

GOOD WORK NEWS

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

Issue 121

June 2015

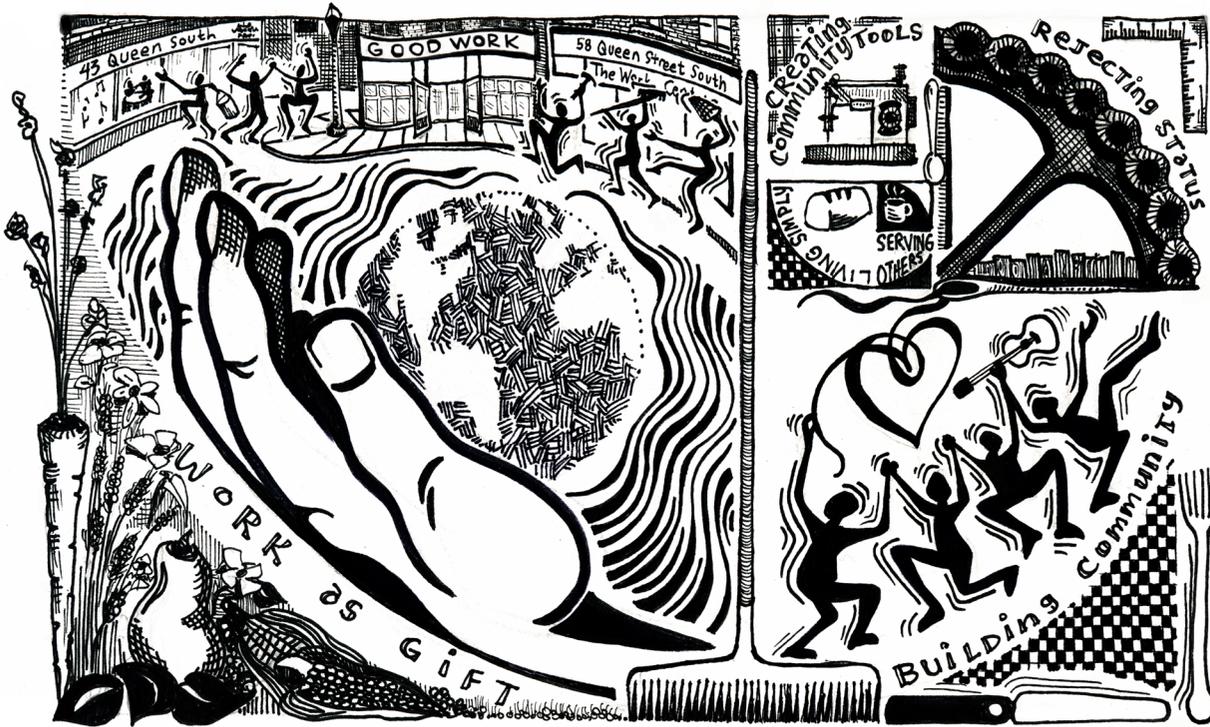
Subscription: A Donation Towards our Work

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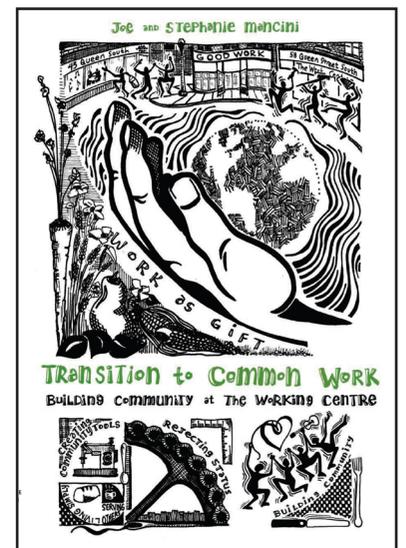
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The Six Virtues

The six virtues on which The Working Centre is based are celebrated in this illustration by Kitchener artist Andy Macpherson. The illustration is structured as a spiral derived from the Fibonacci sequence, in which each number is the sum of the previous two: 1, 1, 2, 3, 5, 8, and so on. In this illustration, the spiral—built on an underlying grid of squares based on the Fibonacci sequence—seemed a fitting metaphor for the story of The Working Centre: the story of an ever-evolving way of working and thinking, a story built on the stories of those who have gone before, a story that reflects a natural equilibrium, a sort of golden ratio.

