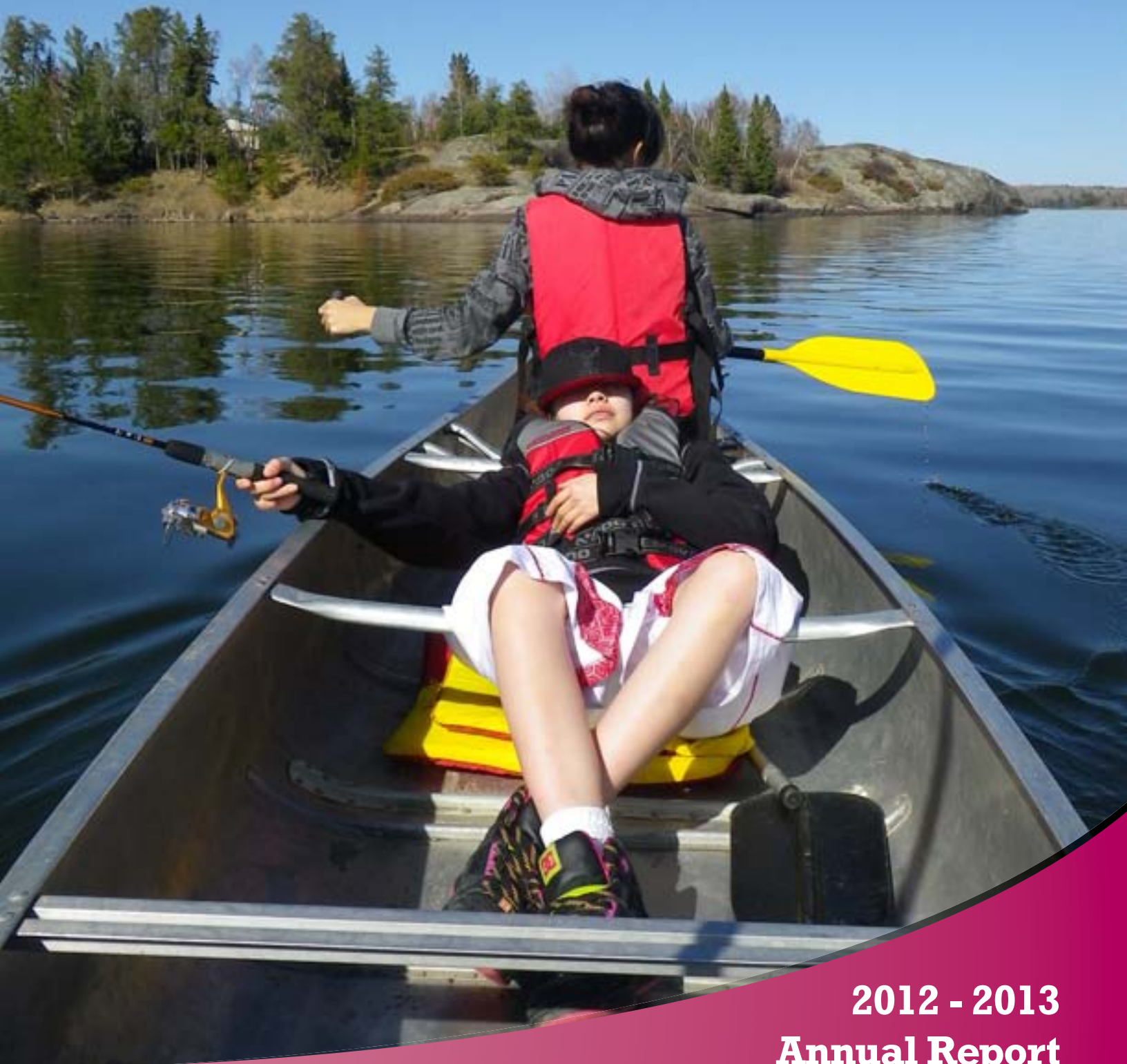




# KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow



**2012 - 2013  
Annual Report**

Each year, young people receiving treatment services from Knowles Centre have an opportunity to go to camp at Big Whiteshell Lake. For many, it may be the first time they paddle a canoe, dive into a lake, or leave the city limits. Even if no fish are caught, everyone comes away with an experience that will feed their spirit for years to come.

