



2019 - 2020 ANNUAL REPORT



Knowles Centre

ENRICHING LIVES

Hiking in Pine Point Rapids in the Whiteshell Provincial Park. Cover 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, 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 environment 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.

2019 - 2020 BY THE NUMBERS

Total number of clients who received services between April 1, 2019 and March 31, 2020:

223

Number of clients by gender

based on the gender by which clients identify:



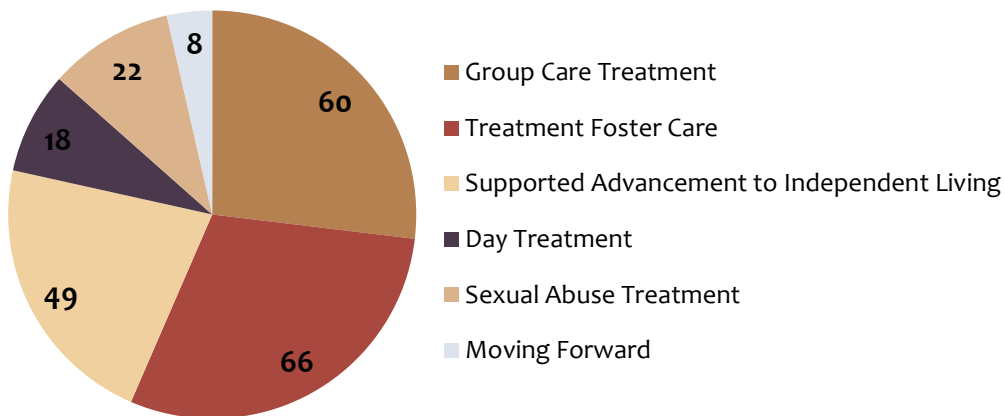
Females: 123
(55%)



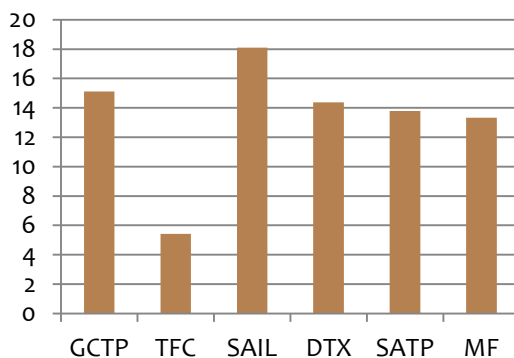
Males: 100
(45%)

Number of clients by program:

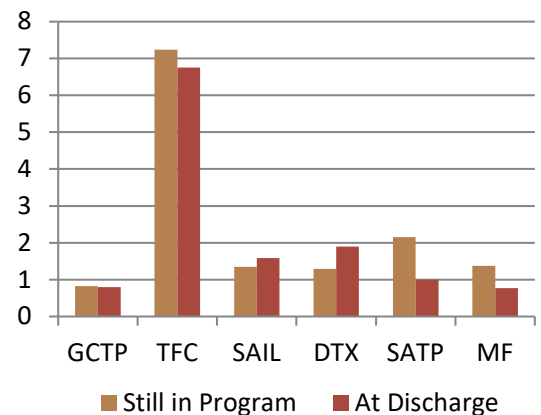
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Average age at admission (years):



Average length in program (years):



Most common concerns at admission:

GCTP

Anger
AWOLs
Mental health issues
Substance use/
abuse

TFC

Birth family issues
Development issues
Neglect

SAIL

Community living
preparation

DTX

Anger
School issues

SATP

Sexual abuse
Mental health issues

MF

Mental health issues

BOARD CHAIR'S MESSAGE



This past year has been an adventure of many successes coupled with a few challenges along the way. Thanks to COVID-19, we were reminded to never take anything for granted as the future can change instantly. I marvel at the human spirit and its ability to adapt while staying focused on what is most important: our children and families.

In September 2019, I had the pleasure and honour to be elected Chair of the Knowles Centre Board of Directors. Our first major project was to begin rebranding of Knowles Centre. We were determined to create a new look and mission statement that reflected our commitment to better meet and exceed the needs of our clients.

Our new leaf logo is a great start to signify growth, hope, and renewal alongside Mother Earth which is at the core of Knowles. Collectively we agreed on a new mission statement: "Empowering healthy communities where families have a sense of well-being and belonging," and a vision of "Enriching lives by enhancing family, community, and cultural identity to develop a promising future." Together, these help to refocus our work on helping create stronger connections within families to the benefit of the children. Soon we hope to replace the wooden street sign with a modern one showcasing our new logo and our commitment to care since 1907. We look forward to that proud moment when it's completed.

