

# GOOD WORK NEWS

The Working Centre, 58 Queen St. S. Kitchener, ON N2G 1V6

Issue 131

December 2017

Subscription: a donation towards our work

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## Building Bridges: Creating Responsive Supports for Newcomers

By Kara Peters Unrau

The Working Centre's Resource Centre at 58 Queen Street South in Kitchener is a hub of activity providing a welcoming place for people to meet, and to find support for employment, housing, finances, community involvement, and much more. Each day is another opportunity to welcome Newcomers to Canada. Resource Centre hosts greet people in English, Amharic, Arabic, Turkish, Armenian, Spanish, Urdu, Tagrinya, and French – extending hospitality in whichever common language they can find together. This often includes various attempts at a sign language, laughter and mutual listening of languages as all try to find a way to communicate together. We have found that the open structure of the Resource Centre increases our capacity to meet people wherever

*Most important is a welcoming attitude with openness to each person who comes through the door. Through these efforts we learned about creative ways of offering hospitality, engaged the complexities of migration trauma, and cross-cultural communication.*

they are at. It is a journey that we are walking on together. We are grateful for the many volunteers in the community who continue to give of their time and of themselves to make this possible.

According to Immigration Waterloo Region in August 2017, approximately 1800 newcomers have come to Waterloo Region since No-

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## Community Building at St. John's Kitchen

By Joe Mancini

Every weekday at St. John's Kitchen, the doors open at 8:00 am as a breakfast of breads, jams, peanut butter and coffee is served. Soon after, in the open kitchen, the preparations begin for the meal to be served by 11:00 and 11:30. This routine has been going on without a break for over 30 years. On January 15th the kitchen will mark its 32nd year. All the people involved, giving of their time and energy, ensure that a daily meal is served for free in the downtown.

When we moved to 97 Victoria Street North in 2006, we were fortunate to build a medical clinic at the top of the stairs as you enter St. John's Kitchen. This is also the area where we built showers and a place for laundry. We are always grateful for the support of the Lyle S. Hallman Foundation and the KW Community Foundation for helping to establish the medical clinic. Dr. Neil Arya was the founding doctor offering time one day a week.

In 2008, we received an offer from Dr. George Berrigan to work up to 30 hours a week to serve the population of St. John's Kitchen. Dr. Berrigan had recently retired from his family practice. He committed to learning this new field of medicine through his own research and taking courses on addictions and mental health. As a retired family doctor he had already gained vast experience dealing with regular health problems.

It was already obvious that the people at St. John's Kitchen were in poor health. Dr. Berrigan's role was to work with the outreach workers and nurses to create conditions to ensure that the St. John's Kitchen medical clinic became a helpful support. He learned that there is great distrust of the medical system and that for many reasons people who are suffering major illnesses either refuse to be treated or cannot find a way to navigate the bureaucracy of health care.

It is now 10 years later and the St.

*The clinic has a person-centred approach. There are no appointments; it holds together because of a commitment to build on small connections. The ecology of care takes place through conversations, being available to help out someone who is ailing.*

John's Kitchen medical clinic has a roster of some 1000 - 1200 people who are associated with supports at the clinic. In all over 2400 individuals have registered for care. Registration has been limited to those who have either experienced or are at risk of being homelessness. This is the size of a decent medical practice that has all the elements of a mini-family health team.

Evelyn Gurney is a nurse who worked with Dr. Berrigan at his old practice. She has offered a similar role at the St. John's clinic through her hugely friendly hospitality from the front desk and her ability to negotiate and build relationships with medical specialists. Through the development of the Psychiatric Outreach Project and now Specialized Outreach Services (funded by the LHIN through CMHA), the clinic has benefited from three outreach nurses. There is also a host role for the clinic and a counsellor. Street Outreach and Streets to Housing workers are also a key component (funded through the ROW and the LHIN). They accompany and give context to the issues people face as they walk through the medical system offering support.

St. John's Kitchen has cobbled other supports such as the two fulltime outreach workers who are available to support people in the dining hall and an at-home outreach worker that supports ill people who have some shelter. The Hospitality House provides 6 beds for those

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## Thirty-Third Year

Issue 131

December 2017

# Good Work News

Good Work News was first produced in September 1984. It is published four times a year by The Working Centre and St. John's Kitchen as a forum of opinions and ideas on work and unemployment. There is a circulation of 11,000 copies. Subscription: a donation towards our work.

**Editors:** Joe Mancini, Stephanie Mancini, Jennifer Mains.

**Contributors:** Kyle Murphy, Kara Peters Unrau, Gregory Baum, Andy Macpherson, JP Smola, Douglas MacLellan, Rae Crossman, Jen Smerdon, Darin White, Richard Albrecht, Isaiah Ritzmann, Seth Ratzlaff, Jay Straus.

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## Building Community

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most acutely and without a home. Community Dental is a new project that is providing dental support for this same group.

Dr. Berrigan understands the work he does as harm reduction. "This is how we do our work, doing the best you can, this is the reality of medicine in these circumstances. Just doing the right thing is the priority. It is the only way to be helpful. It is not aiding the problem, the problem is already there, there is no big solution but there are hundreds of small things that can be done to be helpful."

This configuration of services is the result of independent and cooperative energy dedicated to ensuring that those left out get access to support. To make this possible the clinic has a person-centred approach. There are no appointments; it holds together because of a commitment to build on small connections. The ecology of care takes place through conversations, being available to help out someone who is ailing. The best kind of attention is meeting people where they are, in their own space.

Dr. Berrigan, Dr. Rebecca Lubitz and psychiatrist Dr. Robyn Fallen are always busy working in an



Dr. George Berrigan at the medical clinic at St. John's Kitchen.