Help Us
Make
Affordable
Housing
Possible



Housing Campaign Update

This summer, The Working Centre is renovating the second floor of 256 King Street East to convert the former rooming units into 8 one-bedroom apartments. With a Region of Waterloo Affordable Housing grant, we are also adding 10 other units with the purchase of a 4-plex and 6-plex.

Our goal is to garner community support to raise \$1 Million to support The Working Centre's efforts to create affordable, supportive housing in our community. This amount is complemented by The Working Centre's resources, and funding provided through the

Region of Waterloo's Affordable Housing Strategy.

Raising \$1 Million will give us the means to purchase and renovate 18 units of housing, and ensure that resources are available to create additional housing units by rebuilding our housing reserve. It will also provide additional capacity to support mental health, emotional, and addiction issues experienced by residents.

Renovations at The Working Centre involve workers from our programs, making this a true community effort.

We are grateful that Jim and Sue

Hallman and Jim and Marianne Erb have agreed to lead this fundraising effort as Housing Campaign Co-Chairs.

Your contribution towards our capital campaign makes this sustainable model of affordable housing possible.

Come Join Us
as we Launch our
Housing Campaign
June 24th 12:00 Noon
256 King Street East

Transition to Common Work Building Community at The Working Centre

In April, WLU Press published Joe and Stephanie Mancini's book *Transition to Common Work*. It is the story of The Working Centre's journey over 33 years.

Transition to Common Work describes the development of the centre's access-to-tools philosophy that has generated over 40 projects that provide services used by up to 1500 people per day.

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Thirty First Year

Issue 121

June 2015

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. Four issues of Good Work News constitutes our annual report. There is a circulation of 12,000 copies. Subscription: a donation towards our work.

Editors: Joe Mancini, Stephanie Mancini, Jennifer Mains.

Contributors: Kyle Murphy, Elizabeth Pang, Rebecca Mancini, Suzie Taka, Dave Thomas, Nathan Stretch, Thomas Mancini, Richard Albrecht, Kim Knowles, Adam Kramer, Radha Smith.

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By Suzie Taka

It's the start of the season for Community Access Bikeshare (CAB) and the wheels are in motion for Bikesharing to make an impact by creating infrastructure and support for increased bike use.

With 10 stations this year and memberships climbing by the dozen each week, to say CAB is gearing up for a busy season would be an understatement.

Our memberships are only \$40 for 7 months of riding, 3 hours at a time, on high quality bikes. Members use our bikes for all kinds of reasons – whether it's commuting, getting to appointments, exercise, or for the plain old fun feeling of the wind on your face and the empowerment that comes with pushing two pedals to get you where you need to go.

Beyond sharing bikes, we're

also committed to building community and growing cycling culture. This means dipping into many different projects like;

- A research study on how small city bikeshares can improve cycling culture with the University of Toronto,
- Promoting cycling with BikeKitchener throughout the summer,
- Providing free memberships from the Region of Waterloo for anyone receiving Ontario Works,
- Libro Credit Union has committed \$20,000 a year for 2 years to help establish 2 CAB stations and to support 3 youth interns per season.

Along the way, CAB is learning about and showing how strong community connections, a commitment to accessibility, and a model that's open to change and growth based on the needs of those it serves, make all the difference.



