



Knowles Centre Inc.

Helping Individuals Find Their Path: Yesterday, Today, and Tomorrow



**2009 - 2010
Annual Report**

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Who We Are

Knowles Centre is a community-based, non-profit treatment centre for children, adolescents and young adults with emotional and behavioural difficulties. It began as a home for boys in 1907 and was incorporated in 1910. Today, Knowles Centre provides group care treatment, treatment foster care, independent living, day treatment and sexual abuse treatment programs to young people from Manitoba and Northwestern Ontario.

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

Mission Statement

Knowles Centre provides services to individuals and their families who are experiencing difficulties by promoting their wellness, and helping them discover their strengths and fulfill their potential through a variety of therapeutic and culturally sensitive programs.

Vision Statement

That everyone receiving services through Knowles Centre leave with a greater capacity to meet the world.

Philosophical Statement

Knowles Centre employs a variety of approaches and, through consultation with clients and their families, makes every effort to deliver services that are sensitive to their cultural, environmental and developmental needs. Those approaches used will be the safest possible and the least intrusive necessary.

Value Statements

We believe in...

- the right to a safe, stable, nurturing and healing environment;
- the right to be treated with dignity and respect;
- the uniqueness and strength of the individual;
- providing individuals with the skills needed to make positive choices;
- helping individuals develop healthy relationships;
- meeting the spiritual and cultural needs of clients;
- the importance of family;
- a multi-disciplinary approach;
- advocating for resources for individuals and families;
- an environment that is supportive of the development of clients and staff;
- promoting and modeling positive lifestyle choices (i.e., lead by example); and,
- the importance of a safe workplace.



President's Message

It has been my honour to serve as President of the Board of Directors at Knowles Centre over the past two years. Although our collective contributions seem small compared to the efforts that the frontline staff put in every day, we have been rewarded generously knowing we have had a role in changing the lives of the young people we serve, as well as guiding the program and space expansions that will ensure Knowles Centre remains relevant for years to come.

In fact, recent growth means Knowles Centre serves twice as many young people and their families as we did only a few years ago. This includes changes to programs that allow us to meet the needs of babies and young adults, in addition to the children and teens that we have traditionally served. To recognize this shift, Knowles Centre updated its mission statement in the last year. Today, we proudly say we provide services to *individuals*, not only *youth* as we said in the past.

As always, at the core of Knowles Centre's values are caring, compassion and respect for each client, staff, Board member or friend. I am honoured to be a part of such an organization.

Although my time as President is coming to a close, I look forward to remaining involved for the current Board is surely one of the most dedicated, interesting and professional groups with which I have ever had the pleasure of working. Though we have diverse perspectives, our mutual respect for one another and our shared commitment to Knowles Centre will ensure that our legacy will be a stronger and more effective organization.

For this, I extend my gratitude to all members of the Board. I also wish the best to Sheri Gowler and Brett Carter, for whom we sadly accepted resignations in 2009/2010. However, we were also pleased to welcome Wanda Steiner and Rona Stupnikoff to our Board.

As we go forward into another year at Knowles Centre the Board and staff alike are filled with hope and excitement. And although challenges will arise and obstacles will present themselves, we are confident that we are prepared to meet the future and to provide the very best services possible.

Gerri Wiebe
President
Board of Directors



CEO's Message

It has been a year of major accomplishments for Knowles Centre; but just as the urgent need for our services continues, so must the efforts of our dedicated Board of Directors and staff.

While the past year has been busy, we are buoyed by our achievements:

- Both our Treatment Foster Care and Supported Advancement to Independent Living (SAIL) programs continued to grow. These programs have doubled the number of clients served by Knowles Centre, brought new staff to our team, and increased our revenues.
- Group Care Treatment Program had a record 99.9% occupancy during the year, ensuring that our treatment resources were used to their full potential.
- Together with our service partner, John G. Stewart School, we celebrated 12 consecutive months of better than 70 percent school attendance by our shared clients – an excellent result for a student population facing severe emotional and behavioral problems. This comes as a result of the individual and joint work by the staffs of both organizations and, of course, commitment from the young people we serve.
- As you will read, each of our programs had good news to share from the past year, and the results have been significant.
- Once again, we earned generous support from our friends in the community, our service partners continue to entrust us with young people who need care; and the commitment by our staff has been unwavering.
- In addition to our good work, Knowles Centre demonstrated fiscal responsibility and ended the year with a small surplus.

