



2021 - 2022 ANNUAL REPORT



Knowles Centre

ENRICHING LIVES

Knowles Centre was pleased to welcome a gathering organized by Southeast CFS on September 30, 2021 to commemorate Orange Shirt Day (also known as National Day for Truth and Reconciliation). A Knowles Centre client added their hand prints in orange paint to the tipi.

Photo by Kevin Goetz

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BOARD CHAIR'S MESSAGE



Knowles Centre has been an important part of the Winnipeg community for 115 years. The Centre's history is rich, starting with Wilfred Knowles in 1907, who saw the need to help one young man find a bright future. He quickly saw there were many youth who needed help, and with the support of other community members, Wilfred's vision culminated in the incorporation of the Knowles Home for Boys in 1910. Two years later, the Home put down roots on 40 acres of then-rural farmland on Henderson Highway, which is now part of Winnipeg. The Centre continues to embody the vision of Mr. Knowles by "enriching lives by enhancing family, community, and cultural identity to develop a promising future", which is our vision statement today.

I want to highlight Knowles Centre's unique partnership with the River East Transcona School Division. The John G. Steward School is the only publicly funded school on private property, the Knowles Centre grounds, in Manitoba and clients in our Group Care Treatment and Day Treatment programs attend this school. This partnership allows the students to benefit from the close communication between Knowles Centre and the school. Clients can take part in activities such as smudging, drumming, sweat lodge ceremonies, teachings, and traditional activities and celebrations led by Knowles Centre's *Bimautaziwin* program cultural coordinator and supported by the school.

In 2017 the Moving Forward program was introduced as a way to maintain the successful therapeutic relationship between outgoing Group Care Treatment clients and their clinical therapists. It expanded as a fee-for-service program in response to the number of youth and their families in the community living with mental health and behavioural issues arising from current and past experiences. While the slow roll-out of this program was stalled by the COVID pandemic, it has since boomed as the same pandemic highlighted the struggles faced by so many young people.

With the success of the Moving Forward program, Knowles Centre was ready to partner again with the River East Transcona School Division. Beginning in 2021, the program moved into a few local high schools to work with at-risk students in the familiar school environment. At present, we have had enquiries from other school divisions interested in similar partnerships.

The dedication of our frontline, therapeutic, and administrative staff to the youth that the Centre supports is truly inspiring. Every day they respond to the needs of the youth that come to Knowles for care. It is an honour to support their work through the Board.

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



As this is my last Knowles Centre annual AGM report, it seems appropriate to reflect on my time here. In 1996, I was hired by Knowles Centre as the Community Treatment Coordinator, responsible for managing the Day Treatment Program and Sexual Abuse Treatment Program, and being a part-time therapist. After one year as the Coordinator, the senior management group asked me to become the Clinical Director for the agency, which also involved co-managing the Group Care Program. I was the Clinical Director for seven years.

I became the CEO in 2004. In trying to fulfill my role, I strove to adhere to some key principles, including: 1) trying to create excellent programs, reflected in an organization with a reputation for high standards within its sector; 2) addressing problems quickly; 3) adapting quickly when required; 4) keeping staff involved

in planning and development; and 5) advocating for our client's best interests when dealing with other stakeholders.

Our first expansion was to develop and implement a Treatment Foster Care (TFC) Program, as we saw a need for more foster parents in our sector. The program grew quickly over the years, serving over 80 clients at one point, thus becoming Knowles Centre's largest program. The program has provided stability for foster children through long-term placements with their matched foster parents. A case example within the program reflected this success. A few years ago, one of our long-term clients was the guest speaker at our annual croquet fundraising event. She attributed her success in life—graduating from high school, pursuing post-secondary education, discovering her Indigenous cultural identity—to Knowles Centre's program.

Capitalizing on the success of the TFC program, we then pursued the development and implementation of our Supported Advancement to Independent Living (SAIL) Program a few years later. SAIL clients demonstrated positive developments—attending school, holding jobs, or both. SAIL grew to such an extent that Knowles Centre purchased four apartment blocks. SAIL is now our second largest program. It has been gratifying to watch SAIL provide support to youth aging out of care and to watch them succeed. I have been impressed that so many SAIL clients have succeeded at attending school and holding onto jobs simultaneously. Recently, one SAIL client was awarded a \$10,000 scholarship to pursue their post-secondary goals.

In recent years, coinciding with the COVID-19 pandemic, we saw the need for counselling services to meet the growing demand for mental health services among children, adolescents, and young adults in the community. This demand resulted in Knowles Centre developing and implementing Moving Forward, a fee-for-service program, as well as partnering with River East Transcona Division (RETSD) to provide clinical services to students within RETSD schools. Both programs have grown rapidly. This growth has resulted in us hiring more therapists.

