




KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow



**2011 - 2012
Annual Report**



Cover photo: A Knowles Centre student prepares for the Limelight Dance Performance. Several Knowles Centre clients took part in The Lime Project, a dance/movement therapy in which they used everyday movements, improvised dance and natural rhythms to communicate and make personal statements about their thoughts and feelings in a non-verbal form. They were subsequently encouraged to put this into words.

Photo by Vince Pahkala.

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Background painting entitled "Happiness is in me" by Angelina (TFC).

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. Today, Knowles Centre provides group care treatment, treatment foster care, independent living, day treatment and sexual abuse treatment programs plus a range of support services to young people from Manitoba and Northwestern Ontario.

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

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

Mission Statement

Providing services to individuals and their families to promote their wellness and help them fulfill their potential.

Vision Statement

Building relationships, realizing potential, enhancing resiliency, instilling hope.



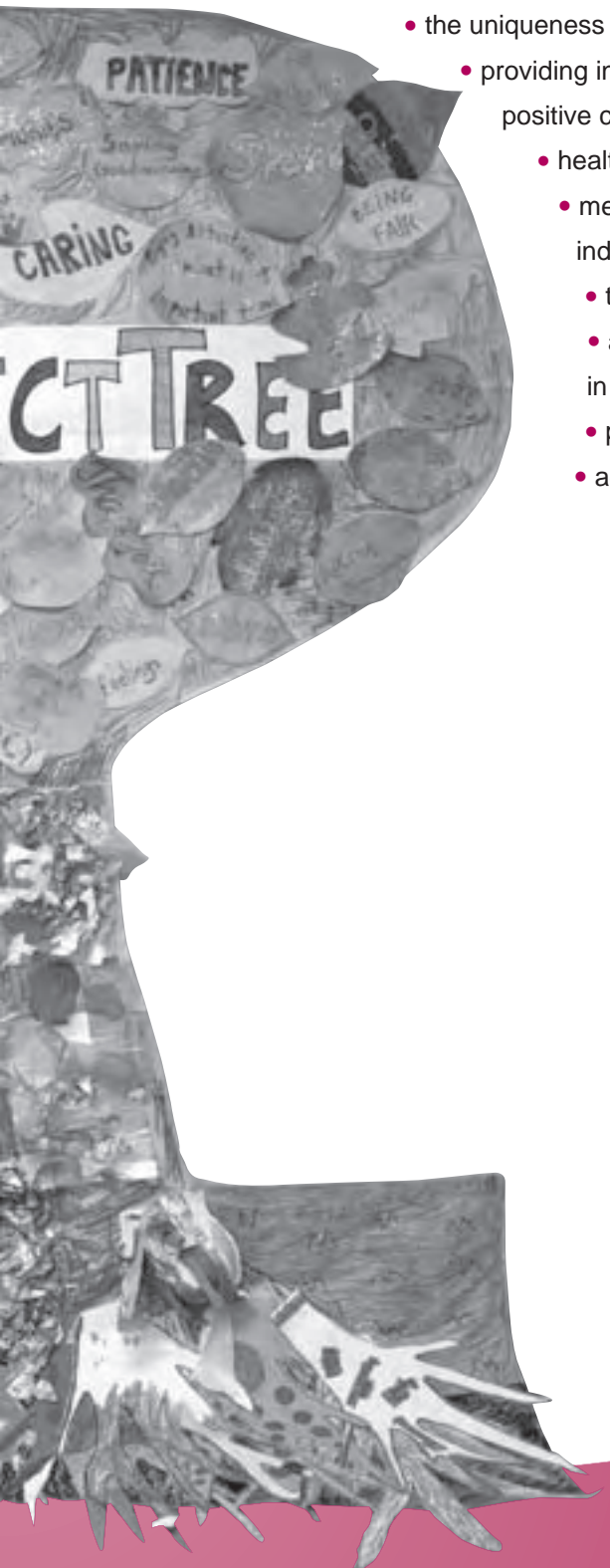
Philosophical Statement

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

Value Statements

We believe in:

- the right to a safe, stable, nurturing, and healing environment;
- the right to be treated with dignity and respect;
- the uniqueness and strength of individuals;
- providing individuals with the skills needed to make positive choices;
- healthy relationships;
- meeting the spiritual and cultural needs of individuals;
- the importance of family;
- assisting individuals to achieve independence in the community;
- promoting best practices;
- advocating for individuals.





