

GOOD WORK NEWS

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

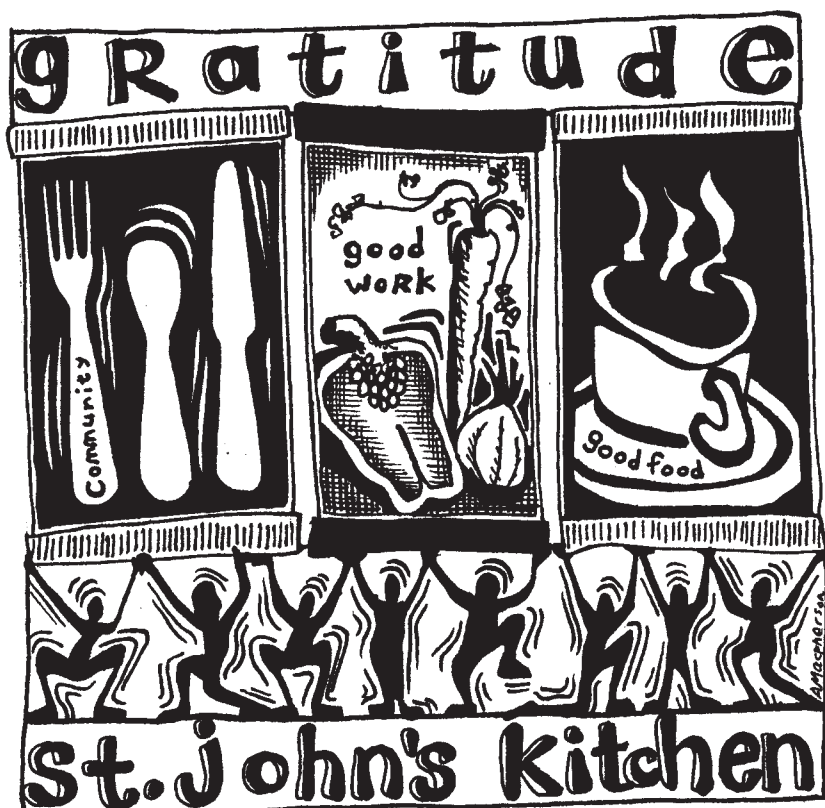
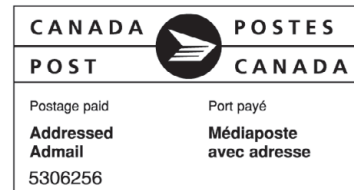
Issue 111

December 2012

Subscription: a donation towards our work

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Community Tools

By Joe Mancini

This year we have reflected with gratitude on The Working Centre's journey over thirty years. It was in the midst of high unemployment in the early 1980's that the centre started working out a community response to unemployment and poverty. We quickly learned that the dispossession of tools was a main frustration. The original resource centre started with a public phone, a typewriter and a message service.

We invited people to assist this community idea. The cooperative message service was a way for people who did not have a phone, or sometimes even an address, to become involved in creating a message service that they could rely on and others could use as well.

Access to Tools, developed with the goal of building community, became an accurate way of describing The Working Centre's approach. The Job Search Resource Centre, the project that evolved on Queen Street South is a community space, a commons in the downtown where useful tools assist thousands with job searching, housing, computer access

and more.

Even at noon, as I walk through the centre, all nineteen public access computers are being used. There were fifteen others using the public phones, looking through job ads, waiting for appointments, faxing, copying, and asking assistance from the front desk. There was a couple being assisted at the Housing Help Desk and four counselors were assisting job seekers. Two volunteer hosts help people navigate the space.

A philosophy of tools starts with knowing how the tool works and how useful it is. But there is much more to be understood. Is the tool used for exclusivity or has its use been designed to generate cooperation and sharing? These questions are relevant for any organization. What is the message of a tool? Do people perceive that it is used to enhance the common good?

Community Tools at The Working Centre create spaces where those using the service can contribute back with their labour. These projects provide useful community services, they give people the opportunity to

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Respect, Acceptance, Dignity

By Leslie Morgenson

Allowing another person dignity should not be difficult. It should be second nature to us. After all it is what we too want most. So why is it difficult? Because we fail to understand that the concept of dignity is twofold. It is recognizing that a being has a right to respect and ethical treatment. But also this: it is accepting that a person has the right to choose their own actions. This is the one that challenges us to see beyond our own understanding. It requires us to step through the passageway into the realm of our imagination and suspend those old notions that have served us well. It is difficult because we love those old notions for their predictability and yet in a corner of our minds we know how invigorating risk can be.

Let's take the notion of sleep for example. For many of us sleep is the activity that we treasure at the end of our day. This is when we feel safe, warm, taken care of. This is where we let our guard down. There is comfort in getting into our pajamas. Even if we have sleep difficulties there might still be a certain level of comfort in the night time, turning-in, shutting-out-the-world routine.

But for people with street experience sleep brings fear. Fear of what might happen when you aren't vigilant, fear of nightmares. There is no

warmth, no security, no letting down your guard, no fuzzy pajamas, and often no sleep. When people who have street experience move into a hospital or supportive care facility what often happens is this: they sleep in their clothes, at times including parka, woollen cap and boots and they sleep on top of the bed rather than under the covers. Even after being in a warm, and to our standards, secure setting for years people continue with this habit. At times people even choose to sleep on the floor when a bed is available. Though this might seem unfathomable for us, understanding that a person needs to do this is allowing them their dignity. We have witnessed staff in hospitals and housing facilities come around to this realization and it is a treasure to behold.

Recently a man on the streets of Kitchener made the 6 o'clock news. It was an unfortunate story based on the fact that the man rejects the charity of passersby. Although the man refuses clothing, food and money, he is nonetheless quite cared for by business owners in the downtown and Outreach workers but on his terms. On one occasion when someone insisted he take a bill they were offering, the man ripped it up. I can only assume he was fed up with

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Queen Street Commons Café
43 Queen St. S., Kitchener



Twenty-Seventh Year

Issue 111

December 2012

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.

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The Working Centre is pleased to announce that

Ron Schlegel

will be the Guest of Honour at the
26th Annual Mayors' Dinner

Saturday April 6th, 2013

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

It is a pleasure to announce that Ron Schlegel will be the Guest of Honour at the 26th Mayors' Dinner. Ron has made a lifelong commitment to a social model of Senior care. Ron traces his calling to growing up in his father's family run nursing home where the family lived. Developing a place of relationships has been central to Schlegel Villages. Twelve of these villages located throughout Southern Ontario are integrated continuous care facilities with over 2500 residences. Central to the design are the main street and town square which enrich social interaction like a village, reducing isolation.

As a professor in applied health sciences for 20 years Ron Schlegel helped establish the health studies and gerontology department. His growing commitment to promote new and better ways of providing service for older adults led to the founding of the Schlegel - University of Waterloo Research Institute for Aging in 2005 along with the Centre for Applied Health Research and the Murray Alzheimer Research Education Program.

Schlegel Urban Developments is recognized for seven planned residential subdivision projects and unique commercial developments. Ron's company has made investments in new urbanism through designing pedestrian-oriented neighbourhoods that enhance health and personal wellness.

We are celebrating Ron's social vision of recreating small town connectedness. This has been accomplished with focused business acumen while remaining committed to building the spirit of people and their communities.