During the past 19 years, Knowles Centre has grown by over 300%. Where we were initially viewed as predominantly a group care facility, we have expanded to provide a greater range of services to more clients from birth to age 21. Consequently, our staff size and budget have also increased. Clients' needs have become more complex over the years, highlighting the importance of a multi-disciplinary approach. To this end, Knowles Centre has invested more funds in its traditional Indigenous Cultural Program and Recreation Program, when possible.

Over the years, there have been other proud accomplishments, including: 1) a successful capital campaign

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to create new office space on our main campus; 2) a successful annual croquet tournament, which has become our signature fundraising event; 3) continued improvement to our services to make it a welcoming place; and 4) successful reaccreditation with the Council on Accreditation (COA) every four years.

The creation of Indigenous Authorities within the provincial child welfare system and the implementation of federal Bill C-92 (recognizing Indigenous People's jurisdiction over child and family services), indicates the importance of developing partnerships among agencies going forward in our sector.

I want to thank all Knowles Centre staff and board members over the years for their hard work, dedication, and loyalty to our clients, and for helping us fulfill our mandate. I also consider myself fortunate to have worked with a great group of directors, bringing success to Knowles Centre's various programs. I aspired to be a mentor to them, but I also learned a great deal from them as well. Knowles Centre is like a family and I enjoyed celebrating the positive updates and the many successes achieved by our clients. At the same time, I shared in their sorrow when clients experienced setbacks.

In closing, Knowles Centre is set-up well for future growth, having established a solid foundation, and a vision of where it plans to grow to address unmet needs of clients within our sector. As I prepare for my departure, I'm proud of what has been accomplished during my years as CEO. I'm confident that KC will continue to be successful in helping clients achieve their goals and realize their potential.

Thank you and take care,



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

**Real joy comes not from ease or riches or from the praise of men,
but from doing something worthwhile.**

~Wilfred T. Grenfell

BOARD OF DIRECTORS

Date elected to Board



Andrea Sherry
President
(February 24, 2021)



Mark Lubosch
Vice President
(May 15, 1997)



Romero Dasmariñas*
Treasurer
(January 22, 2020)



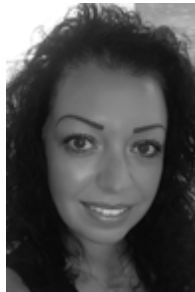
Jim Hoddinott
(January 27, 2011)



Ihor Wenger
Past President
(November 6, 2017)



Valerie Barnby
(February 23, 2022)



Charlene Figueiredo
(February 23, 2022)



Richard Gooch*
(January 24, 2012)



Kim Kovacs
(February 23, 2022)



Laura Kusko
(February 23, 2022)



Stacey Soldier*
(June 28, 2013)

* Resigned during the 2021/2022 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 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 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.

2021 - 2022 BY THE NUMBERS

Total number of clients who received services between July 1, 2021 and June 30, 2022:

260

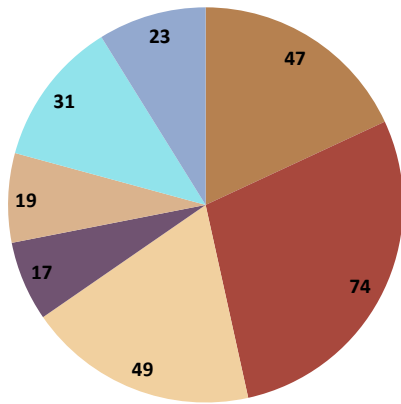
Number of clients by gender

based on the gender by which clients identify:

Females: 143 (55%)
 Other, non-binary & questioning: 6 (2%)
 Males: 111 (43%)

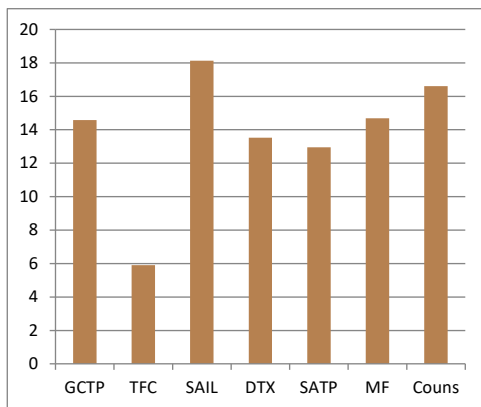


Number of clients by program:

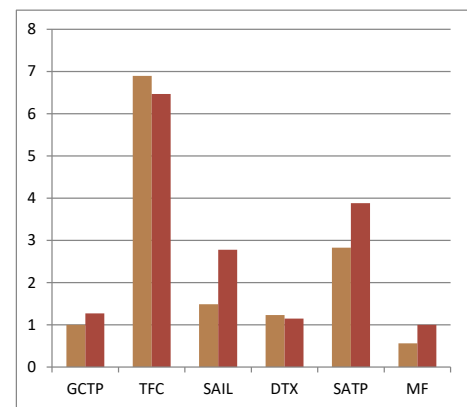


- Group Care Treatment Program
- Treatment Foster Care
- Supported Advancement to Independent Living
- Day Treatment
- Sexual Abuse Treatment
- Moving Forward
- In-School Counselling Partnership

Average age at admission (years):



Average length in program (years):



■ Still in program ■ At discharge

Most common concerns at admission:

GCTP

Mood, anger, self-harm, various past trauma, unapproved absences, mental health issues, substance use/abuse, suicide ideation, school issues

TFC

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

DTX

Anger, anxiety, behaviour concerns, school issues

SATP

Sexual abuse, mental health issues

MF

Mood, anxiety, self-esteem issues, anger and behaviour issues, various past trauma

In-School Couns

Mood, anxiety, various past trauma

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.