*Malcolm Maxwell, CEO of Grand River Hospital has made it possible to transfer a Nurse Practitioner role from the hospital to be a full time role at the St. John's Kitchen medical Clinic.*

environment where hospitality is the message that underlines the care offered. This work is complemented by the village of supports that have evolved at St. John's Kitchen such as the showers, laundry, the public phones, the daily meal, food pantry distribution, the daily community interactions, the grieving process through hosting memorial funeral services, and the opportunities for work and volunteering.

As Dr. Berrigan works towards his second retirement we have been actively helping the wider community to understand the importance of this configuration of services that has evolved at St. John's Kitchen. In the midst of the opioid crisis, St. John's is a first line of support for those dealing with addictions.

As part of our discussion both the LHIN and the Grand River Hospital talked to us about possibilities of support. In September, we were thrilled to learn that the LHIN and Grand River Hospital had come up with a plan. Malcolm Maxwell, CEO of Grand River Hospital has made it possible to transfer a Nurse Practitioner role from the hospital to be a full time role at the St. John's Kitchen medical Clinic.

The development of medical supports over the last 10 years adds a dimension of support offered through St. John's Kitchen that ensures primary care is available, supporting people where they are at. This work of solidarity, walking with those most left out, gives substance and hope to the common good.



The Working Centre is pleased to announce that

**Arleen Macpherson,  
Gretchen Jones and  
Jennifer Mains**

will join Neil Aitchison as Hosts for the  
31<sup>st</sup> Annual Mayors' Dinner

**Saturday April 7<sup>th</sup>, 2018**

The Mayors' Dinner is an evening that celebrates individuals who have made outstanding contributions to our community

It is a special pleasure to announce that Arleen Macpherson, Gretchen Jones and Jennifer Mains have been chosen as Hosts for the Thirty First Annual Mayors' Dinner in support of The Working Centre and St. John's Kitchen.

Arleen, Gretchen and Jennifer form a chain that has been linked to St. John's Kitchen almost from its beginning, 32 years ago. This year they are retiring from The Working Centre.

The chain begins with Arleen who began coordinating St. John's Kitchen in 1988. During those years St. John's Kitchen became a place of hospitality where the patrons became integral in producing the daily meal. In 2002 Arleen joined The Working Centre Board and this year is retiring as President.

Arleen hired Gretchen in 1991 after a year of volunteering and Gretchen has been the mainstay of St. John's Kitchen coordinating the kitchen and volunteers for 26 years.

Jennifer started coordinating St. John's Kitchen in 1999 and for 19 years has been committed to developing ever-increasing supports for those most disadvantaged through Downtown Street Outreach, Hospitality House, Psychiatric Outreach and the St. John's Kitchen medical and dental clinics.

St. John's Kitchen, is a project of The Working Centre, and since 1985 has been serving a free daily lunch-time meal in the downtown core. People gather together to serve the meal, while building a culture of respect and acceptance.

This year's Mayors' Dinner will invite these three women to share the story of how St. John's Kitchen has embedded itself in the fabric of downtown Kitchener, providing a place of refuge and hospitality.

**We invite you to become involved by purchasing tickets, sponsorships, a community table for your group, company or church, or contributing an auction item.**

For more details, please call Kara at (519)743-1151 x119 or [mayorsdinner@theworkingcentre.org](mailto:mayorsdinner@theworkingcentre.org)

#### Individual Tickets:

\$100 (includes one tax receipt for \$55)

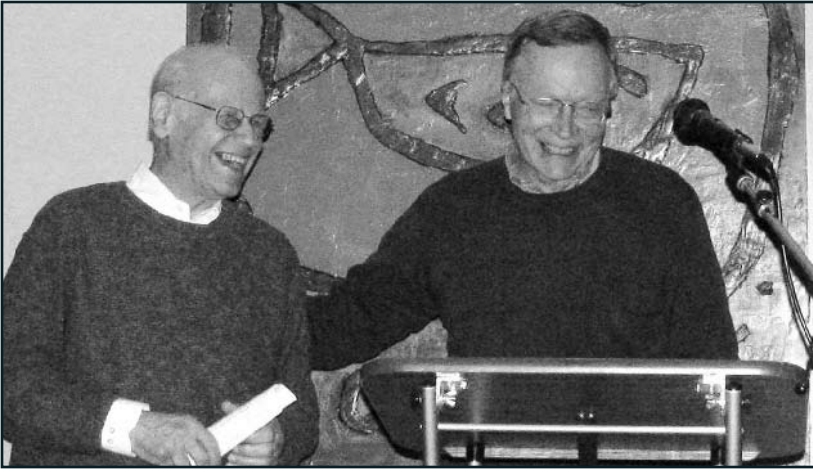
#### Contributor Sponsorship Packages:

\$250 (includes 2 tickets, recognition in dinner program, and one tax receipt for \$160)

#### Community Group Packages;

\$750 (includes 8 tickets and one tax receipt for \$390)





## In Memoriam: Gregory Baum

*Editor's Note: Gregory Baum died in Montreal this past October at the age of 93. In the Toronto Star he was described by his former student Stephen Scharper as "a man of deep insight, quiet discipline and sterling intellectual courage." He was known as a gentle, fearless and brilliant theologian. He sought to describe and build up the common good with every article, book, lecture and action. Gregory spoke at St. John's Kitchen in March 2009 on the topic of Karl Polanyi. In the picture above, Ken Westhues, a Working Centre Board member who had a long dialogue with Baum on questions of religion and sociology, thanked Baum for his presentation that evening. The next day, Baum also toured The Working Centre and hosted a memorable question and answer session. Baum contributed the Forward to Ken Westhues' 1995 book The Working Centre: Experiment in Social Change, which is reprinted below in his honour and memory.*

