

GOOD WORK NEWS

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

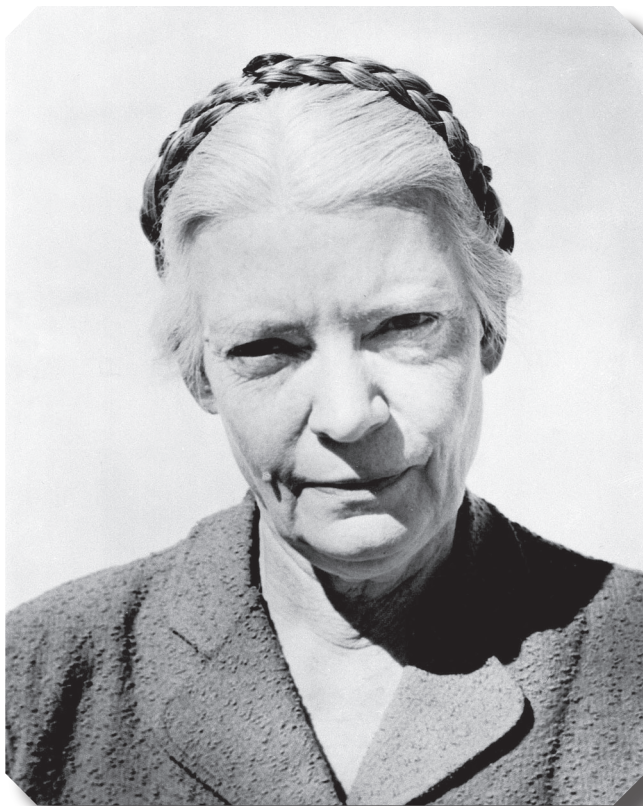
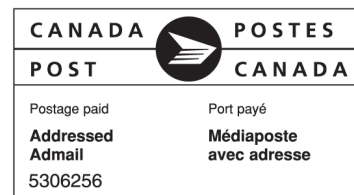
Issue 115

December 2013

Subscription: a donation towards our work

Inside This Issue:

- 27th Mayors' Dinner April 5th
- Psychiatric Outreach Project
- A Busy Fall at The Working Centre
- Freedom 95: Older Workers Forum
- Books for Sustainable Living now On-Line
- Pilgrim Souls book review
- The Working Centre Online Catalogue
- To the Readers of Good Work News and Creative Gift Giving



If I did not believe, if I did not make what is called an act of faith (and each act of faith increases our faith, and our capacity for faith), if I did not have faith that such work as the Gauchats' does lighten the sum total of suffering in the world, so that those who are suffering on both sides in this ghastly struggle, somehow mysteriously find their pain lifted and perhaps some balm of consolation poured on their wounds if I did not believe these things, the problem of evil would indeed be overwhelming.

Dorothy Day, *On Pilgrimage, The Catholic Worker*, May 1966

Older Workers, Hospitality and Art

By Joe Mancini

The Working Centre is a community with different access points. This November three different areas were highlighted. We organized a forum for older workers, we were recognized by Hospice of Waterloo Region for the Hospitality Houses and Andy Macpherson presented the ideas behind his art work at the graduation of the Local Democracy class. Access to ideas, space, advocacy and art is integral to community building.

Over 3000 job searchers come through the job search resource centre each year. A remarkable statistic from one of our programs found that 46% of 800 people registered did not have a source of income. This meant they were jobless, not able to qualify for Employment Insurance or Ontario Works. In most cases they had a partner, spouse, or they shared an apartment with someone. But in all cases they were exhausting their savings, they were between jobs and

continued on page 2

What Cannot Be Named

By Leslie Morgenson

There was a new face in our midst this past year which isn't so unusual but what was singular about this new fellow, Randall, was the narrative that arrived with him. Just having met Randall, two of my colleagues were assisting him in a move to Kitchener. They realized quickly that the situation was complex and asked if there was anyone else helping him, family, friends or workers. Randall made a quick call and a young guy mid-twenties arrived shortly thereafter. By evidence of their conversation they knew each other well. Maybe he was a son they initially wondered prior to introductions, but as it turned out he was the television Cable man who had installed Randall's cable the previous year. On that installation date the cable guy chatted and took a look around at the environs. He asked Randall if he had family or friends who supported him. Randall had nobody and the burden of carrying yourself when you are unwell, was evident. So Mr. Cable man started calling on Randall, checking in on him, taking him to appointments, helping him clear out stuff that had accumulated in his house or just coming over to wash Randall's dishes. He became someone who cared about Randall. During the move when Randall would get upset the Cable man had strategies for calming him, getting him to sit down, planning things on paper and joking with him. Randall, a typically cautious fellow trusted the Cable man and felt safe in his company. There was nothing to be gained by the Cable man in this situation. This was pure, genuine compassion.

Similarly, there was a coffee shop in Waterloo, gone now, that would pay a guy from the street to clean, at times because the guy himself had been the cause of the destruction. The owner of the shop understood implicitly, to quote Tena Alonzo regarding her work with Alzheimer patients, that "All behaviour is commu-

I went in search to speak with others who have answered the call to compassion.

nication." He was willing to look at the pain behind the behaviour and took a step toward breaking through the outer layer of protection built up over years of loneliness, health issues and life spent mostly on the street.

I went in search to speak with others who have answered the call to compassion.

In both downtowns Kitchener and Waterloo there are many merchants whose storefronts meet with the street population. These store merchants have the fortunate opportunity of being in the right place to begin a relationship with someone on the street. They get to see firsthand how people are managing, or not. And so it happens that people know each other by first name, they greet each other daily, and cigarettes, coffee and food are shared. Merchants



listen and often alert street outreach workers when there's an altercation or they're worried about someone. When you see someone daily you know their normal patterns and mannerisms, and you know when something is wrong. You do what any of us do on the street we call home, you become a good neighbour.