The PQI committee met monthly. However, Knowles Centre managers were unable to complete the PQI report for 2020-21 by the end of 2021, as hoped. Contributing factors included coping with the second year of the COVID-19 pandemic and other workload demands and priorities for managers. The 2020-21 PQI report will be completed in the fall of 2022 and will consist of four sections: 1) stakeholder survey results (i.e., KC clients, foster parents, staff, board); 2) analysis of client incident reports across programs; 3) review of files for discharged clients across programs (from January 1 to December 31, 2020); and 4) analysis of client outcome measures across programs. Managers did develop and implement an action plan in response to the staff survey results. Staff also worked on developing a tool to track family contact and cultural participation for clients across programs.

Knowles Centre is committed to purchasing a client database, which would make producing the annual PQI report less onerous and time consuming, would provide better insight into the activities of clients and programs in a way that KC can celebrate its successes and address its challenges in a timely and meaningful manner, and would help us strive continually to improve outcomes.

In closing, Knowles Centre remains committed to producing an annual PQI report that is meaningful, useful, and timely, but also less onerous and time consuming. Meeting these criteria remains a work in progress.

PROGRAM REPORTS

Group Care Treatment

The past year has brought about some changes to the program. The restructuring process began with the temporary closure of our Marshall's Place Home. The staff and clients, once again, demonstrated their resiliency and quickly settled into their new homes and teams. The Maintenance department have been very busy working on renovating the home, putting in new flooring, new cupboard doors and hardware in the kitchen and painting the whole home among other refurbishments.

Still to come, the renovation of our Respect Home. This planned renovation will ultimately provide two separate three-bed homes which will give Knowles Centre more placement options to better suit the needs of our clients.



With the lifting of COVID-19 restrictions, our staff and clients have had the opportunity to gather together with other homes for socialization and fun activities such as attending camp, going to the beach and attending the Red River Ex. Additionally, the removal of the requirement to wear PPE in the homes was very welcomed by all. It's been nice to see so many smiles! A big thank you to our staff and clients for doing their part to get us here by adhering to public health recommendations and getting vaccinated.

In October 2021 one of our Group Care supervisors and one of our clinicians traveled to Toronto to attend an intensive course to become certified Therapeutic Crisis Intervention (TCI) trainers. Since then, they have had the opportunity to run two training sessions for Knowles Centre staff. This training has been very well received and our two trainers are looking forward to running future TCI trainings. We have also had the opportunity to have two of our Group Care staff trained to become Applied Suicide Intervention Skills Training (ASIST) trainers. They look forward to sharing their skills and knowledge with others.

The Knowles Centre Group Care Treatment Program serves 22 youth aged 12 to 17. It offers three 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

...and just like that, Dana and Elliot* were 18 years old! To everyone, it seemed like the years flew from the time the brother-sister twins joined their forever foster family at age four. There was also time spent with their older brother Andy*—who lived with another caring foster family—often at his favorite Pizza Hut restaurant. This was made possible by foster parents who were committed to supporting their relationship with regular visits. As the children got older, talks were about all the opportunities the future would bring. And now, sure enough, Dana is excitedly transitioning into Knowles Supported Advancement to Independent Living (SAIL) program, and Elliot and Andy are moving forward in an adult program together.

The siblings' bio mom was delighted to be a part of the celebrations too. Although she was unable to parent the children day-to-day, her love for them never waned. She stayed connected as best she could, often sending gifts and cards with the collaborative help of Knowles Centre Clinical Case Manager Roni Dhaliwal and the agency worker.

Like many teens, Dana felt her foster parents were too traditional in their ways, however she knew they were always there for her and had her best interests at heart. Still, as a younger girl, Dana like to copy her foster mom's fashion sense and even wore some of her clothes; and now as a teen, she displays the same nurturing nature. Elliot and his foster dad enjoyed spending time together on car rides or working in the garden, until he became more consumed with physical fitness and working out.

Both siblings appreciated the regular support of Roni; and Elliot added that Roni has always been someone he could talk with who understands him and treats him like a young man. Roni especially enjoyed working with Dana, Elliot and their foster family over the last eight years, but that doesn't mean it was always easy. One "concern" included supporting Dana to increase her school attendance instead of focusing so much on her part-time job. This was addressed, and Dana has since been accepted to university and plans to pursue psychology or teaching.