Going forward, Knowles Centre anticipates more positive developments in the new fiscal year:

- The growth in programs has affected the need for increased space. To this end, we look forward to opening up new offices for our Treatment Foster Care and SAIL programs, and reclaiming the meeting rooms, closets and hallways that have served as temporary space in the past year.
- To meet the cost of these renovations, we launched the *“Creating Spaces, Changing Lives”* capital campaign. Under the leadership of our volunteer chairperson, Mr. R.W. (Bob) Cunningham, we have been quietly raising funds and anticipate reaching our goal in 2010/2011.
- Knowles Centre will continue to grow and diversify its programming. First on the menu is a new Culinary Arts program that will combine the resources of Knowles Centre and John G. Stewart School commencing in the Fall 2010.
- We also look forward to working more closely with Winnipeg CFS of the General Authority toward the implementation of two proposals for expanded Group Care Treatment and Treatment Foster Care services.

In closing, it has been a very successful year. I want to take this opportunity to thank the Board of Directors, senior managers, and staff for their respective roles in helping Knowles Centre achieve its goals.

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

Board of Directors

(Date elected to Board)

Gerri Wiebe
President
(April 28, 2005)

Todd Cowley
(May 22, 2008)

Jennifer Dundas
Vice-President
(April 28, 2005)

Bruce Gammon
(October 26, 2000)

Terry Lazark
Treasurer
(October 23, 2003)

Sheri Gowler*
(October 23, 2008)

Richard Petri
Secretary
(January 25, 2007)

Mark Lubosch
(May 15, 1997)

Wayne Benson
Past President
(October 4, 2001)

Wanda Steiner
(May 28, 2009)

Brian Born
(January 25, 2007)

Rona Stupnikoff
(March 25, 2010)

Brett Carter*
(April 28, 2005)

* Resigned during 2009/2010 term

Council on Accreditation



Knowles Centre is proud to be the only treatment centre for children and youth in Manitoba accredited by the Council on Accreditation.

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

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

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

Knowles Centre Staff

(as of March 31, 2010)

Senior Management

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

Grant Obirek
Director of Finance & Administration

Lauren Hershfield
Clinical Director

Andrea McKenzie
Director, Treatment Foster Care

Dave Purpur
Director, Group Care Treatment

Dawn Vandal
Director, Supported Advancement
to Independent Living

External Professionals

Dr. Mark Koltek, F.R.C.P.C.
Psychiatric Consultant

Dr. Bailey Rayter, C. Psych.
Psychological Consultant

Administration

Maureen Britton
Community Relations Coordinator

Tina Case
Program Assistant (TFC & SAIL)

Cathy Gamble
Accountant

Gerry Nytepchuk
Executive Assistant

Felice Pingitore
Maintenance Coordinator

Elfren (Ding) Raquin
Maintenance Worker

Marge Richards
Receptionist

Vi Sharma
Performance & Quality Improvement Coordinator

Lee Thomas
Maintenance Worker

Group Care Treatment Program

Adrien Clairmont
Cook

Brad Esslinger
Outreach Worker

Danny Purpur
Night Grounds Weekends

Tanya Smith
Night Grounds

Tiffany Waite
Program Assistant

Michelle Zimmer
Kitchen Coordinator

Group Care Treatment Program (Continued)

Unit 1

Lesley Gosselin
Unit Supervisor

Youth Care Workers:

Randy Carr
Scott Friesen
Karin Henry
Jason McLean
Henry Mogatas
Kim Sawchuk
Nicole Spence
Kristel Wolfe

Marilyn Penner
Night Staff

Alix Richards
Recreation Programmer

Clyde Road

Marshall Gardner
Unit Supervisor

Youth Care Workers:

Kirby Bater
Michelle Bazinet
Ben Gammon
Colleen Keating

Tammy Neumann
Night Staff

Group Care Program Therapists

Raul Dimaculangan
Sandra Franz
Stewart Halper
Sofia Lisogorsky

Unit 2

Paul Clarke
Unit Supervisor

Youth Care Workers:

Gary Grosvenor
Justin Hicock
Cletus Joseph
Jason Krestanowich
Danny Purpur
Alan Taylor
Shelley Thomas

Norm Vawryk
Night Staff

Dave Sinkwich
Recreation Programmer

Respect House

Juana Schoch
Unit Supervisor

Youth Care Workers:

Cynthia Brown
Ray Forest
Larry Storey
Keran Storm
Carol Watson

Gail DeChateauvert
Night Staff

Treatment Foster Care Program

Clinical Case Managers:
Karen Cinq-Mars
Tammy Delarosa
Tiffany Krueger

Nikki Spigelman
Trudi Tinant

Supported Advancement to Independent Living (SAIL) Program

SAIL Support Workers:
Chelsea Bamendine
Melissa Couto
Landon Gibson
Tara Gilkes

Mandi Gray
Matthew Howitt
Ian Moffatt

Day Treatment Program

Therapists:
Sandra Franz
Stewart Halper

Art Shaw
Support Worker

Sexual Abuse Treatment Program

Kristi Venton
Coordinator/Therapist

Biimautaziwin Cultural Program

Troy Fontaine
Cultural Coordinator
and Spiritual Advisor

Farewell and Good Luck

Melanie Beresford
Jenna Buchanan
Heather Chandler
Paula Dacosta
Darcie Field

Karen Friesen
Jeff Hanz
Loree Johnson
Christine Samborski
Shannon Shell

Staff Service Awards



Troy Fontaine
10 years



Kristi Venton
10 years



Paul Clarke
15 years



Adrien Clairmont
20 years

Knowles Centre is pleased to recognize staff who have served the organization for 10 years or more. Thank you for your dedication and exceptional service throughout the years.

Program Reports

Group Care Treatment Program

The Knowles Centre Group Care Treatment Program serves 32 youth (aged 12 to 17). It offers two, 10-bed, secure units (one male unit and one female unit) on our campus and two, 6-bed, open units (one male unit and one female unit) in the community.

The Program is suited to clients with severe emotional or behavioral problems who are experiencing needs beyond the resources of community-based programs.

So often, small changes go unnoticed. But in the Group Care Treatment Program we celebrate even the smallest improvements in clients. For every one is a step toward a better future.

Over the past year, we have embraced the words of Mahatma Gandhi, "Be the change you want to see in the world." In turn we have helped make a difference in the lives of 57 clients that spent time with us. Some of the highlights are as follows:

The outreach worker has expanded his role to include spending time with Group Care clients during regular Knowles Centre activities and strengthening the bonds with them. This has proven successful: clients are less apt to go on the run, and more willing to return on their own or with the outreach worker when they do. In the past, his main contact with clients was seeking them out when they were on the run.

We are also crediting a move to healthier diet to improved behaviors among clients. Over the past year, we eliminated the soda machine and promoted fresh fruits and vegetables with every meal. In keeping with the results of a 2004 study on the impact of fresh food on learning and behaviors, we are seeing improved behavior in clients, they are more alert, better able to concentrate, and attending school more regularly.

Going forward, we hope to excite more clients with healthier diets and future employment opportunities through the new Culinary Arts program to be offered in partnership with John G. Stewart School beginning in September 2010. *Bon appetite!*

Staff, however, continue to have the greatest impact on clients. Over the past year they have been increasingly encouraged to not only bring issues and concerns to meetings, but to propose solutions. As the frontline workers, they often have the best insight into identifying and addressing the recurring and unique challenges facing at-risk and vulnerable youth. The program looks forward to providing additional training opportunities to ensure our staff continue to be among the best in their field.

Certainly our clients are on a path to a better future and so is the Group Care Treatment Program. Though our journey may never end, we are helping to create change in every young person we meet along the way.



Treatment Foster Care Program

Over the last three years, the Treatment Foster Care Program at Knowles Centre has expanded, becoming the largest of our organizations five core programs, offering homes to 50 (and growing) babies, children and teens.