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

For more details, please call Kara at (519)743-1151 x119.

Access to Tools

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use their skills, and the projects create natural communities of workers. The people providing the service become friends, colleagues and fellow travelers together learning and offering their skills and talents.

These spaces show time and again how communities can address basic problems. Nobel Prize winner Elinor Ostrom studied this phenomenon from an economic perspective. All the case studies taught her that "over time human beings tended to draw up sensible rules for the use of common pool resources." (Economist June 30, 2012). Public access tools thrive in a cooperative environment where others can contribute in a virtuous loop of sharing. In today's language this is called social innovation, a fancy name for righting the proper order of things.

Over these years The Working Centre has integrated this approach into the core of our services and projects. Fundamental to our organizational structure is the on-the-ground experience of individuals and groups working, participating and serving within our projects. Also central are the different cultures that thrive within each project. A bike shop, a kitchen, a garden are places where workers use different tools and consequently the culture changes in each space. The main work of providing access to tools remains core to each project.

In this issue of Good Work News, we have a special focus on the outreach work of St. John's Kitchen. This lives in the midst of the effort to provide the daily meal at St. John's Kitchen along with the showers, laundry and a medical clinic. Each week day over 30 people work together, volunteering and participating in the work of producing the meal and building community. The

Working Centre Community Tools

- Recycle Cycles Bike Shop
- Computer Recycling Shop
- Self Directed Computer Training
- Worth a Second Look Furniture and Housewares
- The Green Door Clothing Shop
- Green Door Arts Space
- Maurita's Kitchen: Community - Commercial Kitchen
- Queen Street Commons Cafe
- Multicultural Cinema Club
- Hacienda Sarria Market Garden
- GROW Herbal and Greenhouse
- BarterWorks

work of the Downtown Outreach workers, the Psychiatric Outreach Project and Hospitality House help form the backbone of this work.

During the last fifteen years a whole new set of projects have emerged that we formally call Community Tools projects. All of these projects teach skills, provide recycling and reuse services, and create public space. These projects create communities of workers that in total provide thousands of hours of service towards the common good. They give the city creative services solving problems of access with effort and mutual aid.

This work recognizes that the essence of community is to help people assist each other in good times and in bad. Isolation is broken down when people have opportunities to interact and help each other out. Access to Tools is a means towards building community. It is a way through which strangers can become friends helping each other to make their community better.

Respect, Acceptance, Dignity

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people bombarding him and insisting he must take what they offered. The man was offering all of us a valuable lesson. He was forcing us to accept that he would live as he chooses, his decisions would be his own. He took those old ideas of charity and threw them back in their faces. The gain was his own dignity.

Meeting people on their own terms requires us to look deeply into the other, listen to what they are saying and turning off the commentary in our own heads that wants to dictate the answers as to how we all should live. Failure of the imagination underlies our tendencies to judge when faced with people who live differently from us. If we take the time to imagine someone else's life, a way different from our own, we are led down a path toward compassion. It is the path that holds the potential for wars to be deterred, family and neighbourhood feuds to be diffused if only we could

imagine the issue from someone else's perspective and see beyond the one-sided interpretation.

People are not always accepting of our noise and behaviour at St. John's Kitchen. It doesn't fit into their idea of what is acceptable or conventional. But where, I ask you, are people to go when they have nowhere to go? Where would you do your private business if you lived on the street? Where would you drink your alcohol, be intimate with your sweetie, void your bladder, sleep, because all of these activities are illegal on the street and when the street is your home what choices do you have? Street people are constantly being told to move on to another place but even the next place is unacceptable. When will we realize that this is not someone else's problem?

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St. John's Kitchen

Seeking Beauty

By Jennifer Mains

Many ask us why we do this work. People fill the often awkward silences that entail with such comments as “it must be so rewarding, gratifying etc.” These comments are well meant but are somewhat perplexing as we tend not to think in this way. Obviously there are aspects of the work that are most appealing: work that involves a disenfranchised but vital and passionate demographic group, work that is relationship based with few policies and procedures that inhibit the agility required and work that is challenging but renewing, frequently changing and reinventing itself. All these are possible answers. Another response we have given reflects a core philosophy of The Working Centre: that all work is good work and we are just doing our work.

These responses are all true but do not touch the heart of the issue. So over the years I have remained



Anna Hogan

watchful, wrestling with how to capture the mystery. It is only recently at one of our outreach meetings that I had an awakening. The framework in which we work is one of understanding the role of beauty in our lives. We do the work because we are seeking beauty in the other, celebrating the spirit in the other and renewing our own.

We have frequent outreach meetings in which we carefully listen to each other, hoping to gain counsel, support or a broadening of our understanding but at one particular meeting I was struck by the focus of the dialogue. I heard the outreach workers speak with delight and vigour about their work during the past week, naming situations where they saw insight, caring and compassion, the human spirit rising. This is not to say that their week was not also filled with anger, despair and desolation. But the conversation was not about what was pathological, wrong or negative. They spoke of peoples' desires, their hopes and wishes. I did not hear the word goals. As a group

The framework in which we work is one of understanding the role of beauty in our lives. We do the work because we are seeking beauty in the other, celebrating the spirit in the other and renewing our own.

we have spoken extensively about the concept of goals and what if any value they have in our work.

Our work very frequently is within the realm of mystery and goals have no place here. However, the concept of goals appears to be a comfortable framework for the middle class. Goals speak to a success/failure framework, hierarchy and an individualistic understanding of society. Goals do not sit well with our practice of being non-judgmental or of showing unconditional love to the other. Instead of goals we prefer the practice of walking with the other, which has the possibility of giving dignity to their experience and allows us to be open to the mystery of the human spirit.

Unfortunately we are living in an age where mystery and beauty are not practiced values. We are ruled by technology and reductive economic theory. Our lives are cluttered, not cleared, by technology much of which is not critically examined as to its ethical or moral implications. If it is new, it is good. In an October 13th article in the *Globe and Mail*, Mark Kingwell, writing about common curriculum, states that technology is not value neutral and that although our world changes rapidly “speed is not of itself a value” and I would add neither is change. Kingwell also states that “change and novelty should not be pursued for their own sake”. Yet we do. In terms of our economic vision, we appear to be chained to reductive logic. The measures of our provincial health, education and social service policies are economic viability and efficiency. Our fear of economic crisis holds great power but also limits vision. One understands the need for economic accountability but if the economic policies are not rigorously held accountable to the ethical and moral values of its society then we decline into reductive logic with nothing to hold it in balance. John O'Donahue in his book, *The Invisible Embrace of Beauty*, notes that there is “an unseemly coarseness to our times which robs grace from our textures of language, feeling and presence”. He believes this emergence of ‘coarseness’ is a reflection of a society which no longer pursues beauty.

A dear friend, upon hearing of my interest in writing an article on beauty, lent me some of his cherished



books on the subject. Reading them was warm comfort as I discovered that there is an extensive, eclectic and growing group of people who have recognized and are responding to the disappearance of beauty from our culture. It is also reassuring to know that there is a plethora of recorded definitions and discussions of beauty dating from the classical period. One of the definitions that speak to our work was written by Agnes Martin, a Canadian and visual artist of the 20th century. “Beauty is the mystery of life. It is not in the eye, it is in the mind”.