To mark the twins' 18th birthdays and high school graduation, Roni commissioned Indigenous artist Jimmy Harper to paint pictures of an eagle and wolves, respectively symbolizing love of family, and the humility that comes from being part of a (forever!) family pack.

** names have been changed.*



Knowles Centre Clinical Case Manager Roni Dhaliwal displays the works by artist Jimmy Harper presented to siblings in Treatment Foster Care.

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

From the age of four, Nathan* was a child-in-care. He bounced between foster homes and group homes before settling in to a long-term foster home for several years. Still, the life skills most young people learn as they grow up are hard to grasp when life is so unsettled. When Nathan's social worker introduced him the idea of moving to the SAIL program after he graduated from high school, he jumped at the idea.

It was late 2019. He didn't have a job or the life skills needed to live on his own, but Nathan knew he couldn't stay in foster care forever. He was ready for the next part of his life's journey. From the start, Nathan felt supported by all the SAIL staff—from the support workers and the on-site staff to the case managers—who were keen to welcome him into the program.

Although a very likeable young man, Nathan described himself as young and shy back then. When it came to things like cooking, he says was not very capable unless you call making perogies and burgers gourmet meals, he joked.

Within the program, his support worker helped him to improve his cooking, as well as how to clean and budget, among the many skills he gained. Nathan found making his monthly living expense funds last until the end of month (along with saving a few dollars) was especially challenging, but he did it! Strategies like making a grocery list from the weekly menu he made was particularly helpful, he says.

For Nathan, SAIL was a place where he was able to grow and develop as a person. He remembers thinking case manager Paul Clarke was a little crazy, always talking about empowering Nathan to make his own decisions. Now, Nathan understands where Paul was coming from. I've learned that my decisions and choices will impact my life, says Nathan.

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After about 15 months in the program, Nathan moved to his own apartment in the community, first as a part of SAIL's Stage 3, and then as a fully independent young adult. He works full-time at a warehouse and taking law enforcement courses part-time with a goal to joining the RCMP one day. Nathan says SAIL helped him to do these things by learning how to present himself to a potential employer or landlord.

*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

This year, seven new students joined the Day Treatment Program as others transitioned back to their community school after benefiting from the stabilizing environment of John G. Stewart School and the support of Knowles Centre.

Part of this success is due to Room 1. At John G Stewart School, Room 1 is a safe, alternative place for students who need time, space or support outside their regular classroom but still within the school. Jointly staffed by school and Knowles Centre professionals, it has the flexibility to meet the unique needs of each student. Walking by, you may see a card game unfolding, a puzzle in progress, reading aloud, math lessons, poetry writing, or Derek playing guitar to the delight of students. Equally important are the invisible yet critical work of students practicing self-control, building positive relationships with trusted adults, and developing a plan to re-enter their classroom.

For students, learning (both academic and personal) also takes place outside the school. We were pleased to introduce many new experiences over the past year:

A group of 11 staff, students, and family members were part of a crowd of 2,000 Indigenous spectators at a Moose Game. This was the first time many of our students attended a professional sporting event, an important reminder that they belong, just like everyone in our broader community.

A gift of four elk hides gave students a unique opportunity to process the hides for moccasins, medicine pouches and new drums. Students did everything from build the frames; salvage the elk brain to be used in the tanning; and clean, stretch and tan the hides for final use. Through it all, students made cultural connections and learned about the sustainability of Indigenous ways.

The community was the classroom for many formal lessons. Students engaged in land-based learning at a Manito Ahbee Pow Wow and the Narcisse snake dens, and visited the YMCA rock climbing wall as part of their gym credit. Besides fulfilling curriculum, such opportunities build positive student/teacher and peer relationships, which contributes to increased school attendance.

Along the way, we cheered for every school credit earned. We saw a lot of personal growth as students build self-confidence and learn to use the tools they need to succeed. And best of all, we saw great connections forged between students and with school. Students felt it too, commenting, "I've had a spectacular year. I can truly be myself and I feel like I belong here!" and "I love coming to school year, I have great support here to help me get better."



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 a time when most boys his age should be busy playing with friends and enjoying the carefree years of being eight years old, Liam* was keeping a dark secret. He was being sexually abused by his older step-brother, something that would continue for a few years until his mom discovered what was happening.

Liam struggled to control his anger and was often involved in altercations with his family. He was angry about what happened, the betrayal of trust, and that family members failed to protect him. Liam rarely attended school and consequently his marks suffered. Liam began questioning his sexuality and reported feeling lonely, depressed, and expressed thoughts of death and suicide.

Liam's family learned about the Sexual Abuse Treatment Program at Knowles Centre and were eager to take part. At first, Liam was embarrassed to disclose his sexual abuse experiences and confused as to why he needed therapy. Initially, he would make minimal eye contact, and only responded with one-word answers, if he even spoke at all. It was difficult for Liam to trust anyone and to open up.