### By Gregory Baum

By a happy coincidence I heard about The Working Centre in Saskatoon. In June 1995, at a conference at St. Thomas More College on the future of Canada with special reference to the Native peoples, Kenneth Westhues gave a talk that introduced the participants to The Working Centre in Kitchener. The talk was a short version of the first chapter of this book. I was greatly impressed by the imaginative, cooperative effort

### Walking In The Public Gardens After Rain

*see how the roses  
so carefully tended  
have been beaten down  
by the heavy rain*

*the ground is covered  
with a patchwork of colour*

*see how the men and women  
asleep on the grass  
and park benches  
are wet and dishevelled*

*let us pull this quit of petals  
over their beautiful shoulders*

*before we perish  
from the cold*

- Rae Crossman

of Joe and Stephanie Mancini, aided by their friends, to provide help, encouragement and involvement to the unemployed men and women of their area. The Working Centre does more than help people find jobs: it introduces people to an alternative culture. Instead of competition, The Working Centre fosters cooperation; instead of consumerism, it promotes a simple lifestyle; instead of conformity to patterns offered by the mass media, it encourages an independent imagination about what can be done and how to live one's life.

The reason I was so moved by Ken Westhues' talk was that I had just given a talk myself in which I analysed destructive trends in contemporary society. I had painted a gloomy picture of Canada's future, but mentioned as signs of hope neighbourhood mobilization and cooperative efforts at the community level taking place in many parts of the country. Let me quote a few paragraphs of my talk, in which I summarize destructive trends.

"We are at this time located within the globalized market economy where the decisions affecting people's well-being are made by a corporate elite who have not been elected and whose power has become greater than that of nation-states. Today governments must be obedient to the corporations, attract them with privileges, help them to get established, promise them tax breaks and bail them out when they get into trouble. This dependence on government subsidies, we note, makes the current rhetoric of the free market quite fraudulent. The global economy is not governed by the laws of the market but by the interplay of the giant corporations and international financial institutions.

"While poverty is growing, the new, neo-liberal orthodoxy demands that countries deal with their national debt not by policies that distribute the economic sacrifices justly and evenly in society, but by cutting social and educational programs affecting the low-income sector, the poor and the vulnerable. The technical name for this is 'structural adjustment policies.' The international financial institutions impose these policies on the poorer countries of the South; and forced by capital and the new orthodoxy, the governments of the North do the same thing in their

*Through dialogue and  
communion, we learn to  
forget ourselves, serve the  
well-being of others, and  
promote the common good,  
thus entering more fully into  
our own humanity.*

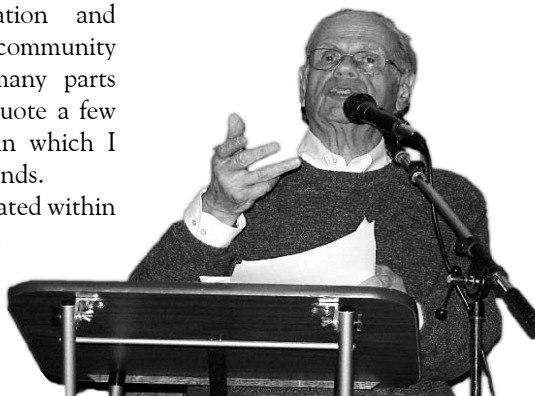
- Gregory Baum  
*The Oil Has Not Run Dry*

own countries.

"The economic consequences of the globalized competitive market must not make us overlook its cultural consequences, which are in a sense even more devastating. The present system cultivates ambitious personalities, individualists, for whom competition is more natural than cooperation and whose values are self-serving. The omnipresence of the market separates people from their community, weakens their sense of solidarity, undermines their traditional values and destroys their regional culture. The entire society becomes an appendix to the market. And because people have lost the sense of social solidarity, they have almost become incapable of envisaging a common political effort to create a more just society."

Toward the end of my talk I indicated very briefly where I see the signs of hope.

"No one in our day has blueprint for



an alternative society; the socialist societies we have known have all been failures; our constructive imagination seems to be paralysed. What I admire – and where I see God's hand – is that the social movements at the base continue to be bearers of a utopian vision, the vision of a peaceful, cooperative society where all can eat and where all can be friends. My hope is that in the present culture of anti-solidarity, the



efforts of these communities will not only help a growing number of people to live a life of dignity in difficult circumstances, but also promote a countercultural undercurrent in society spreading the ideals of cooperation and solidarity."

Ken Westhues' presentation of The Working Centre delighted me. I greatly admired the boldness of spirit of its founders, their love of neighbor, their willingness to make sacrifices and their nonconformist imagination. The social involvement of The Working Centre strengthens my faith in God's presence in human life. For according to the theology I have inherited and continue to explore, God is redemptively present in people's (ever faltering) efforts, transcending many obstacles, to build communities of love and justice. As we used to sing in the Holy Thursday liturgy, "Ubi caritas et amor, ibi Deus est."

### On Karl Polanyi

In Baum's view the ethics of Karl Polanyi are about re-embedding labour within a social economy. "Here work and action generate social solidarity and cultural consequences: they rescue people from individualism, turn them into responsible actors and make them long for a society that is just and participatory. Action from the bottom up may eventually produce a culture of solidarity, capable of supporting a political movement to create a more just, humane society."

## Local Democracy Course

The Diploma in Local Democracy is participatory and democratic in format, drawing on each individual participant's experience of democracy or absence of democracy in their personal and working lives, whether lived in Canada or elsewhere, giving a multi-dimensional hue to the collective learning experience.

The heart of the class is the discovery, together, through reflections on life experience, of the meaning of Local Democracy. Students will also learn through reading books that explore the philosophies of local democracy often centred on The Working Centre's Ideas and Influences found on our website.

