year five, he was splitting his day between the two schools. Throughout the transition, he still met regularly with his Knowles Centre therapist. Now, in Grade 11, Bruce is attending River East full-time and continues to do well.

Beyond school, Bruce is involved in the community. He continues to excel in Youth Bowling Canada (as he has since age 9), and more recently, he began playing lineman for his high school football team. Bruce is most proud that he earned his driver's license and works part-time as a delivery driver for a local pizza company.

School principal Trevor Holroyd also believes that Bruce has demonstrated incredible growth. In recognition, Bruce will be honored with a star blanket, made especially for him by teacher Lynne Brownlee, at the school's end-of-year celebration. Traditionally, to receive a Star Blanket means the giver holds you in high esteem for your generosity and accomplishments. It is also thought that Star Blankets result in good dreams and prosperity, Trevor explained.

Bruce also has something for future Day Treatment students, his advice. "Don't take this program for granted, and listen to staff. The more you cooperate the faster you move on to bigger and better things. Take the advice they give you and take it as a learning experience."

Good advice, indeed.

* Name has been changed.

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 Program

The Sexual Abuse Treatment Program provides treatment services at no cost to clients referred by the four CFS Authorities (i.e., General, Northern, Southern, and Métis) and accepts direct referrals from the community (e.g., Child Guidance Clinic, schools, doctors, clergy, self-referrals, etc.).

The SATP provides treatment services to males and females, 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 parent(s)/caregiver(s)/guardian(s) may be referred to the program if they are caring for or have cared for a child who has made such a disclosure.

Anna* was just eight years old when her teen brother sexually abused her repeatedly over the course of a year. At first, Anna would not tell anyone what was happening. She did not like it and knew it was wrong, but she was afraid that her brother would be removed from the home, breaking up the family.

In time, however, Anna gathered the courage to tell her parents. Thankfully they believed her. Still, Anna's fears were realized; after her parents reported the abuse, her brother was charged and removed from the home.

Anna missed her brother tremendously because, despite everything, they also had been friends. Her parents began noticing changes in Anna such as increased anxiety and worry. She also had feelings of guilt, wrongly believing she was responsible for the sexual abuse. In fact, it made a harsh impact on the whole family.

Anna and her parents took part in individual and family counselling at Knowles Centre's Sexual Abuse Treatment Program (SATP) where they could begin to heal. With support from the coordinator/therapist, Anna began to deal with her trauma. Such reassurance also helped Anna understand she had done the right thing by telling her parents, and was even able to disclose more about what happened to her. She no longer believed that she was not responsible for the sexual abuse.

Anna's parents struggled as well. They were angry, hurt, and felt guilty for not knowing about the abuse sooner. The SATP coordinator/therapist helped them see how their own feelings might be distracting them from helping Anna. With help, they recognized how the offender misused familial trust and exploited Anna's vulnerability. The abuse was not their fault either, but they learned more about how they could support Anna now.

Still, the family wanted to find a way to be whole again. SATP helped the parents deal with the conflict they felt over supporting both Anna and her brother, who was receiving treatment elsewhere. Thanks to the strength of the family, Anna's brother was gradually re-integrated into the home with the support of all individuals and agencies involved. Today, the family continues to heal, but remarkably is closer than before.

SATP was grateful to help a child like Anna get a chance to find happiness, safety and a new start after sexual abuse.

* Name has been changed.



Play therapy is an effective way to help young children heal after sexual abuse. Knowles Centre received an additional grant in 2016-17 from the United Way of Winnipeg that allowed us to renovate our Sexual Abuse Treatment Program space.

Biimautaziiwin Program

To begin I want to share a tenet of Indigenous beliefs. In North American Indigenous culture the women are the foundation of the family, the community, and the nation. The original way of life for Indigenous people in North America was matriarchal prior to European influence. I share this because the girls involved in the *Biimautaziiwin* Program are an example of Indigenous women regaining their power and voice, and reclaiming their rightful place as the true leaders. They are an example of the rebirth that is taking place across this continent. I am pleased to report they have embraced their role of leadership.