On a sad note I want to acknowledge the passing of Wayne Rogers on April 23, 2020. Wayne was hired on a contract basis in 2019 to help with the rebranding of Knowles and developing our fundraising capacity.

The Board also approved a new four-year strategic plan to guide us through 2020 to 2024. As with any future planning much hinges on funding, our greatest challenge along with appropriate referrals.

Each and every program at Knowles has had success and growth throughout this year.

- Supported Advancement to Independent Living (SAIL) continued to be at near capacity. We are delighted to celebrate the many young people engaged in their education whether that involves completing high school, post-secondary studies or working through training programs as their next step.
- Children in our Treatment Foster Care program continue to thrive in stable family homes. While the support provided by Knowles Centre continues to be high, the program has been challenged by a lack of qualified new foster families that can complete the screening and home study process.
- Group Care faced challenges coming into the year, but gained stability as the year progressed, finishing strong. This program continues to evolve to meet the demands of higher needs youth.
- We continue to have a strong working relationship with the John G. Stewart School and the River East Transcona School Division for our Day Treatment program. It also includes our partnership on the Culinary Arts program, which offers alternative learning opportunities as well as positive community work experience for our students. This year we bid adieu to outgoing Principal Trevor Holroyd and welcomed JP Rochon in his place.

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- The Sexual Abuse Treatment Program continues to be at capacity and regularly receives positive feedback. We are grateful to the United Way for its support which allows the program to be offered at no cost to clients.

In Board news, we've had another positive year overseeing excellent care of our children and their families. This year also we were fortunate to add Romeo Dasmarinas to our Board and its executive and finance committees. His financial expertise is a great asset to the Board.

While there have been countless positive stories of enriching the lives of our youth and a modern re-branding of the Centre this past year, it has not been without its challenges. The first was a reduction of referrals particularly in the foster and group care treatment programs. This has forced Knowles to, unfortunately, reduce its staff complement. Moving forward there is also the unknown impact of the new Federal Act respecting First Nations, Inuit and Métis children, youth and families (Bill C-92), and the Province's move to single-envelope funding of our referring agencies. Lastly, our 2019-2020 year ended with the beginning of the COVID-19 pandemic which has put some changes on hold for the foreseeable future.

In closing a special thank you to our front line workers and staff who showed up every day to enrich the lives of children despite the unknown threat at that time of the COVID-19. They continued working even in the face of risk to themselves and their own loved ones. At the same we must acknowledge the strength of our children who remained, for the most, positive and receptive of the support and safety from their caregivers.

6



Ihor Wenger

Chair, Board of Directors

CEO'S MESSAGE



The past year was a challenging year, including legislative changes, financial challenges, as well as the beginning of the COVID-19 pandemic. The effect of these changes was especially evident in our Group Care Program, where it was difficult to fill a number of empty beds, contributing to a significant financial deficit. Despite these challenges, KC acknowledges the hard work and dedication of its staff and managers, as well as the support of its Board of Directors. I would now like to take this opportunity to share some of the highlights with you from the past year:

1. The vast majority of independent living clients did well in the SAIL Program, attending school (whether university, Red River College, vocational program, public high school) or working at various jobs.
2. KC's croquet fundraising tournament was the largest and most successful to date.
3. The KC-United Way fundraising campaign was successful, raising more money than the previous year.
4. The United Way renewed its funding to KC's Sexual Abuse Treatment Program for another three years.
5. KC started the process of rebranding the organization (e.g., selecting a new logo, color, font, and tagline; updating its mission, vision, and guiding principles).
6. Lori Hart was hired as the new Indigenous Cultural Coordinator, and there has been a good re-start with the program.
7. JP Rochon started as the new principal at John G. Stewart School (JGS), working closely with KC from the outset.

Despite these positive developments, there were also some challenges during the past fiscal year:

1. KC had difficulty keeping all 28 group care beds filled consistently during the year due to various reasons, primarily external to KC.
2. KC had difficulty finding new foster parents who could successfully get through the screening process; consequently, no new foster care beds were created this year.
3. MGEU-KC negotiations toward new contracts stalled this year for various reasons (including Bill 28 and COVID-19).
4. KC reported its largest operating deficit in its history. The deficit was caused primarily by:
a) the difficulty filling 4 to 5 empty group care beds from December 2019 to February 2020, resulting in loss revenue; b) significantly more money being spent on relief staff within the group care program this year relative to previous years; and c) the loss of beds and lack of new beds created in the treatment foster care program.
5. The shutdown related to COVID-19 was implemented by the province in mid March, requiring social distancing (staff working remotely) and resulting in JGS School closing (however, school staff maintained contact with the students). KC's group care, independent living, and treatment foster care programs were deemed to be critical services by the province and continued to operate 24/7. The slowdown related to COVID-19 resulted in some lay-offs due to a decreased workload in some areas of the organization. Managing during COVID-19 has

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been demanding and stressful for KC staff and management, but overall KC has coped well to date.