**Next Diploma in Local  
Democracy Class begins  
Wednesday January 3<sup>rd</sup>  
2018 7:00pm**

For more info: [localdemocracy@theworkingcentre.org](http://localdemocracy@theworkingcentre.org)  
or call Isaiah at  
519-743-1151 x 175

## Building Bridges

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ember 2015. During this period, the Resource Centre has welcomed a large influx of Arabic-speaking Refugees from Syria and surrounding countries. Initially supporting Arabic-speaking newcomers was overwhelming and we had a lot to learn about how to build bridges between cultural expectations and the Canadian context. Community-based Arabic-speaking Transition Assistants have been an important component. These positions have been funded by the Ministry of Advanced Education and Skills Development to bridge the language gap to help prepare newcomers to search for paid employment.

Most important is a welcoming attitude with openness to each person who comes through the door. Through these efforts we learned about creative ways of offering hospitality, engaged the complexities of migration trauma, cross-cultural communication, and together built new complementary understandings of work and workplace culture.

We used our current Employment Ontario funded Employment Services as a base to create a focused approach to respond to this significant number of Arabic-speaking Newcomers. The people we were meeting emphasized that employment was often a vital aspect of the resettlement journey, to the point that learning English was a secondary concern. Although we often met entire households, initially it was primarily the men in the family who would request help in finding work. As families have settled we have also seen more women who are coming to ask for support.

We've cobbled together resources from different government programs and foundations, creatively weaving supports around the person as situations changed. Understanding Health & Safety in the workplace, finding a good fit for a job, preparing income tax, signing up for government benefits, aligning work income with Ontario Works benefits, finding housing when the need arose, problem-solving the multitude of issues that emerge over and over, linking and relinking people with Settlement Workers, helping professionals to build a plan to find work in their field, often just offering support as people tell their story and problem-solving solutions together.

We've watched young people bravely practice their language skills while volunteering at the Queen Street Commons Café, and then going off to work at a local café. We provided an interpreter for a group of 10 men for a week of training and potential employment with LiUNA to do construction and road work. We supported a group of high school students to access short-term work during a busy time at Pfenning's Organic Farm in the summer, and helped another group

*From April 2016 to October 2017 we registered 264 people in our Arabic-speaking Employment project. Over 70% of the people supported are now employed, and 26% have returned to ESL classes to build their language skills before looking for work.*

of men to connect to Martin's Apple Farm. We made a word list for a woman, employed to sort clothes for a local store, helping her build confidence with an eye to moving into customer service.

People are working in kitchens, in food service, in construction, in customer service, landscaping, sewing, cleaning – the list is endless. Significantly, we've helped a person at a time to find the kind of work they can do, that supports their families and helps them to settle in Canada.

From April 2016 to October 2017 we registered 264 people in our Arabic-speaking Employment Services project. Over 70% of the people supported are now employed, and 26% have returned to ESL classes to build their language skills before looking for work.

The work continues – about one third of the people we are currently supporting (over 110) have low language skills and low education – they are looking for general labouring jobs where they can practice their slowly growing English language skills.

Canada will continue to welcome refugees from around the world. The example of Syrian refugees has demonstrated that it takes a full community effort to create a welcoming environment to assist refugees who are almost always dealing with challenging settlement issues. This challenge will not go away. We need to continue to open up opportunities for labouring jobs that offer families hope that they can support themselves in Canada. This will continue to be an important part of settlement in Canada.

Meanwhile, we work with a person at a time, welcoming employers to partner with us in this work. We received a letter recently from a Canadian born man who wrote "We don't know how you all do it .... But you are doing it to really help people like us ..... Keep smiling."



Photo: Bob Sharpe

## Exploring the Thought of Wendell Berry

*Our year of Wendell Berry continues. This fall we have organized four reading circles that are meeting monthly to discuss Berry's essays in The Art of the Commonplace. Fermented Thoughts will follow the theme of Local Work as does the Ecology-to-Scale Film series. We will soon announce details of our Wendell Berry Daily Circus scheduled for August 2018.*

### Finding Our Place

#### Winter Fermented Thoughts

*An evening designed for discussion, starting with the speakers, then table discussion while fresh sour dough bread and dip plate are served along with complimentary wine or beer, followed by a question and answer period.*

#### Thursday, February 8<sup>th</sup> Slow Work, Rooted in Community

The modern world teaches us to be rushed and on the move, losing our ability to be committed to the same work, the same people, the same place over the long haul. Wendell Berry invites us to consider that much healing comes from rootedness. Join Joe and Stephanie Mancini who will explore how rootedness provides space for the diverse initiatives of The Working Centre. Bob Sharpe, from Wilfrid Laurier University will explore the research around the importance of place and how this can help us understand rootedness.

#### Thursday, March 29<sup>th</sup> No Tractor? No Problem! Technology Choice and Farming

Why make the choice in the late 20th and early 21st century to farm with horses? New technology is not necessarily better. For over thirty years Tony McQuail, from Lucknow, Ontario, has farmed sustainably without the help of tractors. Join him as he discusses the specific reasons for this choice and be challenged to think about your own technology choices.

In May we will have Canadian representatives from La Via Campesina who will come to discuss landless peasants movements internationally, from Brazil to South Africa.

*Tickets are 25\$ each. Series tickets for the next four Fermented Thoughts are available for 90\$.*



### Ecology-to-Scale Film Series

*Along with Divest Waterloo and the Princess Cinemas in uptown Waterloo we are pleased to announce the "Ecology-to-Scale" film series as part of our Finding Our Place series. The first two films are*

#### Tomorrow Tuesday, January 23<sup>rd</sup>

*Tomorrow* tells us a hopeful story that the solutions for tomorrow exist today and that the work of transition is both possible and our task for today. Challenging both the story that nothing is wrong and the story that everything is wrong, *Tomorrow* is a documentary that presents the beautiful paradox that the solution to our big, global problems are small, local solutions. *Tomorrow* was originally released during the Paris Climate Talks in 2015.