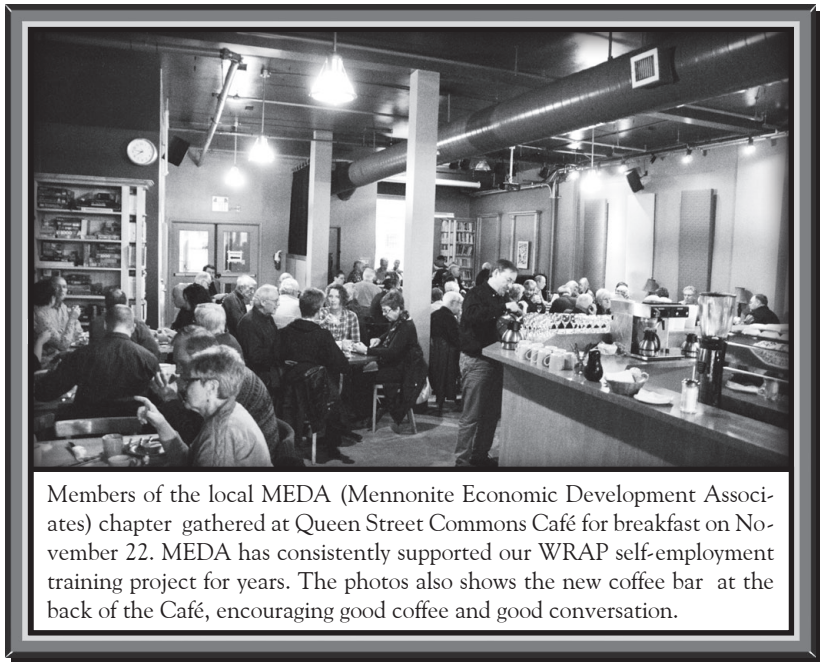
Once again we return to the concept of mystery. I have heard the outreach workers share stories where a person, despite being in a desperate situation, describes that moment with irony or humour, or has compassion for the person who has shown them none, or shows insight into the perplexing state of being disenfranchised. These stories harken to the strength of the human spirit and we are awakened to a moment of beauty.

O'Donahue also celebrates that beauty lies in our minds and our perceptions and not in “a special elite realm, but part of our everyday life, if we are open to it”. He defines beauty as “A profound illumination of pres-

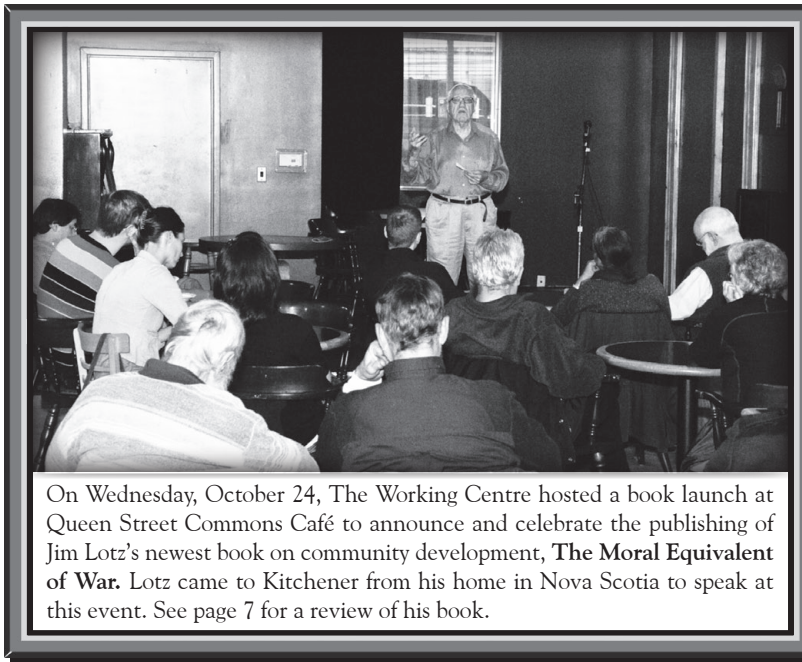
ence, a stirring of the invisible in visible form”. Beauty as the invisible made visible may not be a flash of lightning but similar to Archimede's bathtub experience, seeing the extraordinary in the ordinary. In our work we frequently spend extended time in the emergency room, long quiet hours, sitting beside the person as they wait. This is when the invisible becomes visible. It may be an experience of words but often it is in the quietness of sitting together sharing those moments that the presence of beauty becomes visible. We recognize that we share this human experience and that we are not alone. This is a moment of beauty.

So, to return to the original question of why do we do this work. We seek beauty intuitively because we need to. Without beauty we have no symmetry, no balance to the ugliness that is often life. It is a spiritual necessity not only for outreach workers, but for us all if we are to survive. Beauty is a precondition to love; it is what allows us to love unconditionally. James Hillman, a psychologist and author, is visionary when he observes that “for love to return to the world, beauty must first return, else we love the world only as a moral duty” and that, I believe, would add further tragedy to our lives.





Members of the local MEDA (Mennonite Economic Development Associates) chapter gathered at Queen Street Commons Café for breakfast on November 22. MEDA has consistently supported our WRAP self-employment training project for years. The photos also shows the new coffee bar at the back of the Café, encouraging good coffee and good conversation.



On Wednesday, October 24, The Working Centre hosted a book launch at Queen Street Commons Café to announce and celebrate the publishing of Jim Lotz's newest book on community development, **The Moral Equivalent of War**. Lotz came to Kitchener from his home in Nova Scotia to speak at this event. See page 7 for a review of his book.



Volunteers Welcome!

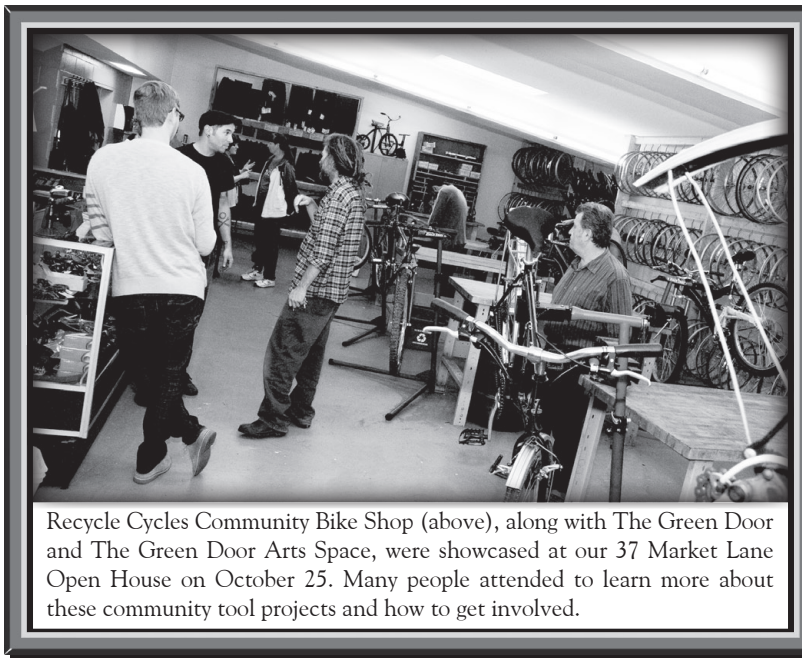
The Working Centre will be assisting low income individuals to complete their Income Tax returns between February and April 2013. We are looking for volunteers who are familiar with income tax forms – at the very least you have completed your own income tax returns. Volunteers are encouraged to register with The Working Centre before the end of 2012. Income tax returns

will be completed using on-line software, with training provided by CRA (Canada Revenue Agency).