Going forward, KC will monitor the following:

1. KC will follow the directions provided by the Department of Family Services concerning COVID-19 and its evolution, and will continue to support its clients and staff.
2. KC will monitor and respond to any changes associated with the implementation of Bill C-92 and single envelope funding (SEF), which commenced on January 1, 2020 (the former is a federal act endorsing the hand-over of responsibility for Indigenous child welfare to Indigenous governments, and the latter involves the provincial government providing block funding to the four child welfare authorities and their respective CFS agencies). KC will monitor how these changes affect our referrals and payments within the various programs.
3. KC will work diligently to keep all 28 group care beds consistently full, and will monitor its use of relief staff to avoid a financial set-back.
4. KC will work diligently to fill the empty suites in the fourth apartment block of the SAIL Program with new clients.
5. KC will try to recruit and license more foster parents, creating new beds within the treatment foster care program.
6. KC will continue to work on completing its re-accreditation with the Council on Accreditation (COA); the site visit was pushed back from June to December because of the COVID-19 pandemic within both Canada and the United States.

In closing, KC enters the new fiscal year leaner, more efficient, and stronger as an organization. KC also remains committed to filling any unmet needs for clients within the provincial child welfare system, as well pursuing expansion opportunities consistent with its mission and vision.



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

BOARD OF DIRECTORS

Date elected to Board



Ihor Wenger
President
(November 6, 2017)



Kristin Kersey
Vice President
(October 2, 2017)



Renée Greyeyes
Secretary
(May 23, 2018)



Richard Petri
Past President
(January 25, 2007)



Romero Desmarinas
(January 22, 2020)



Richard Gooch
(January 24, 2012)



Jim Hoddinott
(January 27, 2011)



Mark Lubosch
(May 15, 1997)



Patricia Schroeder
(March 27, 2019)



Stacey Soldier
(June 28, 2013)

PERFORMANCE & QUALITY IMPROVEMENT

Each year Knowles Centre completes and analyzes several measures that provide an indication of our capabilities and successes as an agency. Through this process, we work to ensure that our programs and services are effective and efficient, and responsive to the ever-changing needs among our various stakeholders. We invite you to review our most recent PQI report at www.knowlescentre.org/performance_quality_and_improvement.

KNOWLES CENTRE STAFF

As of March 31, 2020

Senior Management

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

Grant Obirek
Director of Finance & Administration

Lesley Gosselin
Acting Director, Group Care Treatment

Lauren Hershfield
Clinical Director

Andrea McKenzie
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

Maureen Britton
Administrative & Quality Improvement Officer

Marie Feakes
Receptionist

Ying (Ada) Goa
Accountant

Emma Jeon
Assistant Accountant

Alla Pinegin
Assistant Accountant

Oliver Miaral
Building Cleaner

Jo Punongbayan
Maintenance Worker

Elfren (Ding) Raquin
Maintenance Coordinator

Ginette Sabourin
Development Manager

Maximo Setosta
Maintenance Worker

Jason Silk
Kitchen Coordinator

Lee Thomas
Maintenance Worker

Sandie Wagner
Human Resources Coordinator

Group Care Treatment Program

Douglas Baba
Night Grounds

Kyla Doll
Night Off Grounds Support

(vacant)
Night Grounds Support - Weekends

Pam Jansen
Recreation Supervisor

Cletus Joseph
Assistant Supervisor

Christian Robinson
Outreach Worker

Tiffany Waite
Program Assistant

Unit 1

Craig Calancia
Unit Supervisor

Youth Care Workers:
Chris Bowden
Morgan Brandt
Randy Carr
Roger Endaya
Chika Okolie
James Paulson
Celena Roberts

Unit 2

Stephanie Bartelette
Unit Supervisor

Youth Care Workers:
Meagan Bouchard
Marilyn Penner
Rachel Shupena
Christopher Skovrlj
Shelley Thomas
Chelsea Welch

Marshall's Place

Juana Schoch
Unit Supervisor

Youth Care Workers:
Cynthia Bergen
Lindsay Cloutier
Shanda Kerman
Enoruwa Uhuangho
Ecko Zimmer

