



KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow



**2013 - 2014
Annual Report**

Recreation is enjoyed year round at Knowles Centre. Fun, safe and accessible recreation activities contribute to better mental and physical health and well-being for young people at Knowles Centre.

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. It became co-ed in 1981. 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

As 2013/2014 comes to a close, I am sincerely enthused by all the achievements reached at Knowles Centre this year. This seems to have been a year of learning, growth and change (and a lot of resiliency). Each client, employee, or board member has had individual endeavours of which to be proud. Though when most of these undertakings are centered on a common goal, it is genuinely astounding what good can be accomplished.

In the years to come, we will see that the challenges presented to us are no greater than those we left behind. And we will use the lessons gained through these experiences at Knowles Centre as inspiration, and to guide us in challenges yet to come. I am filled with hope for not only the clients at Knowles Centre, but for everyone who has had the chance to take part in any one of Knowles Centre accomplishments in the past year.

The people at Knowles have proven that they can surmount any challenge when they work together. From the ongoing dedication and generosity, and the continual evolving nature, the staff have made profound changes in so many children's lives. The list is immeasurable:

- The SAIL program, which was slow to receive clients due to changes in provincial funding, has remained full and even has a waitlist at times.
- The Sexual Abuse Treatment Program clients continue to benefit from the program. Many have made great strides in the healing process and are maintaining a level of wellbeing.
- SATP again hosted a successful United Way Campaign (SATP is supported by the United Way), raising \$10,732 – an increase of 27% over the previous year.
- Day Treatment continues to support clients from the community.
- Knowles Centre hosted a two-day conference in January on compassion fatigue, addictions, and trauma featuring internationally recognized Dr. Gabor Maté. Over 300 people attended the conference each day.

Finally, it has been an exciting year as President of the Board of Directors. It has been an honour to be part of an organization that enriches the lives of young people. I would like to thank the staff and Board members for their hard work and dedication over the past year. I am fortunate to have had the privilege to work alongside a dedicated group of Board members and it has been a pleasure to share our visions, time and commitment. I look forward to the year ahead and the opportunities it brings. Together we can continue to build on existing foundations that will be the building blocks of our future and our ongoing success.

Richard Petri



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:

- Knowles Centre received notification from the Council on Accreditation (COA) that it was accredited for another four years. As well, funding for the Sexual Abuse Treatment Program was renewed by the United Way for another three years.
- Knowles Centre continued to invest significantly in staff professional development training (e.g., non-violent crisis intervention, intergenerational trauma and colonialism, strength-based approach, mental health first aid, etc.).
- Knowles Centre senior managers worked with consultant Janet Walker, resulting in the development of a new draft strategic plan for the agency.
- Knowles Centre staff continued to review and update the agency's policies, as well as create new relevant policies. Senior managers have also been reviewing the Commit to Kids manual, a program designed to help organizations prevent child sexual abuse.
- Knowles Centre representatives, as part of a larger delegation, met with Minister Kerri Irvin-Ross and discussed three key issues within our sector. These issues were: 1) the need to recruit and retain youth care workers, which requires more competitive salaries; 2) the need to address the complex mental health issues of clients; and 3) the need for more successful transitioning of youth aging-out of care. The Minister also toured Knowles Centre and met with the senior managers.
- Knowles Centre has been exploring a partnership with a service club, concerning the development and implementation of a vocational/mentorship program for Knowles Centre clients.
- Knowles Centre and MGEU reached a tentative agreement on a new multi-year collective bargaining agreement proposal, which has been forwarded to the provincial government for review.
- Knowles Centre underwent a slight restructuring, resulting in the Cultural Coordinator reporting to the CEO. The Biimautaziwin Program has seen a significant increase in participation among girls this year. Michelle Hourie has been subcontracted to continue her work with the girls.
- Knowles Centre facilitated a very successful two-day workshop featuring Dr. Gabor Maté, with over 300 people participating each day.
- Knowles Centre has started the process of recruiting new board members and hopes to complete this process soon.

Despite these accomplishments, there have been some challenges at Knowles Centre during the past year:

First, although the Group Care Program budgets for eight federal clients, the program has been consistently below this threshold. There has also been high turnover among clients in the program this year, due partly to the significant needs of this cohort of clients.