Photo by Alix Richards

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# Who We Are

Knowles Centre is a community-based, non-profit social service agency for children, adolescents and young adults facing difficult times in their lives. It began as a home for boys in 1907 and was incorporated in 1910. 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

## Value Statements

We believe in:

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

## Philosophical Statement

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





## President's Message

What is a year? For all of us it is 12 months, or 365 days, or over a half million minutes which blend into our lives. For each person, however, how we remember that time may be very different.

A decade from now, most of us will look back with a general recollection of what we were doing in 2013. Members of the Board will recall with pride, knowing the hours (and hours!) we gave to Knowles Centre have helped the agency move forward to meet the needs of the community.

Staff, too, will look back and remember the days and months of 2013 spent as part of the Knowles Centre family. They will no doubt remember some of the challenges, but more likely the good times and the joy of seeing a young person move on to a better future will stand out.

But for each of the 200+ young people who came to Knowles Centre at a difficult time in their lives, the past year has been a time of profound change, made up of small successes that will remain clear in their memories forever. The list is inexhaustible:

- The SAIL clients who spent their first night of excitement and trepidation in their own apartments...a home they could truly call their own.
- The young man who spent a cold January night around a ceremonial fire with Troy and finally found a sense of belonging by rediscovering his culture.
- An eight-year-old who realized during another hug from her foster mom that she is worthy of being loved, even if she argues with her brother.
- The 15-year-old boy who learned during a walk to the store with a therapist that his feelings do matter.
- And the moment every young person realizes that his or her future is not defined by the past...but a better life is within reach.

As President of the Board of Directors, it has been my honour to be part of an organization that helps to make these kinds of experiences happen. Moreover, it has been my pleasure to share this time with my colleagues on the Board. Together we offered a vision and commitment and were generously rewarded with the satisfaction and knowledge that every minute was well spent.

A handwritten signature in dark ink, appearing to read 'R. Stupnikoff'.

Rona Stupnikoff  
President  
Board of Directors



## CEO's Message

It has been another busy year at Knowles Centre. I would like to take this opportunity to share some of the highlights with you:

- The senior management team completed a report capturing the agency's accomplishments relative to its strategic plan document for the period from 2010 to 2012.
- The agency invested significantly in staff professional development (e.g., Charlie Appelstein workshop, dialectical behavior therapy, Journey to the Centre). We have consistently seen that staff training provides a positive impact on client wellness.
- The agency invested significantly in infrastructure improvement (approximately \$100,000).
- The agency had a successful year with fundraising for both infrastructure and recreation opportunities to improve the day-to-day experience for our clients.
- The agency assumed responsibility for two apartment blocks, creating 17 suites for clients within the SAIL Program. You will read in the SAIL report how this adapted program is making a difference in the lives of our clients.
- The agency started the process of updating its policies.
- The agency participated in a site visit by the Council on Accreditation in June 2012, and continues to work toward re-accreditation, as well as maintains a commitment to the best-practice standards outlined by COA.
- I met with Minister Jennifer Howard in January 2013, as part of a larger delegation, where we advocated strongly for clients in our sector.

Despite these accomplishments, there were some external challenges that Knowles Centre needed to adapt to:

First, during the summer of 2012, the Province introduced a rate review process, which affected negatively referrals to our Treatment Foster Care and SAIL programs, despite a large number of youth living in shelters and hotel rooms.

Second, Knowles Centre purchased a home in the immediate catchment area to create a new group home in partnership with the General Authority. Recently, however, Knowles Centre had to withdraw from this project when it appeared clear to us the needs of the likely referred clients were beyond our original proposal and present resources.

Despite the above external challenges, Knowles Centre remains committed to identifying unmet needs for at-risk youth, and developing quality resources to fill this void, which is presently underway.

A handwritten signature in black ink that reads "Michael Burdz".