One exciting outcome has been our success keeping siblings together whenever possible. We are pleased that almost 80 percent of our children are residing with at least one sibling. This is possible because of the efforts of our caring and competent foster parents and staff; the partnerships we have established with CFS agencies and authorities; and the community experts in the foster care field who provide valued guidance, support, training, and interventions.

We are currently offering our third pre-service training session. It will help 14 more foster families prepare to welcome children and youth into their hearts and homes. We are also looking forward to celebrating our first annual Family Day this spring as well as an upcoming Aboriginal cultural group for children of all ages and their care providers.

While we are deeply heartened by the level of commitment shown by foster parents and others who support our work, it is the difference we see in the lives of the children that inspires us to continually develop and enhance our program in the best way possible.

Knowles Centre's Treatment Foster Care Program was established in November 2006. It employs an effective model of care that brings together Knowles Centre's professional treatment services with the strength of caring families from the community.

The Program serves both boys and girls of all ages. Children referred to the program have specialized behavioral or emotional needs and may be depressed, acting out, suffer from a psychiatric illness, or a family crisis. They may have trouble forming relationships, or may be struggling to work out past relationships. Where possible, siblings are placed together.



"One of my most memorable moments," foster parent Marianne beams, "was watching my foster son receive the Most Improved Student Award last year."

Knowles Centre's SAIL Program helps youth living in care of the child welfare system to gain the skills and competencies they need to gradually transition to living independently in the community as young adults.

In Manitoba, over 8,600 children were living-in-care of the child welfare system in 2008/09. On average, 500 youth leave care each year at age 18 and begin living on their own. By comparison, 84% of young adults ages 18 and 19 in Manitoba still live with their parents, and 53% still live with parents at ages 20 to 24 years.

Supported Advancement to Independent Living (SAIL) Program

Being a teenager is a difficult time. But most people make it through this period of life and successfully move into adulthood with the support of their family.

But for young people living-in-care and who lack strong family support, the transition to adulthood is seldom smooth. Rather than parents, these youth often have a "team" managing their day-to-day lives. They often miss the opportunity to learn the responsibilities of adulthood by gentle example. For these young people, the future is scary and full of unknowns.

Supported Advancement to Independent Living (SAIL) is Knowles Centre's newest program. SAIL was developed to ease this transition by supporting and empowering youth as they face the challenges ahead.

Since May 2009, SAIL has begun working with 14 youths, and have proudly helped our first three clients establish themselves in homes of their own. These young people have become an inspiration to the others that are following them in the program. Moreover, their resiliency and success truly inspires us as well.

Others are recognizing clients' success as well. Recently, a teen in the SAIL program received a special award from his referring CFS agency. Our client's social worker felt that, out of all of his clients, the youth in our SAIL program was doing the best in his transition.

Another client's grandmother was so pleased with the program and staff that she stated, "Thank you, thank you, thank you! One kid saved from the streets, one kid at a time."

Over the past year, the SAIL program has grown and developed and we anticipate further growth and development. The SAIL program staff look forward to meeting, supporting, and touching more young people's lives as they do ours.



Day Treatment Program

(offered in partnership with John G Stewart School)

The 2009/2010 school year has been by all measures a very good year. In each month we had an average attendance of over 70 percent, which is the expected norm in dealing with at-risk students. The highlight came in March 2010 when we reached 80 percent attendance for the month. We currently are riding a 13-month streak of over 70 percent attendance.

Though the Day Treatment Program didn't reach the maximum enrolment of 12 until May 2010, those eight students participating since September all have shown improvement in school attendance and performance as well as growth in their social emotional domains.

This arises in great part to the efforts of the two therapists and our full-time day treatment support worker who are committed to helping students achieve success in school.

In addition, we have relied on other community resources to help our students, including: a daily breakfast program for six students, an individualized reading program for one student, and getting the Koats for Kids program to provide winter apparel for three students.

As well, Day Treatment students have also been able to participate in many of Knowles Centre's cultural events including sweats, sacred fire ceremonies, feasts and the new Strong North Wind Eagle drumming group.