It took time for Liam to open up and talk about the abuse, but once he did, he began feeling better. "At first, I just tried forgetting about the abuse and ignoring it. I was embarrassed by it and thought something was wrong with me. I worried about how people would react when I shared my story," he offered. "With the help from my therapist, I learned that what happened was not my fault and that there was nothing wrong with me. I slowly began trusting my therapist and began opening up and talking about the sexual abuse. It was not easy, but I noticed that once I started talking about the abuse I began feeling less embarrassed, angry, and depressed and was not as lonely. Talking about it has been much better than suffering in silence on my own."

Liam's relationships with his family members eventually began to improve, he was able to manage his anger more effectively, he began attending school more regularly, and his grades improved. Liam became more comfortable discussing sexual issues and was provided with a framework for understanding

sexuality as a healthy part of development. Soon he was able to separate the sexual abuse from his basic comfort level with his sexuality. Liam's mood improved and he felt less lonely.

"The help I got helped me cope with my negative thoughts and feelings. I no longer have thoughts of death or suicide. I would tell anyone who has been sexually abused to talk about what has happened. You don't have to do it on your own," he says.

* 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

The Moving Forward therapy program is living up to its name for Knowles Centre as well as our clients. This year, the program provided therapeutic services to 37 young people—more than three times as many as the previous year! This was made possible by the addition of two new part-time therapists (plus our existing therapists) who have helped the program grow and evolve. Our youth were able to flourish as well.

Despite the concerns that brought clients to Moving Forward, they were able to call on their dynamic, resilient and unique personalities and their overwhelming strengths to aid in their treatment. By helping clients channel these qualities, our therapists can help the youth enhance their coping skills and support them with a wide variety of struggles, including but not limited to mood, anxiety, histories of abuse, family of origin, grief and loss, self-harm, suicidal ideation, self-esteem, anger and aggressive behavior, impulse control, impacted adjustment, eating, and substance use.

Clients ranged in age from 9 to 19. Some clients moved to Moving Forward after spending time in our Group Care Treatment Program; others received services while waiting for a spot in our specialized Sexual Abuse Treatment Program. Most, however, were new to Knowles Centre – both youth and their families – who needed extra support dealing with the challenges of day-to-day living.

All appreciated the safe, calm space to explore difficult topics. Whether short-term or long-term, we could provide interventions based on their needs, values and abilities. Here they could It was important that we could provide a person-centred place that would listen, rather than prescribe.

Highlights for the year included helping teens move from unsafe behaviours borne of fear and trauma, to self-regulating behaviours that helped them to regain and grow their independence and social confidence. We also witnessed a repair in many parent-child relationships, crucial to rebuilding the family bonds that are the foundation of healthy youth and society.



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.

In-School Counselling Partnership

From March to June 2022, Knowles Centre partnered with two RETSD high schools to provide therapy for 23 students facing extraordinary challenges affecting their well-being. This pilot program was an extension of our Moving Forward counselling program. With the support of Knowles Centre therapists, the students delved into the ways that their lives were being impacted. The complexities included childhood abuse and neglect, intergenerational trauma, colonization, parental grief, gang affiliation, addiction, family dynamics, social relationships and youth development.

This was the first time Knowles Centre brought therapy to a school environment. Here, youth could readily engage with the therapist on those days they were struggling, and build on that positive relationship on the days where meetings were best done digitally. Still, the emotional work required as part of healing trauma sometimes meant students were not ready to face their next scheduled class. To address this, therapists worked with students to developing coping strategies as part of a harm reduction model.

Overall, the program was a success. We watched students make small consistent positive changes in their lives, and saw their self worth increase. The impact of having a strong sense of self and belonging to the school collective empowered youth to reach out if any challenges did arise. Accepting a youth as they are at that point, and not where others thought they should be was critical. This helped to foster safe interactions and build the trusting foundation necessary for healing.

One of our clinicians is experienced in Eye Movement Desensitization and Reprocessing (EMDR), a proven therapy technique that works to alleviate the distress associated with traumatic memories such as post-traumatic stress disorder. Several students responded well to this modality as it is less invasive than traditional talk therapy, and complements self regulation, somatic responses and self soothing techniques. As a result, youth were able to share emotions; have fewer obsessive thoughts and feelings of self responsibility; and release guilt, shame and anger in healthy outlets.

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All the youth who came to sessions were very brave in their efforts to engage and improve their quality of living now and for the future.

Knowles Centre valued the opportunity to work with the River East Transcona School Division. Together this partnership went a long way to create a supportive and non-judgmental environment from where youth can land and launch as they work toward meeting their full potential.

The In-School Counselling Partnership between Knowles Centre and two high schools the River East Transcona School Division took place in Spring 2022. 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.