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

# Board of Directors

(Date elected to Board)

Rona Stupnikoff  
President  
(March 25, 2010)

Tom Donston  
1st Vice President  
(September 23, 2010)

Richard Petri  
2nd Vice President  
(January 25, 2007)

Jim Hoddinott  
Secretary/Treasurer  
(January 27, 2011)

Gerri Wiebe  
Past President  
(April 28, 2005)

Wayne Benson\*  
(October 4, 2001)

Richard Gooch  
(January 24, 2012)

Mark Lubosch  
(May 15, 1997)

Rik Skelton  
(May 26, 2011)

\* Resigned during 2012/2013 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, 2013)

## Senior Management

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

Grant Obirek  
Director of Finance & Administration

Lauren Hershfield  
Clinical Director

Stewart Halper  
Acting Clinical Director

Andrea McKenzie  
Director, Treatment Foster Care

Dave Purpur  
Director, Group Care Treatment Program

Dawn Vandal  
Director, Supported Advancement to Independent Living

## External Professionals

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

## Administration

Maureen Britton  
Senior Administrator Coordinator

Craig Ebbers  
Development Coordinator

Cathy Gamble  
Accountant

Elfren (Ding) Raquin  
Acting Maintenance Coordinator

Marge Richards  
Receptionist

Nic Sumbilla  
Office/Building Cleaner

Lee Thomas  
Maintenance Worker

Sandie Wagner  
Human Resources/Payroll Administrator

## Group Care Treatment Program

Brad Esslinger  
Outreach Worker

Darryl Woloshyn  
Night Grounds

Tiffany Waite  
Program Assistant/PQI Facilitator

Michelle Zimmer  
Kitchen Coordinator

Kelly Yashuk  
Acting Kitchen Coordinator

## Unit 1

Lesley Gosselin - Unit Supervisor

Youth Care Workers:

Randy Carr  
Stephanie Bartelette  
Marlise Dyck  
Stacey Ford  
Mandy Giardino  
Karin Henry  
Walter Taras

Marilyn Penner - Night Staff  
Roger Endaya - Night Staff

Alix Richards - Unit Recreation Programmer

## Unit 2

Paul Clarke - Unit Supervisor

Youth Care Workers:

Cletus Joseph  
Steve McDonald  
Jason McLean  
David Sinkwich  
Keran Storm  
Shelley Thomas

Norm Vawryk - Night Staff

(Vacant) - Unit Recreation Programmer

## **Clyde Road**

Marshall Gardner - Unit Supervisor

Youth Care Workers:

Chris Anderson  
Kirby Bater  
Michelle Bazinet  
Taura Gentle  
Colleen Keating

Tammy Neumann - Night Staff

## **Respect House**

Juana Schoch - Unit Supervisor

Youth Care Workers:

Cynthia Brown  
Stephanie Davidson  
Ray Forest  
Shannon Meyer  
Roger Rieu  
Tanya Smith  
Ecko Zimmer

Jill Hildebrand - Night Staff

## **Group Care Program Therapists**

Roberta Bartolo  
Therapist

Liz Carlson  
Therapist

Raul Dimaculangan  
Therapist

Joy Koczka  
Therapist

Stewart Halper  
Therapist

Sofia Lisogorsky  
Therapist

## **Treatment Foster Care Program**

Tiffany Krueger  
TFC Coordinator

Melissa Santos  
Respite/Support Case Manager

Tina Case  
Accounting & TFC Admin. Assist

Clinical Case Managers:

Karen Cinq-Mars  
Tammy Delarosa  
Marijana Dumbovic  
Pam Freeth  
Judi Heppner  
Nikki Spigelman  
Trudi Tinant

## **Supported Advancement to Independent Living (SAIL) Program**

Case Managers:

Hilary Park  
Kim Sawchuk

SAIL Support Workers:

Melissa Couto  
Stephanie Davidson  
Claire Gosselin  
Stephen Hryniuk  
Mylene Incenio  
Crystal Lutz  
Lee Mistlebacher  
Stephanie Olivier  
Heather Poll  
Tiffany Rios  
Jennie Sarifa  
Stephanie Tugade

## Day Treatment Program

Joy Koczka  
Therapist

Sofia Lisogorsky  
Therapist

Art Shaw  
Support Worker

## Sexual Abuse Treatment Program

Kristi Venton  
Coordinator/Therapist

## Biimautaziwin Cultural Program

Troy Fontaine  
Cultural Coordinator and Spiritual Advisor

## Staff Service Awards

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 through the years.