Second, the Independent Living Program (SAIL) has been short-staffed among case managers for various reasons beyond the program's control, resulting in delays in filling empty apartments.

Finally, Marshall Gardner, a supervisor with over 30 years of experience at Knowles Centre, succumbed to cancer in December 2013. Marshall was both a dedicated employee and a strong advocate for Knowles Centre clients and staff; he was also a valued and respected employee and colleague. His presence will be missed at Knowles Centre.

In closing, Knowles Centre will continue to strive to grow, to improve, and to advocate.

A handwritten signature in dark ink, reading "Michael Burdz". The signature is written in a cursive, flowing style.

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

Board of Directors

(Date elected to Board)

Richard Petri
President
(January 25, 2007)

Tom Donston
Vice President
(September 23, 2010)

Jim Hoddinott
Secretary/Treasurer
(January 27, 2011)

Gerri Wiebe
Past President
(April 28, 2005)

Richard Gooch
(January 24, 2012)

Mark Lubosch
(May 15, 1997)

Rik Skelton
(May 26, 2011)

Stacey Soldier
(June 28, 2013)

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, 2014)

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 Program

Dawn Vandal
Director, Supported Advancement to Independent Living

External Professionals

Dr. H. Casiano, F.R.C.P.C.
Psychiatric Consultant

Administration

Maureen Britton
Senior Administrative Coordinator

Craig Ebbers
Development Coordinator

Cathy Gamble
Accountant

Terry Horsman
Maintenance Worker

Elfren (Ding) Raquin
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

Kelly Yashuk
Acting Kitchen Coordinator

Unit 1

Karin Henry - Unit Supervisor

Youth Care Workers:

Randy Carr
Stephanie Bartelette
Celena Roberts
Stacey Ford
Marlise Schwartz
Alannah Smith
Walter Taras

Marilyn Penner - Night Staff

Alix Richards - Unit Recreation Programmer

Unit 2

Paul Clarke - Unit Supervisor

Youth Care Workers:

Craig Calencia
Josh Gatta
Cletus Joseph
Steve McDonald
David Sinkwich
Keran Storm
Shelley Thomas

Norm Vawryk - Night Staff

Joel Garside - Unit Recreation Programmer

Clyde Road

Lesley Gosselin - 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

Ray Forest

Rodger Rieu

Tanya Smith

Chelsea Welch

Ecko Zimmer

Lindsay Cloutier - Night Staff

Group Care Program Therapists

Roberta Bartolo

Liz Carlson

Raul Dimaculangan

Joy Koczka

Stewart Halper

Treatment Foster Care Program

Tiffany Krueger

TFC Coordinator

Tina Case

Program Assistant

Sonja Whitwell

TFC & SAIL Receptionist

Clinical Case Managers:

Tammy Delarosa

Marijana Dumbovic

Pam Freeth

Judi Heppner

Heather O'Neale

Melissa Santos

Nikki Spigelman

Trudi Tinant

Supported Advancement to Independent Living (SAIL) Program

Case Managers:

Dave Feniuk

Hilary Park

Kim Sawchuk

Senior Support Worker

Tiffany Rios

SAIL Support Workers:

Courtney Clemons

Melissa Couto

Claire Gosselin

Lisa Hartwell

Lee Mistlebacher

Heather Poll

Lee Ann Wilson

Building Staff:

Roger Endaya

Stephanie Olivier

Overnight Staff:

Crystal Lutz

Jennie Sarifa

Day Treatment Program

Stewart Halper
Therapist

Joy Koczka
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.



Brad Esslinger
10 years



Cathy Gamble
15 years



Tiffany Waite
20 years



Art Shaw
30 years

Farewell and Good Luck

Karen Cinq-Mars
Christine Delveaux
Jill Hildebrand
Steven Hryniuk
Mylene Inocenio
Sofia Lisogorsky
Jason McLean
Peter Nawrot
Shannon Meyer
Stephanie Tugade

In Memory



Marshall Gardner

Poet Thomas Campbell wrote "To live in hearts we leave behind is not to die." And so it is with long-time Knowles Centre employee Marshall Gardner who was lost to us on December 5, 2013 following a courageous battle with cancer. Even in his absence, Marshall remains a respected and beloved presence to his co-workers and the youth he worked with during his 34-year career. He touched the lives of others in a unique way, and his impact will stay with them forever.