One shopkeeper gives street out-

continued on page 3

Twenty-Ninth Year

Issue 115

December 2013

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, John R. Smith

Contributors: Kyle Murphy, Tracey Collins, Ted Janke, Joseph Bach, Maureen Brosnahan, Rebecca Mancini, Thomas Mancini, Leslie Morgenson, Jen Smerdon, Adrian Underhill, Nathan Stretch, Stewart Dunbar.

Editorial comments, changes of address and new subscriptions should be directed to:

The Working Centre

58 Queen Street South Kitchener, ON N2G 1V6

Phone: (519) 743-1151, Fax: (519) 743-3840

e-mail: genmail@theworkingcentre.org

www.theworkingcentre.org

Canada Post Bulk #05306256

Charitable Registration #13092 9607 RR0001



The Working Centre is pleased to announce that

Alex Mustakas

will be the Guest of Honour at the
27th Annual Mayors' Dinner

Saturday April 5th, 2014

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

It is a pleasure to announce that Alex Mustakas, Artistic Director & CEO of Drayton Entertainment, has been chosen as the Guest of Honour for the 27th Annual Mayors' Dinner.

Recognized as a true visionary for the arts in Canada, Alex emigrated from Cyprus at the age of six. A natural performer at heart, he was always drawn to the stage, and to that end has spent the last 24 years enhancing the cultural life of multiple communities throughout Ontario while simultaneously benefiting local economies.

In addition to donating resources from his charitable arts organization to support the individual fundraising efforts of over 750 charities throughout Ontario, Alex has personally raised hundreds of thousands of dollars for local initiatives by spearheading successful collaborations with the Waterloo Regional Police Service, United Way of Kitchener-Waterloo, St. John's Kitchen, and others.

Alex has generously supported numerous community arts groups by providing his business acumen, benefiting Kitchener-Waterloo Musical Productions, the Gilbert & Sullivan Society of Waterloo Region, Twin City Harmonizers, and Cambridge Symphony Orchestra. He has also served on Advisory Boards to Conestoga College and Wilfrid Laurier University, the latter of which awarded him an Honorary Doctor of Letters in recognition of his lasting impact on Canada's artistic and cultural landscape.

Alex embodies the spirit of entrepreneurship, creativity, and genuine passion that makes Kitchener-Waterloo such a desirable place to live, work, and of course, play. Join us for a truly entertaining evening as we honour Alex's contributions.

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.

continued from page 1

they were at The Working Centre because of their need to find work.

Old Workers Forum

In early November we organized an Older Workers Forum, a group struggling to maintain an income in this labour market. Every new plant closing and layoff brings with it older workers, some having worked 25 years or longer for the same company or industry. They are not ready to retire whether they are 55 or 60. They need a full-time job to both meaningfully participate in society and to have income for their household budget.

This spring, we invited Maureen Brosnahan, a veteran National Reporter with CBC Radio to listen to the stories of the older workers participating in the Targeted Initiative for Older Workers (TIOW) program. TIOW at The Working Centre had a 68% success rate in supporting older workers to find work or retraining. This important community-based support is scheduled to end in March 2014. Maureen Brosnahan's 20 minute documentary Freedom 95 was broadcast on November 3rd and is available for listening on CBC Radio's Sunday Edition website. This documentary describes the importance of employment supports in the face of continual rejection in the labour market.

Maureen was the keynote speaker at the Older Worker's Forum to describe what she learned from her 20 hours of on-site taping. Her documentary struck a chord with CBC listeners. Maureen reported that before 8:00 pm on the Saturday evening, before the show was even broadcast, there were over 800 posted comments. The majority of these comments were stories and experiences of people dealing with or understanding the frustrations of joblessness.

Over 130 older workers participated in the round table discussions at the Forum. We had a good showing from Kitchener and Waterloo City and Regional Councilors who voiced their concern. We invited Catherine Fife MPP for Kitchener-Waterloo, John Milloy MPP for Kitchener Centre and Stephen Woodworth MP for Kitchener Centre to respond to the direct questions. Each politician from the three parties made commitments to ask questions about services for older workers and stated their support for community based supports.

Hospice Community Award

We are very grateful to the Hospice of Waterloo Region who have recognized the quiet work we have been doing establishing a house for those very ill and who are also often homeless or at best living in substandard rooming houses. Hospice of Waterloo Region has announced that

their 2013 Hospice Community Award will be presented at a reception on November 27th, 2013 to the team at The Working Centre, for



their creation of Hospitality House. Hospitality House is a residence for individuals who are precariously housed/homeless and living with a life-threatening illness.

The Hospice Community Award is presented by the Board of Hospice of Waterloo Region to acknowledge and recognize community leaders and organizations who are contributing, beyond their normal mandate, to excellence in hospice palliative care.

The Working Centre is known in Kitchener Waterloo for many projects including St. John's Kitchen and Street Outreach. Hospitality House came into being as an extension of work being done for those who are homeless and who have a life threatening illness.

Hospice of Waterloo Region continues to grow as a valuable charitable organization providing comfort, care and support to people affected by life threatening illness. They provide services in home, hospital, long term care and residential hospices by specially trained volunteers. Over 750 families have received service in the past year, and all services are provided at no charge to families.

The Art of Andy Macpherson

Andy Macpherson has contributed his art to The Working Centre since 1989 when his mother Arleen asked for his help to craft the St. John's Kitchen logo. At the Diploma in Local Democracy graduation, Andy gave the commencement address and started by showing his graphic from 1997 that focused on local democracy. It gave the graduates an understanding of how ideas root and develop in community.