Ray Forest  
25 years



Keran Storm  
25 years



Dave Purpur  
20 years



Cynthia Brown  
15 years



Colleen Keating  
15 years

## Farewell and Good Luck

Chelsea Bamendine  
Gail DeChateauvert  
Alisha Ducharme  
Justin Hicock  
Matthew Howitt  
Pasquale Pingatore  
Kyle Spencer  
Samantha Tracey

# 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.*

Each of the young people in Knowles Centre's Group Care Treatment Program faces some challenges relating to emotional and behavioural issues, yet each one remains a unique individual. The program strives to address the many aspects within each individual that contribute to their balance and wellness. We have had many successes in the 2012/13 year:

- Clients can enjoy more recreational time on our ice rink thanks to the lights installed in December. This was made possible through funding by the True North Foundation.
- A remodel of the recreation room with a Winnipeg Jets hockey theme helped to fuel the excitement for our home team by many of our sports fan clients.
- As always, camp was a highlight this year with many different groups enjoying the outdoors. Clients took part in one or more co-ed trips, fishing camps, and group camps this year.
- Clients continued to benefit from the self-esteem building experience of The Lime Dance Project, a dance therapy group. Even after the sessions ended, students performed twice to appreciative audiences. Clients are looking forward to a return of the sessions. With the popularity of dancing rising due to network television shows, many youth are very excited and ready to dance.
- Respecting the interests and recognizing the strengths of our clients is an important aspect of the program and client success. Clinical and Group Care staff attended training by Charlie Appelstein, a recognized expert in child and youth care, which focussed on strength-based principles and techniques for understanding and responding to troubled children and youth. Knowles Centre is integrating this approach into the overall philosophy of its Group Care Treatment Program.
- Group Care Treatment Program staff also attended a conference hosted by Knowles Centre featuring Dr. Martha Straus. Treating Complex Trauma in Adolescents and Families emphasized the importance of developing a positive relationship with clients within a therapeutic setting.
- As well, staff continue to maintain their training in CPR and first aid, non-violence crisis intervention, and other key health and safety practices.
- In 2012/13, several therapeutic groups were available to youth in the program, including:
  - Drama group
  - Art therapy for youth
  - Open art studio
  - Anger management groups
  - Girls Process group
  - Dialectical behaviour therapy groups



## Treatment Foster Care Program

Ordinary miracles come to mind when reflecting on this past year in Treatment Foster Care...miracles that bring children into our lives, miracles of overcoming challenges, and miracles that make a difference in the life of a child.

The first child placed in our program—a boy, then 10, who had experienced many previous placements—is celebrating his 16th birthday this year! His foster mother still lights up when she talks about him and how they were simply 'meant to be.' We are awestruck by what a wonderful young man he has become and how animated and articulate he is talking about camp – the same place he may play a leader-in-training role this year.

We have also watched a young mom and her baby (now a toddler) flourish under the loving care of her foster mom. With this support, the young mom continues to pursue her education and develop her own parenting skills as she prepares to move out on her own through Knowles SAIL program. Collaboration with the child welfare system, amongst others, was critical to support her progress.

We are pleased that our special hybrid foster/group home, still fondly called 'Mike and Mike,' is expanding. Soon, a second hybrid home will provide care to adolescent males whose needs cannot be adequately met in a traditional foster home or group care setting. With these special homes, the boys will have the opportunity to transition from an emergency shelter or move on from group care when they are ready.

As with life, there have been losses. Some of the children in our program lost their birth parents over the past year. Yet, we were heartened to see the foster and extended birth families rally to support the children and come together to celebrate the life lived and the life lost.

Many open hearts and hands are extended to birth families of the children in our care. Whether it is through regular phone calls, pictures, small gifts at special occasions, visits, or the remembrance of a mother's birth date by the lighting of a candle, many efforts are dedicated to keeping children connected to their birth family in whatever way possible.

Stories like these are shared by the children, foster parents, and staff within the TFC Program and by the families and community members we connect with every day. They show that one or two people CAN make a difference. They are proof that ordinary miracles do exist.



*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.*

When Lindsay moved into her new SAIL apartment in February, she also began a new life for herself.

For most girls her age, this would be an exciting time...but for Lindsay it was terrifying. She had grown up with a loving family, but seldom encouraged to take on responsibilities that would prepare her for independence. Things that might seem simple to other teens – like taking the bus, cooking a meal, or paying a bill – overwhelmed her. This sheltered life ended, however, when Lindsay's mother passed away, setting off a series of moves that would eventually leave her in care at age 16.