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.

Many different training opportunities were held this past year, starting with Knowles Centre bringing Gabor Maté to Winnipeg. He spoke on the topic of compassion fatigue to a packed house.

Ongoing trainings such as the Group Care modules and NVCI continue to roll along. Some staff went to see Dave Pelzer, author of *A Child Called It*, who spoke on how to deal with abused youth.

Charlie Appelstein, a foremost expert in child and youth care and the writer of such books as *The Chronicles of Gus* and *No Such Thing as a Bad Kid*, returned to Knowles Centre and provided an evaluation of our secure units. His strength-based approach will be the model for the Group Care Program.

Group Care staff also attended a three-part training session facilitated by the Addictions Foundation of Manitoba. The sessions included Foundational Concepts of Addiction Issues; Youth, Trauma and Substance Use; and Fostering Resiliency and Vicarious Trauma.

Two senior staff members undertook training to instruct Mental Health First Aid, which they will soon be teaching all the staff at Knowles Centre.

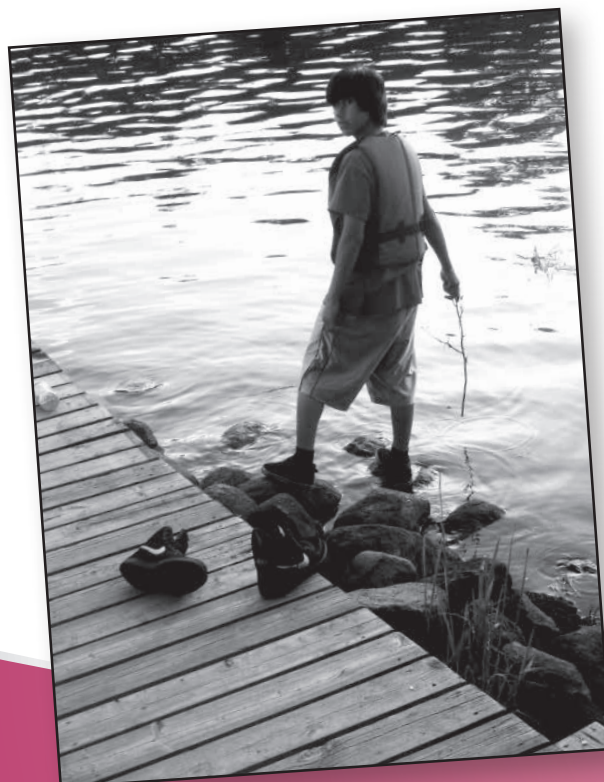
Again, camp was a highlight this year with clients from all the units enjoying the outdoors; we had some co-ed camps, fishing camps, and group camps.

The hockey rink was in fine form this winter, being used on a daily basis—when it wasn't 50 below zero!

There were many therapeutic groups held this past year for clients. One grief group integrated western therapeutic grief concepts and traditional Indigenous knowledge about grief and grieving. In total, approximately 15 youth took part during the eight sessions and the accompanying traditional ceremonies.

As well, four clients took part in an anger management group over the winter. They learned healthy coping strategies, dealing with negative self-talk, and recognizing bodily signs of anger.

Finally, on a sad note, we lost one of our own, long-time Knowles Centre staff as Marshall Gardner passed away of lung cancer. Marshall worked with the organization for 34 years, including 20 years as a supervisor in a community-based group care unit.