President's Message

2012 marks a century since Knowles Centre joined Winnipeg's North Kildonan community. While Wilfred Knowles began the Knowles Home for Boys in 1907, it wasn't until five years later that the newly incorporated Board set down roots on 40 acres of then-rural farmland to expand Wilfred's mission to give vulnerable young people a trusted place to turn.

It is an honor to serve as president in this quiet milestone year, and even more, to help advance the work begun more than a century before. As we move forward, Knowles Centre is also expanding its footprint, and its ability to help young people find a better path in life.

For only the third time in our history, the Board and staff made the decision to move beyond our campus on Henderson Highway. The Supported Advancement to Independent Living program is now set to take over two apartment buildings that will serve as second phase housing for clients who are transitioning from living in care to living independently in the community.

Our Group Care, Treatment Foster Care, Day Treatment, and Sexual Abuse Treatment Programs have also seen positive change and growth over the year. In response to the changing needs of clients, all our programs have invested in new therapeutic programming for clients as well as staff and foster parent training. As always, our frontline caregivers have embraced these opportunities to better help our clients.

Each day, staff witness the outcomes of their caring in the many positive changes in our clients' wellbeing ... young people who regain a feeling of self-confidence and optimism for their future.

Such successes also encourage our Board of Directors ahead. Our Board is blessed with a diverse group of community members who possess the vision and determination to meet new challenges. In particular, I extend a welcome to Rik Skelton and Richard Gooch who joined our Board in the past year, and offer sincere appreciation to retiring members Terry Lazark and Brian Born who each contributed years of service.

As President, I am grateful to all who are part of Knowles Centre. Together, our roots are deep and our reach is wide, and we are changing lives.

Gerri Wiebe
President
Board of Directors



CEO's Message

It has been another year of multiple accomplishments for Knowles Centre. I would like to take this opportunity to share some of these highlights:

- Overall, clients were more active in various activities: dance therapy, art therapy, group work, and recreation. This development reflects the adaptation of our services to meet the changing needs of our clients.
- There was continued growth in our newer programs (Treatment Foster Care and SAIL), thus meeting the needs of more at-risk youth.
- Staff in the Group Care Program deserve a great deal of credit for maintaining our client levels throughout the year, despite encountering significant challenging behavior among some clients.
- The Biimautaziwin Cultural Program had a busy year of events involving clients and staff.
- The agency updated its mission, vision, value, and philosophical statements. This process involved input from both staff and board members.
- The senior management group produced its annual strategic plan report, which details the agency's accomplishments.
- Knowles Centre and MGEU reached agreement on a new five-year contract in the fall of 2011.
- The agency had a successful year involving its fundraising initiatives.
- The agency has been preparing to host a three-day conference on treating complex trauma involving adolescents and their families in May; the indications are this conference will be successful.
- Knowles Centre began its quadrennial process for re-accreditation through the Council on Accreditation (COA), which we hope to have successfully attained by Fall 2012. A significant component has been the Performance and Quality Improvement report, which outlined our successes. A copy of the PQI report is available online at www.knowlescentre.ca.
- Knowles Centre, as part of the Council of Child Care Treatment Centres (CCCTC), has continued to lobby the provincial government to address issues important to our sector and stakeholders (e.g., the need for an updated funding formula, and the need to implement the recommendations from the Youth Care Worker Recruitment and Retention Report). CCCTC has also been preparing to host a youth homelessness summit in May 2012.