Andy weaved high school math and music into his lecture, while describing the people, influences and ideas behind his art work. Andy's intricate black and white graphics evoke joy and cooperation. When Andy describes them you understand how his art work flows from his experience and his imagination. Andy's work has been a gift to The Working Centre and we were grateful for his insightful presentation.



St. John's Kitchen

What Cannot Be Named

continued from page 1

reach workers a discount on shoes for people with limited funds. On a recent visit the shopkeeper was patient, attentive yet maintained a comfortable distance truly listening to the customer's needs. Decision making was a difficult task for this person especially faced with such an atypical situation as purchasing new shoes. Seemingly every pair of shoes was checked out with both the person and the shopkeeper commenting on the merits or limitations of each pair. Eventually the person left without being able to choose. The shopkeeper bid them a friendly farewell.

"We look out for people, talk to them. You don't know what someone's story is and you shouldn't have to know," one merchant told me. "You don't have to look far to witness the inequality that exists." Something in us recognizes the unnamed story and impels us to respond to the human before us. The single cigarette is the bridge to the relationship that builds over time.

Some of the people we serve live together in a certain boarding house, a place that has known its share of heated debates, missing doors and spirited living. Despite this, when street outreach workers visit or accompany one of the residents back home they, residents and outreach workers, are warmly greeted by neighbours smiling and waving from their porches. Likewise we lost a fellow this past year, but leading up to his death, outreach would visit his apartment often, where his characteristic loud voice echoed through the building. Yet his neighbours were forever concerned about his well being, "without a whiff of anger," my colleague tells me.

There is an optometrist who for years now has done pro bono work for the street population whenever we have someone who is not on Ontario Works nor Ontario Disability Support Program and therefore has

Likewise we lost a fellow this past year, but leading up to his death, outreach would visit his apartment often where his characteristic loud voice echoed through the building. Yet his neighbours were forever concerned about his well being, "without a whiff of anger," my colleague tells me.

no access to an eye appointment or eyeglasses. Unlike the downtown businesses who get to know people because they share space, she was guided by her mother who listened a lot and loved a lot. "Treat everyone with love and respect because you never know when you are entertaining angels unawares," was her mother's advice.

About once a month we see the face of a friendly community police officer who works hard at bridging a relationship with the street population. Recently, he has begun to collect everything left behind at his gym and bring it to St. John's Kitchen, coming down to deliver the goods himself.

Libraries are the great levelers in a city. The public library is where everyone is welcome regardless of income, age or health issues. Libraries are perfect examples of third places, that being places that are free, accessible and welcoming. The Kitchener and Waterloo Public Libraries remove a further barrier for people by offering an In-Library User Card for people who don't have a permanent address. People can check out items or reserve a computer with the card and then return the items to be held on a shelf at the library for when they return.

What all of these people understand is that there are different definitions of what is considered normal and that one single society does not hold a universal definition despite the fact that the dominant

culture assumes the right to name and change the norms. Many of these acts of goodness cannot even be written about here; acts that get pushed into territory that cannot be named because the naming itself would change not only the beauty and preciousness of the act but also because their response involves implicit, unfettered risk. This is the unclaimed reality of our city that much goodness goes on under the radar and outside of the economy. In the movie *Fried Green Tomatoes* we witness Idgie and Ruth climb onto a train at midnight and as they pass a kind of tent city they throw food from the train. Then later the two women allow a homeless man to sleep in their back shed, cover him at night with a blanket and slip him a small bottle to allow him the dignity of a maintenance level of alcohol.

Storytelling stretches our imagination to other possibilities and allows us to envision that which can't always be told.

Richard Holloway in his book, *Leaving Alexandria*, writes about 'intuitive goodness'- that which comes naturally and continually without thought and 'intentional goodness'- that which is more thought out with each new situation. People give in different ways by knowing themselves and therefore knowing what they can give.

Meeting someone face to face, recognizing a need, stepping outside of yourself and seeing your responsibility as a fellow human being- these actions are tonic for a jaded world.

People unaccustomed to such kindness are often disarmed by it and thusly something tightly held is loosened.

The Village Around the Psychiatric Outreach Project

Editor's Note: During the KW Oktoberfest Women of the Year Award on October 10th 2013, Tracey Collins, the long-time psychiatric outreach nurse for our Psychiatric Outreach Project was awarded Woman of the Year in the Health and Wellness category. Her speech generously described the village of people in Waterloo Region who have helped to make this work possible.



The Waterloo Region Justice Sector staff who dreamed of things that ought to be and decided ... why not! I am referring to the Court's decision to offer healthcare to people with criminal charges related to their addiction or psychiatric illnesses.

Our Drug Treatment Court graduate is one of those people. He attributes his recovery from a crippling addiction in part to the access he had to our specialized Drug Treatment Court team. It is a privilege for me to be a part of this compassionate team and the equally compassionate Mental Health Court team.

Thank you to the Region of Waterloo and the Lyle S Hallman foundation for having the insight to support POP as an innovative and growing model of primary health care since 2005.

Thank you to the Waterloo Wellington Local Health Integration Network (WWLHIN) for agreeing to support this primary health care initiative that we call POP.

Stable funding enables staff to continue to walk alongside the vulnerable people we serve, sometimes shining a light into dark corners, and always providing timely access to care as needed to homeless and those at risk of homelessness, who have traditionally not been able to access timely healthcare.

I thank all of the above for giving so much of your time, your money and your energy to help POP root in the community. The love in me salutes the love in you. Each of you are difference-makers creating a gentler, healthier, safer Region of Waterloo and by extension making the world a little bit better too.