The ongoing success of the Day Treatment program is testament to the good working partnership between Knowles Centre and the River East Transcona School Division.

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



Sexual Abuse Treatment Program

The Sexual Abuse Treatment Program has been in existence since 1989 and is funded by the United Way. The program provides treatment services at no cost to clients referred by the General, Northern, Southern, and Métis CFS Authorities as well as through the Child Guidance Clinic, schools, doctors, clergy, self-referrals, etc.

The SATP provides treatment services to males and females, aged 4 to 21 years, who have previously made a disclosure of sexual abuse or have a sibling who has made such a disclosure. Non-offending parents, caregivers, and/or guardians may be referred to the program if they are caring for, or have cared, for a child who has made such a disclosure.

What do you think of when someone says “sand”? Do you think about how relaxing a walk along the beach could be? Or how sifting the sand through your fingers helps the stress flow from your body? Does it remind you of days spent playing in a sandbox or at the beach?

In therapy, the sand, along with a collection of miniature figurines, is a tool for expressing thoughts and feelings. It is increasingly becoming a choice for the young clients in the Sexual Abuse Treatment Program.

In particular, one client came to therapy as a very quiet and tentative child, reluctant to engage with her therapist. At the sand tray however, the young girl felt safe and could totally immerse herself in play. Eventually, she began to open up and to speak of her sand world and of her dreams. Through play at the sand tray, the child moved from chaos to struggle, and toward resolution.

Her disorganized play at first reflected the inner turmoil she felt. It was clear her emotions were confused and intertwined. Yet, within two months, the young girl's play became less chaotic and more orderly. Family members began to appear and were represented as helpers in her sand-play. With continued help from SATP, her impulsive, aggressive behavior diminished and her social skills improved. She began to channel her energy into art and dance lessons in the community.

This is just one of the success stories the Sexual Abuse Treatment Program celebrated this past year. The program was able to change the lives of 17 other young people and their families, as well. Each one a success in its own way.



Biimautaziiwin Program

Upon reflection the past year was successful and exciting. The Biimautaziiwin Program saw increased involvement by clients, staff and the community.

Almost a dozen drummers and singers at Knowles Centre and John G Stewart School reached a new level by forming a formal group. Their spiritual name, Strong North Wind Eagle, was revealed following a sweat lodge ceremony and feast, and group members proudly wear t-shirts bearing this name. Over the year, they have performed at three school assemblies and a feast for Earth Day, for which they received many compliments and words of encouragement.

As well, sweat lodge ceremonies continue to be very popular and well attended with many positive effects. In particular, a female Group Care client spoke after one ceremony, saying to everyone, "This feels better than getting high." It was a powerful statement. She understood that a better life is possible for her; and we saw once again what a difference Knowles Centre can make. But her statement was not unusual. Other clients often tell us 'I feel at home,' 'I feel safe in here,' 'I feel happy,' or 'I'm going to have a good night's sleep tonight' after taking part in Biimautaziiwin Cultural Program activities.

Our clients had great staff support from Knowles Centre and John G Stewart School as they experienced different aspects of First Nations culture. Together, they participated in sweat lodge ceremonies, drumming/singing, teaching circles, feasts, Elders' gatherings, ancestor ceremonies and grieving ceremonies throughout the year.

As well, outside groups including the Winnipeg Boys and Girls Club, Red River College, River East Transcona School Division and the Snorri West Cultural Exchange Program visited Knowles Centre to participate in Aboriginal awareness programs.

It has been an excellent year and we are looking forward to the future with optimism. We are thankful for the continued support of the staff and people in the community who make it possible for our clients to experience an Aboriginal way of life.

As always, we offer gratitude to the Great Spirit and Mother Earth for all we receive.

Miigwech!

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

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



Camp

Since the mid-1960s, Knowles Centre's camp has been the backdrop to some of the best memories of the young people who've come through our doors. Located on the waterfront of the Big Whiteshell Lake, kids can enjoy fishing, swimming, boating, biking, and hiking. For many, it is the first time they have had the opportunity to enjoy these outdoor experiences.