In closing, I anticipate more growth in Knowles Centre, both in the existing programs and in the creation of new programs to fill unmet needs, resulting in more at-risk youth being helped by Knowles Centre.

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

Board of Directors

(Date elected to Board)

Gerri Wiebe
President
(April 28, 2005)

Rona Stupnikoff
1st Vice President
(March 25, 2010)

Tom Donston
2nd Vice President
(September 23, 2010)

Jim Hoddinott
Treasurer
(January 27, 2011)

Richard Petri
Secretary
(January 25, 2007)

Wayne Benson
Past President
(October 4, 2001)

Brian Born*
(January 25, 2007)

Richard Gooch
(January 24, 2012)

Mark Lubosch
(May 15, 1997)

Terry Lazark*
(October 23, 2003)

Rik Skelton
(May 26, 2011)

* Resigned during 2011/2012 term

Council on Accreditation



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

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

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

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

Knowles Centre Staff

(as of March 31, 2011)

Senior Management

Dr. Michael Burdz
Chief Executive Officer

Grant Obirek
Director, Finance & Administration

Lauren Hershfield
Director, Clinical Services

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
Psychiatric Consultant

Administration

Maureen Britton
Senior Administrative Coordinator

Craig Ebbers
Development Coordinator

Cathy Gamble
Accountant

Felice Pingitore
Maintenance Coordinator

Pasquale Pingitore
Maintenance Worker

Elfren (Ding) Raquin
Maintenance Worker

Marge Richards
Receptionist

Nic Sumbilla
Office/Building Cleaner

Lee Thomas
Maintenance Worker

Sandie Wagner
Human Resources/Payroll Administrator

Group Care Treatment Program

Unit 1

Lesley Gosselin
Unit Supervisor

Alix Richards
Unit Recreation Programmer

Youth Care Workers:
Randy Carr
Marlise Dyck
Stacey Ford
Mandi Giardino
Karin Henry
Henry Mogatas
Walter Taras

Marilyn Penner
Night Staff

Unit 2

Paul Clarke
Unit Supervisor

Dave Sinkwich
Unit Recreation Programmer

Youth Care Workers:
Justin Hicock
Cletus Joseph
Steven McDonald
Jason McLean
Keran Storm
Shelley Thomas

Norm Vawryk
Night Staff

Clyde Road

Marshall Gardner
Unit Supervisor

Youth Care Workers:
Chris Anderson
Kirby Bater
Michelle Bazinet
Ben Gammon
Colleen Keating

Tammy Neumann
Night Staff

Group Care Program Therapists

Roberta Bartolo
Liz Carlson
Raul Dimaculangan
Stewart Halper
Sofia Lisogorsky

Brad Esslinger
Outreach Worker

Chris Stienke
Night Grounds Weekends

Treatment Foster Care Program

Kyle Spencer
Coordinator

Clinical Case Managers:
Karen Cinq-Mars
Tammy Delarosa
Marijana Dumbovic
Pam Freeth
Judi Heppner
Tiffany Krueger
Nikki Spigelman
Trudi Tinant

Respect House

Juana Schoch
Unit Supervisor

Youth Care Workers:
Cynthia Brown
Ray Forest
David Landa
Roger Rieu
Tanya Smith
Ecko Zimmer

Gail DeChateauvert
Night Staff

Tiffany Waite
Program Assistant

Darryl Woloshyn
Night Grounds

Michelle Zimmer
Kitchen Coordinator

Kelly Yashuk
Kitchen Helper

Melissa Santos
Respite/Support Case Manager

Tina Case
Program Assistant (TFC & SAIL)

Supported Advancement to Independent Living (SAIL) Program

Case Managers:
Gary Grosvenor
Kim Sawchuk

Alisha Ducharme
Tara Gilkes
Matthew Howitt
Stephen Hryniuk
Mylene Inocencio
Sarah Land
Amber Pestaluky