Although this is a Woman of the Year Award, I see this Award as recognition by our community for working together to enable the staff of the Psychiatric Outreach Project (POP) to do work that matters with people that care; to create more health and wellness locally. Especially among the homeless population who tend to be quite ill, and who, for personal and system-related reasons have traditionally not been able to access healthcare.

In the video tonight we saw our first Waterloo Region Drug Treatment Court graduate. He is here tonight. He has been clean and sober for almost 3 years. He is one example of what happens when organizations and sectors decide to think outside of the box to manage health problems and when they trust their staff enough to give them the freedom they need to respond to health needs in timely and creative ways that meet the standard of care.

Working with homeless people is work that does not come with operating instructions, although there is some consensus that it takes a village to make a difference.

I am proud to be a street nurse working with POP and I am thankful to every person in our 'village' that has helped the POP team since its inception in 2005. There are key groups who I would like to thank. First are the nurses, doctors and street outreach workers at St. John's Kitchen and POP who go where angels fear to tread.





On a cold Sunday in October, Ron Doyle hosted a BBQ to celebrate a season of successful growing and harvesting at the Hacienda Sarria Market Garden. We will keep harvesting until the beginning of December.



This fall, The Working Centre was able to secure and install a Micro-Fit contract to produce solar energy from the rooftop of the Hospitality House garage at 87 Victoria Street

North. The panels have the capacity to generate up to 8.7 kilowatts of electricity and will also generate revenue for the projects at 97 Victoria N.



The Working Centre's volunteer appreciation dinner was held at St. John's Kitchen in September. Over 150 volunteers were served a delicious barbecue prepared by Working Centre staff and made possible by a generous donation from John Villemare of M&M Meat Shops.



This Spring, Sebastian Gomes a producer at Salt and Light TV in Toronto, visited The Working Centre to explore our social justice approach. Sebastian is the son of John Gomes who we met back in the 1980's when he worked at Development and Peace and then later as coordinator of the Anglican and Catholic Justice and Peace Office in Kingston. Sebastian spent two days in May filming the projects and people of The Working Centre to produce a six minute section for the Social Justice episode of the Church Alive series. Sebastian produced a faithful overview of The Working Centre community through using the voices of volunteers and staff who reflected on the work of the centre.



You can find and view this video if you Google: **The Church Alive series The Working Centre**

Youth Employment Fund

Provides young people with an entry point to long-term employment through job placements that offer work skills training while earning income. The Working Centre is working actively with employers and youth under 30 to explore creative work options.

For more information contact Dave Thomas at davet@theworkingcentre.org; 519 743-1151 x289.

Income Tax Clinic Volunteers Welcome

The Working Centre will be assisting low income individuals to complete their Income Tax returns between March and April 2014. 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 must attend a training session, arranged through The Working Centre (with the Canada Revenue Agency). Income tax returns will be completed using on-line software.

Last year almost 2000 people were assisted with the help of a core group of volunteers. We are hoping to expand the hours and the available volunteers. The project ensures that low-income individuals do not lose their tax credits. We are planning to offer drop-in or drop-off services.

To sign up as an Income Tax volunteer, please contact Jen Smerdon at (519) 743-1151 x 176 or jens@theworkingcentre.org.



THE KITCHENER AND WATERLOO COMMUNITY FOUNDATION
CENTRE FOR COMMUNITY KNOWLEDGE

The Working Centre is grateful for the support from The Kitchener and Waterloo Community Foundation. We would also like to highlight the Centre for Community Knowledge, an initiative of The Kitchener and Waterloo Community Foundation. The Centre for Community Knowledge showcases non-profits from the Waterloo Region by highlighting new projects through video, pictures and words. This year we have received generous grants towards the Hacienda Sarria Market Garden and the Community Access Bikeshare projects.

Come and see our inventory of affordable, quality used goods this holiday season!



97 Victoria St. N.
519-569-7566

Call for free pick up of your old furniture
Monday-Friday: 9am - 5pm • Saturday: 9am - 4pm

- Christmas Decorations
- Toys & Games
- Sofas & Chairs
- Coffee Tables
- Dishes & Utensils
- Art & Crafts
- Books & Magazines
- Small Appliances
- Cassettes & LPs
- Jewellery
- and Much More



Annual Suit Sale



On November 4th The Working Centre once again hosted a free suit sale at St. John's Kitchen. This has been made possible by Moore's Clothing for Men stores and their Annual Suit Drive. This year the Kitchener-Waterloo Chamber of Commerce collected clothing donations for women at the Inspiring Women event. The turnout was fantastic - we were able to give away over 700 items of clothing that included suits, dress pants, shirts, blouses, dresses and skirts.

Diploma in Local Democracy

Next Class Wednesday
January 8th 2014
7:00pm

The Diploma in Local Democracy is designed to engage people from all walks of life to expand their democratic knowledge. It teaches the skills of identifying the best and worse of democratic relations in community groups, workplaces and wherever humans cooperate. Below is the 5th graduating class along with Andy Macpherson who gave the commencement address.



Freedom 95

The Older Workers Forum, held on November 13, 2013 highlighted the issues and challenges faced by older workers in today's economy. Over 130 people attended the event, participating in the round table discussions, supporting one another, and presenting questions and issues to the "listening" politicians. John Milloy, MPP for Kitchener Centre, Catherine Fife, MPP for Kitchener-Waterloo, and Stephen Woodworth, MP for Kitchener Centre served as the panel of politicians. Each small table included City and Regional Councilors, and others who received

the stories and experiences of the older workers present. Each made commitments to follow the decisions of their government about services for older workers and to continue to develop community based supports.

In advance of the forum, many workers gathered in small groups or emailed their thoughts about the issues they wanted to see presented at the forum. Following are the questions presented to the politicians, which broadly reflected the thoughts and experiences of older workers in our community.