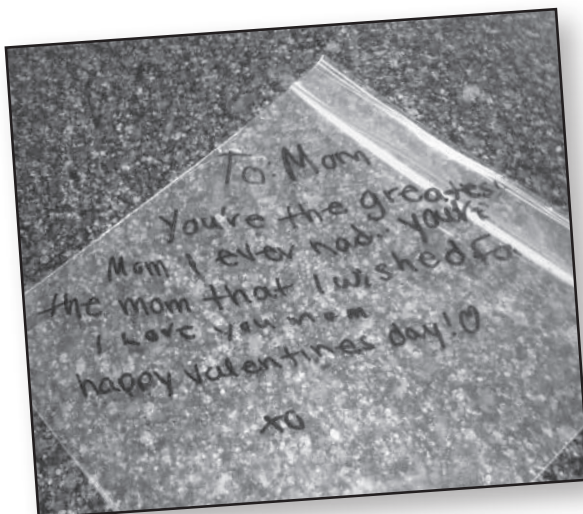
Treatment Foster Care Program

Treatment Foster Care is excited to celebrate the big and small triumphs of the 85 children in our program. We are pleased to share some of these with you.

- Five children from our TFC program had the time of their lives on a whirlwind trip to Disney World thanks to Dreams Take Flight.
- We laughed to learn about the 17-year-old young man who attended his first Jets game. In the past, he enthusiastically yelled out "True North!" at random times at school. Finally, he found a place where he could shout out in support of his team and it was not only accepted but appreciated!
- An adolescent with a complex history and needs, who spent almost two years in an emergency shelter before finding a real home in one of our hybrid homes, celebrated earning a place on the honor roll at school!
- A nine-year-old placed first in a car derby competition. He constructed his own car out of a wooden block of pine, an activity that would have easily discouraged him previously.
- 'You're the mom that I wished for' was the heartfelt message a foster daughter wrote to her foster mom for Valentine's Day, along with a bag of cookies.
- A young adult, still in our care, shared her appreciation with her foster mom, writing, "For the last three years I have been at ease knowing that both of my sisters and my brother are all being looked after with great, tender, loving care. I'm happy to know that I can now grow up as a young woman, striving for my own future with the many goals you have both helped me set. You both have strengthened me and opened my eyes to see that we all have a past but we have to learn to move on and live our lives day by day."
- Two young ladies, now ages 16 and 17, have been in our program for over four years. Recently they have found healing through culture and dance, encouraged by their foster mom. The eldest sister, upon receiving her spirit name, participated in a Sundance ceremony, which involves, amongst other things, fasting and dancing from dawn to dusk. She says she gained some healing, adding, "During the buffalo ceremony I cried so much ... I felt a big weight come off my shoulders, and I felt great after." Her younger sister is involved in a different type of dance that fuels her spirit. She beams as she displays her medals and trophies from her hip hop performances. Their foster mom smiles with pride. It has been awesome watching them progress, and see their confidence grow, she says. It is clear that they have given her as much in return.

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.

For Dora, a settled home is helping her to find a settled life.

Dora entered the SAIL program in July 2012 at age 17. For several years previous, she had bounced between living in care and with her family. By her own admission, she had been out of control, often abusing drugs and alcohol, running away, and heading toward a dangerous future.

Her story is typical of many of the almost 30 young people who took part in the SAIL program in 2013-2014. As with all clients, Dora began working with a support worker to assess her skills for living independently, and to address the areas where improvement was needed. Dora had lots to work on.

Underlying many of her challenges was a lack of confidence in herself and a reliance on drugs and alcohol to escape her troubles. However, a SAIL support worker was there for Dora to lead her through important tasks like budgeting, shopping and housekeeping. Her support worker also helped Dora to reconnect with the Addictions Foundation of Manitoba for help with substance abuse issues.

Dora admits that she wasn't always receptive to the help, but looking back, is thankful the staff didn't give up on her. She appreciates the help staff has given her and knows she can depend on them when she needs to talk about anything.

Over her year and a half in the program, Dora has seen great changes in herself. Her relationship with her mom has improved. She is able to budget much better, ensuring she has money for groceries and bills, instead of spending recklessly on unnecessary things. She admits, however, this is a work in progress. Even more, she is gaining the confidence to call about job opportunities and has volunteered with the Christmas Cheer Board.

Dora is also making efforts to address her drug and alcohol use. She now sees that her past use put her in unsafe situations. Dora has stopped her drug use, and continues to work with AFM to reduce her drinking.

As well, housekeeping has become a bigger priority, not only because it makes her apartment a nicer place to live, but because she understands that it can be a condition of a lease.

Today, Dora is happier with herself, and feels settled in her home. Even more, she has goals for the future, including finding a job as a waitress and owning her own car.