Heather Poll
Tiffany Rios
Samantha Tracey
Stephanie Tugade

SAIL Support Workers:
Chelsea Bamendine
Melissa Couto

Day Treatment Program

Stewart Halper
Therapist

Sofia Lisogorsky
Therapist

Art Shaw
Support Worker

Sexual Abuse Treatment Program

Kristi Venton
Coordinator/Therapist

Biimautaziiwin Cultural Program

Troy Fontaine
Cultural Coordinator and Spiritual Advisor

Farewell and Good Luck

Wahlea Croxen
Scott Friesen
Erin Knight

Miranda Meier
Dr. Bailey Rayter
Vi Sharma

Larry Storey
Carol May Watson

Staff Service Awards



Michael Burdz
15 years



Shelley Thomas
15 years



Dawn Vandal
15 years



Marilyn Penner
20 years



Felice Pingitore
20 years



Stewart Halper
30 years



Norm Vawryk
30 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.

Young people entering the Group Care Treatment Program today are facing greater challenges than clients did a decade ago. To provide the best care, we are investing in programs that address the serious issues our clients face, as well as in staff training.

In 2011-12, several programs were available to youth, depending on their needs:

- The Drug and Alcohol Addictions Awareness Camp combined summer fun with learning over five days at Knowles' facility in Whiteshell Provincial Park. The intensive program explored how drugs and alcohol affect the lives of youth or their families and friends and encouraged clients to live a safer, healthier life.
- Two, six-week Anger Management Groups, offered separately for males and females, helped participants to understand that their behavior is something in their control and to develop their own strategies to stop violence.
- A pilot Grief and Loss Group, developed by Knowles Centre staff and delivered with help from Aboriginal elders, helped youth learn to deal with death or the separation from a loved one and also the disruption of one's culture, health and wellness.
- The Healthy Relationships Group (originally developed by the Red Cross) helped clients explore what makes healthy or unhealthy peer romantic relationships, and provided education on emotional, physical and sexual abuse within these relationships, as well as communication and violence prevention.
- The Choices Group, co-facilitated with AFM, focused on drug and alcohol education and prevention, and utilized the stages of change model to help the clients explore the impact of continued substance use.

Staff remain key to our successes, and many developed their skills through additional training. All youth care staff attended training on policy and procedures, behavior management, medication, and reporting procedures. Going forward, additional training will be offered on staff safety when working alone, documentation, client conflict resolution, working with individuals under the influence of alcohol, and effective limit setting.

Knowles Centre also partnered with community groups like ANCR to provide staff training on sexual exploitation prevention, as well as TERF and Vancouver-based PEERS who arranged for former sex workers to talk with some of our clients in person and on-line. Further, nine staff attended six-day training on sexual exploitation through the Province of Manitoba; and four staff are being trained to facilitate Butterfly Teachings, a sexual exploitation prevention program.



Treatment Foster Care Program

"Enjoy the little things in life, because in the end, they may turn out to be the big things."

~ Robert Brault

Reflecting on this past year, it becomes evident that some of our greatest successes were found in the little moments. While we recognize professional interventions are important, helping children to heal from past hurts grows from healthy relationships with their primary care providers. This is what builds their spirit and ultimately enables them to make healthy choices as they go forward in life.

TFC is both proud and excited to have expanded to provide care for over 80 children and youth, but it is in knowing a little girl celebrated her 7th birthday with both her "tummy mommy" and foster mommy together that produces the broadest smiles. This little girl gets to experience double the love because others have made space in their lives for this to happen. Thankfully, stories like this are repeated every day at TFC.

Still, the needs of some youth make it difficult for them to live in a traditional family setting. In consultation with Winnipeg CFS, TFC helped launch a specialized resource fondly called "Mike and Mike." The home is co-headed by two professional foster dads who are experienced working with high-risk teen boys. Although not without growing pains, the connectedness has evolved within this foster family, and the boys are emulating many positive traits of their foster parents. For example, one of the boys is eager to show off his room which he proudly keeps tidy, now uses a calendar to track his schedule, and is saving money to buy his own X-Box.