The camp is used in a variety of ways throughout the year. It is the venue for our annual drug and alcohol addictions awareness workshop, fishing trips, Day Treatment camp, and Group Care camp, and hosts volunteers of Igniting the Fire, an annual celebration of Aboriginal culture, and is an ideal boating safety training facility.

Annually, without fail, a client sums up the camp experience saying, "That was the best time of my life!"



Awards

Vicki Whitehead Memorial Award

Vicki Whitehead was the Supervisor of Unit 1 and an adamant supporter of Aboriginal cultural programming at Knowles Centre. Sadly, Vicki passed away in February 1997 while an employee. In honour of Vicki's memory, an annual award was established in 1998 to recognize a participant in Knowles Centre's Aboriginal Cultural Program who has embraced the spirit of the Aboriginal culture. In 2009/2010, the Strong North Wind Eagle singers and drummers will share the award.

The Justice Jim Smith Memorial Award

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

The recipient of this year's award was Amanda Worm. The award was presented at the graduating ceremony in April 2010.



Arthur E. Prior Memorial Scholarship Fund Committee

The Board of Directors established the Arthur E. Prior Memorial Scholarship Fund in 1987 to assist former clients of Knowles Centre in pursuit of their continuing education. The Fund was created with a bequest of approximately \$70,000 received from the estate of Arthur E. Prior.

Subsequent donations and accumulated interest income have increased the size of the Fund over the years.

Rhonda Larstone was the sole recipient of the Arthur E. Prior Memorial Scholarship in 2009/2010. Rhonda attended the University of the North where she took Law Enforcement Correctional Officer Training.



Public School Award

One of the most difficult transitions that clients make is the move to public school from Knowles Centre and John G. Stewart School. This usually means less support, higher expectations, a new peer group, new teachers, and more. Knowles Centre established the Public School Award to recognize those students who take on this responsibility and succeed.

Eligible students must attend at least one semester in a community school and earn at least one credit. For this, they receive a gift certificate for \$50 and \$10 for each additional credit they earn.

We are pleased to recognize the following recipients of the Public School Award for 2009/10:

- Tom Loughlin attended River East Collegiate and earned 3 credits;
- Tanner Sutherland attended Elmwood High School and earned 3 credits;
- Curtis Marsic attended Glenlawn Collegiate and has 3 credits; and
- A fourth student from our Group Care program attended River East Collegiate and earned 3 credits. This is the third year in a row that this student received the Public School Award.

Congratulations to all four students!

Knowles Centre has developed a Performance and Quality Improvement (PQI) model to focus on continually improving the quality of our services by applying appropriate methods to close the gap between current and expected levels of standards. This model has been influenced by our accreditation with the Council on Accreditation, an international accreditation organization that promotes quality services and best practice standards amongst participating human service organizations.

Performance and Quality Improvement

Knowles Centre's expanded Performance and Quality Improvement (PQI) program began in 2009/2010 with the hiring of a program coordinator. The program has already begun to create positive changes within the agency through a process of self-study, recommendation and implementation of change.

While change is not always easy, the staff have been eager to understand the process and embrace the benefits of a continual improvement process. As always, the inspiration has been the care and concern for the well being of our clients.

One of the first projects was the Case Record Review that ensured client treatment is effective, continuation is warranted, required information is recorded, and resources are managed effectively. Case Record Review is an intensive and timely process that involves multiple staff, and results in improved services at Knowles Centre and ultimately the best care for our clients.

Going forward, Knowles Centre will meet its commitment under the Council on Accreditation standards to review annually 48 percent of the total number of client files in all our five core programs. In addition, we are committed to reviewing annually 100 percent of the case records of clients that have been discharged. The committee will review the files of all 43 discharged clients for the past year.

Over the next year as the PQI program develops, its scope will expand to measure and analyze Risk Management, Client Satisfaction, Financial Reporting, Staff Retention, and Client Outcome data, and propose change where warranted.

With the guidance and support of the PQI Coordinator, the PQI committee undertaking continuous improvement will include one representative from Board of Directors, one external representative, one representative from MGEU, two non-union staff representatives and two Knowles Centre program directors.