Questions from the Older Workers

Q1: TIOW has provided an effective model for supporting older workers, but is scheduled to end in March 2014. How do you plan to continue to support the needs of older workers and why would this program be cancelled when it has worked so well?

Q2: TIOW has made training available to older workers. Over and over in our conversations workers have talked about the importance of this training.

Could Second Career eligibility be tweaked to include access for older workers seeking to retrain and reposition in the labour market?

Could Employment Services be amended (similar to how the Youth Employment Fund has been added) to offer a training fund of up to \$3,000 for older workers?

Q3: The TIOW program helped to bring older workers together to share experiences, to break down some of the isolation of being alone and unemployed and discouraged. It is known that it takes longer for an older worker to find their next job – 3 to 6 months longer. Gathering together in groups, and the one-on-one assistance has been an important part of TIOW, and is not often available in other employment support programs.

We're worried that these groups will be phased out and older workers will be left isolated. What can you do to help keep this service alive?

Q4: My comments relate to the kind of work that is available. As a group we have had jobs for most of our working life, we have contributed widely to the community, and

now find ourselves without work. The jobs available to us now are often part-time, contract, temporary, unstable and low paying. We are moving from jobs like technical writer to retail sales, from manufacturing to security guard work.

What efforts are being taken to help encourage longer-term sustainable work for older workers?

Q5: The TIOW program provides some Living Allowance and Transportation Assistance while job searching or retraining. Without other income support – TIOW has offered a very basic living allowance which reduces the stresses of unpaid bills. As TIOW ends, this kind of living allowance will not be available – it is only after all of our resources have been exhausted that we will be able to receive assistance. This creates unnecessary destabilization and stress, and often means we become too depressed to go out and find work. As well, fewer and fewer of us are qualifying for Employment Insurance benefits.

Many of us feel that we have worked our whole lives and are now living in poverty. It is almost impossible to live on part-time earnings and minimal CPP.

How can/will you support older workers income and transportation needs to leave us less vulnerable to the stresses of poverty as we look for work?

Q6: The range of older workers in our groups is very wide. Some have moved into apartments, others own houses and have a spouse who earns an income. Others still own their houses, but without income are rapidly depleting savings while desperately seeking work.

What efforts are being made to support affordable housing options in our communities, which help to address this issue? Are there plans to support seniors co-housing options that help people to gather together to reduce housing costs?

CBC Radio's Sunday Edition documentary, Freedom 95 focused on the stories of participants in The Working Centre's Targeted Initiative for Older Workers



Stories from Freedom 95

Editor's Note: The documentary Freedom 95 presented the barriers and frustrations that older unemployed workers face. Presented below are two stories from the documentary.

Ted:

I started randomly looking for work and I applied to numerous jobs, over a 1000 jobs. My name is Ted Janke and I'm 62 now and for 38 years I was in the property casualty insurance industry. The last job I had was recruiting insurance people and that ended in Feb 2009. I probably had over 50 interviews and it seemed every time I walked in the door jaws would drop, I got the interview but it seemed they were only going through the motions. It was a very empty feeling, a feeling of hopelessness a feeling of anger because I had been doing very well and everything sort of collided at once.

It was only through TIOW that I found that despite the fact that I had been working with personal computers since 1982, I was out of date and I guess the other thing that really surprised me was that 80 percent of jobs were not advertised.

I was hearing from my peers who were getting jobs as security guards and so through the program I took the security guard course. I passed and went through all the hoops, and now I am going to be a security guard even though it was not in my top ten list, it was that there were more jobs in it than almost anything else. I am very happy going to work, it has been four years and three months... I have to rework my circadian rhythms to match the 8:00 pm night shift to 8:00 in the morning.

When I was twenty four it was freedom 55 now it is freedom 85.

Joseph:

I am back to square one because of my age. Everyone is hiring young people. I invested in a new secondary career but at my age, unless I have a couple of years of experience, no one is willing to hire me yet... I have been a technical writer for well over 25 years. I was working for IBM writ-

You can listen to that documentary through the link on The Working centre's homepage www.theworkingcentre.org in the What's New section.

ing software documentation but IBM decided to downsize a few years ago and I have been out of work ever since as a technical writer... My department was 20 people, they cut out 8 of us, that was four years ago and to date only one of us have found full-time work as a technical writer.

I cut my resume down to 15 years, and a job came up that was advertised, so I sent my resume in to them, I knew I was the best person, this was one of those jobs I was made for. I heard absolutely nothing back, so I took the chance and phoned this person up, And he said, "Looking at your resume you do not have enough experience to do this job..." I just started laughing on the phone, "What is so funny" he asked. I told him that I had cut back my resume. He said "I wish I had known, we just made an job offer to someone this morning, otherwise I would have had you in for an interview." So you cannot win for losing.

Another time I had a telephone interview for 20 minutes with a high tech firm, they were excited and quickly scheduled an interview. When I walked through the door you could almost see the look on their faces, "He is old" and the in-person interview did not last 15 minutes. They could not wait to get me out the door.

My wife is actually holding down two jobs right now, trying to make ends meet, because I can't find a job. I do have a job working part-time at a grocery store, but the hours are few and the salary is minimum wage and it is not enough to make ends meet.

I try to maintain a positive attitude. If I can find a half decent job where I can use my skill set and make a half decent salary, that would change my entire picture. My plan right now is to hopefully retire by the time I am 95



Books for Sustainable Living

Books for Sustainable Living



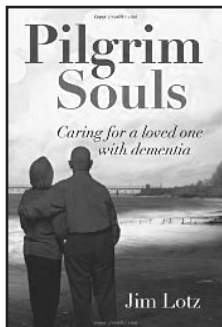
You can place orders by fax (519-743-3840),
phone (519-743-1151 x111), or by catalogue.theworkingcentre.org

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!