Lindsay was referred to Knowles Centre's SAIL Program. Guided by a SAIL support worker, she quickly gained the basic skills and knowledge to begin living in one of the program's 17 supervised apartment suites. Here Lindsay is continuing to build the skills she needs to live independently, practicing being a good tenant, and equally important, building her self-confidence.

SAIL's decision to open second stage housing, located within two buildings in a safe, accessible St. Boniface neighborhood, was prompted by Winnipeg's historically low vacancy rates. Previously, clients' progress was hampered by the search to find an affordable apartment. Now, young people like Lindsay can make better use of their time in the program as they prepare for the future.

Lindsay has blossomed in her new home. Recently, she redecorated her suite with new window coverings and pictures. She has gone beyond preparing basic meals, to planning and cooking favorites like lasagna, and is becoming an expert bus rider. She admits that budgeting is still a challenge, but one she will overcome.

She is always eager to take part in the SAIL's monthly learning and recreation activities, but is also accessing community resources to help her plan her future. As well, she is earning extra high school credits to better prepare for a hairstyling program she will begin in the fall.

Lindsay is committed to doing well, because she knows that her time in the SAIL program is only a stop in her journey. Once she has completed the steps in Stage 2 of the program, she will move to her own apartment in the community, still with the guidance of her SAIL support worker. She knows she will be ready, but not alone.





## Day Treatment Program

The 2012/2013 year has been another great year for the students in the Day Treatment Program. Their hard work, along with the encouragement of their families and dedication of John G. Stewart and Knowles Centre staff, has resulted in progress in emotional, behavioural, and academic areas.

Day Treatment students earned many Eagle awards for completing at least 85% of classes in a week, Bear awards for getting caught doing something kind, and being placed on the honour roll for 90% or more attendance per month. Several Day Treatment students earned the coveted limousine ride and lunch at Boston Pizza for 85% or better class completion for an entire school term.

As well, several students participated in a “how to manage your emotions” group. Several participated in family therapy sessions in addition to their regular individual therapy sessions. As well, some were involved in the Aboriginal cultural program’s drumming groups and sweat lodge ceremonies.

Once again, several students from the Day Treatment program earned credits through the Culinary Arts program. We are especially proud of one of these talented students who went on to represent his school in the Culinary Arts competition at Red River College.

As always, the annual winter ski trip was well attended; and Knowles Centre staff are planning to organize a few days of camping at Big Whiteshell Lake in June.

Finally, this year will see several Day Treatment students transitioning into community high schools in September. We wish them the best of luck in their future education.

*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

This past year brought some wonderful opportunities for the Sexual Abuse Treatment Program. The United Way grant helped us provide an open art therapy program and an art therapy group for adolescent girls in the fall.

Art therapy is based on the understanding that creative action in life, such as art making, is a healthy form of expression. It is an especially effective approach for youth because it is not limited by language or culture, yet provides an additional means to express ideas, feelings, conflicts, and concerns. Many find art therapy less threatening than traditional talk therapy and are more inclined to persevere with their therapy and treatment goals.

This year, the participants were given access to a range of art materials and processes for printmaking, t-shirt design, and clay work. The experience strengthened the girls by enhancing their investment in themselves, promoted increased self-esteem, helped them to acquire new artistic and leadership skills, and promoted follow-through on commitments.

Some of the girls created masks that represented themselves. This process helped them to explore ideas about themselves, their lives, and what is important to them. Each gained an increased understanding of self-awareness and identity that they will use to cope more effectively with their circumstances and life challenges.

Overall, the girls became stronger and more successful in their lives. They discovered their capacities for managing and expressing difficult feelings; worked through issues related to trauma or abuse; resolved emotional conflicts; learned to relate more successfully with peers; invested in their creativity; and built self-esteem. As well, the girls enhanced personal safety skills through improved knowledge, understanding, and awareness concerning sexual abuse.

Most of the participants enjoyed the art making, the groups, and the art studio. Even more, the girls in the group formed a tight bond with each other and tried to heal together.

Thanks again to the United Way of Winnipeg and art therapists Tanis Dick and Adriana Leinberger for their ongoing commitment to this project and especially to our clients who benefited from this opportunity.

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

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



## Biimautaziwin Program

In the last year, youth and staff from Knowles Centre participated in ceremonies and gatherings, many organized by The Turtle Lodge located in Sagkeeng First Nation, Manitoba. The Turtle Lodge is a place for sharing ancient indigenous knowledge, as well as a place for sharing among people of all races and nations.