#### Economics of Happiness Tuesday, February 27<sup>th</sup>

What if the goal of economics was not growth but human happiness? Starting from this simple premise this documentary features a chorus of voices from six continents calling for systemic economic change. The world is moving simultaneously in two opposing directions. On the one hand, government and big business continue to promote globalization and economic growth. At the same time, all around the world people are coming together to re-build more human scale, ecological economies based on a new paradigm - an economics of localization.

# The Many Jobs of Job Café

By Jay Straus

Job Café works with people who are outside the traditional labour force. The challenge is to identify jobs that need to be completed while finding the right people with the skills to do the work. This work is about recognizing the barriers that leave people out. Our work is about making it possible to overcome these barriers or at least to push them aside a bit to allow for an opening. It is these openings where we have found opportunities for Job Café workers.

The main goal for Job Café has not changed since we established it back in 2002. It is project for workers to supplement the income they receive from government assistance and to build their job skills. Many work towards the goal of getting away from social assistance, relying primarily on their work income.

In total, we provide about 30 part-time jobs averaging between 10-12 hours per week. About 70 workers are part of the Job Café work force. These jobs are provided through our affordable moving service, landscaping, cleaning, or construction. As well, through a partnership with the Downtown Kitchener BIA, we employ people to do street sweeping and to form part of the Downtown Kitchener Discovery Team.

## Job Café Moving Project

Job Café moving service is one of our busiest projects - we specialize in doing small scale moves at rates that are accessible to those we work to serve. We are currently averaging 3 moves per week. As well, Job Café workers participate as the second person on the truck for Worth A Second Look (WASL) - which offers 6.5 hour shifts, 5 days a week, picking up and delivering items for WASL.

Landscaping was slow for us this year outside of spring clean-ups. Several Job Café workers have established relationships from previous years with members of the community and work directly with them. The stories that we hear about these relationships are exciting examples of relationship and enterprise.

The Working Centre depends on Job Café workers to support our




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affordable housing projects - we employ people to clean the grounds, common areas and occasionally the private apartments. This can be an exciting situation as we navigate the complexities of the lives of those living in our housing units.

Most, if not all of the renovations that you see in our various buildings involve Job Café labour. The quality of the work can best be seen in examples such as Fresh Ground and the Commons Studios at 256 King St. East. This year we have been renovating the Job Search Resource Centre at 58 Queen St. South.

## Clean Team and Discovery Team

We continue to work closely with our friends at the Downtown Kitchener BIA. In addition to the street sweeping program that has run for several years, 2017 marked the introduction of the Downtown Kitchener Discovery Team. The Discovery Team has far surpassed our expectations. Born out of a desire to create an inclusive, safe community in Downtown Kitchener, the BIA approached The Working Centre to create a response to serve the people that live, shop, work and own businesses in the Downtown. The Discovery Team is made up of two individuals - Alfred works alongside a Job Café worker - together they walk the downtown streets, building and supporting relationships and community. This project has been well received in the downtown - the Police report that a number of strategies, that include the Discovery Team, have reduced police calls in the downtown by half. The Discovery Team also offers opportunity for people with physical challenges to earn income - most of our Job Café work is very physical labour



- but this relationship building work offers a new kind of opportunity for work. Each person in Job Café has their own unique story, challenges and as such, come with their own measurement of success. When asked how to measure the success of the Job Café we have to focus on each person - and only in this way can we determine the success of Job Café.

## Stories

Here are just a few stories: (names have all been changed of course)

Matthew, a single father used Job Café as a means to carry him over until he was able to find another full-time job. His experience as a carpenter was incredibly helpful as we replaced a fence and had several repair jobs in our housing units that he was able to complete. He was able to work within our flexible schedules,



while continuing to have income to support his family.

Mike, a long-time participant in Job Café, uses his earnings to supplement his social assistance income. He has made so many connections in the community that his availability to do work through Job Café has become limited. Through the relationship that he has formed with us in Job Café we still are able to keep in touch with him, and connect him into some work. He is able to work when he wants, allowing him to also volunteer in other Working Centre projects.

Kelly has come a long way on her path to recovery. She works in a variety of areas; her lived experience makes her a tremendous resource as we work with people dealing with similar concerns. Like so many, she has had several moments of set-back, but Job Café continues to work with

her to find relationships and earnings to help her continue to move forward in life. Success for her is measured through the relationships she has developed through Job Café and throughout The Working Centre.

Chris has worked with Job Café from its earliest days. Chris still works for us and does a large number of the renovations that take place in our spaces. From drywall to flooring Chris can do each job. Chris has taken the next step - he now has his own construction and repair company doing work throughout the community.

Todd has struggled with depression and anxiety issues for as long as he can recall. Working with Job Café means that he can work when he is doing well, and take time off without fear of jeopardizing his job when he is struggling. Success for Todd comes through the flexibility that Job Café offers.

Ellen and Ted have been able to join the Downtown Discovery Team. This allows them to participate in a job that doesn't require a great deal of physical labour. Their friendly outgoing nature is a perfect fit for creating community in Downtown Kitchener. Success for Ellen comes from being able to earn income, for Ted it's about having spending money to buy items like video games.

Job Café will be challenged by the increases to minimum wage, which means our costs for work go up, but it also means that participants on a social income can work less because they will reach the Social Income earnings cap much faster. People are happy to earn income but penalties for earnings are taxed back at 50% after \$200 per month - this is a real disincentive for people to work.