Fundraising Report

Knowles Centre is honored to be entrusted with generous support from good people in the community. While their donations arrive as money and goods, at the heart of each gift is caring, empathy, and encouragement for the young people in care at Knowles Centre.

Thanks to such overwhelming support, clients in all four Group Care Treatment Units will soon enjoy new bedroom and common area furniture to replace the old, well-worn and mismatched furniture currently in use. This is possible because donors believe that children deserve a safe, comfortable place to live, but also a personal space they are proud to call their own, if even for the short time they are with us.

Client care is also at the centre of our *“Creating Spaces, Changing Lives”* capital campaign. Under the leadership of volunteer campaign chair, Mr. R.W. (Bob) Cunningham, Knowles Centre is raising funds needed to renovate space for our growing Treatment Foster Care and SAIL programs. The campaign will continue into 2010/2011, and upon successful conclusion, Knowles Centre will have the space and resources required to help 100 more vulnerable and at-risk young people each year.

Knowles Centre provides the services that address clients' emotional and behavioural difficulties and other life challenges, but our donors do much to help clients enjoy being kids, too. Over the past year, donor support made it possible for clients to enjoy many different sports, cultural, recreation and camp experiences.

Overall, we earned the support of 170 different individuals and organizations in 2009/2010, an increase of over one-third from the previous year. Moreover, it was the fifth year in a row where total donation funding grew, most recently by more than 70 percent over the same period a year earlier.

Our true goal, however, is measured by the success of our clients ... by helping them along a path to a better future. And at each step of the way is a donor, who stands behind their effort. On behalf of all clients, Knowles Centre sincerely thanks all our donors for their compassion and faith in the young people who depend on all of us.

Few investments are assured to provide such a positive return as a commitment in youth, for they are our future. We are grateful for the support received over the past year for the young people at Knowles Centre, and encourage others to join our effort.

*R.W. (Bob) Cunningham
Chair
“Creating Spaces,
Changing Lives”
Capital Campaign*



Thanks to Eastern Chrysler for donating a vehicle to Knowles Centre

Knowles Centre is pleased to recognize the support we receive from the Governments of Manitoba and Canada (Group Care Treatment, Treatment Foster Care and SAIL Programs), the United Way of Winnipeg (Sexual Abuse Treatment Program), and a partnership with the River East Transcona School Division (Day Treatment Program).

Financial Summary

Auditor's Report



1808-330 Portage Avenue
Winnipeg, MB
R3C 0C4

To the Directors of Knowles Centre Inc.

We have audited the statement of financial position of Knowles Centre Inc. as at March 31, 2010 and the statements of changes in fund balances, revenues and expenditures and cash flows for the year then ended. These financial statements are the responsibility of the Centre's management. Our responsibility is to express an opinion on these financial statements based on our audit.

Except as explained in the following paragraph, we conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In common with many charitable organizations, the Centre derives revenue from donations and fundraising, the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Centre and we were not able to determine whether any adjustments might be necessary to donations and fundraising revenues, excess of revenues over expenses, current assets and net assets. In addition, the Centre does not accrue vacation pay in their year-end payables. The accounting policy for vacation pay is not in accordance with Canadian generally accepted accounting principles. If vacation pay were accrued annually, accounts payable would have been increased and operating net assets decreased as described in Note 3.

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the contributions and the effect of the failure to accrue vacation pay as referred to in the preceding paragraph, these financial statements present fairly, in all material respects, the financial position of the Centre as at March 31, 2010 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.



Winnipeg, Manitoba
June 8, 2010

A handwritten signature in dark ink, appearing to read 'Haugen Morrish Angers'.

CHARTERED ACCOUNTANTS

KNOWLES CENTRE INC.