They participated in ceremonies well known to the area such as the Ancestor, Contrary, Makoose Ka-Win, the Vision Quest, and Sun Dance. As well, youth participated in the Igniting the Fire Gathering in the Whiteshell. These ceremonies and gatherings continue to inspire youth and help foster their excitement to learn more about their culture, history, and traditions. The youth always leave these ceremonies expressing a desire to learn more.

In addition, youth and staff took part in the annual Manito Abi Festival of All Nations, the People's Choice Music Awards, and the International Pow Wow, all held in Winnipeg's MTS Centre.

With the generous support from the Graham C. Lount Family Foundation, Knowles Centre hosted the Journey to the Centre gathering on our campus. The intent of the gathering was to teach, through first-hand experience, some of the ceremonies that help us make the necessary steps towards the ability of living from the heart. From an indigenous perspective, the centre, or the heart, is where our human spirit resides. It is said that the longest journey a human being will take in his or her lifetime is from the mind to the heart. We had the good fortune of four traditional teachers who came to help us with this journey. We would like to thank Dave Courchene Jr., Sherry Coppenace, Mary Maytwayashing and Peter Atkinson for sharing their knowledge and wisdom.

The focus of the Biimautaziwin Program remains sharing and teaching circles, drumming, sweat lodge ceremonies, sacred fires, crafts, and spending time on the land. In addition, we are pleased to host sweat lodge ceremonies for other community groups on request.

Looking back it has been an excellent year and we look forward with optimism. We are grateful to the Great Spirit and Mother Earth for the gifts received and we give thanks to all who support the program and make it possible for our youth to experience their indigenous 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 Biimautaziwin 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.*

Now in its third year, the Culinary Arts Program has settled into a steady rhythm. Students have developed clear expectations of the program and arrive eager to learn and participate fully each day. This year, students have gone beyond to create special experiences for their peers, the community, and themselves.

Students continued the welcome tradition of preparing a complete pre-Christmas dinner for the young people at Knowles Centre and their families and staff.

For the first time, the Culinary Arts students prepared a four-course meal for our Oaks of Henderson neighbours in December. The seniors, it seems, outlasted the students, remaining for several hours after the meal to visit and sing.

In February, the students prepared 120 pieces of bannock for Emerson Elementary School's Festival du Voyageur celebration. Opportunities such as these allow our students to combine their culinary training with community service and a history lesson. In conjunction with this celebration, students and staff also planned a special theme menu celebrating the Aboriginal, Métis and European cultures involved in the fur trade across the west.

Our bakeshop has been in full swing preparing fresh baked baguettes, pies, cookies, and other treats that have tickled the palates of our students and staff alike. As well, the program recently purchased a new grill, enabling us to expand on our menus to deliver such items as pancakes, fajitas and fresh grilled fish.

Our partnership with the community extended over the year. First, Pratt's Wholesale welcomed our students for a tour of their operations in February. In April, the program helped coordinate and prepare for two feasts in conjunction with the weeklong Journey to the Centre Celebration which kicked off on Earth Day. Still ahead, the students plan to provide the food and service for a meal at Siloam Mission before the end of the school year.

Finally, we are especially proud of one of our Culinary Arts students who competed at the annual Manitoba Skills Competition in April. He prepared a two-course meal, competing against the top seven students in the province. This has been quite a coup for the program and the young man who competed.

Overall, every student found a way to be successful and demonstrate growth in his or her own way—from self-management to communication and team work skills.



# Awards

## Vicki Whitehead Memorial Award

Vicki Whitehead was the Supervisor of Unit 1 and an adamant supporter of Aboriginal cultural programming at Knowles Centre. Sadly, Vicki passed away in February 1997 while an employee. In honour of Vicki's memory, an annual award was established in 1998 to recognize a participant in Knowles Centre's Biimautaziwin Aboriginal Cultural Program who has embraced the spirit of the Aboriginal culture. Four girls are sharing the award for 2012/13. All have been involved in cultural programming at Knowles in the past, particularly during the Journey to the Centre gathering in April 2013. More recently, all four girls demonstrated their commitment to Indigenous cultural ways by attending Makoose Ka Win, a five-day rites of passage program at the Turtle Lodge in Sagkeeng. The girls did an amazing job participating and showing respect throughout the five days and have expressed how meaningful and transformative the experience was for them.