Throughout the year, girls at Knowles Centre have been committed to learning songs, listening and learning the teachings handed down to them from the Grandmothers who are recognised knowledge keepers. They visited other schools to share these songs. They assisted in ceremonies by helping pass around the smudge, berries, tobacco, and water. They stood up to sing even when nervous or afraid. They showed courage in so many ways and we must all acknowledge that and celebrate it. The health, wellness and the empowerment of women is vital to reviving the original way of life for Indigenous peoples. These girls are becoming leaders in their own right.

Still, both boys and girls from Knowles Centre participated in ceremonies and gatherings organized by The Turtle Lodge located in Sagkeeng First Nation. Throughout the year The Turtle Lodge hosted the Sun Dance Ceremony; Ancestor Ceremony; Contrary Ceremony; Igniting the Fire Gathering; and *Makoose Ka Win*/Vision Quest Rites of Passages; as well as monthly Full Moon ceremonies. These ceremonies and gatherings continue to inspire youth, helping foster excitement to learn more about their culture, history, and traditions. The youth always leave these ceremonies expressing a desire to learn more.

The main focus of the Knowles Centre's *Biimautaziiwin* Program remains sharing and teaching circles, drumming, sweat lodge ceremonies, sacred fires, crafts and spending time on the land. On the months there are no ceremonies or gatherings at The Turtle Lodge we facilitate healing ceremonies to fill in the gaps to keep up the momentum thanks to the Graham C. Lount Family Foundation.

I would like to take this final opportunity to give thanks to everyone who made it possible for the youth to rediscover their original way of life. Together we can create a better world for everyone.

Meegwetch!

Knowles Centre believes that Aboriginal youth and their families have an inherent right to practice their culture and traditional healing methods to obtain holistic health and wellness. Through the Biimautaziiwin Aboriginal Cultural Program, clients are assisted in their exploration of all aspects of Aboriginal culture so they may develop and maintain self-esteem and self-identity.

The voluntary program is open to all children and youth receiving services from Knowles Centre but was established primarily for the 60 to 70 percent of clients who are of Aboriginal descent. However, everyone is encouraged to participate and benefit from the teachings provided.



Culinary Arts Program

The Culinary Arts program combines education, training and experience to prepare students for future employment in a restaurant kitchen. Students begin working in the protected environment of the Knowles Centre kitchen, and will progress to working in a community setting. In addition to vocational skills, clients will develop personal and employability skills necessary to gain and maintain employment.

In 2010, Knowles Centre and River East Transcona School Division's John G. Stewart School partnered on a new Culinary Arts program. It gave students a chance to earn high school credits while developing skills needed for work in the hospitality industry, as well as gain job skills that apply to any workplace setting.

The program has grown and evolved every year since then. Today, with more and more students wanting to enroll in Culinary Arts, it is busier than ever. Our young culinarians consistently demonstrate interest and enthusiasm for learning. Some have even honed their skills enough to proudly compete in the Skills Manitoba event held annually at Red River College.

Over the past year, students had opportunities to go behind the scenes to see culinary professionals in action. We visited the RBC Convention Centre, the MTS Centre, and helped serve at RRC's Child & Youth Care Worker graduation celebration. The program filled countless orders for bannock from other schools and community groups. And before the school year is done, the Culinary Arts program will host several year-end events at John G. Stewart School and Knowles Centre, including the Annual General Meeting luncheon.

We are especially proud of S.Y., who will be graduating from the Culinary Arts program

in June with nine high school credits and a Certificate in Culinary. He is also being recognized by the Canadian Culinary Federation with a CCFCC Education Scholarship for his accomplishments in a high school program.

Such successes would not be possible without our great supporters, including River East Transcona School Division, the Fort Garry Rotary Club, and Manitoba Liquor & Lotteries, and Mr. T. Foreman. With their help, we were able to acquire new professional equipment including a tilting steam kettle, broiler, ice machine, food slicer, food warmer, and mixer.

Still, the program has not forgotten the "roots" of good food. Once again, students will plant and nurture a bounty of fresh vegetables, herbs and fruit to be used in nutritious meals. Special thanks to Pam Jansen, Knowles Centre's Recreation Coordinator, for volunteering to work with the youth in the garden over the summer break.

