



KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow



**2015 - 2016
Annual Report**

Knowles Centre opened its camp for a new opportunity to raise awareness on issues surrounding self-esteem. For one week, staff members from our Recreation and Biimautaziiwin programs, along with the River East Transcona School Division, offered a Self-Esteem Camp for youth. The goal was to shed light on self-esteem, as well as inner beauty, healthy relationships, goal setting, and life dreams.

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 other communities throughout Canada.

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

Helping young people and their families to fulfill their potential.

Vision Statement

To be a recognized leader in the delivery of quality care and skill-based services for at-risk young people and their families.



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

Knowles Centre has been supporting children and youth since 1907. Much has changed since then – for society as well as for Knowles Centre. We continue to evolve to meet the ever-changing and diverse needs of those we are committed to serve. In particular, this past year we started the process for system-wide change and advocacy to better fulfil our vision of building relationships, realizing potential, enhancing resiliency, and instilling hope.

Young people, especially those from marginalized populations, are at high risk of being victimized and exploited. It is paramount that, as a society, we develop systems of support that not only protect our most vulnerable but empower all children, youth and families for a better future. In our Group Care program this means providing youth with access to cultural programs, expanding recreation opportunities, and decreasing the number placements in our on-site treatment homes from ten to six in order to provide better care for our highest-needs youth.

Knowles Centre is also excited about the successes within our Supported Advancement to Independent Living (SAIL) Program, which helps youth living in care of the child welfare system to gain the skills and competencies they need to transition to living independently in the community as young adults. Through partnerships with donors, we are able to provide these young people with opportunities to finish high school, to learn the skills necessary to live independently, and to find employment. We are especially proud that this program is recognized by the broader child welfare system as a model of success.

Knowles Centre has invested in professional development training for our staff, as well as other agencies and individuals that support children. Ensuring our frontline workers have the skills necessary is an essential component of success.

Most importantly, we must celebrate the success of the young people who are finding a better way of life. From one of our culinary arts students competing in a cooking competition, to finding employment, to taking part in our many cultural programs and performing at major events.

Change is never easy, but it is essential to building resilience and hope. Knowles Centre will continue to change as we enhance our programs in the coming year, continue to develop our cultural program, and increase our partnerships and training opportunities to help those who need us most.

On behalf of the Board of Directors I would like to thank all our staff for their continued dedication. And to the children, youth and families, we encourage you to remain hopeful as we work with you to bring out the gifts each of you possess.

James (Jim) Hoddinott
President
Board of Directors



CEO's Message

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

- KC started the process of exploring and developing an adult stream within our Treatment Foster Care Program for clients 18 years and older.
- KC started the process of restructuring its Group Care Program (e.g., reducing the size of the two semi-secure units from 10 beds to 6 beds and creating 4 emergency beds).
- KC's Independent Living Program (SAIL) was consistently full and had a steady stream of referrals.
- KC started the process of consulting with the River East Transcona School Division on increasing the partnership between our two agencies, including how to utilize the full potential of our joint Day Treatment Program.
- KC's Culinary Arts Program was active throughout the year. At times during the year, the combination of full-time and part-time students in the program made it the largest class in John G. Stewart School (JGS). The students helped at multiple large events at the convention centre and MTS Centre.
- KC hired a permanent female cultural advisor for the Biimautaziwin Program, resulting in more female clients participating in the program.
- KC continued to invest significantly in staff training, whether provided by KC trainers (Mental Health First Aid) or external trainers (Dr. Gabor Maté). KC made its training available to both KC staff and staff of external agencies.
- KC filled its fundraising position and experienced a successful year fundraising.
- KC completed and submitted its self-study chapters as part of the COA re-accreditation process. The COA on-site visit is scheduled for June 2016.

Despite the above positive developments during the past year, there were also some challenges:

- At times, there was a lack of referrals from the Provincial Placement Desk for empty beds in the Group Care Program.
- Monthly school attendance at JGS was below the goal of 70% for at-risk students.
- The Biimautaziwin Program struggled to increase the participation of boys in the program.
- SAIL staff became unionized under MGEU. MGEU and KC reached agreement on non-monetary and monetary items, and a wage proposal was submitted to the province. The challenge is now MGEU and KC must wait for a response from the new provincial government.