The Laurier Sustainability Office, local politicians, and representatives from Libro Credit Union helped us launch the new Laurier CAB Station



Current CAB Stations:

1. KPL on Queen St.
2. The Tannery
3. Kitchener City Hall
4. Laurier
5. YNCU (King/William)
6. CIBC/Queen St. Commons
7. Kitchener Market
8. GRT Charles St. Terminal



New on-bike ads purchased through the Libro Credit Union Sponsorship

Coming Soon:

9. Uptown Waterloo Parkade
10. 50 Kent (Mennonite Savings & Credit Union)

Please Join Us
at the
26th
Annual
Golf
Tournament

In support of
The Working
Centre & St.
John's Kitchen



Wednesday, August 12th, 2015

at Rockway Golf Course
(625 Rockway Dr., Kitchener)

\$120 per Golfer
(\$40 tax receipt)

To register: \$15 for Golf Bonus Pack
(for prizes, gifts, &

Call Kara at 519-743-1151 x119 or more!)
visit theworkingcentre.org

Sponsored by:



900 Attend Mayors' Dinner in Honour of Murray Haase

by Dave Thomas

A friendly atmosphere permeated the room at the 28th Annual Mayors' Dinner. That was especially fitting, given that Murray Haase was the Guest of Honour.

Murray, who's known for his long-standing, energetic and tireless commitment to community service in Kitchener-Waterloo, doesn't seek the limelight. But the 900+ crowd gathered at Bingemans, celebrated the man who in his quiet, engaging way works to make Waterloo Region a better place for all.

Bringing that strength of spirit to so many good causes, such as health care, education, amateur sports and social services, for more than six decades, Murray has had quite an impact, and made a lot of friends in that time. Many brought greetings and made tributes, either in person or by video. Presenters included longtime Lutherwood Foundation colleague Donna Buchan, fellow Rotarian Jim Erb and many of Murray's family members, including his son Brian and daughter Susan. Susan said to her dad: "What an amazing honour. What an amazing man. You have done so much for so many people for so many years. And I cannot think of one person who would be more deserving of this. Not only have you helped the community, you've helped your family. You are a wonderful father, grandfather and friend."

Mayors Berry Vrbanovic and Dave Jaworsky, hosting their first dinner, provided a humorous A-Z list of Murray's accomplishments. Rotarian Candi Harrington said that Murray is "the best kind of community builder," adding that Murray knows "you need to do more than just write a cheque. You need to roll up your sleeves and get involved."

Lisa Talbot, executive director of KidsAbility Foundation, described Murray as "humble, kind, compassionate and genuine." John



Guest of Honour Murray and Merle Haase

Neufeld from House of Friendship pointed to "Murray's spirit of kindness and generosity."

Marcus Shantz of Mercedes Corporation may have summed it up best when he spoke about Murray's values, that he embodies "the idea that we all owe something to the community. We're all responsible to the community, and our companies are responsible to the community. It's been great to have Murray as a mentor, as I've tried to find my way in the community."

"Murray is absolutely relentless when he's behind a cause. ... He's not ashamed to push you to do more. It's fashionable to talk about social entrepreneurship or corporate citizenship, and I can tell you that Murray has been doing that and living that, before there were words to describe it."

The spirit of generosity was contagious. One fine example was when Shelumniel Tabije representing Bell won \$4560.00 in a heads-or-tails 50/50 draw, and immediately donated his winnings to The Working Centre.

Overall, the event raised \$80,000 to support The Working Centre and St. John's Kitchen.



Thank You to the Community Group Tables

- Bingemans
- The Boardwalk
- Carizon Family & Community Services
- Ron & Sue Doyle
- Habitat for Humanity
- Homewood Suites, St. Jacobs
- House of Friendship
- KPMG
- The Mennonite Foundation, Mennonite Savings and Credit Union
- Margaret Motz
- MTE Consultants
- Bob and Margaret Nally
- PwC
- The RaeLipskie Partnership
- RBJ Schlegel
- Regional Municipality of Waterloo
- Renison University College
- Strassburger Windows & Doors
- Wilfrid Laurier University