Looking ahead, the program is considering expanding learning opportunities to include a take-out service. Students will be guided in this venture in which they can expand services to the community, while building their own customer service, planning, and time management skills.



Awards

Vicki Whitehead Memorial Award

Vicki Whitehead was the Supervisor of Unit 1 and an adamant supporter of Aboriginal cultural programming at Knowles Centre. Sadly, Vicki passed away in February 1997 while an employee. In honour of Vicki's memory, an annual award was established in 1998 to recognize participants in Knowles Centre's Biimautaziwin Aboriginal Cultural Program who has embraced the spirit of the Aboriginal culture. In 2016/17, the award was presented to Emily B., Hope H., and Charena S.



The Marshall Gardner Music Scholarship

This scholarship was established in 2014 in memory of Marshall Gardner, a long-time employee of Knowles Centre, who passed away in 2013. Throughout his 34-year career in the Group Care Treatment Program, Marshall shared his love of music with the youth, many of who developed their own passion for singing and playing guitar. The scholarship is awarded to a Group Care client who displays musical talent or interest in learning, and has demonstrated the commitment to the practicing. The recipient of this year's award is Emily B. The award was presented at the graduating ceremony in May 2017.



The Justice Jim Smith Memorial Award

The Knowles Centre Board of Directors established the Justice Jim Smith Memorial Award in 2001. Jim Smith was not only a long-time member of the Board but a well-respected and caring individual in the community. The award is presented once a year to a graduating Child and Youth Care student at Red River College who has demonstrated a commitment to the profession through volunteering in a school, agency or organization that provides services for at-risk children and youth. The recipient of this year's award is Dinesh Khadka. The award was presented at the graduating ceremony in May 2017.



Arthur E. Prior Memorial Scholarship Fund

The Board of Directors established the Arthur E. Prior Memorial Scholarship Fund in 1987 to assist former clients of Knowles Centre in pursuit of their continuing education. The endowed fund was created with a bequest from the estate of Arthur E. Prior.

The Arthur E. Prior Scholarship Committee approved one scholarship in 2016/2017. Congratulations to Jamye Lovering who is completing the ECE III Management Program at Assiniboine Community College.



Education Awards

High school can be a difficult period for many. It can be even more challenging for a youth in the Day Treatment and Group Care programs and who is transitioning back to a community school from the specialized environment of John G. Stewart School. It can also be very challenging for those in the SAIL program who must balance their studies with managing their own home and possibly working part-time. The Public School Award recognizes those students who take on this responsibility and succeed. Eligible students must attend at least one semester in a community school and earn at least one credit. Recipients are given a plaque and gift card to recognize their accomplishments.

We are pleased to recognize the following recipients of the Public School Award for 2016/2017:

Duran F., SAIL Program
Chester H., SAIL Program
Micheal H., SAIL Program
Cheyanne M., SAIL Program

Congratulations to all our students!

Knowles Centre is accredited by the Council on Accreditation (COA), an internationally recognized accrediting organization based in New York City. Performance and quality improvement (PQI) will be a key criterion for future re-accreditation by COA. The purpose of PQI is to demonstrate an organization's effectiveness of treatment and efficiency of resource management. Consequently, Knowles Centre developed and implemented a PQI plan to monitor its attainment of these objectives.

Performance and Quality Improvement (PQI)

Knowles Centre (KC) continues its commitment to Performance and Quality Improvement. Through PQI, we ensure that our programs and services are effective and efficient, and responsive to the ever-changing needs among our various stakeholders.

KC's PQI process covers seven sections, and culminates with an annual report that depends on the collective efforts and input of all our stakeholders. The seven sections that comprise PQI report are:

1. The quarterly case record review assesses the quality of client files.
2. The monthly risk management report analyzes reported incidents, accidents, and grievances generated by clients, in order to discern trends and to reduce risk.
3. The stakeholder satisfaction surveys are completed annually to solicit opinions about different aspects of KC's services, and to identify how KC could improve, according to our stakeholders.
4. The client outcome measures are analyzed semi-annually (using standardized measures) to assess how effective treatment is in helping clients to improve their functioning and to achieve treatment goals.
5. The John G. Stewart School annual report includes an analysis of data collected on attendance, class completion rate, and change in student achievement scores.
6. The staff retention rate is analyzed annually.
7. The annual audited financial statement shows the fiscal health of the organization.