KC will continue to address the above challenges.

In closing, KC remains committed both to improving its existing programs and to advocate on behalf of its clients and staff, as well as exploring opportunities to grow in order to meet the needs within the provincial child welfare system.

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

Board of Directors

(Date elected to Board)

Jim Hoddinott
President
(January 27, 2011)

Rik Skelton
Vice President
(May 26, 2011)

Andrea Sherry
Treasurer
(September 24, 2014)

Stacey Soldier
Secretary
(June 28, 2013)

Richard Petri
Past President
(January 25, 2007)

Richard Gooch
(January 24, 2012)

Mark Lubosch
(May 15, 1997)

Lisa Rowe
(October 22, 2014)

Lea-Anne Stagg
(September 24, 2014)

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, 2016)

Senior Management

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

Grant Obirek
Director of Finance & Administration

Lauren Hershfield
Clinical Director

Andrea McKenzie
Director, Treatment Foster Care

Dave Purpur
Director, Group Care Treatment

Dawn Vandal
Director, Supported Advancement to Independent Living

External Professionals

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

Administration

Maureen Britton
Senior Administrative Coordinator

James Jeon
Accountant

Ginette Poirier
Manager of Development

Elfren (Ding) Raquin
Maintenance Coordinator

Marge Richards
Receptionist

Maximo Setosta
Maintenance Worker

Lee Thomas
Maintenance Worker

Sandie Wagner
Human Resources/Payroll Administrator

Group Care Treatment Program

Roger Endaya
Night Grounds

Douglas Baba
Night Grounds – Weekends

Kyla Doll
Night Grounds Support

Greg McKinnon
Night Grounds Support - Weekends

Brad Esslinger
Outreach Worker

Alix Richards
Recreation Supervisor

Tiffany Waite
Program Assistant

Jason Silk
Kitchen Coordinator

Unit 1

Karin Henry - Unit Supervisor

Youth Care Workers:
Stephanie Bartelette
Randy Carr
Taura Gentle
Kevin Pauls
Celena Roberts
Walter Taras

Marilyn Penner - Night Staff
Clay Scheller - Unit Recreation Programmer

Unit 2

Paul Clarke - Unit Supervisor

Youth Care Workers:
Chris Anderson
Craig Calancia
Josh Gatta
Cletus Joseph
Keran Storm
Shelley Thomas

Norm Vawryk - Night Staff
Brad Ross - Unit Recreation Programmer

Respect House

Lesley Gosselin - Unit Supervisor

Youth Care Workers:

Kirby Bater

Michelle Bazinet

Christine Delveaux

Colleen Keating

Kevin Pauls

Tammi Neumann - Night Staff

Marshall's Place

Juana Schoch - Unit Supervisor

Youth Care Workers:

Cynthia Brown

Ray Forest

Steven McDonald

Rodger Rieu

Chelsea Welch

Ecko Zimmer

Lindsay Cloutier - Night Staff

Group Care Program Therapists

Liz Carlson

Raul Dimaculangan

Joy Koczka

Shirin Riahi

Treatment Foster Care Program

Tiffany Krueger

TFC Coordinator

Tina Case

Program Assistant

Sonja Whitwell

TFC & SAIL Receptionist

Clinical Case Managers:

Tammy Delarosa

Roni Dhaliwal

Pam Freeth

Heather O'Neale

Melissa Santos

Nikki Spigelman

Trudi Tinant

Supported Advancement to Independent Living (SAIL) Program

Case Managers:

Paula Moynihan

Kendall Mulligan

Kim Sawchuk

Senior Support Worker:

Tiffany Rios

SAIL Support Workers:

Courtney Clemons

Melissa Couto

Lisa Hartwell

Lee Mistlebacher

Randi Mistlebacher

Heather Poll

On-site Staff:

Dave Ajuwon

Cyril Gbeve

Inna Landa

Johnson Nkansah

Jennie Sarifa

Alannah Tomchuk

Day Treatment Program

Raul Dimaculangan
Therapist

Joy Koczka
Therapist

Art Shaw
Support Worker

Sexual Abuse Treatment Program

Kristi Venton
Coordinator/Therapist

Biimautaziiwin Cultural Program

Troy Fontaine
Cultural Coordinator and Spiritual Advisor

Mary Maytwayashing
Cultural Worker

Staff Service Awards

Knowles Centre is pleased to recognize staff who have reached a milestone year of service. Thank you for your dedication and exceptional service through the years.



Andrea McKenzie
10 years



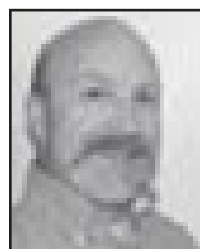
Michelle Bazinet
15 years



Troy Fontaine
15 years



Grant Obirek
15 years



Kirby Bater
20 years



Juana Schoch
30 years

Farewell and Good Luck

Kimble Chartrand
Marijana Dumbovic
Dave Feniuk
Stacey Ford
José Menjivar
Liz Pruden-Skiba
Megan Prydun
Dave Sinkwich
Nik Sumbilla

Program Reports

Group Care Treatment Program

The Knowles Centre Group Care Treatment Program serves 28 youth (aged 12 to 17). It offers four 6-bed units, including two onsite and two in the community.

The program is suited to clients who have been affected by neglect, emotional, physical, and/or sexual abuse, impacts of intergenerational trauma and racism, and feelings of hopelessness, which often contribute to emotional and behavioural difficulties.

Change is underway at Knowles Centre. The Group Care Treatment Program, which has grown from our past as a home for boys, is again evolving to provide even better care for the young people needing the most help.

Over the last several decades, the program has accommodated up to 32 youth, including both boys and girls. Running treatment units with 10 high-needs youth has not allowed for enough of the kind of attention and care our youth so desperately require.

Knowles Centre has reduced the number of spaces within our Group Care program from 32 to 28. This is being done by reducing our two 10-bed group care units to six beds each, which will provide a more stable environment for the youth. As well, the agency is opening a new four-bed unit in the nearby community. One of our existing community units is laid out in a way that we can convert it to a co-ed facility, which will create flexibility as we deal with the varying number of male and female referrals. Finally, we have created four stabilization beds for any of our current youth to utilize when needed; these beds are located within our semi-secure units on site.

This is an exciting change that will create a better environment for both youth and staff.

Restructuring our Group Care beds has been a long-term goal of Group Care Director Dave Purpur and Clinical Director Lauren Hershfield. The time and effort put forth by numerous staff at our Centre has paid off; staff flexibility during this restructuring has been an integral part of this goal coming to fruition.

Many of the young people we work with have had traumatic or turbulent histories. Creating a calm home-like environment, and encouraging strong, trusting relationships with staff are critical to client wellness. What builds strength in a program is the ability to be flexible and change with the times. This change is another step in that direction.



Treatment Foster Care Program

The Treatment Foster Care Program is currently providing caring homes for 75 young people. We are especially pleased that more than two-thirds of these children have been placed with at least one, and often all, of their siblings. In other cases, where siblings are in different homes within our program, we work with the foster families to support their connections. Maintaining such relationships make an important difference in the children's well-being.

As well, our two hybrid homes continue to offer quality care to adolescent males with complex needs. This includes one young man (who is one of only 10 in Canada) who is enrolled in the IRKS program which allows him to serve his youth justice sentence in the community in a structured home with a high level of support. He is thriving and positively and actively involved in his school and community programs. Moreover, he is optimistic about his present and his future.

We were all excited for the sibling pair and two other youngsters (one of whose younger siblings previously attended) who enjoyed a day in Walt Disney World through Dreams Take Flight. It was an exhausting but fun-filled day for them all!