Thank You to the Patrons

- Bell
- Erb & Good Family Funeral Home
- Lyle S. Hallman Foundation
- MHBC Planning
- St. Jerome's University
- St. John's The Evangelist Anglican Church
- Mercedes Corporation
- Parkway Ford
- City of Cambridge
- Lutherwood Child and Family Foundation
- University of Waterloo
- Ahmet Jakupi Financial Solutions
- The Shantz Family



Waterloo Mayor Dave Jaworsky, Guest of Honour Murray Haase, MC Neil Aitchison, and Kitchener Mayor Berry Vrbanovic at the 28th Mayors' Dinner



Bell has been a Patron and Event Sponsor since 2001. Bell partner KB Telco were guests at the Bell table. Shelumniel Tabije (fourth from right) won the Heads and Tails game and donated his winnings of \$4560 to The Working Centre.

Transition to Common Work

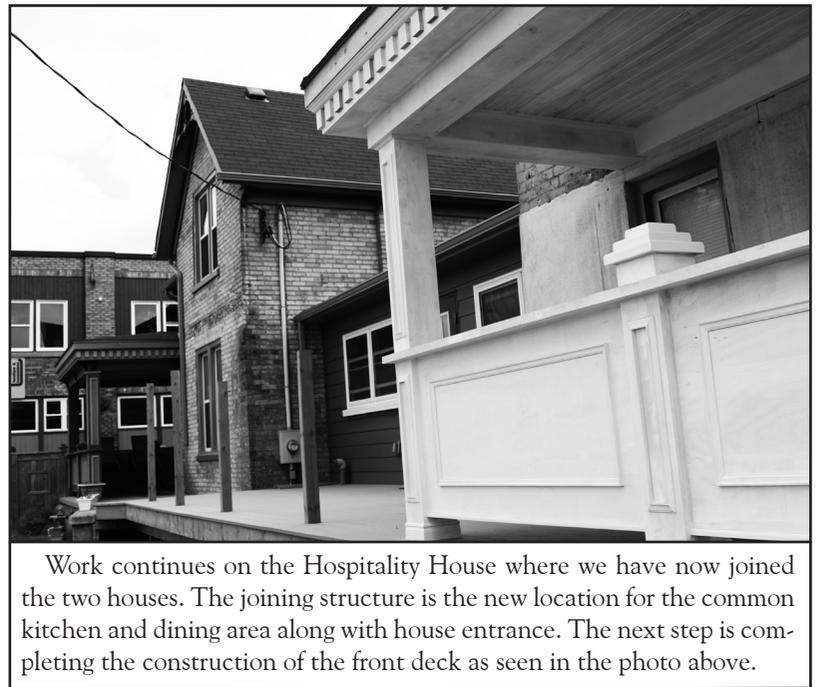
Building Community at The Working Centre

By Joe and Stephanie Mancini

The Working Centre in the downtown core of Kitchener, Ontario, is a widely recognized and successful model for community development. Begun from scratch in 1982, it is now a vast network of practical supports for the unemployed, the underemployed, the temporarily employed, and the homeless, populations that collectively constitute up to 30 percent of the labour market both locally and across North America.

Transition to Common Work is the essential text about The Working Centre—its beginnings thirty years ago, the lessons learned, and the myriad ways in which its strategies and innovations can be adapted by those who share its goals.

212 pages \$20.00 softcover



Work continues on the Hospitality House where we have now joined the two houses. The joining structure is the new location for the common kitchen and dining area along with house entrance. The next step is completing the construction of the front deck as seen in the photo above.

Following Details in the Life World

by Rebecca Mancini

In a recent gathering of people who work with the Community Tools projects, we reflected on the role of details in our work. Leading the discussion, Kayli noted that details form the tapestry of our projects and we are the weavers – intertwining the details in both a relational and practical way that accomplishes the daily work while building involvement and inclusion. In the Community Tools projects, the idea of following details seems like a background concept to the importance of welcoming people but as Kayli led us through the conversation, it became obvious that it is by following the details that we provide hospitality for people and open up new pathways for more people to join in the projects.