Dora will continue in the SAIL program, and with their help, is planning for a good future.



"Grocery Shopping" is an original copyrighted photo by Bruce Stockwell.

Day Treatment Program

For Day Treatment students, overcoming challenges opens up greater opportunities. So it was with Roman, a former student in the Day Treatment program who attended John G. Stewart School located on the Knowles Centre grounds.

After spending several years in the program, Roman successfully transitioned back to a community school, a place he did not always feel was right for him. As a younger student, Roman says he was teased by other students because he didn't fit a 'specific mold.' Thankfully at John G. Stewart School such a mold didn't matter because it didn't exist, ensuring a mostly peaceful school experience for Roman.

Overall, he says, everything was beneficial, but felt the fitness/gym program was the best part of the school day. Like others in the Day Treatment program, Roman also took part in therapy services provided by Knowles Centre, which helped him to understand himself better, and to improve his relationship with his brother. In this time, Roman worked with three different therapists. "While each had their own unique personalities and characteristics, they all cared. It wasn't just their job," he said.

For Roman, the transition back to a community school felt easy because he was generally well prepared. At the high school level, he finds other students more mature and accepting of differences, and his own athletic abilities now help him to stand out in a good way. Still, he wishes the schoolwork had been harder so he was more prepared academically for the transition.

Roman shared some wisdom for current and future Day Treatment and other John G. Stewart School students:

- "Just go with it. Listen. These people actually care."
- "So much trust has been lost before coming here, this is a different place, this is a better place."
- "Think about your future, think about your talents and what you are good at and what you are not. Take what you have and go with it."
- "Make something of yourself, become something. Try to be the best version of you that you possibly can. You don't want to grow old and realize you could have done something with your talents and then regret it later."

Roman is proud that he will receive a Public School Award from Knowles Centre for his successful transition. Still, he is most passionate about professional wrestling, and balances his schoolwork with wrestling training with a mentor. Looking ahead, Roman plans to study business management at college or university after graduation.

Knowles Centre and John G. Stewart are extremely proud of Roman's accomplishments. We wish him the best of luck with all his future endeavors.

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 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.

Childhood sexual abuse knows no boundaries. Victims are from all cultural, racial, and religious backgrounds and economic groups. Estimates are as many as one in three people—and up to half of all females—will be sexually assaulted at some time in their life. The traumatic effects of abuse can be far reaching, and impact those close to the victim.

“I felt like I had failed her as a mother. It was my job to keep her safe; I should have known something was happening to her,” said Tracy in her first session with the Sexual Abuse Treatment Program (SATP) therapist. Tracy’s daughter, Heather, had recently disclosed abuse and was a client in the program.

Parents have a natural instinct to keep their children safe. Upon disclosure of the abuse of their child, parents commonly feel shock, anger, grief and confusion, and tend to blame themselves for not knowing. In addition, the parent experiences extreme betrayal when the offender is a husband or wife, partner, or trusted relative or friend.

For parents facing this situation, Knowles Centre’s SATP can provide assistance by encouraging open and supportive exploration of feelings regarding the disclosure and providing help as the family changes.

For Tracy, it was important for her to identify exactly what she felt guilty about. In this way, she was able to assign blame where it belonged: with the offender. As well, she identified that she regretted not noticing that her daughter did not like going to her father’s house. In doing this, she was able to admit mistakes, but placed blame with the offender. Tracy also recognized that feeling guilty encouraged her daughter to feel guilty. By forgiving herself, she allowed her daughter to forgive herself, too.

As well, Tracy and Heather met jointly with the SATP therapist. By learning directly from one another how the offender created barriers to divide and to deceive them, the mother and daughter began to resolve the problems this caused.

Tracy and Heather are not alone. This year, SATP provided therapy to 19 clients, including young people affected by sexual abuse, as well as caregivers who want to play a major role in lessening the negative impacts of trauma on children and in promoting healing and recovery. Such services help ensure the best possible progress in recovery.



Biimautaziiwin Program

Hard to believe another year has come and gone despite the long winter we had to endure. Many positive things have transpired in this time for young people taking part in Biimautaziiwin programming. Some may have learned an ancestral song or two, others may have experienced a sweat lodge for the first time or received a spiritual name. Whatever the experience—big or small—one thing is that each young person will carry it with him for life.