Pilgrim Souls

Caring for a Loved One with Dementia

Jim Lotz



The past is often key to understanding the present for someone caring for a person with dementia. A caregiver who has shared a life is often able to understand what others could hardly guess at. Time and again in Jim's narrative, he is able to bring the perspective of his knowledge of Pat, her values, her loves, her fears, and her life experiences to shed a light that makes her words and actions more understandable.

217 pages \$22.95 softcover

Reviewed by Joe Mancini

For 20 years, Jim Lotz has been dialoguing with The Working Centre on the methods of community development. Jim teaches about how to lessen the gap between government and people. He demystifies theories by explaining the ideals of mutual aid and interdependence between humans. How can humans create better societies through cooperation?

During these past three years as we have been working with Jim to publish *Moral Equivalent of War, The Role of Social Entrepreneurship in Community Development*, he would keep us up to date on the health of his wife, Pat, who had been diagnosed with Alzheimer's Disease. Jim would describe their daily pattern that included three hours of writing on his part, while being a fulltime care giver. He described the importance for Pat, even as her memory faded, that he knew her values, her loves, her fears, her life experiences. He was committed to helping Pat live in their house together as long as he could manage. The journey started at the turn of millennium until Pat passed away in February 2012.

Jim the writer kept notes and researched dementia, Alzheimer and models of care. *Pilgrim Souls* is more than a handbook on how to be a caregiver for a family member, a parent, a spouse, a friend. The book starts with a narrative of Jim and Pat's life and love together. It is a quick moving biography that helps the reader understand who Pat was and how a couple becomes interdependent. The reader is treated to Jim's deep seated British humour. At one point he describes Alzheimers like the Monty Python dead parrot sketch as the sufferer denies what is obvious to you: "This is not my shoe!"

What Jim learned he shares generously. Research supports his practice of "creating positive emotional experiences...diminishes distress and

Jim was committed to helping Pat live in their house together as long as he could manage. The journey started at the turn of millennium until Pat passed away in February 2012.

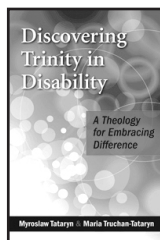
behaviour problems."

"Those with dementia have memories of old joys and good times that can be awakened. Scientists have dismissed learned practice in caring as subjective and ad hoc. As a caregiver you operate in a subjective, ad hoc world as you struggle to make sense of what the sufferer needs, what he or she is struggling to communicate. You discover what works for them, and for you, by trial and error, through love and compassion, not scientific analysis."

From this paragraph, it is evident that Jim, the practitioner of community development, lives what he teaches. The biographical stories help the reader understand the human emotions of anger and joy that come from a commitment to journey with those suffering a debilitating illness. At the same time the reader will learn the pathway of dementia and Alzheimers. Lotz is teaching the science to the lay reader while linking this knowledge to the practical concerns of how to live, care and share.

He knows that every dementia and Alzheimer's pathway is different. The caregiver is on a roller coaster of emotions, seeking to connect places, objects and people to the person losing pieces of their memory. Jim intuitively understood that keeping Pat connected to their one floor heritage home helped Pat be comfortable in familiar surroundings. Jim allows you to feel the despair of a losing battle

continued on page 8

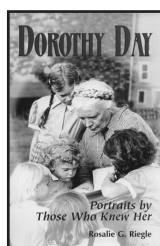


Discovering Trinity in Disability A Theology for Embracing Difference

Myroslaw Tataryn and Maria Truchan-Tataryn

A challenge to Christians to rethink, through a theological lens, how we embrace disability in our communities. As parents of three daughters, two of whom are labeled disabled, the authors explore the Scriptures and writings of early Christian thinkers to challenge conventional attitudes – and fears – toward those who are different.

128 pages \$18.95 softcover



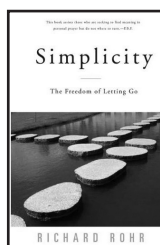
Dorothy Day

Portraits by Those Who Knew Her

Rosalie G. Riegler

In this moving and entertaining work, Rosalie Riegler draws on the memories of family, friends, and colleagues. This collective portrait captures Day's many sides: a woman both ordinary and unique, a lover of opera who chose to live in the slums; a devout catholic who suffered over the sins of the church she loved; a courageous witness for peace, and a model of holiness.

212 pages \$20.50 softcover



Simplicity

The Freedom of Letting Go

Richard Rohr

One of Fr. Rohr's best-selling books, this revised and updated edition explores St. Francis's ancient call to the simple life, where joy, not dry theology helps us build relationships and find peace in ourselves.

192 pages \$21.95 softcover



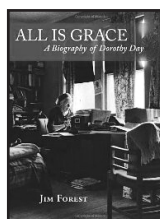
Healing the Heart of Democracy

The Courage to Create a Politics Worthy of the Human Spirit

Parker J. Palmer

Healing the Heart of Democracy names the "habits of the heart" we need to revitalize our politics and shows how they can be formed in the everyday venues of our lives. Palmer proposes practical and hopeful methods to hold the tensions of our differences in a manner that can help restore a government "of the people, by the people, for the people."

261 pages \$29.95 hardcover



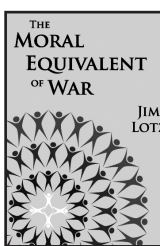
All is Grace:

A Biography of Dorothy Day

Jim Forest

A journalist and social reformer in her youth, Day surprised her friends with the decision in 1927 to enter the Catholic church. Her conversion, prompted by the birth out of wedlock of her daughter Tamar left her searching for some way to reconcile her faith with her commitment to the poor and social justice.