Relationships and Bookkeeping

As someone who is involved in Tools projects and in the behind the scenes detail work, I started reflecting on how Kayli's thoughts resonated in work that seems at first glance to be only about details. Bookkeeping at The Working Centre is a good example of this. Surely bookkeeping is only about details? What does hospitality or relationship have to do with it? Everything, is my immediate response. For us, our bookkeeping follows the same virtues as any project at The Working Centre and constantly works to bridge the world of very straight-lined expectations of our funders with the more fluid nature of The Working Centre projects.

Here are some examples of moments that arise each day: A fellow who is involved with outreach and the Job Café receives a large settlement of money but doesn't have a bank account. Can we store his money and make it accessible to him when he needs it? When he needs it quicker than anticipated, can we return it to him without judgment

The amount of this type of work is growing and we often lament that more people are not drawn to help us hold this complex balance. Many people enjoy the front-line work, but we are a frustrating place for detail-holders who are asked to hold this complex balance while also thinking broadly, diversely and relationally. We always search for people who find as much joy in the messiness of life as when all the details line up neatly – who can bounce from detail work to people work – in an unrelenting way. This is not easy work – ask any of the people who help to hold these details.

or frustration? An Employment Counsellor is working with someone who needs workboots in order to start a new job tomorrow. Can we make this purchase happen in time? The Café calls and needs change. Do we have enough small bills on hand? Outreach Workers call and need a cheque right away because someone's hydro is about to be cut off. Can we fit this into a flex fund or can we loan the person money? Someone from the Targeted Initiative for Older Workers needs to pay for a training course online or a Youth Entrepreneurial Program participant needs to spend some of their microloan but is unable to float the money up front.

The types of questions are endless and each one of these moments means that we stop our regular day to day work and try to follow in thoughtful ways to make sure that we are being responsive to the situ-

Excerpts from the Forewords written by Frances Westley and Ken Westhues

"I was looking for the magic formula that has allowed The Working Centre to create the transformation of downtown Kitchener, a transformation impossible to miss. Lastly, it puzzled me, given their success, the Mancinis weren't selling this "formula." They seem to have found the secret to addressing so many of the problems facing the downtown core of small cities – and doing it while reclaiming and restoring old buildings into beautiful community spaces – all with no visible show of resources. Why weren't they trumpeting their story to the world?"

"...So it was with great eagerness that I opened this book and began to read. What this book contains cannot be described as a formula, but it does describe the alchemy that a selfless and dedicated few can ignite and therefore holds lessons worth learning for all those who are unhappy with the world as it is and who believe that change is possible. For me those insights occurred at three levels: that of the individual, that of the community relationships, and that of the broader institutions shaping our world."

Frances Westley
J.W. McConnell Chair in Social Innovation
University of Waterloo.

"Since its founding in 1982, the Working Centre has won broad recognition and respect in Waterloo Region, Ontario, a city of half a million two hours west of Toronto. Yet few people there or anywhere appreciate what an extraordinary, seminal institution it is. This eye-opening book by its founders corrects superficial impressions. It will awaken fresh, hopeful, practical thinking in anybody worried about today's economic trends and the people left behind.

"...These authors may sound utopian. You may doubt that their lofty plans could ever work. In fact, those plans have been working for thirty-two years, while hundreds of other social-change initiatives have failed. Theirs is a daring venture that began with no capital at all, but that has grown, prospered, and woven itself securely into the fabric of its host city."

Ken Westhues
Professor Emeritus
University of Waterloo

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Details & Relationships

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ation while still holding our funding commitments and the necessary paper trail.

Systems that Respond to the Day to Day

With the full complexity of our diverse funding, the natural instinct would be to tighten things up, to be less responsive and to make things follow a predictable pathway. But instead of thinking of systems that force real life to match our needs, we foster the complexity and focus on building structures and systems that respond to the day to day activities while also keeping our books clear and our lines straight.