Respect House

Ashley Parker
Acting Unit Supervisor

Youth Care Workers:
Michelle Bazinet
Christine Delveaux
Abraham Duot
Brad Esslinger
Ebenezer Nyamekye
Brad Ross
Tanya Szwed
Shae-Lynn Taylor

Edison House

Colleen Keating
Unit Supervisor

Youth Care Workers:
Kirby Bater
Tammi Dupras
Steven McDonald
Amanda Rodriguez
Anna Zyla

Biimautaziwin Cultural Program

Lori Hart
Cultural Coordinator and Spiritual Advisor

Treatment Foster Care Program

Tiffany Krueger
TFC Coordinator

Clinical Case Managers:
Tammy Delarosa
Roni Dhaliwal
Marijana Dumbovic
Pam Freeth
David Hayward

Sharon Hambly
TFC & SAIL Receptionist

TFC Program Assistants:
Marianne Carroll
Jennelle Oulette

Supported Advancement to Independent Living (SAIL) Program

Case Managers:
Paul Clarke
Kendall Mulligan
Kim Sawchuk
Kathleen Williamson

SAIL Support Workers:
Alissa Camplin
Vanessa Dao
Leah Kasdorf
Arielle Klassen
Jack Lima
Lee Mistelbacher
Randi Mistelbacher
Heather Poll
Danielle Semko
Nicholas Tardiff-Peters

Cyril Gbeve
On-Site Supervisor

On-Site Staff:
Dave Ajuwon
James Attah
Desmond Essien
Serjiro Giwa
Maria Ibanez
Joseph Le
Solomon Negash
Johnson Nkansah
Jennie Sarifa

Facility Workers:
Bridget Johnson
Joshua Malyk

Clinical Services

Liezel Ambalina
Therapist ^{1, 2, 4}

Melissa Beaudry
Therapist ¹

Alex D'Aoust
Day Treatment Support Worker

Raul Dimaculangan
Therapist ^{1, 2, 4}

Andrea Moore-Melville
Therapist ^{1, 4}

Shirin Riahi
Therapist ^{1, 4}

Kristi Venton
Coordinator/Therapist ³

1 Group Care Treatment
3 Sexual Abuse Treatment

2 Day Treatment
4 Moving Forward

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.



Cletus Joseph
10 years



Paul Clarke
25 years

Farewell and Good Luck

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

Carmella Birori

Melissa Fetter-Turner

Victoria Skovrlj

Tina Case

Diko Galgalo

Lori-Ann Soja

Lamin Colly

Lisa Haines

Nikki Spigelman

Andrea Dell

James Jeon

Walter Taras

Brooke Evans

Meghan Scammell

Samantha Warren



Staff caught the Jets team spirit during the 2020 playoffs.

PROGRAM REPORTS

Group Care Treatment

What is the best thing to come out of an unprecedented storm that dumps more than a foot of snow and shuts down power for three days? Resiliency and bonding, of course.

Knowles Centre's two on-site Group Care Treatment healing homes lost power in the early morning of Saturday, October 12. Although the snowfall was ending, it was the beginning of an adventure for the program.

At first we hoped the power would be restored quickly so we just bundled up with extra sweaters, says youth care worker Shelby*. Soon, however, staff learned that thousands were without power across the city and they could expect to be without it for days. They were quick to come up with a solution. Knowles Centre's own three community homes could temporarily make room for the girls, and the boys would shelter in the gym of John G. Stewart School, located on the grounds of Knowles Centre and not affected by the outage.

Change and unpredictability can be difficult for young people who living with past trauma or struggle with anger and other behaviour issues, explains Lesley Gosselin, program director. Instead, the indoor camp-out was a relaxed and positive experience.

"I don't remember it being stressful at all," says Brian*. "We shot (basketball) hoops, played board and card games, and Xbox. I just remember it being fun."

We were all in this together, recalls Shelby. The boys from both the homes bonded together, sharing stories of past experiences. There was no bullying or intimidating; no one was left out.

The take-out meals were a hit, but not as much as the delicious homemade Thanksgiving dinner that relief youth care worker Dave B. prepared at home and brought in to share.

Manitoba Hydro was able to restore power by early Monday morning and the clients and staff returned to the regular healing homes. Things did not return to normal quickly, however; the staff and clients forged a bond that lasted long after, and continue to hold monthly get-togethers like a Grey Cup Party, paint night and pizza party.

* Names have been changed.