***Biimautaziwin* Cultural Program**

In Indigenous culture, the lives of the Anishinaabe (people) are deeply connected with the land. Over the past year, youth spent a lot of time in land-based learning activities, and reconnecting with the knowledge of grandparents, much of which has been lost in some families due to intergenerational trauma. Activities and teachings included twice-monthly Pipe Ceremonies; hand drum singing and song teaching; Feather Teaching; Water Teaching; Mother Earth Teaching; hunting and gathering; and traditional games and beading, plus a wide range of traditional and contemporary crafting.

Healing sweat lodge ceremonies were offered monthly. Youth and staff visited fields (with permission) to pick the Grandfather Rocks that would later be heated in a fire to create steam for the lodge. Rock picking provided an opportunity to provide a lesson to the youth regarding the history and importance of the sweat lodge.

We also went into fields to pick wild sage. Sage is one of the four plants considered sacred by First Nations and Métis Peoples. It is used broadly for physical and spiritual health purposes, including smudging, a ritualistic cleansing, in the healing homes and youth's individual bedrooms on request.

As done by our ancestors, we marked the passing of the year with teachings and ceremonial fires in the on-grounds cedar circle at each seasonal equinox and solstice.

At ceremonies, four youth and three adults offered tobacco in order to receive their Spirit Names, which are meant to announce a person and identify their soul's energy.

We were pleased to work closely with John G. Steward School, located on the Knowles Centre group, to offer culturally focused classes as part of the school curriculum twice a week throughout the year.

A large portion of time was spent with youth in one-to-one in activities of their choice or at the request of a therapist. Whether culturally related or not, this provided an opportunity for the youth to talk about issues important to them in a safe setting and to strengthen their relationship with a trusted adult.

We also made sure that our youth found ways to enjoy just being kids. All had their bedroom door painted in chalk paint and provided with coloured chalk. All new youth to the program received a welcome bundle full of comfort and calming items, and received another bundle when they left Knowles Centre to help with the stress of change. Of course, youth also received a gift for their birthday.

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



AWARDS

Vicki Whitehead Memorial Award

Vicki Whitehead was the Supervisor of Unit 1 (now called Meadowside Home) and an adamant supporter of Indigenous 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 Indigenous culture.

In 2021/22, the award was presented to Fynn I. who participated in many cultural activities, including, sweats, pipe ceremonies, and teachings. He has been hand drum singing with John G Stewart's hand drum group this past school year. Fynn consistently displays the seven sacred teachings through his behavior. He is eager to learn and asks many good questions. He is kind and shows care and concern for others.



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 2021/2022 Education Awards:

- Sunrise G., Group Care Treatment
- Jared Butler., SAIL Program
- Meadow M., SAIL Program
- Sierra V., SAIL Program
- Plus 2 SAIL clients who wish to remain anonymous

Arthur E. Prior Scholarship

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

The Arthur E. Prior Scholarship Committee approved two scholarships this past year both of which were for Jamye who is taking the Early Childhood Management course through Assiniboine Community College. Jamye only has to finish her practicum portion of the program to successfully complete her diploma in Early Childhood Management.

Congratulations Jamye! We are so happy for you!



FUND DEVELOPMENT REPORT

This year has been one marked by change. Throughout the pandemic and now in its wake, community funders demonstrated their support for the important work we do by awarding us with donations and grants that allow us to improve and enhance our programs and services. So much would not be possible without them.

Bell Let's Talk provided a grant to support staff training in the Mehrit Centre's Self-Reg program. This will bring changes to some of our approaches to working with youth and helping them and ourselves learn more about self-regulation of emotions, actions and thoughts.

Funding through the Manitoba Chamber of Commerce's Digital Manitoba Initiative and Kiwanis Club of Winnipeg allowed us to make many overdue changes and upgrades to our technology and telephone systems. There is more to do, but these first steps have brought us into the modern era.

The Winnipeg Foundation's Nourishing Potential funding allowed our recreation coordinator to partner with our Group Homes to upgrade some of their kitchen wares and provide an after-school cooking and nutritional learning program for our clients. The youth had the opportunity to learn about meal planning and how to make healthy snacks and meals. This is leading to a change to more independence in the meal preparation and food provision in our group homes.

With the extended effects of the pandemic and transition to the post-lockdown world, we were grateful for support from Healthy Together Now, as their support of our staff's mental health through various activities made a difference to our team's morale. Change is hard and having support for our staff is very important.

This year the Winnipeg Foundation saw a need for charities to change in a post-pandemic world. Knowles Centre was privileged to receive funding under their new Adapt Grant, which is part of the Foundation's COVID response program. This funding will help Knowles Centre Adapt through technology, strategy and more.



Another change at Knowles that will have a long-term impact on our Group Care clients is the funding received for improvements to our Healing Homes. The per diem rates we receive for caring for clients do not cover capital projects and larger renovations, so our team works hard to fund these needs. Sleep is critical to physical and mental health, so the priority was new beds and bedding. Future funds raised will improve lighting, add new anti-ligature window coverings and other 'refresh' aspects to the homes to make them more homelike and welcoming. There is so much more to be done regarding renovations, repairs, maintenance, and more refreshing of our homes, and we will continue to look to our community for support.