We know even the best relationships can improve. That is why TFC is committed to helping our foster parents enhance their relationships with their foster children by investing in their knowledge base and skills. In this spirit, we offered "The Vital Connection," an eight-week course which is part of an internationally recognized Power to Parent series by The Neufeld Institute.

TFC foster parents and staff also piloted the "4 Seasons Learning Circle" to enhance relationships and understanding. The program addresses the cultural needs of the many Aboriginal children in our program and their non-Aboriginal foster families. Together they learn about and celebrate Aboriginal culture and participate in traditional crafts, stories, and teachings led by elders and other speakers. Some favorite activities included making an edible teepee and constructing a human dream catcher. The wind-up in May will include a much anticipated feast with special entertainment.

It has been a good year.

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

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



Supported Advancement to Independent Living (SAIL) Program

Knowles Centre's SAIL Program helps youth living in care of the child welfare system to transition to living in the community as young adults.

With guidance from a support worker, clients build on the skills and competencies needed for future independent living. Once on their own, their support worker continues to follow-up and provide guidance as their confidence and abilities grow.

SAIL welcomes young people ages 16 and over who are living in care and have no plans to live at their family home after they reach the age of majority.

Success has many faces in the Supported Advancement to Independent Living (SAIL) Program. Over the past year, SAIL has worked with many young people as they prepare to leave the child welfare system and live as independent young adults in the community.

For young people who have spent much of their early years in group homes, foster homes or treatment settings, finally having a home to call their own is an important and exciting step worthy of celebration. With help from the SAIL program, however, some young people can accomplish even more. In the past few months, 25 per cent of SAIL clients have been readying themselves for post-secondary education; Charmaine is one of those clients.

Charmaine, 18, was able to make a new home for herself, as well as realize a goal of entering post-secondary education. Beginning in 2012, she will begin courses at the University of Manitoba in hopes of earning a social work degree.

Growing up in a few different foster homes Charmaine described herself as a bit of a "wild child," doing what she wanted when she wanted. Prior to entering SAIL, Charmaine didn't have a good sense of her future and potential. Looking back, Charmaine states that had it not been for her participation in SAIL and her own determination to succeed she could have easily ended up on social assistance.

But Charmaine is bright, and combined with the encouragement and support she received from SAIL, she has been able to change direction in life.

Over her 18 months in the program, Charmaine gained the skills and confidence to secure her first apartment and first job. Upon reflection, she knows it wasn't easy, but knows that the skills she learned will serve her well for life. Already, she has moved to a better job and a nicer apartment – helped by both the job experience and rental history she established while in the SAIL program.

Charmaine knows that she still has a lot of work ahead of her, but also learned through the SAIL program where she can access help if she needs it. More than that, she wants to help others ... by sharing her story in this annual report, through a future career as a social worker, and encouraging other SAIL participants to reach for their dreams, as well.



Day Treatment Program

The students of the Day Treatment Program have continued to shine during the 2011-2012 school year. With the hard work and dedication from the Day Treatment team, John G. Stewart School staff, Knowles Centre staff, and committed family members, the students in the program have made significant gains in the areas of academics, behavior and social skills ... plus had fun along the way.

Their success is evidenced in many ways and is brought to light through the School's and the Day Treatment Program's shared dedication to focusing on student strengths and achievements. Among many things, this means catching the students doing well, and using rewards and incentives to celebrate both large and small accomplishments.

Day Treatment students can be proud to say that they have earned many rewards throughout this school year, including:

- Eagle awards for class completion;
- Honor roll for 90% or more attendance per month;
- Bear awards for getting caught doing something kind;
- School Leadership awards for completing seven leadership tasks around the school such as morning announcements, Bear award selector, building inspector, attendance collector, computer lab clean-up, emptying the recycling, and gymnasium clean up; and
- Extra physical education rewards for running laps.