Like previous years, many youth and staff from Knowles Centre continued to participate in ceremonies and gatherings organized by the Turtle Lodge located in Sagkeeng First Nation. The Turtle Lodge is a place for sharing ancient Indigenous knowledge and wisdom, and also, a place for sharing among people of all races and nations. Throughout the year, the Turtle Lodge hosted the Sun Dance ceremony, *Chii-By* (Ancestor) ceremony and *Windigocon* (Contrary) ceremony, Igniting the Fire Gathering and *Makoose Ka Win* / Vision Quest rites of passages. These ceremonies and gatherings continue to inspire youth, helping foster excitement to learn more about their culture, history and traditions. The youth always leave these ceremonies expressing a desire to learn more.

In addition to the above ceremonies and gatherings, youth and staff took part in the Manito Abi Festival of All Nations here in Winnipeg at the MTS Centre in August. It was here they experienced the People's Choice Music Awards and the International Pow Wow.

A new development in the Biimautaziiwin program is the formation of an Elders Steering Council to provide direction and vision to the program. A council consisting of four recognized elders or knowledge holders from the Anishinaabe community began to work together with Knowles Centre's Indigenous Culture Competency Committee that consists of various staff members and one member of the Board of Directors. It is felt that services provided to Indigenous clientele should be led by Indigenous people. In this way, we can bring forth the best services possible for the Indigenous clientele at Knowles Centre.

I would like to take this opportunity to give thanks to everyone who made these experiences possible.

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.

Now in its fourth year, the Culinary Arts program is continually striving for excellence. The students beginning their courses with the Introduction to Food Services have moved in to the Kitchen Management course where many are learning the intricacies of running a commercial kitchen. Cost control, budgeting, leadership and online ordering are learning goals that will assist in their life and career development.

Our program has been a willing partner with the school division and the Aboriginal Academic Achievement program. It seems our reputation for preparing bannock is strong so we've been pleased to meet the numerous requests for the delicious product.

Our students have had the opportunity to learn from guest chefs in our kitchen over the course of the year. These chefs have been willing to share their decades of experience with the students during their time in the kitchen. One student went so far as to recreate one of the recipes on a family visit that by all accounts was a big success.

Under the direction of Ms. Kelly Yashuk, Kitchen Services Coordinator, the program was more than pleased to send each child heading home for the holidays with a package of prepared baked products. Hours were spent preparing these products so that each child returning home would have something special for his or her family.

The students got to experience some unique experiences such as a trip to the Skills Competition, a tour of Independent Fish and their smoked fish facility, and a trip to a commercial food expo.

Continual improvement is a key goal for the program. With bake sales and pizza sales, and a grant from the Winnipeg Foundation, the kitchen was able to purchase a brand new commercial mixer and commercial food processor. The students have been learning the safety procedures in order to operate these new machines, which will also lead to their inventory of tool knowledge for future use in the industry.



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. In 2013/2014, Robert B. and Richard F. are being recognized with the Vicki Whitehead Memorial Award for his commitment to Aboriginal Culture.



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 Sheldon Holgate. The award was presented at the graduating ceremony in April 2014.



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 Committee approved one scholarship this past year, which was for Brad Ross who is enrolled in a one-year Addictions and Community Services Worker program at CDI College. Congratulations Brad!



Public School Awards

High school can be a difficult period for many. It can be even more challenging for a youth in the Day Treatment and Group Care programs 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 gift card to recognize their accomplishments.

We are pleased to recognize the following recipients of the Public School Award for 2013/2014:

- Darian B., SAIL Program
- Dylan G., Day Treatment Program
- Alec G., SAIL Program
- Adam H., SAIL Program

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 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.

The 2011-12 PQI report was distributed to Knowles Centre board members and staff. Knowles Centre senior managers continue to work on completing the 2012-13 PQI report, which coincides with the school calendar from September 1/12 to August 31/13. Completion of this report has been delayed because senior managers had to address other priorities first. However, this report will be ready for distribution in the fall of 2014. Moreover, Knowles Centre continues to gather data for the 2013-14 PQI report. As the above information conveys, the completion of the annual PQI report is a time-consuming task.