A few of our older youth had their own special days as they graduated from high school and/or began post-secondary education. Cala*, who joined TFC when she was 12 years old, is now 18 and graduated high school last year and is now at university with the goal of becoming a nurse. We are confident she will be successful. Her older sister, Jade*, 19, successfully transitioned

from TFC to our SAIL program where she is also completing her high school education and planning her own bright future.

Currently, we are developing a partnership with Community Living Disability Services that will enable TFC to continue caring for young adults with ongoing needs. Our goal is to provide placements within our program by keeping clients within their current foster home or a new home suitable to their needs. We are in the process of pilot testing this program extension.

One of TFC's clinical case managers, a Métis woman, has been leading foster children and parents in indigenous teachings and crafts, including smudging and smudge feathers, and the significance of the medicine wheel. More groups are planned for the future. As well, we continue to offer a resource library that includes indigenous material, and to support foster families as they take part in community activities and events such as Manito Ahbee.

Finally, our Circle of Security parenting groups are helping treatment foster parents to recognize and best meet the children's needs for a strong relationship. We see how this reduces placement breakdowns and disruptions and leads to a better quality of life for the child and youth and their foster families. Ultimately this will result in more positive outcomes for our young people as they transition into adulthood.

*Names have been changed.

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.

Supported Advancement to Independent Living—or SAIL as we like to call ourselves—began in 2009 to meet emerging needs in the child welfare system.

Back then, SAIL started out with one client and limited program space (a single office and a desk in a hallway. Yes, a hallway!). Staff spent countless days pounding the pavement, desperately looking for affordable apartments at a time when vacancy rates were below two percent.

Today, SAIL oversees 17 one-bedroom apartment suites within two buildings where youth live and develop independent living skills. Once ready to leave our nest, we can provide them with much-needed rental references as they eagerly pound the pavement themselves to find a home that is truly theirs. Thankfully, times have changed and youth are able to secure an affordable place in less time.

From the start, SAIL staff and clients have gathered monthly to eat, learn, grow, cry, and laugh together. Rest assured, the crying is usually a result of laughing too hard! Each gathering starts with dinner prepared by our staff. This is followed by a guest speaker who educates us on a community resource, or we partake in a fun activity together. For example:

Youth Employment Services makes learning fun with their original JOBparty game,

like TVs Jeopardy with a purpose. Besides employment-related facts, we also learned we can be a competitive bunch!

Volunteering at Winnipeg Harvest opened our eyes to all the hard work involved in helping so many people in our city. This was another tear-inducing experience, but from sorting onions!

While all our monthly groups are helpful and fun, we had the opportunity to do something different this year. Thanks to the generosity of the Carpathia Credit Union, who donated the proceeds from their Shred It Day fundraiser, we were able to take our youth to Montana's Steak House. For some, this experience was a first but important part of being an adult. Each youth was given cash but had to budget for dinner, a soda, dessert, and, of course, tax and tip. It also provided them with the chance to practice social skills, use proper etiquette, or try out a new food. The smiles on their faces said it was worth it. SAIL is determined to make the outing an annual event.

Best of all, our group gatherings are more than learning. Here our youth realize that others are on the same journey, and no one is alone. From this, lasting friendships have been formed.

Thank you to all the speakers, resource personnel, donors, and SAIL staff for making these experiences and memories possible.



Day Treatment Program

Every year for the last 20 years, Day Treatment students and others from John G. Stewart School have had the opportunity to take a day off from academics and go skiing at Holiday Mountain in southern Manitoba.

The day always begins with a lot of nervous excitement. For many of the students, this is their first time downhill skiing. Any thinly veiled complaints about the cold or the early start are often a mask for their anxiety. Will they be able to stand on skis? Make it up the hill on the lift or make it down without too many falls? Will their friends laugh at them?

After a two-and-a-half-hour bus ride, students pick out their skis and eagerly head out to the bunny hill. Here, they safely learn to manoeuvre on skis, shift their bodies to turn, and, most importantly, point their skis to a V to stop. This is no surprise—the staff has always known kids can learn quickly when they want to.