The Knowles Centre Group Care Treatment Program serves 28 youth aged 12 to 17. It offers four 6-bed and one 4-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

There is no substitute to a caring and supportive family to a young person's potential to thrive. And for a young person living in foster care, past turmoil can be overcome and they can find success through loving foster parents, the support of their birth family, referring CFS workers, and clinical case manager.

Jewel* and her younger sister joined the Park family over 10 years ago. While the girls had vastly different needs, both blossomed from shy little girls to confident young women. With the stable home life, Jewel soon excelled in school, enjoying many extracurricular activities and maintaining top marks. Through an endorsement by her agency worker, Jewel received a \$30,000 post-secondary scholarship and she plans to pursue nursing. Jewel's foster family, birth mom, extended family, as well as agency and Knowles Centre staff are all rooting for her. While Jewel completes her education, she will continue to live with the Park family with her younger sister Mandy.

Foster parents continually let us know how much they gain from fostering as well. Cala Dodd admits she and her husband got the final push from their birth daughter's award-winning school picture, "Every child deserves a home," to make a call to Knowles Centre about doing respite. After a lengthy and enthusiastic discussion with the TFC program director, they decided it was actually the right time for them to begin fostering. Of course, the application, screening, and orientation took time, but soon enough the Dodds expanded their family by four. Each of the children brings their own unique strengths and challenges, Cala says, but she feels the most fortunate to have filled her home with so much love.

We fall. We break. We fail.

But then,

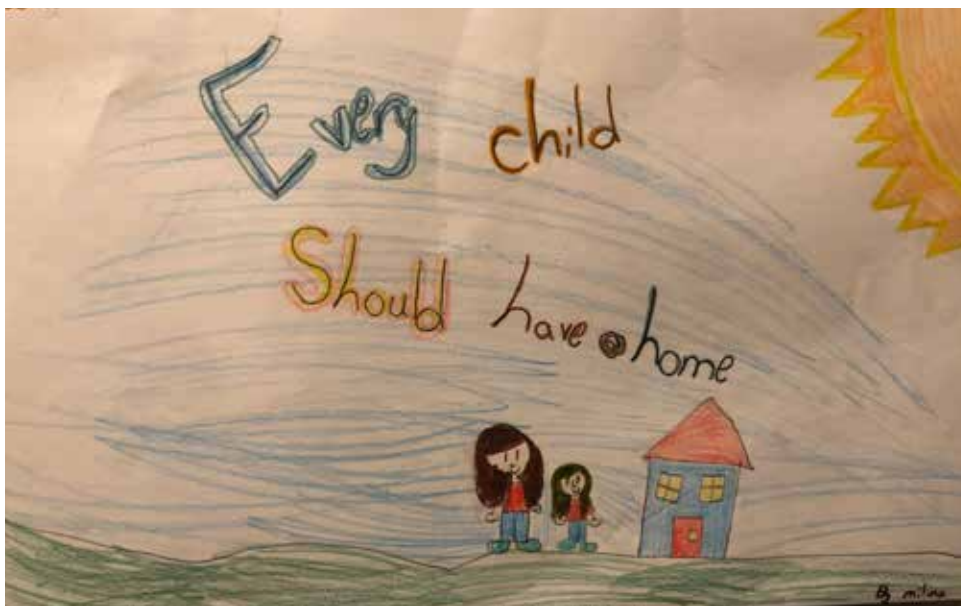
We rise. We heal. We overcome.

– Simu

The Treatment Foster Care program is able to celebrate the achievements of our foster parents and children each year. This year, we had three foster families celebrate ten years of service. Even more, the average placement for the 66 young people in our care was over seven years for continuing clients, and six years and nine months for those who were discharged. All the young people discharged from the program

fully or partially met their treatment goals and most were able to return to their birth family or begin living independently.

* All 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. Children of all ages who are 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

Aging out of the care of CFS can be a scary time for youth, and the pandemic makes it worse. Still, SAIL client Jason* is prepared and determined to forge ahead and embrace a new beginning. Over his short time in the program, he gained confidence. Jason says, "Most problems wouldn't bog me down or set me back." He adds SAIL helped him gain the confidence to tackle problems or know how to get help.

Jason originally entered care at age six months, and lived in at least six foster homes between then and age 19. He admits as an older teen he got involved with the wrong crowd and began drinking and getting into trouble. To his credit, Jason managed to graduate high school despite making some bad choices. Ultimately, however, his behaviour led to having to leave his last foster home.