This year, two Day Treatment students earned the coveted limousine ride and lunch at Boston Pizza for 85% or better class completion for an entire school term.

In addition to the rewards achieved, one Day Treatment student committed to completing a healthy relationships program; three students earned credits in the Culinary Arts program; and two students successfully transitioned into community schools or programs from John G. Stewart School.

The school year will wrap-up with the Day Treatment camp which is always a highlight for students and staff alike.

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



Sexual Abuse Treatment Program

The Sexual Abuse Treatment Program is an accredited program which 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 four CFS Authorities (i.e., General, Northern, Southern, and Métis) and accepts direct referrals from the community (e.g., Child Guidance Clinic, schools, doctors, clergy, self-referrals, etc.).

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

The past year brought some wonderful opportunities for the Sexual Abuse Treatment Program (SATP). Coordinator/Therapist Kristi Venton and Development Coordinator Craig Ebbers were successful in their efforts to secure a United Way grant to fund a pilot art therapy program. The program is open to clients already in Sexual Abuse Treatment, Group Care Treatment, Day Treatment and the Treatment Foster Care Programs.

Art therapy is based on the understanding that art making is a healthy form of expression. Young people at Knowles Centre often experience predominantly negative or unhealthy life experiences and forms of self-expressions. By participating in the art therapy program, they are guided through a process of using their creativity to learn to cope more effectively with their circumstances and life challenges. The expected benefits are many; participants may:

- Become stronger and more successful;
- Discover capacities for managing and expressing difficult feelings;
- Work through issues related to trauma or abuse;
- Resolve emotional conflicts;
- Learn to relate more successfully with peers;
- Invest in their creativity; and
- Build self-esteem.

The first successful group included seven girls from SATP and Treatment Foster Care, aged seven to 11 years. Themes covered respect, privacy, permission, and safety. Over seven sessions, the girls created a “respect” tree. Each girl explored and created her own roots, protective bark, and a crown of leaves, which she later shared to create one strong tree. The girls also identified the importance of taking care of themselves to remain strong.

However, the effects of trauma from sexual abuse are not short-term, and so longer-term supports are needed. The girls will gather for a second art group soon, which will benefit the girls, and help demonstrate the value of extended programs like art therapy.

The United Way grant will also help us to provide an open art therapy program over the summer, an art therapy group for adolescent girls in the fall, and a final exhibit of some of the works created.

In addition to working with youth, art therapist Tanis Dick provided a half-day workshop for clinical therapists and treatment foster care case managers on techniques in art therapy.

Thanks to the United Way of Winnipeg and art therapists Tanis Dick, Adrianna Leinberger and Julie Epp for their on-going commitment to this project and especially to our clients and staff who will benefit from this opportunity now and long into the future.



Biimautaziiwin Program

In the last year, youth in the *Biimautaziiwin* Aboriginal Cultural Program participated in ceremonies and gatherings, many organized by *The Turtle Lodge* located in Sagkeeng First Nation, Manitoba. The Turtle Lodge is a place of indigenous knowledge, and also a place for sharing among people of all races and nations.

Youth participated in customary local ceremonies such as the Ancestor, Contrary, Warrior, and Sun Dance ceremonies. As well, youth participated in the *Igniting the Fire* gathering held in the Whiteshell Provincial Park. These ceremonies and gatherings continue to inspire youth, and help to foster excitement within the youth to learn more about their culture, history, and traditions. They always leave these ceremonies expressing a desire to learn more.