After a short time practicing, most have already grasped the basics and their self-confidence returns. The only one

laughing at them is themselves. Soon, the instructors graduate the students to the green runs. With that comes the first time on a ski lift, which is quite scary to start. But after a time or two up the hill, most students begin to love the feeling of calm that hanging 20 feet in the air brings.

Before long, most students have the confidence to show the instructors that they can move up to the more difficult blue runs. Here they can put their ski skills to test and challenge themselves to do their best—always a goal in the Day Treatment Program. Whichever run the students end-up on, it is up and down the slopes, warming-up in the chalet, and then back at 'em for the afternoon.

Three o'clock comes too soon and it is time to head back to the city. On the way back, some nap or watch a movie, but all can reflect back on what Principal Trevor has always called "the best school day of the year."

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.

Every day the Sexual Abuse Treatment Program (SATP) has successes. Every day, the Coordinator/Therapist is able to affect people's lives. That is what makes the work done so worthwhile. One client wanted to share her successes so that others who reach out to the SATP at Knowles Centre will know that hope and success is a possibility for them as well.

Barb* is a 17-year-old female who was sexually abused by her father when she was 10 years old. For years, Barb was ashamed and afraid nobody would believe her. While she held on to this secret, Barb grew depressed and had little hope for her future. She was using drugs, drinking, cutting, and was not going to school. It was very difficult for Barb to trust anyone, never mind to open up or to let people get close to her. Finally, she summoned the courage to tell her mother, Nancy*, about the abuse. Nancy reached out to Knowles Centre on behalf of her daughter. At first, Barb was convinced that her mother sought therapy for her as a way to avoid dealing with her problems; she could not believe that therapy might help her.

After the first two months, Barb began to look forward to going to therapy. The SATP gave her a safe place to express her feelings and receive the support she needed to heal. "Without this program I do not know where

I would be right now," says Barb. "I have learned a lot and the program gave me back my hope. Coming to the SATP is one of the best things I could have done."

Now, Barb wakes up each day ready to enjoy life. She is again attending school regularly and is looking forward to graduating this year. Barb has significantly reduced her alcohol and drug use, is no longer cutting, and has developed a healthy trust of people more now since attending therapy. Most of all, Barb is happy with the relationship she has with her mother.

Nancy says the assistance and support from the SATP has been a critical part of her family's healing for the past two years. She is very thankful to the SATP for the change it helped make in her family. "Not only did the SATP help my daughter learn about how the trauma affected her, but it also helped me understand how my daughter suffered, and what I could do to support her during this difficult period," Nancy said. "Barb and I are now communicating better. We have grown closer and are able to provide one another with the support and comfort we each need."

Barb and her mother continue to heal and grow stronger, thanks to the SATP.

*Names have been changed.



Biimautaziiwin Program

It is hard to capture all that happened in the *Biimautaziiwin* program throughout the year within the confines of this report. Instead, I would rather share the story of one young man, whose life says more about our program than lists and details ever can.

Recently, this young man, who lived at Knowles Centre a decade ago, came to visit. He was 11 or 12-years-old when he was placed in care; now he is turning 23 and is the father of two young boys, and is engaged to their mother. He says he often reminisces of his time at Knowles Centre.

During our visit, he asked about the staff who were here from his time, and about the camp in the Whiteshell. Together we went to John G. Stewart School to say hi to a couple of teachers. Being back in the *Biimautaziiwin* cultural room meant the most to him. "It's exactly how I remembered it!" he said as he walked around looking at the familiar artwork on the walls. "You still have the bear! Is it the same one?" he said with excitement. "I love that bear rug!"

The young man sat down and wiped a few tears from his eyes. "For a long time I've wanted to say this," he began. "If it weren't for you and the cultural ways I would probably be on the street addicted to crack or something. You taught me about the Creator and how to pray. I give thanks to the Creator every day, like you said. No one taught me that before you did. Thank you!"

He then began to talk of his plan to travel to the west coast to work as a commercial fisherman for six months. "It is the hardest choice I've ever made to leave my boys," he said. "But, I need to be a good provider." After he returns, he says, he wants to complete his high school credits and enter post-secondary training. He spoke of his family and especially his boys. He is a proud father. As we parted, I wished him luck and encouraged him to follow his path. He promised to stay in touch.