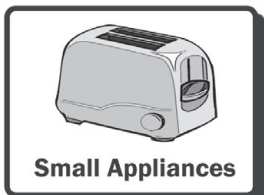
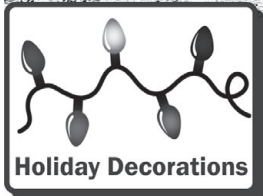
We have offered this service for the past few years, with the help of a core group of volunteers. Last year we completed over 1000 tax returns! Volunteers helped many low income people to have access to the supports that now come through the tax system.

For more information, or to sign up as an Income Tax volunteer, please contact Susan Collison at The Working Centre:

(519) 743-1151 x 173 or susanc@theworkingcentre.org.



Recycle Cycles Community Bike Shop (above), along with The Green Door and The Green Door Arts Space, were showcased at our 37 Market Lane Open House on October 25. Many people attended to learn more about these community tool projects and how to get involved.

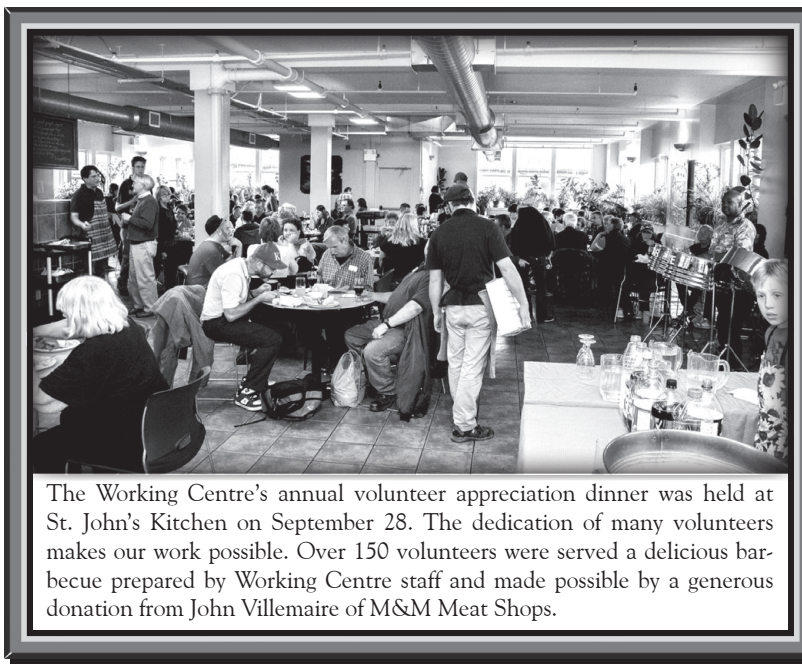


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The Working Centre's annual volunteer appreciation dinner was held at St. John's Kitchen on September 28. The dedication of many volunteers makes our work possible. Over 150 volunteers were served a delicious barbecue prepared by Working Centre staff and made possible by a generous donation from John Villemaire of M&M Meat Shops.



WR Awesome (Waterloo Region Awesome) started as a Twitter account, believing that "...Waterloo Region is awesome! Events, business, news and people." As part of their campaign to gather 2500 pairs of socks for the homeless, WR Awesome provided 300 pairs of socks to St. John's Kitchen on November 5. Outreach Workers Alice and Ashleigh (above), along with our other Outreach Workers will be able to give away clean, dry socks this winter.

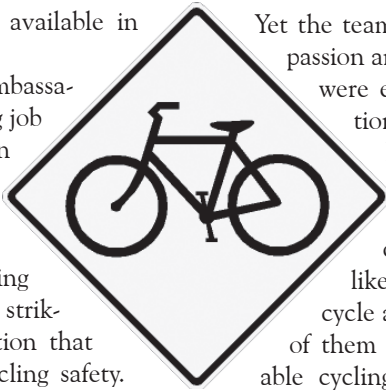
This Fall's Bicycle Ambassador Program

By Adwitya Das Gupta

This October for the first time in Waterloo Region, Bicycle Ambassadors made their presence in cycling hotspots all around Kitchener, Waterloo and Cambridge. Their aim was to directly engage cyclists in order to increase cycling safety awareness. Bicycle ambassadors are becoming a popular add-on or alternative to the generic public service announcements on cycling safety in many North American Cities. However, there is something in our Region's approach that makes it different.

Rather than a top-down project, the Region opted for a community building model with The Working Centre. This Region of Waterloo funded project included CAN BIKE training for the Bike Ambassadors. CAN BIKE training allows an individual to understand how to make his or her cycling experience safer for themselves and everyone around them. It covers everything from proper reflective gear and hands-on bicycle manoeuvres to nutrition for competitive cyclists. CAN BIKE is also the only nationally recognised certification on cycling safety. This was a good learning experience and we hope to make CAN BIKE training affordable and available in the future.

Our bicycle ambassadors did an amazing job in a task that can be daunting. It is not easy walking up to someone who has been cycling for thirty years and striking up a conversation that gives advice on cycling safety.



Yet the team did their part with passion and commitment, and were even positively mentioned in local blogs! If you saw someone in a blue hoodie with a smiling bicycle-face logo, you likely saw a friendly bicycle ambassador! As each of them are also knowledgeable cycling safety enthusiasts,

they are working closely with The Working Centre and the Region to refine the program for the next round in Spring 2013. This project is a community-based model that we hope to integrate with the revamped Bikesharing this spring.



Creative Holiday Gift Ideas
Gift Baskets at The Working Centre

...from Queen Street and Market Lane
to Victoria Street and Lancaster Street...

...we are working in pockets to share a collaboration of our creative reuse projects...

Basket selections include:

- **Happy Host - \$6:** Handcrafted soap and a crochet dishcloth
- **Les Hommes - \$25:** 1/2 pound of Hacienda Sarria Coffee Beans, Mug, Handcrafted soap, Crochet dishcloth and 1/2 dozen cookies
- **Spa Basket - \$25:** 50 grams mint tea, 3 bars of handcrafted soap, Salve, Tea cup, Magic bag
- **Kitchen/Cuisine - \$25:** 1 pound of Hacienda Sarria Coffee Beans, Washable oven mitt covers, Crochet dishcloth
- **Tea or Coffee Lover - \$10:** 50 grams of mint tea or 1/2 pound of Hacienda Sarria Coffee Beans, Mug or tea cup and saucer
- **Winter Warm-Up - \$40:** Handcrafted scarf, 1 lb of Hacienda Sarria Coffee beans, 50g of mint tea, Tea cup and saucer, Mug, 1/2 dozen cookies

To order a basket or for more information please contact us!
Phone: 519-804-2466 ext. 2
Email: jodis@theworkingcentre.org

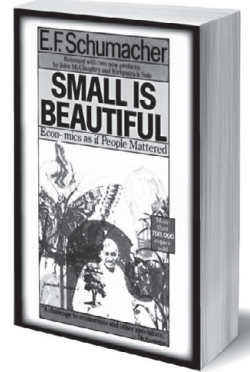


Purchasing a gift basket supports The Working Centre's community tools projects that build skills, bring people together in community, and support a vision of recycle, reuse, repurpose.