We often talk about these kind of detail roles at The Working Centre as bridging roles, roles that work to hold back and reinterpret some of the systems and bureaucratic expectations of the wider society so that the rest of organization is able to respond to people in real and human ways, not as a client or a file or a stat or a number.

The philosopher Jurgan Habermas describes this dynamic in his concept of Systems and Lifeworld. Lifeworld is the day to day world of messy, surprising and delightful human interactions; it is the place where people build their own unique lives and where relationships form. Systems can be useful to help interpret this often muddled Lifeworld but Systems can also easily overpower the Lifeworld. When this happens people become disenfranchised and lose the sense of who they are outside of the way the System interprets them.

The Working Centre is often seen

as refuge from the world of Systems. We are a place where people can come as they are without signing a form, where we don't have a rule book for how people should act and where people are invited to join in the real work each day. The more we can share the work with others, the more we don't hide behind our systems, the more the lifeworld flourishes.

Work that is Intentional and Relational

We can only do this because of people who commit to keeping a foot in the system world and a foot in the lifeworld; people who commit to bridging the worlds and helping to hold back the ever increasing demands of the system so that we can remain responsive to the people coming in the front door. These people then turn around and spend time translating the day to day activities into the various systems speak. This is not an easy role to be in. It is alert and agile work and requires people to think broadly and minutely at the same time while being open, intentional and relational



Renovations at 256 King

The work to convert the 2nd floor of 256 King East into 8 one-bedroom apartments is well under way. The first job was demolition of old structures on the 1st floor. This included major work on the portion of the main floor that did not have a fire rating between the floors. This entailed thoroughly stripping that area of the building back to the brick and joists. The next task was cleaning out the basement. This basement has mostly been used for storage and some parts of it felt like it was abandoned in the 1940's. Our plan is to use all 12,000 square feet of the building for either housing or project space.

The 2nd floor demolition was more extensive than we had planned. It was necessary to remove all of the false ceilings in every room in order to achieve a higher R value under the roof structure through spray foam insulation. This will add greatly to

the building's long-term energy efficiency. Work will continue all summer with the goal of occupancy on the 2nd floor apartments for early October.

Construction Volunteers

This will be a summer of construction at The Working Centre. You may have some time and skills to contribute to this large renovation project. We always have room for help with general labour, clean up, framing, drywalling, etc. If you would like to contribute please contact Kara at 519-743-1151 x119 or kara@theworkingcentre.org.



at each moment.

This work is done in our book-keeping and also in various roles that help to hold our statistical reporting to funders, in roles that help to write proposals and reports, in roles that help us to follow the various miscellaneous details that come up each day as we follow each request thoughtfully. It is work that is a step removed from "front-line" work but is work that helps to make the rest of the place possible.

The amount of this type of work is growing and we often lament that more people are not drawn to help us hold this complex balance. Many people enjoy the front-line work, but we are a frustrating place for detail-holders who are asked to hold this complex balance while also thinking broadly, diversely and relationally. We always search for people who find as much joy in the messiness of life as when all the details line up neatly – who can bounce from detail work to people work – in an unrelenting way. This is not easy work

by any stretch of the imagination but for the right person, it can be enlivening.

Despite the challenge of turning details in relationships, the complexity of finding solid ground in the midst of ambiguity, and the ever growing demands of the system world, it is work that is integral to letting the Lifeworld of The Working Centre flourish.

Learn more about working at The Working Centre by checking out our Contribute page at:

<http://www.theworkingcentre.org/contribute/573>

In the Work section you will find articles that include:

- Our Permanent Job Posting
- Many Ways to Contribute
- Ethical Imagination: The Working Centre's Approach to Salaries
- Building Relationships Where People Are Real

2,400 Helped at Income Tax Clinic

by Stephanie Mancini

We were overwhelmed by the number of people who came to the Job Search Resource Centre each day, looking to prepare their income tax returns. For 8 weeks we hosted a Community Volunteer Income Tax Program Clinic, sponsored through CRA, for over 2,400 people living on a limited income, looking to prepare their income tax returns for the 2014 tax year. Increasingly, this is the way to access tax credits for people living on a limited income – credits come once you have filed your income tax return.