At the time, regulations within the CFS system meant he could not be placed in another foster home or even a youth shelter because he was over age 18. Without any family to lean on, Jason ended up at Booth Centre, a residential facility run by the Salvation Army that offers temporary and long-term accommodations for those affected by homelessness, poverty, addictions and mental illness. "That year of my life, I saw, felt, heard, tasted, and experienced more messed up stuff than any time before in my 19 years," he says. He knew he didn't want this for the rest of his life.

Jason wasn't ready to give up. An agency social worker introduced him to the SAIL program, and with only eight months before his 21st birthday, he joined the program. "SAIL was a place I felt safe; there were a lot of people that helped and supported me," he says. Jason worked on various life skills such as cooking, cleaning, budgeting, and using community resources. He also completed a work-training program, which led to a good-paying full-time job. And most recently, he moved into own apartment in the community where he is starting fresh to make his own home (with some short-term support from the program). "SAIL changed my life. It helped me go from being a kid to being an adult," he says.

Looking ahead, Jason plans to stay with his job, but also sees the possibility of post-secondary education that can take him further in a career.

Jason enthusiastically says, "Absolutely, 100% yes!" he would recommend the SAIL program to other young people in similar situations. No one can do all these things for you if you aren't ready to do your side of the deal, he says, but success is possible.

* Name has been changed.



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

While 2020 will be a year that will be remembered for many negative stories, student Pannoowa Stardust* reminds us of all the good that continues to take place.

Pannoowa is a student in the Day Treatment Program, a partnership between Knowles Centre and John G. Stewart School. He joined the program in early 2018. His grandparents, school division officials and Knowles Centre agree that he would benefit from the specialized learning environment and regular therapeutic counselling it could provide.

During his two-plus years in the Day Treatment program, Pannoowa has learned to understand and channel his emotions in a positive way. This has allowed him to better focus on his classroom work, instead of using distractions to mask his worries. One of his favorite projects over the past year was studying the human heart and cardiovascular system, and how it all works together to keep us going. He is also a leader for school attendance. Very impressive!

The skills Pannoowa worked on at school and in therapy also made a difference at home with his Grandma and Grandpa. Like many other teen boys, he enjoys playing video games, but he also has learned to produce his own videos and upload them to YouTube. More recently, he has begun to spend more time having fun at the swimming pool with his friends. Everyone welcomes the great attitude that Pannoowa brings back to the program each morning.

Pannoowa recognizes the positive changes to his life and is thankful for the direct support he gets at school as well as the chance to meet with his therapist at Knowles Centre right next door. Of course, his favorite part is attending camp for a week each June where he can spend unlimited time outdoors hiking, swimming, fishing, and more.

Pannoowa's Grandma beams with joy when she recalls how Pannoowa has changed since joining the Day Treatment Program. He learned to deal with the tough days, although those are much fewer, and excels on his best days she says. He has become a responsible role model for his younger siblings and helps to take care of them. He helps his grandparents around the house with the cooking and cleaning, usually without even being asked.

Next year, Pannoowa is moving up to high school. We know he will do well. And so does he.

* 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

At age 14, when most young teens are worried about the goings-on in middle school, Cheyenne* feared being left alone with her stepfather, who had sexually abused her on several occasions. It only stopped when she found the strength to tell her mother. The abuse ended, but the pain did not go away.

Cheyenne experienced flashbacks and panic attacks, and, as a result, refused to go to school, participate in her favorite activities, or to be around peers. She also had difficulty expressing her emotions and had negative thoughts about herself, which resulted in low self-esteem. "I was struggling and felt alone," Cheyenne admitted. It was hard for her to trust anyone, open up to others, or let anyone get close to her. Instead, her desperate need for comfort came in self-harming behaviours and suicidal thoughts.

Even sleep offered little refuge. Cheyenne struggled to fall asleep at night and would frequently wake up from nightmares about the trauma. "My feelings were taking over my life and making it hard for me to function." Cheyenne felt hopeless about her future.

Through attending bi-weekly individual counselling sessions in Knowles Centre's Sexual Abuse Treatment Program (SATP), Cheyenne now understands she was experiencing Posttraumatic Stress Disorder (PTSD) symptoms. By building a trusting relationship with her therapist, Cheyenne was able to begin communicating better and was able to open up and talk about the sexual abuse. She learned how to cope with post-traumatic memories, reminders, and feelings without avoiding them or becoming overwhelmed by them. As a result, she is sleeping better at night, is no longer engaging in self-harming behaviours, and is not having suicidal thoughts.

Cheyenne is now creating healthy relationships, sees her self-worth, and feels safe in the world. She attends school regularly, is a successful student, spends time with her friends, is now more trusting of individuals, and participates in activities both within and outside of school.