## 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 Rebecca Brown. The award was presented at the graduating ceremony in April 2013.



## 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 one scholarship this past year to Jamye Lovering for Early Childhood Education. Jamye has done very, very well through the first three terms of the program and is currently completing her final term. Congratulations Jayme!



## 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 2012/13:

- Darian Bonkowski attended Kildonan East Collegiate
- Jolene Byblow attended River East Collegiate
- Erin Fraser attended Winnipeg Technical College and Vincent Massey Collegiate
- Jeffery Hamilton attended Red River College's Adult Learning Centre
- Adam Harrison attended Murdoch Mackay Collegiate
- Matthew Schmidt attended John G. Stewart School

Congratulations to all our students!

## Performance and Quality Improvement (PQI)

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

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

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

Knowles Centre senior management continues to work on completing the 2011-12 PQI report, which coincides with the school calendar from September 1, 2011 to August 31, 2012. Completion of this report has been delayed by the protracted COA re-accreditation process. However, this PQI report will soon be ready for distribution. Moreover, Knowles Centre continues to gather data for the 2012-13 PQI report.

*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.*





## Fundraising Report

Knowles Centre is grateful to receive generous support from our community every year. While donations arrive as money or goods, each gift represents caring, empathy, and encouragement for the young people receiving care through Knowles Centre.

Our core programs are funded through provincial or federal bodies (Group Care, Treatment Foster Care, and SAIL); in partnership with the River East Transcona School Division (Day Treatment); and the United Way of Winnipeg (Sexual Abuse Treatment). However, we depend on the generosity of our community to help meet the costs of support services, special projects and capital expenses.

As the needs in our community grow, we are committed to developing new programs and expanding our services to help young people find a path to a better future.

We have seen exciting change over the last few years, but it has also created infrastructure challenges for our organization. While we have diverted many of our funds to program development, we have been fortunate to receive help from a number of supporters for pressing capital projects. For example, over the last two years we have worked on repairing our main campus's driveway and parking lots.

We would like to especially thank generous supporters of this and other projects over the past year, including The Winnipeg Foundation, Manitoba Community Places Program, Manitoba Community Services Program, George and Tannis Richardson, D & D Sewer and Water, the Masonic Foundation of Manitoba and the Winnipeg Jets True North Foundation.

We would also like to extend our thanks to the United Way of Winnipeg for their ongoing support of the Sexual Abuse Treatment Program. As well, we say *miigwich* to the Graham C. Lount Family Foundation for their continued support of our Biimautaziwin Cultural Program. And, a big high five to Greg Thompson of Thompson Wealth Management Solutions, part of RBC Dominion Securities, whose generous support arises from his annual Charity Croquet Classic.

To all, we thank you for your trust, compassion and generosity. You make it possible for others to find a better life.



## Making a Difference

A great new family was created when first-time foster parents Brent and Laurel welcomed three girls into their home in August 2010. Little did they know then that this would be such a perfect fit.

The oldest daughter, who always had the responsibility of caring for her younger siblings, was able to entrust her siblings into the care of their foster parents. Finally free to be a teen, she graduated from high school, took a summer job, and soon began university. She shared her gratitude below.

In a school paper, the second daughter wrote "How One Person Made a Difference." Her touching essay includes: "I made a difference in my life and the lives of others by coming out of a troubled house and becoming a whole new person altogether...we worked as a team in our new home and I have learnt ways to treat my siblings with love and respect... I believe I have made a big impact on others' lives."

The youngest continues to warm the hearts of everyone around her.

The foster parents and girls don't need legal papers to prove what they already know: they are a forever family.

*I'm thankful for the miracles that have happened for my siblings and me. Without these miracles, we wouldn't be in the safe and happy environment we are in today.*

*I am thankful for all of the support I have received in the past 5 years to put my past aside and focus on each day individually.*

*I am also thankful for the huge support that my siblings are receiving to have a better future and to help them through any troubles they are going through at this time in their life.*

*I am thankful for the family I have. They took us in without question and as if we are their own. They accept us for who we are and love us equally. They cheer us up when we are having tough times and celebrate with us when we achieve great goals. I love my family.*

*I am thankful for the many friends I have always had and for my friends being there for me through thick and thin.*

*Overall, I am thankful for my life!*







**KNOWLES CENTRE INC.**

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

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