344 pages \$27.95 softcover



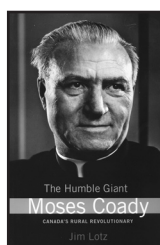
The Moral Equivalent of War

The Role of Social Entrepreneurship in Community Development

By Jim Lotz

How can clear sighted moral action improve communities. The most effective NGO's operate democratically, encourage self-management, blend traditional approaches with progressive thinking. Lotz argues that good social entrepreneurs know how to do this. He explores five communities that are doing development differently. by encouraging the best in human cooperation.

237 pages \$24.00 softcover



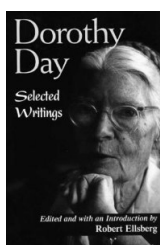
The Humble Giant

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



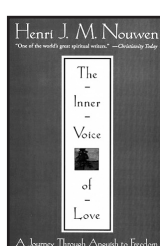
Dorothy Day

Selected Writings

Robert Ellsberg

Winner of the Christopher Award, this collection highlights the work and vision of a challenging and inspiring religious figure of recent history -- a woman whose tireless efforts to live Christ's gospel among the poor gave her unparalleled insights into the meaning of the over-used term "social justice".

416 pages \$27.50 softcover



The Inner Voice of Love

A Journey Through Anguish to Freedom

Henri J. M. Nouwen

This account was written during the most difficult period of Nouwen's life, when he suddenly lost his self-esteem, his energy to live and work, his sense of being loved, even his hope in God. Through this time he kept a journal in which he wrote a spiritual imperative to himself each day that emerged from his conversations with friends and supporters. For those who have to live through the pain of broken relationships, or who suffer from the loss of a loved one, this book about the inner voice of love offers new courage and hope.

144 pages \$15.00 softcover

The Working Centre's On-Line Catalogue

Welcome to *The Working Centre Catalogue* where your purchases help to support the good work being done in our Community Tools Projects. This catalogue is designed to help you identify and purchase on-line the products that we sell through our many projects. It is a **local** catalogue in that most items can be ordered and then picked up at either The Green Door on Market Lane, or at the Queen Street Commons Café in downtown Kitchener.

Some items like the Creative Gift Giving Cards and the Community Access Bikeshare memberships can be mailed to you. Books can also be mailed out but there is a shipping charge to do this.

catalogue.theworkingcentre.org

Custom Gift Baskets

You can order a custom gift basket on-line using any of the products from the catalogue including Creative Gift Giving Cards. It is easy to make a basket to match the gift you would like to give. You can include a book, fresh roasted coffee, a printed T-shirt, or Soap. You can then choose a basket for \$10.00 or a dressed-up gift bag for \$4.00. You then specify pick up at The Green Door or the Queen Street Commons Café.

Community Access Bikeshare

Consider the gift of a Community Access Bikeshare (CAB) membership for the 2014 riding season. The CAB bikes in downtown Kitchener are demonstrating how bikesharing can be a convenient way to use bikes rather than cars to get around. Help build our membership and bike culture in Kitchener.



Hand Made Soap

These hand-made soaps combine the crafting of Green Door Arts Space, with the herbs of GROW Gardens.



catalogue.theworkingcentre.org

Books for Sustainable Living

Books for Sustainable Living is now part of our on-line catalogue and includes selected books that focus on ways to live more ecologically, neighbourly and sustainably; including books on creativity and independence, earning less but living more, the integration of community and work, analysis of social issues, environmental concerns, spirituality, cycling, food and gardening. Many of these books are reviewed in Good Work News and can be found at the Queen Street Commons Café.



Original Silk Screened T-Shirts

Andy Macpherson has been reflecting and contributing to the ideas of The Working Centre through his art for over 20 years. We now have t-shirts available with some of these designs – using repurposed t-shirts from The Green Door. Watch our website as we add old favourites from Andy's collection.

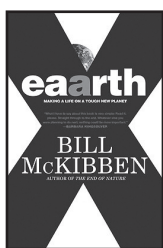
Fresh Roasted Fair Trade Coffee

Every day we fresh roast Fair Trade Organic Single Origin Coffee, and Single Origin Coffees and Blends with our Fluid Bed Coffee Roaster. Fresh roasted coffee is for sale in the Queen Street Commons Café. Listed below are some of the varieties of Coffee Beans we sell by the pound or half pound. Orders now accepted on-line.

- * *Doi Chaang (Thailand) ~ Dark Roast*
- * *Ethiopian Yirgacheffe ~ Dark Roast*
- * *Indonesian Sumatra ~ Medium Roast*
- * *Nicaraguan ~ Medium Roast*
- * *Guatemala ~ Dark Roast*



Books for Sustainable Living

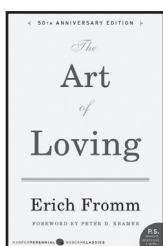


Eaarth Making a Life on a Tough New Planet

Bill McKibben

Our old familiar globe is suddenly melting, drying, acidifying, flooding, and burning in ways that no human has ever seen. We've created a new planet, still recognizable but fundamentally different. We may as well call it Eaarth. A changing world costs large sums to defend—think of the money that went to repair New Orleans, or the trillions it will take to transform our energy systems. But the endless economic growth that could underwrite such largesse depends on the stable planet we've managed to damage and degrade. Our hope depends on scaling back and creating the type of community that will allow us to weather trouble on an unprecedented scale.

336 pages \$32.00 softcover

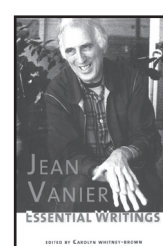


The Art of Loving

Erich Fromm

Most of us are unable to develop our capacities for love on the only level that really counts—a love that is compounded of maturity, self-knowledge, and courage. Learning to love, like other arts, demands practice and concentration. Even more than any other art it demands genuine insight and understanding. Fromm discusses love in all its aspects; not only romantic love, but also love of parents for children, brotherly love, erotic love, self-love, and love of God.