Two certain things: change and our community supports our work.

KNOWLES CENTRE SUPPORTERS

Every gift we receive is a major gift and has a significant impact on the programs and services we provide for the young people we serve. Thank you to everyone who chooses to make a difference in the lives of our clients through their monetary and in-kind gifts. Every effort has been made to ensure that this recognition list is complete. If there is an error or omission, please let us know so it can be corrected.

Individual and Corporate Donors

Douglas Baylock	Robert Paterson
Ken and Dean Britton	Norm Promislow
Brownlee Family	Robert S. Robinson
Cardinal Capital Management Inc	Sue Roesler
Canada Life	Rotary Club of Fort Garry
Julie Dalkie	Ginette Sabourin
James Derksen	Harald Schulz
Derksen Plumbing	Marie Shannon
Vicki Fostey	Tapper Cuddy LLP
Janet and Cary Hamel	U.S. Consulate Winnipeg
Harstone Heating	Vector Corrosion Technologies Ltd.
Barbara M Hodgkinson	Marcel Vermette
Investors Group Financial Services Inc.	Wawanesa
Jack Lightcap *	Brenda and Jim Whitney +
Kaiser PWN LTD	
Kim and Richard Kovacs	And many anonymous donors
Morgan Mackenzie	
Odette Melvin +	+ monthly gift
Jeff Palamar	* legacy gift

Federated Giving

Thank you to those who have chosen to direct their donations made via All Charities Campaign and United Way Winnipeg to us.

Granting Organizations

Knowles Centre has received grants from the following foundations and granting organizations.

Bell Let's Talk
Kiwanis Club of East Kildonan
John N. & D. Patricia Knowles Charitable Fund
Graham C. Lount Family Foundation
Manitoba Chambers of Commerce – Digital Manitoba Initiative
The McLean Foundation
ParticipACTION
RBC Foundation
United Way Winnipeg
Winnipeg Foundation
WRHA - River East Health Together Now

KNOWLES CENTRE STAFF

July 1, 2021 to June 30, 2022

Senior Management

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

Grant Obirek
Director of Finance & Administration

Lesley Gosselin
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

Yarianny Castillo-Arana
Accountant

Janet e Hamel
Manager of Development & Communications

Emma Jeon
Assistant Accountant

Oliver Miaral
Building Cleaner

Jo Punongbayan
Maintenance Worker

Elfren (Ding) Raquin
Maintenance Coordinator

Tetiana Samonina
Assistant Accountant

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

Nathaniel Dangkwat
Night Grounds Support - Weekends

Pam Jansen
Recreation Supervisor

Cletus Joseph
Assistant Supervisor

Christian Robinson
Outreach Worker

Tiffany Waite
Program Assistant

Meadowside Home

Craig Calancia
House Supervisor

Youth Care Workers:
Chris Bowden
Lindsay Cloutier
Roger Endaya
Chika Okolie
Celena Roberts
Shae-Lynn Taylor
Noru Uhuangho

Creekside Home

Ashley Parker
House Supervisor

Youth Care Workers:
Christine Delveaux
Abraham Duot
Taura Gentle
Marilyn Penner
Rachel Shupena
Shelley Thomas
Chelsea Welch
Rachelle Yendrowich
Ecko Zimmer
Anna Zyla

Marshall's Place

Marshall's Place was going through renovations during the year. Staff moved to other treatment units within Knowles Centre.

Respect House

Colleen Keating
House Supervisor

Youth Care Workers:
Michelle Bazinet
Cynthia Bergen
Brad Esslinger
Kristi Fiddler
Amber Johnson
Shanda Kerman
Ebenezer Nyamekye
Tanya Szwed

Courage House

Darrel Fedoruk
House Supervisor

Youth Care Workers:
Kirby Bater
Tammi Dupras
Taryn Mallick
Steven McDonald
Amanda Rodriguez
Christopher Skovrlj
Rachel Shupena
Anthony Targbe

Biimautaziwin Cultural Program

Lori Hart
Indigenous Cultural Program Coordinator

Treatment Foster Care Program

Tiffany Krueger
TFC Coordinator

Clinical Case Managers:
Tammy Delarosa
Roni Dhaliwal
Marijana Dumbovic
Pam Freeth
Darlene Morgadinho

(Vacant)
TFC & SAIL Receptionist

Kari Borlang
TFC Program Assistant:

Supported Advancement to Independent Living (SAIL) Program

Case Managers:
Paul Clarke
Kendall Mulligan
Christopher Ricardo-Passley
Kim Sawchuk
Sean Turnbull