"Being a part of the SATP has given me a renewed sense of hope. I've learned that I don't have to feel alone and I've regained a sense of control over my life. I think better about myself and the world," she says. "I appreciated that my therapist educated not only myself, but also my family, about how PTSD affects survivors and their loved ones. Without this program I don't know where I'd be."

Finally, she added that she wanted to share her successes so that others who access the Sexual Abuse Treatment Program will know that there is hope, and success is a possibility for them as well.

* 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

Moving Forward was again a success in 2019/20. The program worked with eight different young people, including three clients who continued meeting with their trusted therapist after leaving another Knowles Centre program.

Therapist Liezel Ambalina engaged younger clients in various hands-on activities such as creating self-care kits and journaling. She also led clients through mindfulness exercises such as meditative painting and physical movement. These activities assist children and youth in gaining self-awareness. Their confidence develops as they learn to be more present and through meditation, are able to learn that they don't have to react to all of their thoughts and emotions, and they choose which merit attention or responses.

One youth participated in the Zones of Regulation curriculum, which is a systematic, cognitive behavioral approach used to teach self-regulation by categorizing all the different ways we feel and states of alertness we experience into four concrete colored zones. This approach was formulated and adapted in the last decade, and the benefits include an improvement in the client's ability to self-regulate emotions and impulses, and gain a deeper understanding of the impact behavior has on relationships.



Moving Forwards strives to individualize the best treatment approach for each client. This process begins at intake and considers the client's age, functioning, engagement and learning styles, and reasons for referral. Using a clear and defined therapeutic modality helps clients to better understand their own gains in treatment over their time in the program.

The Moving Forward Program, which began as a pilot project, is ready to expand its services. This means program professionals will be hosting presentations for local CFS agencies and other organizations who oversee the care and wellbeing of young people. We are also planning some innovative group therapy programs to address some of the prevalent issues facing young people and their families.



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.

Culinary Arts

Culinary Arts students had another exciting year in the kitchen classroom and community. Starting with the first week of school, students prepared and served carnival treats at the annual Knowles Centre croquet fundraiser. Students appreciated contributing to an enjoyable day for our guests.

Later that month, students were proud to be a part of the RBC Convention Centre team that served 22,000 meals to 5,000 delegates from the 2019 National Gathering of Elders. The four-day event was the largest in the facility's history. Students were back at the Convention Centre in October to help feed hundreds of flood evacuees from Northern Manitoba.

The culinary team worked both behind the scenes and in the dining room (actually the floor of the Bell MTS Centre – how cool!!!) at the True North Foundation's 2019 fundraising gala. The October event hosted 850 guests, including many Jets players. Special thanks to Executive Chef Roger Wilton who invited us to participate.

Perhaps the most meaningful assignment was preparing a farewell dinner in honour of John G. Stewart principal Trevor Holroyd, who moved to a new school in January. Trevor has been a great advocate and supporter of the Culinary Arts program since its inception. Chefs Paul and Jason and all the students were honoured to thank Trevor and send him off with their sincerest best wishes.

Individually, many of our young culinarians demonstrated their skills in unique and special ways.

- Students added whimsy to their Christmas baking.
- Katelynn was instrumental in baking and decorating heart-shaped cookies for the whole school for Valentine's Day.
- Our team enjoyed preparing and serving a hot and nutritious meal to patrons of Siloam Mission in early March. Thanks to student Elijah for making the day a true success; those he fed were truly thankful.

And finally, students again helped prepare and serve at the annual Selkirk Sportsman's Luncheon. The menu boasted included Manitoba clam chowder, lobster bisque, Netley Creek alligator bites, pickerel cheeks, frog legs, breaded perch, lake trout, and catfish.

COVID-19 put an end to classroom activities in March, but not to learning. Teachers and students continue to connect by telephone and computer, and students are eager to complete at-home assignments ranging from chocolate banana loaf to flat bread pizza.

Looking ahead, we hope to continue our summer culinary work experience. This allows culinary students to earn money by practicing their skills in the familiar Knowles Centre kitchen as well as gain valuable job experience.



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.

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 1997. In honour of Vicki's memory, an annual award was established to recognize participants in the Biimautaziwin Cultural Program who have embraced the spirit of the Aboriginal culture.