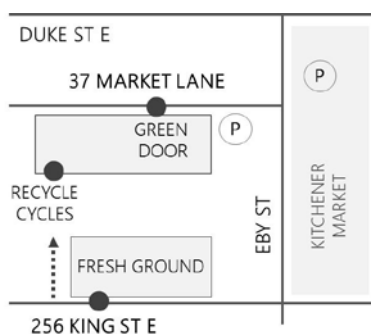
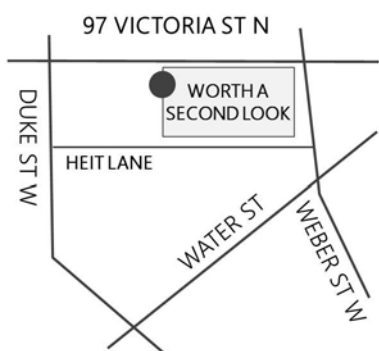
We continue to work towards expanding the opportunities for work for Job Café participants. We are grateful for a recent Ontario Trillium Foundation Grow Grant\* which is helping us to build our Job Café infrastructure and work opportunities. People are happy to work and to participate creatively in this community of Job Café workers within The Working Centre.

\*The Ontario Trillium Foundation is an agency of the Government of Ontario. OTF is one of Canada's largest granting foundations. With a budget of over \$136 million, OTF awards grants to some 1,000 projects every year to build healthy and vibrant Ontario communities. [www.otf.ca](http://www.otf.ca)

# Community Enterprise at The Working Centre

*Community Tool projects at The Working Centre are unique creations. They combine affordable services, third space gathering places, opportunities for skill development and service to the community.*

## Visit Our Stores and Shops!



### The Green Door Used Clothing Boutique

37 Market Lane

The Green Door is a community oriented and volunteer driven used clothing boutique with a focus on reduced waste, sustainability, and skill development.

Mon to Fri: 10a - 5p  
Sat: 9a - 4p

## Holiday Gifts and Gift Packs

We offer hand-made products and items for purchase, great for holiday gifts. You can buy a pre-assembled gift pack or create one of your own. You can shop online at:

[catalogue.theworkingcentre.org](http://catalogue.theworkingcentre.org)



Gifts Cards can be used in any of our Community Tools projects:

*The Green Door, Recycle Cycles, Queen Street Commons, Worth a Second Look, Hacienda Sarria Market Garden and GROW, Fresh Ground Cafe, Commons Studio, Computer Recycling, and CAB.*

**Purchase online or at Queen Street Commons Café at 43 Queen St. South**



Choose from your favourite FTO coffee beans from Ethiopia, Nicaragua, Guatemala, or Indonesia. Coffee can be purchased in half-pound or one pound bags. You can purchase in a series; buy seven bags and get the eighth bag free.



### T-Shirts

You can buy T-Shirts at The Green Door or Queen Street Commons Cafe. We are working on offering many more designs.



Supplied by our urban agriculture projects, our Community Supported Agriculture (CSA) share program provides you with fresh locally grown vegetables, flowers, and microgreens.



### Soap and Body Products

Our soaps and body products are made in small batches with natural ingredients. They are handcrafted, packaged and labeled by volunteers at our 37 Market Lane location.

We offer many varieties of soap: mint, lavender, pear bergamot, oatmeal, frankincense, woodland, citrus star, and holiday (seasonal specialty)

Sugar scrubs, scented body oils, salves, and foot butter are made with nourishing ingredients including: cocoa butter, sweet almond oil, vitamin E, and essential oils



### Queen Street Commons Café

43 Queen Street South

For over 10 years, QSCC has been a fixture in downtown Kitchener, a meeting place with lots of seating and friendly service. Our space is supported by volunteers. Come in and enjoy our affordable, vegetarian home-style entrées, snacks, and great desserts. We roast our coffee beans on-site. Check out our fresh coffee.

Mon to Fri: 8:30a - 9p  
Sat: 10a - 4p



### Fresh Ground Café

256 King Street East

The newly opened Fresh Ground Café offers a Plant Based Whole Food menu of salads, entrées, dip plates and desserts. Try our sour dough breads and flatbreads made fresh. Our flour is sourced locally and ground on-site. We put a focus on healthy nutritious foods: vegetables, fruits, raw nuts and seeds, beans and legumes, and whole grains.

Mon to Fri: 8:30a - 4p  
Sat: 9a - 2p



### Worth A Second Look

97 Victoria Street North

Visit Kitchener's busiest Furniture and Housewares recycling centre. WASL volunteers sort and price 1000's of affordable used items weekly.

**Toys & Games • Sofas • Dishes & Utensils • Crafts • Books • Small Appliances • CDs & LPs**

Pick-up and delivery services can be arranged. Donations of clothing are welcome.

Mon to Fri: 10a - 5p  
Sat: 9a - 4p



### Recycle Cycles

behind 256 King Street East

This past year 6000 bikes were repaired at Recycle Cycles. Recycle Cycles is a community bike shop that teaches bike culture through co-operation.

It offers space and facilities for people to repair bikes with the help of volunteers. Refurbished bikes, plus new and used parts are for sale at affordable prices.

Tues 1p - 9p, Wed to Fri: 10a - 6p  
Sat: 10a - 4p

## Books for Sustainable Living



### Transition to Common Work Building Community at The Working Centre

*Joe and Stephanie Mancini*  
The Working Centre in downtown Kitchener, Ontario, is a widely recognized and successful model for community development. Begun from scratch in 1982, it is now a vast network of practical supports for the unemployed, the underemployed, the temporarily employed, and the homeless, populations that collectively constitute up to 30 percent of the labour market both locally and across North America. This essential text about The Working Centre—its beginnings thirty years ago, the lessons learned, and the myriad ways in which its strategies and innovations can be adapted by those who share its goals.