SAIL Support Workers:
Rosemary Ellis
Cecelia Lopez
Randi Mistelbacher
Katherine Penner
Grace Pinkley
Heather Poll
Meghan Schwarz
Stacey Skrepich
Brooklyn Toderan
Tyrah Wilson

Cyril Gbeve
On-Site Supervisor

On-Site Staff:
Sally Adeyiah-Kwarteng
James Attah
Desmond Essien
Serjiro Giwa
Scott MacDonald
Solomon Negash
Johnson Nkansah
Adedoyin Samuel
Jennie Sarifa

Facility Workers:
(Vacant)

Clinical Services

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

Therapists:
Melissa Beaudry
Veronica Dunn
Raul Dimaculangan
Guido Faralli
Kerstie Kona
Andrea Moore-Melville
Shirin Riahi
Kristi Venton

Tracey Leost
Community Connector (Valley Gardens Middle School)
(Vacant)
Day Treatment Support Worker (John G. Stewart School)

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.



Dawn Vandal
Director
SAIL
25 years



Lee Thomas
Maintenance Worker
20 years



Kristi Venton
Coordinator/Therapist
Sexual Abuse Treatment
20 years



Maureen Britton
Administration & Quality
Improvement Coord.
15 years



Raul Dimaculangan
Clinical Therapist
15 years



Lauren Hershfield
Clinical Director
15 years

Photo not available

Kim Sawchuk
Case Manager
SAIL
15 years



Ecko Zimmer
Youth Care Worker
Group Care Treatment
10 Years

Farewell and Good Luck

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

David Ajuwon

Haley Farncombe

Joseph Le

Ginette Sabourin

Liezel Ambalina

Ada Gao

Jack Lima

Danielle Semko

Melissa Barendregt

Bridget Johnson

Sean Martin

Pamela Schyretski

Stephanie Bartelette

Leah Kasdorf

Craig Moroz

Melanie Skaptadottir

Giuliana DeGirolamo

Arielle Klassen

James Paulson

Best wishes to Marilyn Penner (30 years service) and Randy Carr (25 years services) who both retired from the Group Care Treatment Program in the past year.

As I celebrate a milestone in my life, it seems a good time to reflect on what I have overcome to get here.

I first came to know about the Knowles Centre at what could accurately be described as the single darkest moment in my life. I felt lost, overwhelmed and hopeless. I was told the road to recover from the trauma I had lived through would be long and the odds stacked against me. The whole world seemed dark and without joy. I did not want to tackle the issues before me, I just wanted to fade away.

Then I met my wonderful therapist, Kristi. At first, she gently listened and tried to break my newly developed tough outer shell. She was endlessly patient to my attitude, comments and generally resistant behaviour. I thought to myself there was no way I would let some stranger know me and truly believed she could not help me despite her efforts.

Many sessions into my treatment, I began to open up. It happened without me even realizing it. I wish I could tell you I had a great epiphany or breakthrough moment that allowed me to trust her, but it was a slow, unremarkable process. I spoke to her about anything and everything and knew down to my very bones that she really cared. Some days were exhausting with a lot of self-reflection and facing some hard truths. Other sessions flew by in what felt like friendly banter.

I won't lie and say I am not still affected at times, but overall, I have built a beautiful life for myself. Thanks to the supports at the Knowles Centre I have the tools I need to thrive. I overcame seemingly impossible obstacles to get here, and I could not have done so without the various supports available to me and the unwavering belief in me shown by my therapist and my mother.

As I finished my treatment and prepared to take my next steps, I was informed of the Arthur E. Prior scholarship available to people who received treatment at the Knowles Centre. Thanks to this wonderful opportunity I had help with my tuition as I pursued diplomas in Early Childhood Education, then in Early Childhood Management. It lifted a huge burden for me and I was better able to focus on my studies and was finally able to look to the future with hope and a plan.

I worked in the Early Childhood Education field for many years thanks to obtaining my diploma. I learned valuable skills, gained experience and made lifelong friends. Since my recent graduation from my advanced diploma, I have obtained a job as an Assistant Director, achieving a new level of success and a better ability to help provide for my family.

In the years since my treatment, I have gotten married and had a child. I know that my life has only been this happy and my future this bright thanks to all those who worked with me, and the Arthur E. Prior scholarship, which provided me with the opportunities I would otherwise not have had. I want to thank everyone at Knowles Centre for their tireless efforts to help those of us who need it most. They dedicate themselves to supporting, empowering and helping victims heal from unimaginable situations. They work to show us we can have a future and can lead full lives, despite the odds. I owe all the staff at the Knowles Centre, but especially Kristi Venton, a debt I can never hope to repay. I know there are many more like me out there who are alive and thriving thanks to you.

Sincerely,
Jamyne



Knowles

CENTRE

2065 Henderson Highway
Winnipeg, Manitoba R2G 1P7
Telephone: 204-339-1951 • Fax: 204-334-4173
info@knowlescentre.org • www.knowlescentre.org