With generous support from the Graham C. Lount Family Foundation, youth involved in the *Biimautaziiwin* Program took part in two additional initiatives through The Turtle Lodge. Beginning in May 2011, they received teachings from elders and spiritual leaders at the *Gathering of the Wisdom Keepers of the Indigenous Peoples of the Americas*. Shortly after, at *Makoose Ka Win and the Vision Quest*, separate rites of passage for boys and girls took place in June. In addition, some time was spent at the *Manito Api* sacred spiritual site in the Whiteshell where offerings were made for healthier and happier lives.

The focus of the Knowles Centre's *Biimautaziiwin* Program remains sharing and teaching circles, drumming, sweat lodge ceremonies, sacred fires, crafts, and spending time on the land. In addition, to weekly sweat lodge ceremonies for Knowles Centre clients and John G Stewart School students and staff, the program hosted other community groups on request.

Looking forward, the *Biimautaziiwin* program will welcome a female part-time Aboriginal Cultural/Spiritual Advisor to respond to the growing needs of female clients at Knowles Centre.

Overall it has been another excellent year and we look forward with optimism. We are grateful to the Great Spirit and Mother Earth for the gifts received and give thanks to all who support the program and make it possible for our youth to experience their Aboriginal way of life.

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.



Culinary Arts Program

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

Cooking for the masses? No problem for our Culinary Arts students.

The students in Culinary Arts have been busy preparing meals and learning about the art of food. Every six weeks, our students prepare over 1,000 lunches, 600 dinners, bannocks, fresh soups, and salads among many other things with the customers' needs motivating them. Our group, consisting mostly of new cooks learning the basics of hospitality and food services, has managed to delight their customers' palates with fresh, great tasting food.

At each level, the students demonstrate a desire to learn and challenge themselves by submitting new menu ideas, improving their skillset and becoming great team players. One learning experience of note was the day we went to Lake Winnipeg on an ice fishing excursion. While there were no fish that day, the students learned about planning for an off-site, outdoor cooking experience. This included the importance of planning all details and variables such as fresh water, tools, work surfaces, and temperature control that are often taken for granted in the everyday kitchen. This experience has better prepared the young cooks which may lead to employment in the forestry and or eco-tourism industries.

A new menu with the "lean theme" including more vegetarian meals and more fresh fruits and vegetables reflecting the current growing season has been implemented for the final weeks of the school year.

Most remarkable, however, is the change in the students. Just as their culinary skillset transforms from basic to proficient through the year, so do many of their personal skills. Over the course of three semesters, students finely tune their teamwork, communications, problem-solving and organizational abilities ... not only preparing them for a possible career in hospitality, but success in 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 Biimautaziwin Aboriginal Cultural Program who has embraced the spirit of the Aboriginal culture. There were no winners to the Vicki Whitehead Memorial Award in 2011/2012.



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 **Charlene Penner**.



Arthur E. Prior Memorial Scholarship Fund

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

The Arthur E. Prior Scholarship Fund Committee approved two scholarships this past year to **Rene Bruce**, for a Truck Driving Course; and to Jamye Lovering, for Early Childhood Education



Public School Awards

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

We are pleased to recognize the following recipients of the Public School Award for 2011/12:

- Stephanie Wollmann-Olson attended Job Works and the Adult Education Centre
- Jesse Bird attended Kildonan-East Collegiate

Congratulations to all our students!

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

Performance and Quality Improvement (PQI)

Knowles Centre continued its ongoing commitment to Performance and Quality Improvement (PQI) in 2011-2012. Through PQI, we can ensure that our programs and services are effective and efficient, and responsive to the ever-changing needs in our community.

Knowles Centre's PQI process covers seven sections. It culminates with an annual report that depends on the collective efforts and input of all our stakeholder groups. Following is a summary of our PQI process and report for the past year.

A quarterly case record review assesses the quality of client files. Overall, client files were in good condition, with each program generating specific recommendations to ensure continual improvement.

Monthly risk management report analyses of reported incidents, accidents, and grievances generated by clients discern any trends in order to reduce risk. Programs identified a number of positive findings, including several examples where past professional development resulted in reduced incidents.