The 2015-16 PQI report was completed and distributed to KC board members and staff (results can be found on the KC website). The KC management group will soon be working on the 2016-17 PQI report, and hope to have this completed in the fall of 2017. Moreover, the KC management group will be meeting in late June to discuss how to improve the PQI process and the annual report.

Fundraising Report

It is humbling to be part of a community that is open, welcoming, and always supportive of Knowles Centre. Each year we depend on our community to help meet the costs of our programs and services not covered by core funding, such as recreation activities, special projects, and infrastructure. This adds to the quality of care, but most importantly, helps to change the lives of the youth we serve.

Over the past year, we have been able to accomplish many things thanks to such support, including:

- New Equipment for the Culinary Arts Program. In partnership, RETSD's John G. Stewart School and Knowles Centre operate a Culinary Arts Program for youth. To ensure students receive training that readies them for work in a modern professional setting, we updated the Knowles Centre kitchen with new equipment. This was possible due to support from the Fort Garry Rotary Club, Manitoba Liquor & Lotteries, and Mr. T. Foreman.
- Renovation of the Recreation Room. With the assistance of the United Way of Winnipeg's Essential Needs Grant (in partnership with the Richardson Foundation) and The Home Depot of Canada Foundation, we renovated the Recreation Room, gave it a much-needed facelift, plus a new pool table, exercise equipment, TV, seating, and gaming chairs.
- Cargo Van for the Supported Advancement to Independent Living (SAIL) Program. Thanks to the Manitoba Community Services Council and Vicker Community Chevrolet, the program now has a cargo van to help clients move (literally) into their new SAIL apartment, and move out of their own apartment when they are ready to fully embrace independent living.
- Phase 4 of Driveway Paving Project. We completed Phase 4 of a five-phase project to repave the driveway at our Henderson Highway Campus. Completion of this phase was largely thanks to the Province of Manitoba Community Places Grant and United Way of Winnipeg's Essential Needs Grant (in partnership with the Richardson Foundation).

Knowles Centre also hosted our 7th Annual Croquet Classic on September 15, 2016 at Fort Gibraltar in Whittier Park. Thanks to all of our sponsors and participants for making our event a success. It was a wonderful day of fun and laughter. We look forward to the next Croquet Classic.

Our youth have also had the opportunity to experience many events during the year thanks to the generosity of community members and organizations for donations of event tickets.

On behalf of our Board of Directors, staff, and youth at Knowles Centre, thank you for your continued support. Because of you, Knowles Centre was able to introduce our youth to new experiences and opportunities that helped them along their path to a better future.



He Still Smiles

By: Cynthia Giesbrecht

The first thing I saw was fear.
And then came the loneliness.
Staring at the nothingness and feeling all the emptiness.
Hiding a heart that has crumbled.
I saw the fragments and I tried to weave them back together again.

In the midst of shattered dishes I saw broken dreams.
I heard a boy say he is a man.
I heard him scream and yell like a child.
His emotions unstable, he fights with himself.
Battles endlessly for power but remains weak.
Vulnerability is the enemy.

I watch his face and see a world full of hurt behind his eyes.
He feels alone and rejected.
Worthless and insecure.
Unwanted and unloved.
Hopelessness and despair take hold.
There will be no victory.
The darkness always wins.
The darkness is familiar, it's some kind of comfort.
The pain is the only real and steady thing.
The hurt becomes a craving.
The stars, they fall... and wishes don't come true.

The sun rises and it's a new day.
There's no time for regret.
I see him wake up with a smile.
I see him take on the day with no fear.
I see him try to stay positive.
I watch him play and laugh.
I watch him become frustrated and keep his cool.
I hear him apologize.
I hear him cry because of how he made someone feel.
I'm amazed at everything he has overcome
And I wonder how he can still smile.
I watch him learn to be kid.



KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow

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