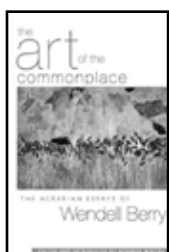
212 pages \$20.00 softcover



### The Working Centre Experiment in Social Change

*Ken Westhues*  
Published in 1995, this book offers an understanding of The Working Centre's founding concepts and how it produces knowledge and action in an effort to improve the community in which it belongs. Westhues draws a portrait of The Working Centre through a wide angle lens and demonstrates how it is doing authentic sociology. The second section consists of articles from Joe and Stephanie Mancini, Arleen Macpherson and Dave Conzani. Section three offers descriptions of earlier experiments in community-based work in the words of activist intellectuals Dorothy Day, Moses Coady and Jane Addams.

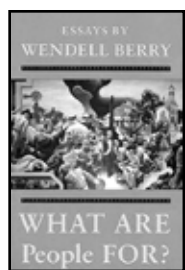
127 pages, \$20.00 softcover



### Art of the Common Place The Agrarian Essays of Wendell Berry

*Wendell Berry*  
A gathering of twenty-one essays by Wendell Berry that explore ideas such as Why is agriculture becoming culturally irrelevant, and at what cost? What are the forces of social disintegration and how might they be reversed? And, how does the corporate takeover of social institutions and economic practices contribute to the destruction of human and natural environments? These essays express support of local economies, farming communities, and family integrity.

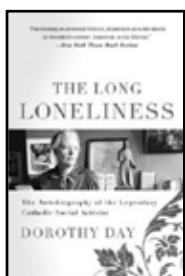
352pages, 17.49 softcover



### What Are People For? Essays

*Wendell Berry*  
"However destructive may be the policies of the government and the methods and products of the corporations, the root of the problem is always to be found in the private life." In this popular collection, Kentucky farmer, Wendell Berry proposes and hopes, that people can learn again to care for their local communities to begin a healing that might spread far and wide.

210 pages, \$24.00 softcover



### The Long Loneliness Autobiography of Legendary Catholic Social Activist

*Dorothy Day*  
Here, in her own words, Dorothy Day tells of her early life as a young journalist in the crucible of Greenwich Village political and literary thought in the 1920s, and of her momentous conversion to Catholicism that meant the end of a Bohemian lifestyle and a common-law marriage. The long Loneliness chronicles Dorothy Day's lifelong association with Peter Maurin and the genesis of the Catholic Worker Movement. In her commitment to peace, nonviolence, racial justice, and the cause of the poor, she became an inspiration to many other activists.

304 pages, \$24.99 softcover



Fresh Ground  
Events Space

Check out our event space at the Fresh Ground Café. Perfect for events of 10 - 50 people with large windows facing King Street. The open and multi-use space can host a variety of events from meetings, book launches, speakers, etc. The room is equipped with sound and video projection. Catered by Fresh Ground Café.

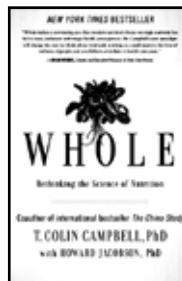
For Fresh Ground event booking, contact us at:  
519.743.1151 x166  
eventbooking@  
theworkingcentre.org



Co-Working  
Underground

Located on the lower level of 256 King St E, the Co-Working Underground is geared towards providing entrepreneurs and self-employed individuals with bookable desk space, file storage, access to computers and printers, as well as opportunities to make connections, network, and attend events.

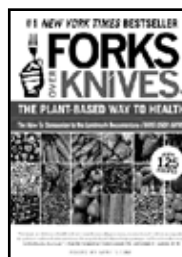
If you are interested to learn more, contact us at:  
coworking@  
theworkingcentre.org



### Whole Rethinking the Science of Nutrition

*T. Colin Campbell*  
Nutritional science, long stuck in a reductionist mindset, is at the cusp of a revolution. The traditional "gold standard" of nutrition research has been to study one chemical at a time in an attempt to determine its particular impact on the human body. These sorts of studies are helpful to food companies, but provide little insight into how those chemicals contribute to our health. T. Colin Campbell explains why the array of chemicals in plant-based foods taken together creates a healthy way of eating. Whole is an eye-opening, paradigm-changing journey through cutting-edge thinking on nutrition, with powerful implications for our health and for our world.

352 pages \$22.45 softcover



### Forks Over Knives The Plant Based Way to Health

*Edited by Gene Stone*  
Can degenerative diseases be controlled, or even reversed, by rejecting our present menu of animal-based and processed foods? For decades, that question has fascinated a small circle of impassioned doctors and researchers—and now, their life-changing research is making headlines in the hit documentary Forks Over Knives. Their answer? Eat a whole-foods, plant-based diet—it could save your life. Dr. Caldwell Esselstyn explains how meat, dairy, and oils injure the lining of our blood vessels causing heart disease. Dr. Colin Campbell describes how cancer and other diseases skyrocket when eating meat and dairy is the norm—and plummet when a traditional plant-based diet persists. More and more experts are adding their voices. You can learn more about the benefits of a plant-based diet through this accessible guide.

224 pages \$21.95 softcover



## Ideas for Creative Gift Giving!

Your donation to The Working Centre can be turned into a creative gift giving idea. Each donation card details the work supported through your donation. The cards have a variety of activities and donation amounts – you can select the one that best suits the person you are gifting. **As the donor, you will receive a tax receipt, plus the card to give as a recognition of your gift. Also available through our on-line catalogue.**

#### Public Access Computers

Each month our 25 public access computers are used 1000 different times. A \$50 donation will go towards costs such as paper, repair and computer licenses.