Summarized Statements of Financial Position and Revenue and Expenditures

Summarized Statement Of Financial Position March 31			Summarized Statement Of Revenue And Expenditures Year Ended March 31		
ASSETS	2010	2009		2010	2009
Current Assets:			REVENUE		
Cash and investments	\$512,277	\$597,862	Group care treatment	\$3,321,018	\$3,207,797
Accounts receivable	657,297	471,874	Other income	2,860,842	1,865,398
Prepaid expenses	4,800	7,200	Capital revenue	64,927	43,604
	<u>1,174,374</u>	<u>1,076,936</u>	Scholarship revenue	<u>4,117</u>	<u>4,117</u>
CAPITAL ASSETS				<u>6,250,904</u>	<u>5,120,916</u>
	<u>1,555,039</u>	<u>1,291,144</u>			
	<u>\$2,729,413</u>	<u>\$2,368,080</u>	EXPENDITURES		
LIABILITIES AND FUND BALANCES			Staff remuneration	5,400,866	4,425,207
Current Liabilities:			Maintenance and repairs	255,726	214,242
Bank Indebtedness	\$91,431	\$366,865	Admin. and general	145,700	135,334
Accounts Payable	388,010	218,242	Food, clothing & activities	339,930	309,821
Deferred Revenue	292,132	167,889	Capital expenditures	61,820	58,656
Current Long Term Debt	<u>13,561</u>	<u>-</u>	Scholarship expenditures	<u>50</u>	<u>3,629</u>
	<u>785,134</u>	<u>752,996</u>		<u>6,204,092</u>	<u>5,146,889</u>
LONG TERM DEBT	282,383	-	Excess Revenue (Expenses)	46,812	(25,973)
Total Fund Balance	<u>1,661,896</u>	<u>1,615,084</u>	Fund Bal., beginning of year	<u>1,615,084</u>	<u>1,641,057</u>
	<u>\$2,729,413</u>	<u>\$2,368,080</u>	Fund Balance, end of year	<u>\$1,661,896</u>	<u>\$1,615,084</u>
Approved on behalf of the Board					
					
Director			Director		

Detailed audited financial statements may be examined at the centre's office during normal business hours.

Auditors' Report On Summarized Financial Statements

To the Directors of Knowles Centre Inc.

The accompanying summarized statement of financial position and statement of revenue and expenditures are derived from the complete financial statements of Knowles Centre Inc. as at March 31, 2010 and for the year then ended on which we expressed an opinion with reservation relating to vacation pay accrual in our report dated June 8, 2010. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of the Canadian Institute of Chartered Accountants, is to report on the summarized financial statements.

In our opinion, the accompanying financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These summarized financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the centre's financial position, results of operations and cash flows, reference should be made to the related complete financial statements.



Winnipeg, Manitoba
June 8, 2010

CHARTERED ACCOUNTANTS

To Our Children

*All parents love their children
In their own unique and special way
Yet despite the rays of sunshine
Some have lived with too much pain*

*When you first come to us, dear children
In your eyes we sometimes see
Your sadness, your fear,
How alone you seem to be*

*Sometimes the best we can offer
Is to open our hearts and our homes
To continue to keep trying to understand
Your hopes, your fears, and your needs*

*So we do our best
To provide a tasty meal,
A cozy bed,
A warm and caring shoulder
To rest your weary head*

*But don't think for a moment
We think this is enough
For if we forget your birth family
We will never be enough*

*You have taught us,
We need to open our eyes and see
There is a place deep within your heart,
Where your birth family needs a place to be*

*Some of you wonder, quietly or aloud,
The question, that is so tough,
Why did you let me go?
Do you not love me enough?*

*So while it is complicated
It is so hard to understand
Let us walk beside you
Let us hold your hand*

*There may be times you falter
And drift from a healthy path
But know we will do our best
To always have your back*

*You each are so amazing
In so many different ways
It would be hard to list them all
Even if we had all day*

*We will be there to dry your tears
And give you a big high five
When you learn to read or
Master the high dive*

*You have a tummy mommy
And your very own dad
You also have a foster parent
Who you have made so glad*

*So may you get what you need
From these different families
And draw on a higher source from above
And come to know
They are all parts of a bigger kind of love*

*We know we owe it to you
To keep getting better
So we pledge this from the start
Please know we will be honoured
That if in the end
You invite us into your heart
Or let us be your friend.*

By Andrea McKenzie





Knowles Centre Inc.

Helping Individuals Find Their Path: Yesterday, Today, and Tomorrow

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