Over the 8 weeks we hosted these clinics, we saw almost 80 people per day – people who waited patiently while volunteers methodically used the CRA approved software to complete income tax returns. The people were diverse, and the questions we encountered were complex, as we problem-solved through each situation to find the best solution for each person.

Some 40 volunteers gathered as part of the workforce to diligently complete these returns. If you have done your own tax return, you know the attention to detail this requires. The volunteers were from all walks of life – they spoke French, Mandarin, Cantonese, German, Arabic, a variety of African dialects, Vietnamese and Spanish – often helpful when people's English language skills are new. Some of the volunteers are looking for jobs in finance related work – others are just happy to share their skills during this time of their life.

The volunteers were happy to volunteer, they seem aware before

they come to us that they would work really hard for two months and they don't seem to mind. There were a number of volunteers that helped out two or three times a week; one volunteer came twice a week for both morning and afternoon shifts. Even though our volunteer shifts end around noon hour and at 4pm volunteers were happy to stay to ensure everyone could be received in the clinic.

One day as I walked through the resource centre, filled with people milling about waiting for their turn to get the income tax done, I met Erma. Erma was the wife of Craig, one of the first people I met when we first started doing Plant Closing work in 1991, when Domtar closed. Craig struggled for many years trying to find a place where he could fit, could contribute his skills in a meaningful way. When he encountered some serious health issues, we stayed in touch over the years, and we eventually attended Craig's funeral. Erma was in the resource centre that day, serving as the driver of a friend who needed her income tax done. We had a delightful conversation together about the importance of these small acts of kindness that make day-to-day living more tolerable with people who are willing to help each other.

We had a moment together where we celebrated all the small kindnesses that build up – our connection to Craig over the years, Erma's deep care for her ailing husband, and now her patient waiting while she helped her walker-dependent friend

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Community Dental Clinic Takes Shape

Slowly, we are converting 83 Victoria N., the house beside the Hospitality House into a community Dental Clinic. In March we received our building permit, putting in motion the major structural changes to the building to accommodate 2 operatories and other dental equipment needs.

The project got a tremendous boost when Ken Crony of Henry Schien Dental committed to finding all the equipment we will need to get the project off the ground. The list of specialized dental equipment that has been donated includes

dental chairs, lights, compressor, pumps, x-ray machines, a pan cephal 180 x-ray machine, an x ray reader, and dental computer software. Most importantly, Ken is committed to helping us install the equipment and has made several trips to Kitchener to help make this process go smoothly.

We owe a great big thank you to the local dentists, hygienists and community workers who have helped to make this project possible. In particular we are grateful for the work of Irene O'Toole, Mitra Doherty, Douglas Jones, Marieta Shefkiu, Roger Ellis, David D'Silva, Peter Poloso, Ashleigh Bauman and Sara Escobar.

This year we have received donations from Jim and Sue Hallman, The Cowan Foundation and the K-W Community Foundation to help with capital and first year operating costs.



Income Tax Clinic

continued from page 5

to access the income tax clinic (patiently feeding the parking meter while she waited), and all the volunteers who helped to make the tax clinic possible. It was really impossible to see in the end, who was giving and who was receiving in this intricate web of kindnesses that helped people to keep company with one another. One man who sat beside us as we talked was quite moved by the beauty of that moment, as he waited endlessly for his own turn in the income tax clinic.

Each day we see these amazing kindnesses that echo back and forth between the giver and the receiver. During the income tax clinics we saw many situations:

- People living on very limited income who were able to access tax credits once they completed their income tax return.
- We were able to divert people from companies that claimed they could help people with returns if they were willing to give up a share of their return.
- We heard the complex situations that shape people's lives – recent family break-ups, immigration, people who were house-bound, court related situations, young mothers, CPP

recipients, people who needed to prepare back taxes, seniors who own their own homes but don't have enough income to support the costs, young people who are just learning about tax filing, people who had done work to bring in income and were learning about self-employed rules.....