#### Lunch for 300 at St. John's Kitchen

300 people eat at St. John's Kitchen each week day. A \$65 donation will cover food costs not donated by the community.

#### Lunch, Shower, Clean Shirt

Each day, 5 to 10 people do their laundry, take a shower, and access clean clothing if needed. A donation of \$50 will go towards laundry costs per month.

#### A Free Bicycle for a Child

At Recycle Cycles volunteers throughout the year refurbish children's bikes and then they are offered for free. A donation of \$25 will go towards the cost of parts and tools to provide free bikes for a child.

#### Supportive Housing for a Month

Our 60 units of Affordable Housing help many people. A donation of \$350 will go towards assisting the many costs associated with supporting people in our Housing.

## An Alternative Christmas Gift Idea

For donations made in the name of family and friends, we will gladly send a Christmas card acknowledging your gift. Please fill out the form carefully.

### Please direct my gift to:

St. John's Kitchen       The Working Centre

Please send a Christmas card to:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Your name, email, and address:

(So we can send you an Income Tax receipt).

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Email: \_\_\_\_\_



# 35 Years of Community Building

Dear Friends,

The Working Centre community provides necessary and useful services that help people get the support they need.

The Job Search Resource Centre is always a bustling place. Over 3000 job searchers make use of our employment supports each year. Every day we support youth, people re-entering the labour market, older workers and those in between jobs.

Helping New Canadians is agile work, especially welcoming refugees from countries experiencing political turmoil. It is slow but meaningful work to help people find jobs so they can work in their new community and support their families.

Over a 1000 people each year are supported through St. John's Kitchen. The work of serving a daily meal is a community effort to ensure that a nutritious hot meal is available each day.

St. John's Kitchen is more than the daily meal. Downtown Street Outreach Workers walk with those facing homelessness. We also provide long-term support through the Hospitality House for those acutely ill, through Psychiatric Outreach, and through a medical clinic that provides primary care. This year our Dental Clinic, supporting those who face homelessness, has had a successful year developing its long-term work.

The Working Centre is an integrated community offering skill development, useful services and opportunities to contribute. This happens through our cafes, the bike repair shop, our two thrift stores and our 2 acre market garden. Our buildings are filled with projects and services where we train hundreds of people in formal and informal skills. We also offer a day labour service, a moving service, help with income taxes, a housing desk and over 60 units of housing.

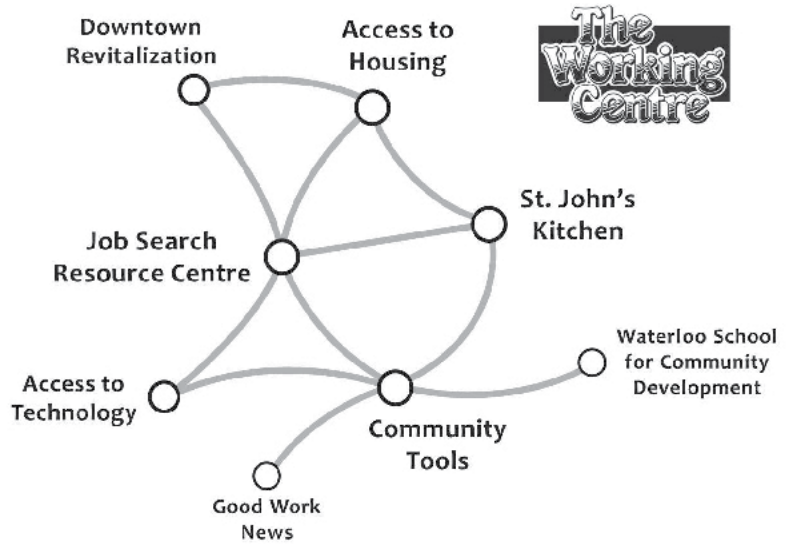
We rely on over 500 volunteers to help us out in 35 different projects.

Your donations help us build creative and innovative community responses. Supporters of The Working Centre have proven, year after year, that community donations are vital in responding to local issues. We are grateful for your ongoing support.

Sincerely,



Joe Mancini, Director



For 35 years, The Working Centre has responded to the needs of those experiencing poverty and unemployment in Kitchener-Waterloo, developing practical projects.

## A Web of Supports

**35**  
projects

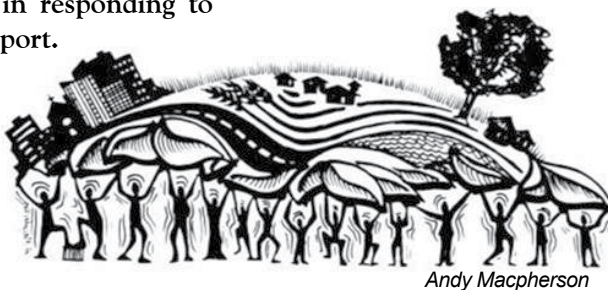
**1500**  
people a day walk through our projects

**3000+**  
job searchers use our employment support

**300+**  
meals served daily

**60+**  
residents in supportive housing

**500+**  
volunteers



## Donate to support The Working Centre Community

### Total Gift Amount

\$50  \$100  \$250  \$500 Other: \_\_\_\_\_

Please direct my donation to:

The Working Centre  St. John's Kitchen

Where it is needed most

Payment Method:

Visa  MasterCard

Cheque (payable to The Working Centre)

### Credit Card Information:

Name on Card: \_\_\_\_\_

Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

### Your Information:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

donate online:  
[donate.theworkingcentre.org](http://donate.theworkingcentre.org)

Incorporated as  
K-W Working Centre for the Unemployed