Baskets can be picked up at The Green Door Clothing Store at 37 Market Lane, Kitchener.

Who is E. F. Schumacher?

"Small is Beautiful" is a phrase that defines E. F. Schumacher's work, and describes the study and action dedicated to alternative ways of looking at the economy.



The Working Centre has often incorporated Schumacher's observations our own operations, recognizing that while large organizations and institutions dominate the social and economic landscape, it is the actions of individuals and small autonomous groups who have the flexibility and innovation needed to respond to the challenges facing each community.

The Working Centre has derived from Schumacher's writings the three purposes of human work. What he calls "Good Work".

Schumacher's 3 Pillars of Good Work

- 1 **First**, to provide necessary and useful goods and services.
- 2 **Second**, to enable every one of us to use and thereby perfect our gifts like good stewards.
- 3 **Third**, to do so in service to, and in cooperation with, others, so as to liberate ourselves from our inborn egocentricity.

Dignity

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It is not the responsibility of people living on the street to bend and fit into our limited perception of normal behaviour. What kind of society would require those most vulnerable to be the ones to change? Those of us with a roof over our heads, money in our hands, leading healthy lives that includes friends, family, companions, it is our task to accommodate others. Because it is sheer luck that the roles are not reversed.

Recently an Islamic women's group came to St. John's Kitchen. They bought food, cooked a meal, served and cleaned up. Just before they were getting ready to serve one of the women gathered her sisters together. Don't think you are doing something for someone else here, she told them. You came here today to do something for yourself. Your need to serve, she said, is part of your own spiritual journey. The people in this dining room are helping you fulfill your passage in this life. Make no mistake, she said, about who needs whom.

Democratic relations in everyday life form the roots of a democratic society.

You're invited to attend
Convocation-Inauguration Day
A Celebration of Community Learning

Diploma in Local Democracy

Wednesday, January 9, 2013 at 7:00pm
Queen Street Commons Café
(43 Queen Street South, Downtown Kitchener)

Featuring Guest Speaker **Martin de Groot**
Former Executive Director of the Waterloo Regional Arts Council

Martin will share his insights into local democracy through a discussion entitled
"Bringing the Campus Downtown: Local Democracy and the Arts"

2012 Convocation Ceremony
Following the Guest Speaker, last year's course graduates will be presented with their Diplomas and share their perspectives on local democracy

2013 Inaugural Class
This event will constitute the first of 14 classes in the 2013 Diploma in Local Democracy Program

"Democracy is noisy, messy, and complicated..." - Barack Obama

Healthy Community, Healthy Minds

By Dr. George Berrigan

In March, 2009, the Psychiatric Outreach Project (POP) based at the St. John's Kitchen expanded its medical services beyond psychiatric care to include family medicine care. Dr. Neil Arya had been providing weekly clinics for people who had psychiatric and addiction problems. When Evelyn Gurney, RN, and I joined the program we were able to provide two full day clinics at St. John's Kitchen and half day clinics at House of Friendship and a half day clinic at Emmanuel United Church on Bridgeport Road in Waterloo. Fortunately, Dr. Rebecca Lubitz (a family doctor) joined our team two years ago working one day a week at St John Kitchen. Adding family medicine to the POP program expanded services to people who are homeless or at high risk of becoming homeless.

I was impressed how the POP team functioned as an integrated team doing front line, problem by problem, practical work to help marginalized people cope with the housing and numerous psychosocial problems of poverty. Although the team of outreach workers, social workers and psychiatric nurses has many varied backgrounds and ideas they share the basic belief that every human's life has value and is worthy of being treated with respect, dignity, acceptance and compassion. The team does not attempt to coerce or control in an authoritative way. The care must be patient, sustained, consistent and sensitive to the individual stories and particular circumstances (content and context) of each individual. These are the basic rules of engagement for the POP program. This is how we earn trust enabling us to connect and collaborate more effectively with the people we care for in finding ways to meet their needs.

The medical care of the marginalized involves different barriers not usually encountered in the average family medicine office. These people have a much higher than average prevalence of serious mental health and addiction problems and some have various issues with the legal system. We deal with the usual family medicine problems, but often our patients are quite ill with problems such as liver disease (hepatitis C and cirrhosis) infections of the heart (endocarditis), acquired brain injury, poor dentition, lacerations and traumatic injuries. Many of our patients have little faith in the medical system due to numerous negative encounters with health personnel in the past. Maintaining their ID is an ongoing problem (No Health Card, No Health Care). They move often and so follow up and making appointments is difficult. The POP team often helps our people with providing transportation to local or out of town appointments since



The Psychiatric Outreach Project

walking is the only transportation means they can afford. We forgo all fees for letters, forms and administrative costs. Our outreach workers spend much time helping those people who have limited education to complete bureaucratic forms and contact many government and legal agencies advocating on their behalf. The majority of the people we care for have no family contacts or social supports. This is a significant liability in maintaining health and we struggle to accommodate this.

Our clinics are often very busy, somewhat chaotic and the waiting room is often like Grand Central Station. This kind of work definitely takes patience and diligence but also requires competence, consistency and lots of common sense. We often encounter very serious psychiatric and addiction problems that requires strong collaborative team work utilizing the team members' skills and promptly accessing other community resources. A family doctor working on his own would not be able to manage these complex and stressful issues. Our attempts to stick with people when they need the help the most takes a willingness to adapt to ever changing and often demanding problems. This grass roots, hands on work is challenging and requires much commitment. We have to accept that compliance will not always be there but must work with this reality without giving up on these people whom society has marginalized, stigmatized and victimized with shame and blame. We try to work, walk and even just wait with our people as long as they need our help.

To listen to their stories and appreciate the horrific adversities and deplorable abuses most of them experienced in their childhood and teens is alarming and overwhelming, but it makes you understand how wrong and unjust it is to judge people as inferior or less worthy because of cruel circumstances totally beyond their control. If you grow up in a living hell you're unlikely to become an angel. To appreciate the difficulties and dangers of living on the street or in ridiculously inadequate and unsafe rooming houses is to see real social injustice in a prosperous country and makes you ask where the shame really belongs. Good communities should not be measured only by their prosperity and productivity but also by how well they deal with their problems.

Bridging the gap to the needs of the marginalized will have to be done by us who have the skills and means to do so. The poor don't have a strong enough social net to enable them to

attain stability on their own. Poverty in our country isn't just about a lack of money but also a lack of humanity. "Do gooder" charity is not the solution, social justice and attending to the social determinants of health are what is needed. Homelessness won't be solved by more holistic medical

care or more access to health care but by safe homes and attending to the shocking lack of proper childhood development facilities in our country. The lack of adequate parenting and childhood abuse are major sources of addiction. We need to fix this or the problem will keep growing.

Notes on POP

In November, Dr. Berrigan and Shirley Gutenberg presented to The Working Centre Board of Directors on the Psychiatric Outreach Project. Here is a summary of some core ideas behind the project.