Of course, everyone at Knowles Centre played a part in this story. I did my part; others did theirs. This includes the Lount Family Foundation, whose support and generosity helps make the *Biimautaziiwin* program possible. To all who helped this young man to rediscover original way of life, I thank you. Your efforts to help are greatly appreciated.

Most of all, this young man gets the full credit for his resiliency and willingness to change. He has faced what is necessary to grow and learn, and succeeded.

Meegwetch!

Submitted by Troy Fontaine,
Cultural Coordinator

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.

The Culinary Arts program is continuing to train and educate John G. Stewart School students from Knowles Centre. In addition to learning commercial food preparation, the program gives students a better understanding of the hospitality industry and culinary trends, as well as to build their academic skills in a hands-on manner.

Thanks to many years' experience in culinary arts, program instructor Chef Paul Lemire and kitchen coordinator Jason Silk, who joined the program earlier this winter, are able to create a real-life learning environment for students, both in the kitchen/classroom and the community.

Chef Paul and one of our students represented Knowles Centre at The Winnipeg Foundation's Nourishing Potential grant announcement last June. Knowles Centre is a past recipient of the grant. Our student was especially pleased to meet hockey star and advocate Jonathan Toews at the event.

In November, the students contributed to WE Day at the MTS Centre where 16,000 young people celebrated their power to change the world. Our students were behind-the-scenes to see how a multitude of concessions were directed by the executive chef. We had a great time learning how a three-stack pizza oven worked, and being part of the necessary preparations to serve a large crowd in a short time.

Students were also in the midst of the action at the RBC Convention Centre for back-to-back Grey Cup festivities. First, the students help prepare food for the Grey Cup Touchdown Social. The next night, students helped prepare and plate dinner for over 2,300 guests at the sold out gala dinner. The RBC Convention Centre was more than pleased to present Grey Cup shirts to the students for their valuable contributions. In further recognition, the RBC Convention Centre gifted several china place settings to Knowles Centre, adding a touch of class to our own special meals.

The chefs and students prepared a traditional Christmas dinner for staff, clients, families and some of our closest neighbors in December. Each year the guest list grows, thanks in great part to the great food.

The Culinary Arts kitchen has become the heart of the campus, and staff were glad to give back. In April, the kitchen hosted a fundraising steak lunch to help purchase equipment needed by a student who entered the Skills Manitoba competition at Red River College. The talented student learned a lot on this journey, and received well-earned praise by the culinary judges for his skills.

As we move into spring, students are readying the Culinary Arts garden for this year's crop of fresh garden vegetables and fruit that will be served to fellow students over the summer and fall. After all, a good cook's work is never finished.



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. The award was not presented in 2015/16.



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 **Jessica Pennock**. The award was presented at the graduating ceremony in May 2016.



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 in 2015/2016. Congratulations to **Jamye Lovering** who is completing the ECE III Management Program at Assiniboine Community College.



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 2015/2016:

Dylan L, Day Treatment Program
Kiera B., SAIL Program
Duran F., SAIL Program
Chester H., SAIL Program
Nevada P., SAIL Program

Mariah S., Group Care Treatment Program
Jadene C., SAIL Program
Elijah G., SAIL Program
Cheyanne M., SAIL Program

Congratulations to all our students!

Performance and Quality Improvement (PQI)

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.

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 2013-14 PQI report was distributed to Knowles Centre board members and staff. Data for the 2014-15 PQI report was gathered, but completion of this report was deferred during the past year because Knowles Centre senior managers had to focus their attention on completing the comprehensive COA self-study chapters, as part of the COA re-accreditation process (including the COA site visit in June 2016). Following the COA site visit in June 2016, Knowles Centre managers will complete the 2014-15 and 2015-16 reports. As the above information conveys, completion of the annual PQI report is a time-consuming task. Therefore, in order to produce the annual PQI report in a more timely fashion, Knowles Centre has implemented a change. During a four-year cycle, a full report (comprised of all seven sections) will be produced in years 1 and 3, but an abridged report (comprised of four sections: stakeholder satisfaction survey results, John G. Stewart School annual report, staff retention rate, annual audited financial statement) will be produced in years 2 and 4 (as year 4 coincides with the COA re-accreditation process). Annual PQI reports will continue to be posted on the Knowles Centre website.