In 2019/20, the award was presented to **Liam C.**, who has been especially active in the program. From teaching sessions, pipe ceremonies, sweats, and being a helper, Liam has continually displayed respect for the teachings and program. He asks thoughtful questions and shares his learning with his parents, especially his mom. Liam was also the first youth to offer tobacco for his spirit name that he received before Christmas. Lori Hart, Knowles Centre's Biimautaziwin Cultural Coordinator, says it is a pleasure to work with him.



The Marshall Gardner Music Scholarship

This scholarship celebrates the memory of Marshall Gardner, a long-time employee 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 an instrument. The scholarship is awarded to a Group Care client who displays musical talent or interest in learning, and has demonstrated commitment to practicing.

The recipient of this year's award is **Phoenix K.**, who has been enjoying guitar lessons at school and in the community, and is eager to have her own instrument so she can continue her community lessons and make music for others to enjoy.



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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 Group Care Treatment 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. Education Awards recognize those students who take on this responsibility and succeed.

We are pleased to recognize the following recipients of the 2019/2020 Education Awards:

Narin H., Day Treatment
Mitchell M., Day Treatment
Brianna D., SAIL Program
Faith H., SAIL Program
Katrena J., SAIL Program

Katelynn K., SAIL Program
Michael L., SAIL Program
Cassie M., SAIL Program
Plus 2 additional SAIL clients who wish to be anonymous

FUND DEVELOPMENT REPORT

Our community has once again come through for all of our youth and families in 2019/2020.

Thanks to donors, young people at Knowles Centre enjoyed many wonderful experiences, including attending Manitoba Moose, Winnipeg Jets, Winnipeg Blue Bombers, Valour FC and Winnipeg Goldeyes games. As well, many visited the Assiniboine Park Zoo, Manitoba Opera, Canadian Museum for Human Rights and Uptown Alley. We were able to update the exercise equipment available to young people in our facilities, plus re-outfit camp with new canoes, kayaks, and much-appreciated fishing gear. Providing recreation opportunities remains one of the best ways to connect with youth, introduce them to healthy lifestyle options, and help them to build confidence and self-esteem.

Knowles Centre continued to work hard to fund facility maintenance, as these costs are not included in the per diems we receive for client care. With donor support, we were able to achieve many goals from our wish list:

- Our kitchen – which also serves as a culinary arts classroom – received upgrades
- The Biimautaziwin cultural program received funding
- We addressed much-needed camp maintenance and purchased comfy new mattresses
- The boiler in one of our SAIL apartment buildings was replaced

Our annual Croquet Tournament, this year featuring a fun-filled circus carnival theme, was held on September 5, 2019. It was a roaring success, raising over \$23,000 to further support renovations to the kitchen. Lots of food, prizes, and action-packed games made for a fun and exciting day.

Each grant and donation is testament to the generosity of our amazing community. Such help makes a difference to the lives of youth and families we serve every day.

From all of us at Knowles Centre, a heartfelt thank you for all the love and support.



Knowles Centre's charitable gift wrapping at Garden City Shopping Centre in December 2019. Pictured (l to r): Janice, Ian, Ginette, Hon. Cathy Cox and Shelagh Russell.

The Big Whiteshell Lodge fundraiser in support of Knowles Centre on June 30, 2019. Pictured (l to r): Wayne Rogers, Heather and Garry McBurney, Pam Jansen and Ginette Sabourin.



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 And many anonymous donors

The background image shows a group of people, mostly seen from behind, participating in a horse riding activity. They are gathered around a large wooden structure made of poles, possibly for a team-building exercise. In the background, there is a rustic log cabin with a chimney. The scene is outdoors with trees and a cloudy sky.

FUELING THE SPIRIT

One of the activities youth from Knowles Centre had the opportunity to participate in was Fueling the Spirit, which was run through Sagehill Stables. Over the course of the six-week program, components of overall health and wellness were incorporated as represented in the medicine wheel (i.e., mental, emotional, physical, and spiritual).

Each week and topic was designed to maximize learning potential and focus on developing individual skills of our youth as they worked through fun and interactive group challenges with each other and with their horse.

"Horses are my favorite animal. I loved this program so much. I loved learning through them. They made me laugh and I realize that they are so smart," said one participant. "Even if I had a crappy Monday morning, after spending a few hours with the horses made me calm. Being in the barn with them was cool."

Pam Jansen, Knowles Centre's Recreation Coordinator, noticed the youth develop relationships with their peers and the horses. "They were creative in figuring out the tasks that they were given," she said. "They found opportunities to work together, realize the benefits associated with effective communication, and recognized the value of mutual trust and respect all while having a blast working with the horses."

This opportunity was made possible through a generous grant from the Graham C. Lount Family Foundation.





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