As a family practitioner, I am used to being my own boss. At POP, I work in a different way, here we work in a circle. We are reaching out to individuals who have major illnesses, addictions and mental health issues. These are truly the walking wounded and who is there to listen to their pleas? This is why the model of care is that of a circle. We who do this work are outliers as the model of professional service is usually based on top-down approaches.

The model we are using helps us avoid the tunnel vision we all have. Rather than only hearing the story of an individual from one perspective our team usually hears the perspective of the doctor, the nurse, the social worker and the outreach worker. Each hears in a different way and we put together a more accurate story.

We are a very practical, pragmatic team. We are not idealistic. It takes great effort but it is hugely rewarding and satisfying to make a difference.

What will happen when we have to slow down – this is important work. We are not helping the worried well



but the walking wounded, work injured, those dealing with drugs and sickness, isolated. All are hard to help. It takes concentration and focused support to find the most helpful approach to reach individuals. Outreach workers are doing the work that families used to do.

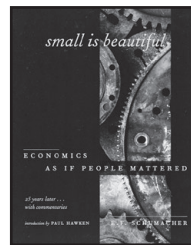
Collaborations are what we are best at. The medical piece is added to the outreach piece which is added to the social work and psychiatric nursing piece. All together we can be helpful to the individual in front of us.

People do not want to share their stories of failure, breakdown, of physical and sexual abuse. They use alcohol and drugs to hide the realities that they cannot possibly confront.

At POP, we fear bureaucratic investment from the top down. This usually means we will give you money in return for more paperwork, to file more reports, to monitor people according to specifications which may be irrelevant to us.

I don't want to do more paperwork for people under my care. I want to do paperwork to help a patient stay out of jail, not to make a bureaucrat feel good. The real work is the outreach model that connects doctors, nurses, social workers and outreach workers together as a team.

Books for Sustainable Living

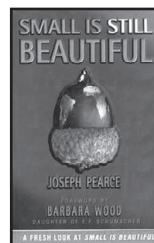


Small is Beautiful Economics as if People Mattered

E. F. Schumacher

Small is Beautiful is the perfect antidote to the economies of globalization. As relevant today as it was when it was first published, it is a landmark set of essays on humanistic economics. This 25th Anniversary edition expands on Schumacher's ideas by adding the commentaries of contemporary thinkers who have been deeply influenced by his work and thought.

352 pages \$18.99 softcover

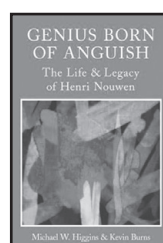


Small is Still Beautiful A Fresh Look at *Small is Beautiful*

Joseph Pearce

E. F. Schumacher argued that our current pursuit of profit and progress which promotes giant organizations has resulted in gross economic inefficiency, environmental pollution and inhumane working conditions. He proposed a system of intermediate technology, based on smaller working units and regional workplaces, utilizing local resources. This follow-up book takes up the themes of economic and political "smallness" for the new millennium. It offers an alternative to global consumerism.

350 pages \$18.95 softcover



Genius Born of Anguish The Life and Legacy of Henri Nouwen

Michael W. Higgins & Kevin Burns

Marking the anniversary of the death of Henri Nouwen, this illustrated biography presents his story and legacy. As a companion volume to CBC Radio's program *Genius Born of Anguish*, this biography will captivate you with a fascinating exploration of the life of a deeply spiritual and compassionate man. Numerous friends and close companions of Nouwen's offer insights in this broad overview of his life. Discover his extraordinary life and be moved by his outstanding commitment to walking with others on their spiritual journeys.

184 pages \$18.95 softcover

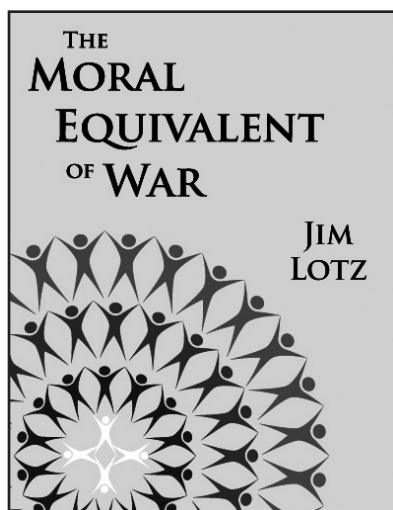
Books for Sustainable Living

Books for Sustainable Living



Books for Sustainable Living at Queen Street Commons Café offers a wide selection of books on such topics as the environment, education, poverty, social alternatives, the philosophy of work, simple living, and more!

You can place orders by fax (519-743-3840),
phone (519-743-1151 x111), or mail



Reviewed by Joe Mancini

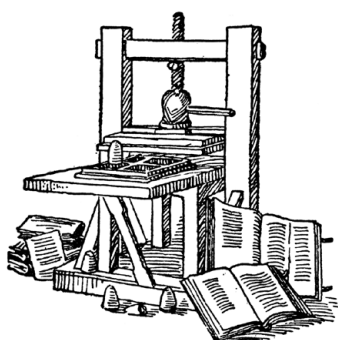
Books on community development are not normally associated with a title like *The Moral Equivalent of War*. Lotz has deliberately chosen this title from an 1910 William James essay with the goal of focusing on how clear sighted moral action can improve communities. James' essay was a challenge, issued before the horrors of modern warfare, to divert war-like thinking into "more constructive channels."

Lotz knows intuitively what those constructive channels are. He wants the reader to learn about the work of mutual aid, groups and individuals exchanging labour and effort towards the good of wider society. This book elaborates Lotz's life work documenting how communities develop through engaged participation.

War for the Lotz family was not an abstraction, they experienced its destruction. Jim's father survived the front lines of World War I while fellow soldiers did not. As a young boy Lotz watched the air raids tear apart his Liverpool neighbourhood. Pat, Jim's wife, narrowly escaped the bombs that flattened her family home in Bath, England.

Why is so much energy directed towards destruction? What of mutual aid?

Lotz has a ready answer and it bursts out of each chapter. Humanity has allowed materialism to stunt



THE MORAL EQUIVALENT OF WAR

Published by Working Centre Publications, 2012

The Moral Equivalent of War

By Jim Lotz
237 pages \$24.00 softcover

It is a must read for those who want to understand the deeper cultural and organizational issues behind the concept of social entrepreneurship.

our spiritual growth. Modern consumer society is the latest version of the "quest for immediate gratification." What of the simpler times of the past? Lotz uses his stories of war as evidence enough of why we need to find a way forward.

Meanwhile, the idols of science and economic growth do not lead us on promising paths. What of the 20-25% of the population of western societies dealing with mental health issues? The greater the striving for more, the less satisfied we are.

Today, people readily believe that participation in community life can be substituted with cheap and easy social media. Lotz has a different answer to inspire grassroots action. The work is more than a career, it is like a calling, and it is wide open to those that want to better their community. For Lotz, moral effort means that individuals have to be prepared, they need to study and understand the context of the work, they must know that obstacles will seem insurmountable and they need courage of action.

Lotz wants to inspire people to understand that community grows from the kind of actions that can't be written down in a how-to manual but by the gifts many possess that are "part craft, knack, science, art, rational action, intuition for doing the right thing, part inspired guess work, hard work, hard thinking and joyful play."