Stakeholder satisfaction surveys are completed annually to solicit opinions about different aspects of Knowles Centre's services and to identify how Knowles Centre could improve according to our stakeholders. Overall, feedback has been favorable from our various stakeholder groups.

Client outcomes are measured semi-annually (using standardized measures) to assess how effective treatment is in helping clients to improve their functioning and to achieve treatment goals. We found client results varied across programs. As a result, we are implementing new standardized measures that are more sensitive to changes in client functioning, and may precipitate fine tuning to some of our programs.

The John G. Stewart annual report involves an analysis of data collected on attendance, class completion rate, and change in student achievement scores. This report, completed by the school principal, highlighted changing student demographic and successes as well as areas for greater attention.

An analysis of staff retention data showed Knowles Centre had a 92% staff retention rate for this reporting period, a 5% improvement from last year.

Finally, the financial report, in the form of the audited financial statement, shows Knowles Centre is fiscally healthy, reporting a surplus for the year end captured in the 2010 – 2011 PQI Report.

In closing, the PQI process continues to be a valuable tool used by Knowles Centre to measure the value of our work, and direct our efforts to improve the ways we can help young people and their families. For more information on PQI at Knowles Centre, please visit us online at www.knowlescentre.org.



Fundraising Report

Knowles Centre is thrilled to announce that our *Creating Space, Changing Lives* capital campaign has exceeded its fundraising goal of \$250,000. We would like to extend our appreciation to all who donated towards the campaign, and to Campaign Chair R.W. (Bob) Cunningham who was instrumental to the campaign's success.

Knowles Centre has grown considerably over the past few years, providing new programs and services as well as expanding existing programs. We now help twice as many children and youth as we did just a few years ago, but the need continues to grow.

Knowles Centre's core programs are supported by the provincial and federal governments, the United Way of Winnipeg, and a partnership with the River East Transcona School Division. However, we depend on the generosity of our friends in the community to help provide essential support services, special projects and capital expenses that further improve the lives of clients.

In 2011-12, Knowles Centre raised 53% more than the year previous, thanks to the generous support of over 220 individuals, foundations, service clubs and corporations. We would especially like to thank The Winnipeg Foundation, Manitoba Community Places Program, Manitoba Community Services Program, and The Paterson Foundation for their generous contributions towards replacing the roof of our Services Building.

Thank you, as well, to the United Way of Winnipeg for supporting an art therapy pilot project; the Manitoba Arts Council for funding a dance therapy program; the Graham C. Lount Family Foundation for their continued support of our *Biimautaziwin* Aboriginal Cultural Program; and Greg Thompon, pictured below, and his team at Thompson Wealth Management Solutions who have hosted the Charity Croquet Classic in support of Knowles Centre for three years and raised close to \$30,000 to date.

Each selfless gift helps to strengthen the foundation of care and support at Knowles Centre, creating an environment where our clients can recover from the traumas they have experienced and learn to thrive once again. On behalf of all of our clients and our staff, Knowles Centre sincerely thanks you for your trust, compassion and generosity.



Making a Difference

Macey, 13, has lived with her two sisters in a TFC foster home for the past two years. She is "blossoming and thriving" in the loving care of her foster family and is excelling at school, socially, and in sports. Following is the tribute to her foster mother written as part of a school assignment:

All About Me An Important Person in My Life

A very important person in my life is my mom.

She is outgoing, doesn't care what people think, hardworking, fun, happy, hilarious, caring, loving and organized.

I look up to my mom. She made a difference in my life by helping me overcome my fears. She says "You don't have to be perfect, because no one is perfect". I believe what she says. No one is perfect, but their perfect in their own way!

My mom is very important to me because no one can replace her. My mom take's care of me and she make's sure that I do the right thing. She provides me a caring and loving home and that's very important to me.

I love my mom. She's the most important person in my life.

By Macey







KNOWLES CENTRE INC.

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