Fundraising Report

Another fantastic year for Knowles Centre; every year we depend on the generosity of our community to help us with the costs to support our programs and services, recreational activities, special projects and infrastructure.

This year we had an exceptional year; some of our adventures include:

Knowles Centre's 6th Annual Croquet Classic held on August 18, 2015 at Fort Gibraltar in Whittier Park. It was a beautiful, sunny day and the event was a great success. The day was filled with a balloon raffle, refreshments and, of course, exciting games of croquet. We ended the day with a delicious dinner for all our participants. Congratulations to our winning team Oxygen Technical Services. Thank you to all of our sponsors and participants who supported our event.

Fort Garry Rotary Club Marathon was held on September 20, 2015 in support of Knowles Centre. The half marathon and the 5K fun run began early on a brisk Sunday morning at St. Vital Park. As runners began the race, Knowles Centre volunteers were along the course to cheer runners on and to provide them with water and Gatorade. Congratulations to all the runners and thank you to the Fort Garry Rotary Club for supporting Knowles Centre.

Carpathia Credit Union supported Knowles Centre on International Credit Union Day on October 15, 2015. The theme of the day was: "People Helping People." In honour of this day, Carpathia Credit Union hosted a free paper Shred It Day for members and the community. In return, many attendees made a donation to Knowles Centre. It was a great day to meet members of our community. Thanks Carpathia Credit Union.

Our youth also had the opportunity to experience many events during the year thanks to the generosity of community members and organizations for donating tickets. Our youth attended events such as: Winnipeg Blue Bombers, Winnipeg Goldeyes and Winnipeg Jets games; as well as Rainbow Stage; Royal Winnipeg Ballet; Manitoba Opera; and Cavalia Odysseo.

Knowles Centre also received some generous grants from: the Winnipeg Foundation Youth In Philanthropy, Graham C. Lount Family Foundation, Sports Manitoba, Park Tools and an anonymous donor. These grants helped to further Knowles Centre's goals and mission.

On behalf of our Board of Directors and staff at Knowles Centre, thank you for your continued support. It means we can introduce our youth to new experiences they might not otherwise receive, which is another important step on their path to a better future.



This day is Women's Day,
So we'd like to celebrate it,
Like it's all the women in the world's birthday.
In the 1900's, they had to fight,
Fight just to have some simple rights,
But no one cared, society isn't and wasn't fair.
They couldn't work, vote or even love the men who were above.
They had no choices, basically like they had no voices,
Their words were like a password no one knew,
They needed permission for everything they wished to do,
They wanted to be equal, for women right's to be legal,
They wanted to be like Regal,
To have power, to have freedom.
1848 to the 1900's was pretty dumb.
To be a Mom was like nothing,
But now it's something,
To be loving, respected and honoured,
Their years that past made them stronger,
1920 was the year to be free,
When the world finally came to agree,
That women are the same,
It's a sure shame in our history,
Still a mystery on why it was,
I guess it's just because men just thought they were better,
But that was then, this is now,
So you strong girls and women just make sure, you're not the one to bow,
You're a queen and free to be whoever,
And never let no man or anyone tell you that you can't,
Cause in can't, there is still a CAN.

Written by CS

Women

Us women are women,
Whether we're indigenous or not,
All women scream and shout,
From our insides and our outs,
We all have the ability to smile and frown,
But no matter what,
We are all Queens with beautiful crowns,
Sometimes we get called down,
Some people wonder how,
We still got our feet on the ground,
It's because we are women,
We are strong and we are proud!

By BB







KNOWLES CENTRE INC.

Helping Individuals Find Their Path: Yesterday, Today and Tomorrow

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