How to get started? Lotz packs in examples and ideas for community entrepreneurs to start the process of identifying underutilized buildings, people, equipment, and finding ways to reinvent their use. This is direct research and development in your own backyard.

This book highlights the stories of social and community entrepreneurs who are doing development differently. The purpose is to illustrate how "they are serving as seed beds of new ideas, new ways of looking at the self and the world that offers alternative

ways of being and acting."

To illustrate his point, Lotz visited and reported on five communities where the New Entrepreneurship he describes is taking root. The Working Centre is included in this group. Over the years we have seen Jim's ability to walk around, ask questions and learn how an organization's culture feels on the ground. This is Lotz's method of learning what is going on.

Lotz begins his tour with the Antigonish Movement and its legacy of hard working people who together created cooperative solutions in the areas of fishing, housing, banking and retail. These examples stress how communities coalesced around Moses Coady's vision of using mutual aid to overcome poverty and dependency.

Lesotho is a country beset by almost impossible barriers. During his visits, Lotz has documented how, despite the drying up of international aid, community enterprises are fostering indigenous ventures. In Lesotho, he describes how community entrepreneurs are tackling problems in small but effective ways.

The communities of Wales are addressing the problems and opportunities of post industrial society. How to replace the old jobs? Lotz guides the reader to understand

their logic that has resulted in creating gathering places, helping people start businesses, creating alternative farms, establishing cooperatives and taking over old buildings.

Finally Lotz goes back to Liverpool, the place where the book starts and he tells the story of the Eldonians. He quotes other Liverpoolians, "Oh I get by with a little help from my friends" to introduce the housing developed by this working class group. The story focuses on how an unassuming laid off worker, Tony McGann, took leadership to establish several housing projects despite significant opposition.

Well into his 80's, Lotz is excited to report on growing social and community entrepreneurship. Efforts to build community require flexibility to change direction, constant problem solving, openness to other sectors, the acceptance of unpaid long hours and core to this book, moral and ethical fibre.

This book is a fresh take on the important role of community development in Canada. It is a must read for those who want to understand the deeper cultural and organizational issues behind the concept of social entrepreneurship. Its main goal though, is to continue telling the stories of the best of human cooperation.

More Books by Jim Lotz



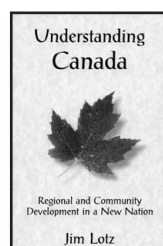
The Lichen Factor

The Quest for Community Development in Canada

Jim Lotz

This book offers the collected wisdom of "a very wise man" describing how community development, governments, and individuals can work together to create better societies. He reviews the history of community development as he has seen it and explores its potential and limitations using practical experience combined with vision. Using the cooperation of algae and fungi in lichen as a model, he suggests how goals, rules and structures encouraging community can be identified, enhanced and strengthened.

288 pages \$22.95 softcover



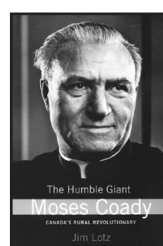
Understanding Canada

Regional and Community Development in a New Nation

Jim Lotz

Understanding Canada traces the concept of community development from its beginnings in colonial Africa to attempts at self help in Canada, and relates it to the ideas of individualism and liberalism. Focusing especially on the Atlantic Provinces, the author looks at efforts to "help" the poor from the top down and from the bottom up. He analyzes the successes of the approach of the Antigonish Movement which flourished in the Thirties. Jim Lotz's suggested models, goals and roles in community development indicate that we can meet rapid change in a positive and creative way.

197 pages \$20.00 softcover



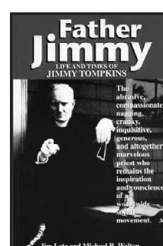
The Humble Giant

Moses Coady, Canada's Rural Revolutionary

Jim Lotz

Jim Lotz has documented the best of local initiatives that make a difference. He is known for his interpretation of the life and works of Moses Coady and has worked closely with those on the East Coast who have inherited the Antigonish movement. In *The Humble Giant*, Lotz tells the story of "how Coady and his followers laid the foundations for the co-operative and credit union movements that now play a significant role in the social and economic life of people around the world."

141 pages \$19.95 softcover



Father Jimmy

Life and Times of Jimmy Tompkins

Jim Lotz and Michael R. Welton

Father Jimmy Tompkins was the spiritual leader of the co-op movement in Nova Scotia. When he insisted that the university should serve the average person, his bishop banished him to parish work among Nova Scotia's poorest fishermen. Once over the shock, Tompkins encouraged cooperation, self-reliance, and adult education - testing the roots of what became the Antigonish Movement. Angered by injustice, fortified by compassion and faith, Tompkins and his cousin Father Moses Coady used the power of their roles to get people to make a difference in their own lives. In *Father Jimmy*, his ideals live again - an inspiration and a tool for those who want to make a difference today.

176 pages \$14.95 softcover

To the Readers of Good Work News

Dear Friends,

In our 30th year, The Working Centre is a hub of activity where people cooperatively participate in many vital community services. 400 volunteers work in over 30 different community building projects throughout downtown Kitchener. This year we have worked together to establish the new 3 acre Hacienda Sarria Market Garden, the Green Door Clothing Shop and a new main floor location for Recycle Cycles.

3,500 different individuals used our Job Search Resource Centre services in the last year. At St. John's Kitchen, a hot lunch is served each weekday to 300 people; we provide coffee, bread and fruit for breakfast; practical resources at St. John's Kitchen include showers, free laundry and a medical clinic.

The Working Centre offers a community of supports that includes 28 units of transitional housing, a Hospitality House for those who are ill and without shelter, a Housing Help desk, Money Matters Financial Inclusion project, Queen Street Commons Café, Psychiatric Outreach Project, and Kitchener-Waterloo Downtown Street Outreach. Worth A Second Look sells thousands of items of furniture and housewares at affordable prices each week.

We invite you to join us in this dynamic community work. We share our quarterly newspaper Good Work News with our contributors, describing our community initiatives and the social issues behind our work. Please visit our website at www.theworkingcentre.org to learn more about these community projects.

We rely on your contributions to make this creative work possible. The work of community - from serving meals, to providing housing, to recycling bikes - is primarily supported by volunteers and financial donations.

Sincerely,

Joe Mancini, Director

Yes I want to support this work in K-W!

Enclosed is my donation for:

- \$35 \$50 \$75
 \$100 Other \$ _____

Please make cheques payable to:

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

Name: _____

Address: _____

City: _____ Postal Code: _____

* To donate by phone, please call 519-743-1151 x111.

Please direct my donation to:

- St. John's Kitchen
 The Working Centre
 Where it is needed most

Visa Mastercard

Amount: \$ _____

Card #: _____

Expires: _____

Signed: _____

An Alternative Christmas Gift Idea

Each year we are grateful for donations made in the name of family, friends or associates. If you use this order form, we will gladly send a Christmas card acknowledging your gift. Please fill out the form carefully. The cards that we send have been designed by Andy Macpherson.