184 pages \$18.95 softcover

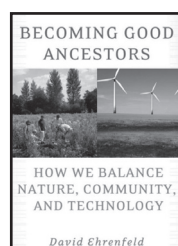


Jean Vanier Essential Writings

Edited by Carolyn Whitney-Brown

Through l'Arche, and later Faith and Light, Jean Vanier showed how the world can be transformed when we open our hearts to the experiences of people who have known life only at the margins. In this selection of excerpts from the works of Jean Vanier, editor Carolyn Whitney-Brown explores five decades of inspiring words and actions. Vanier sees the challenge as the need to "change the world, with love, one heart at a time." The result is a compendium of essential and deeply moving readings that reveal the powerful insights, the gentle wisdom and the profound spiritual significance of this great Canadian.

176 pages \$21.95 softcover

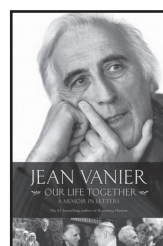


Becoming Good Ancestors How We Balance Nature, Community and Technology

David Ehrenfeld

The book focuses on our present-day retreat from reality, our alienation from nature, attitudes towards technology, the denial of non-economic values, and the decline of local communities. Through down-to-earth examples, ranging from a family canoe trip in the wilderness to the novels of Jane Austen, Ehrenfeld shows how we can move ourselves and our society towards a more stable, less frantic, and far more satisfying life, a life in which we are no longer compelled to damage ourselves and our environment, in which our children have a future, and in which fewer species are endangered and more rivers run clean.

320 pages \$21.95 softcover

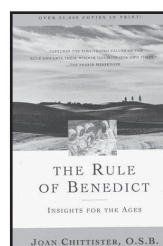


Our Life Together A Memoir in Letters

Jean Vanier

By any measure, Jean Vanier has led an astonishing life. He is the founder of the international movement of L'Arche communities, and of Faith and Light, two organizations that bring together people with developmental disabilities and the friends who share their lives. With an insightful introduction by the author, *Our Life Together* reads much like a memoir: inspirational, infused with a sense of community, and revealing in its candid portrait of a man who fully understands what it is to be a whole, compassionate human being.

576 pages \$21.95 softcover



The Rule of Benedict A Spirituality for the 21st Century

Joan Chittister

This new edition of a classic religious text combines the timeless wisdom of Benedict of Nursia's Rule with the perceptive commentary of a renowned Benedictine mystic and scholar. Tracing Benedict's original Rule paragraph by paragraph, it expands its principles into the larger context of spiritual living in a secular world and makes the seemingly archaic instructions relevant for a contemporary audience. A new foreword, updated content, an appendix, and a recommended calendar for reading the entries and commentaries make this an invaluable resource for solitary or communal contemplation.

184 pages \$18.95 softcover

To the Readers of Good Work News

Dear Friends,

The Working Centre is made up of people who work cooperatively together on projects that make our communities better places. 400 volunteers provide work to over 30 different community building projects that are part of The Working Centre and St. John's Kitchen.

These projects are a hub of activity. Last year, 3500 different individuals used our Job Search Resource Centre. At St. John's Kitchen, a hot lunch meal is served each weekday to 300 people. Both of these core services are community building initiatives that have operated for over 25 years.

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 desk, Recycle Cycles Community Bike Shop, and community gardens. Our thrift store Worth a Second Look is a substantial furniture and housewares recycling centre.

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

For your contribution to our work, you will receive our quarterly newspaper Good Work News reporting on community building in downtown Kitchener with articles about community tool projects, simple living, growing diversity, ecology and stories about mutual aid.

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 direct my donation to:

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

Please make cheque payable to:
 The Working Centre, 58 Queen St. S.,
 Kitchener, Ontario, N2G 1V6

Name: _____

Address: _____

City: _____ Postal Code: _____

<input type="checkbox"/> Visa	<input type="checkbox"/> Mastercard
Amount: \$ _____	
Card #: _____	
Expires: _____	
Signed: _____	

To donate by phone, please call 519-743-1151 ext. 111.

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 and address:

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

Name: _____

Address: _____

City: _____ Postal Code: _____



Over the past year we have been developing our ability to accept donations on-line. We are pleased that a growing number of people are using our on-line donation site. Now you can also make donations through the Creative Gift Giving Cards and Gift Certificates through the On-Line Catalogue

donate.theworkingcentre.org

An Invitation to 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 per day 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 childrens 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 children.

Refurbished Computer

Computer Recycling receives donations of used computers and refurbishes them for people living on a limited income. Your donation of \$80 will go towards costs such as providing a fully licensed refurbished computer for someone living on a limited income.



Transitional Housing for a Month

Our 30 units of Transitional Housing help many people facing addiction issues. A donation of \$350 will go towards assisting the many costs associated with supporting individuals in Transitional Housing.



Pilgrim Souls

continued from page 6

and the solace of unexpected glimmers of the memory of a life lived. The honesty of his account comes from learning how he gave up, only to find new strength to keep Pat home.

How does the caregiver cope with such despair? Lotz offers the reader his research, life experience, and his commitment to care for his wife. The reader is left with gratitude. An Amazon reviewer describes this well:

"For many, the best approach to coming to grips with dementia has been through the worlds of literature and film. To these resources we can now add Jim Lotz's moving and compelling account of his life with his wife Pat before -- and after -- the onset of her dementia. In *Pilgrim Souls*, Jim has written a clear-eyed, emotionally honest and tremendously moving love story."