Fundraising Report

Knowles Centre had another exciting year of community support and growth. Our funders and friends have made generous gifts, enabling us to continue to provide a safe and inviting environment for youth recovering from the traumas they have experienced.

Knowles Centre's core programs are largely supported by the provincial and federal governments (Group Care, Treatment Foster Care and Supported Advancement to Independent Living (SAIL) Programs), the United Way of Winnipeg (Sexual Abuse Treatment Program), and a partnership with the River East Transcona School Division (Day Treatment Program). Still, we depend on the generosity of our community to enhance these programs, and the costs of support services, recreational activities, special projects and infrastructure.

Fundraising for infrastructure can be a challenge for organizations like ours, but these investments are necessary to continue to provide the help and healing that our clients need. If infrastructure projects were ignored, then the programming and treatment would suffer, impacting clients' chances of fully healing. While Knowles Centre is a temporary home for our clients, it is still their home, and the better environment we are able to offer, the greater chance our clients have of a speedy recovery, rejoining our community as contributing members.

Other exciting fundraising initiatives include the Charity Croquet Classic and Knowles Centre's Professional Development Conference Series. We had a very successful conference featuring Dr. Gabor Maté in January 2014, and are looking forward to a conference featuring Dr. Kenneth Hardy in November 2014. This year's Charity Croquet Classic is scheduled for August 19th and is sure to be a lot of fun.

On behalf of all of our clients and our staff, Knowles Centre sincerely thanks you for your trust, compassion and generosity. With your grants and donations, Knowles Centre is able to go above and beyond for our clients, giving them what they otherwise wouldn't receive, and helping them to build a better life and a better future for all of us.



Helping young people find their path

A former client sent the following message to Knowles Centre. For some young people, the lessons of Knowles Centre take hold after then have moved on.

Knowles Centre

From: JL (Former Group Care Client)
Sent: Thursday, April 10, 2014 10:23 AM
To: Dave and Cletus or anyone else who remembers me
Subject: Just wanted to let you know how I am

It has been awhile since I thought about Knowles Center, and when I was living there, I wasn't in the greatest state of mind; I was angry, really angry. I had attitude problems, I wasn't very respectful at times, and I didn't really like the locked doors. Ironically enough, I'm in AYC, finishing the last year on my 3-year sentence. Despite this, I'm making changes, changes I was not mature enough to make while I was living there. I am almost finished my Grade 12 Diploma, I only have Grade 11 and 12 credits left, way more than what I had when I left Knowles. I'm focusing on getting all the Math credits out of the way so the rest will be easy. (I still struggle with math)

I really picked up on Poetry, I briefly considered writing gangster rap like Immortal technique or Diabolic, but poetry comes naturally to me, it's much easier.

Dave, I kept practicing the boxing techniques you taught me, but I stopped growing taller at 6'2, though this is irrelevant, but I got real good at basketball too, almost like Cletus good. Minus the knee thing (that's not a shot either). I can't slamma jamma yet, but I'm trying. I honed my 3-point shot too, so I'm like J.R. Smith, Ray Allen and Carmela all rolled up in one. I heard Cletus is still cheating too, with his militia like paintball gun. That's not fair dude. haha.

Anyways, I changed man, I stopped trying to be gangster, it wasn't working, I started playing guitar, much more relaxing. And the crazy part is I wanted to change man, I was getting sick of all that shit, sorry for the swear but for real. So, I'm focused on graduating, hopefully get a job at Tim's or Boston Pizza. Because I'm going to open custody in June, for a year. I want to save up all my money, so I can get a head start, buy an apartment, maybe I might do some post-secondary college stuff. Work on my communication skills and counseling, I was thinking about coming to work at Knowles, AYC or MYC. I want to share my story with youth and prevent them from going down the path I went down. I want to give them hope, because I know how it feels, like I was too deep in the shits, and I never could change.

So yeah I just wanted to let you guys know how I am. It sounds weird to say this but I kind of miss Knowles. It would be cool to hear back from you guys too. Tell Paul and Raul I said hello as well. so if you ever have time write me back.

JL







KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow

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