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 & address:

Name: _____

Address: _____

City: _____ Postal Code: _____

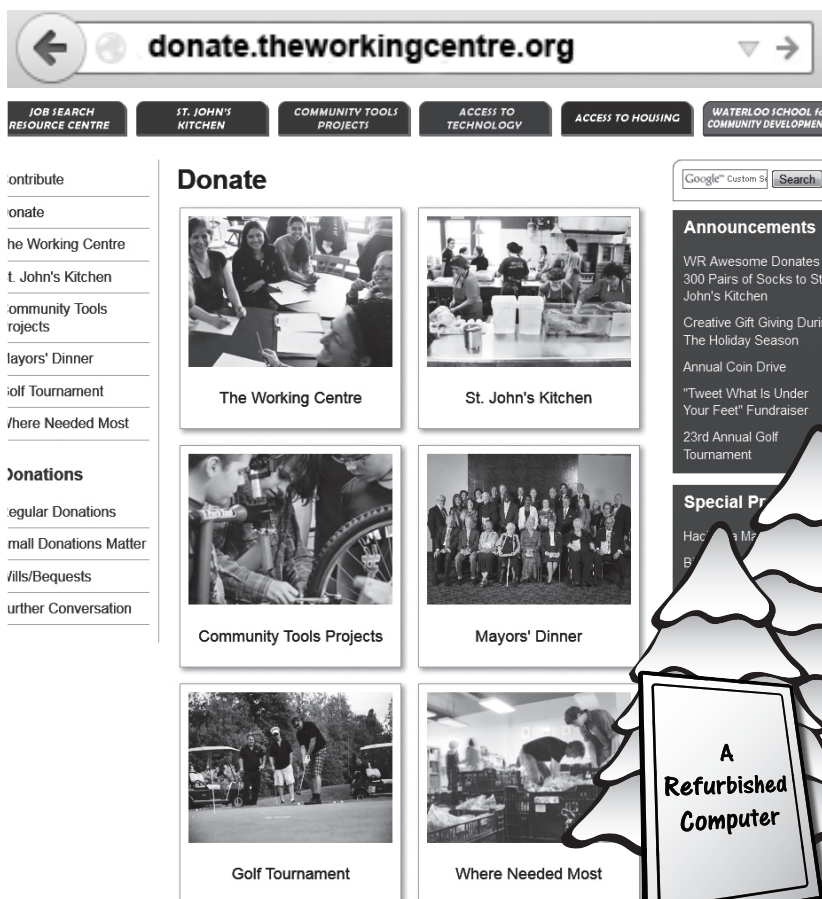
(So we can send you an Income Tax receipt).
 If more space is needed, please use a separate sheet.

 **Donate Online**
donate.theworkingcentre.org

 **Donate by Phone**
 519-743-1151 x.111

 **Donate by Mail** 58 Queen St. S.
 Kitchener, ON N2G 1V6

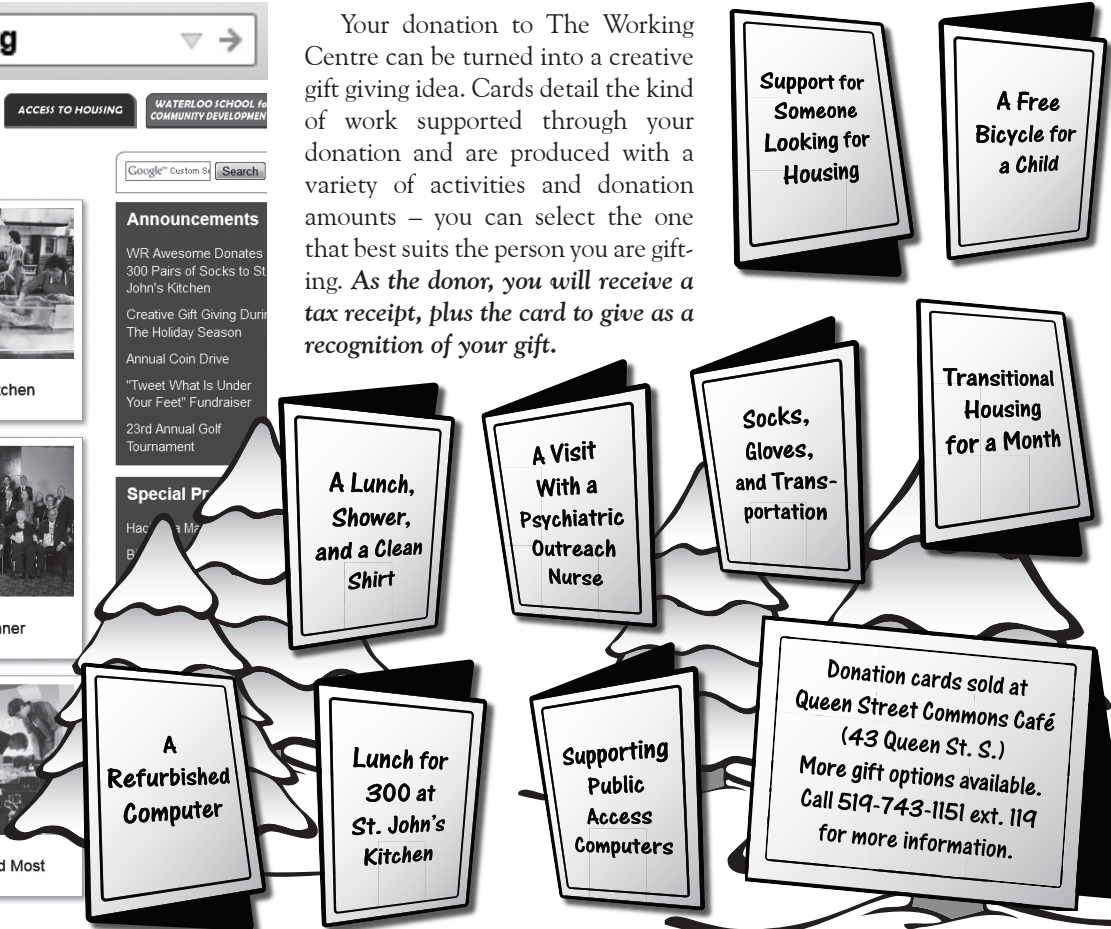
The Working Centre's New Website Makes Donating Easy!



The screenshot shows the website interface with a navigation bar, a search bar, and a grid of donation options. Each option includes a photo and a brief description. The options include: The Working Centre, St. John's Kitchen, Community Tools Projects, Mayors' Dinner, Golf Tournament, and Where Needed Most. There are also sections for 'Announcements' and 'Special Projects'.

Help Support Others in Your Community this Holiday Season!

Your donation to The Working Centre can be turned into a creative gift giving idea. Cards detail the kind of work supported through your donation and are produced with 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.



The illustration features a stylized Christmas tree with several gift cards hanging from its branches. The cards include: 'Support for Someone Looking for Housing', 'A Free Bicycle for a Child', 'A Lunch, Shower, and a Clean Shirt', 'A Visit With a Psychiatric Outreach Nurse', 'Socks, Gloves, and Transportation', 'Transitional Housing for a Month', 'A Refurbished Computer', 'Lunch for 300 at St. John's Kitchen', and 'Supporting Public Access Computers'. A large card at the bottom right provides information on where to purchase the cards: 'Donation cards sold at Queen Street Commons Café (43 Queen St. S.) More gift options available. Call 519-743-1151 ext. 119 for more information.'