- We received each person as thoughtfully as we could, and then turned to receive the next person who was waiting.

There were some exciting moments, where a person was connected to an employment counsellor, and was then connected to a job the next week, or where people with transportation challenges got connected to Community Access Bikeshare for an affordable bike membership. But perhaps the greatest celebration is about the endless small kindnesses that got passed around from person to person – the volunteers, the endless welcome by Working Centre staff people overwhelmed by the volume of people, the young children who drew pictures, the many good wishes and messages of appreciation shared. We are grateful for the commitment and dedication of many people who helped to make this possible.

Computer Recycling at The Working Centre

by Elizabeth Pang

Computer Recycling (CR) is a Community Tool project providing access to technology. This project started more than fifteen years ago to facilitate the reuse of older computers rather than seeing them end up in a landfill site. The aim is to provide affordable computer services. Included in its offerings are refurbished desktop computers, used monitors, printers, speakers, computer books, RAM, DVD drives, and cables, etc. Come in to browse and find what you are looking for. Repair services are also offered on desktop computers.

CR offers refurbished desktop computers that run either Windows 7 or Xubuntu Linux. Desktop computers with Microsoft Windows and Microsoft Office are available at low cost to non-profit organizations and to individuals or families who meet Microsoft's designated income requirements. The computers that run Xubuntu are available at an even lower cost to anyone regardless of income level. They come with a wide variety of free open-source software (FOSS) including Libre Office, an alternative to Windows Office. The computers come with a warranty and customer support by the multitude of trained volunteers at CR.

CR is open from Tuesday to Friday from 10:00 to 5:00. It is located in the

The affordable computers, peripherals, parts, and services provided by CR impact the community in various ways. For example, they help make integration easier for new Canadians.

basement of The Working Centre at 66 Queen Street South in Kitchener. The easiest entrance is the side door on Charles St. W. You may come to donate electronic items, purchase electronic equipment, get a desktop computer repaired, or simply join others to discuss computers.

The Working Centre's CR project is an Ontario Electronic Stewardship (OES) Refurbisher. This OES designation enables CR to refurbish and resell donated computers and peripherals in addition to recycling them. As part of their OES agreement, CR is required to certify that all recycling is done in an environmentally responsible manner.

The affordable computers, peripherals, parts, and services provided by CR impact the community in various ways. For example, they help make integration easier for new Canadians, especially for communicating with friends

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Computer Recycling is an OES Recycler

Last year Computer Recycling...



- Sold and refurbished 300 computers
- Recycled 24,400 kg (53,700 lbs) of electronic waste
- Received 6,000 hours of volunteer time



We accept all forms of electronic goods

Display Devices, Monitors & Televisions, Desktop Computers, Portable Computers, Computer Peripherals, Printing & Copying Devices, Telephone and Telephone Answering Machines, Cellular Devices and Pagers, and Image, Audio and Video Devices (Personal/Portable).



Display Devices
Monitors & Televisions

Image, Audio & Video
Devices
Personal/Portable

Cellular Devices
& Pagers

Computer Recycling

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and family in their former country. Charles, the host of CR, shares a story about a New Canadian family who bought a low-priced webcam to help the family feel more secure after the family's traumatic experiences in their former country. Access to technological tools is almost a necessity in personal and work life. For many low income families, CR's refurbish computers are the only way to afford a computer for their children at home.

The computers provided by CR can also contribute to education and employment goals. CR loans computers at no cost to students who are enrolled in the Experience Matters program learning Microsoft Office skills. This program trains people for positions that require computer skills.

CR is volunteer-based. A team of knowledgeable volunteers dismantle donated computers and re-use the

components to refurbish computers, with surplus parts available for repairs or customer purchase at very reasonable prices. The unusable parts are environmentally recycled, which generates income to help support the services of CR.

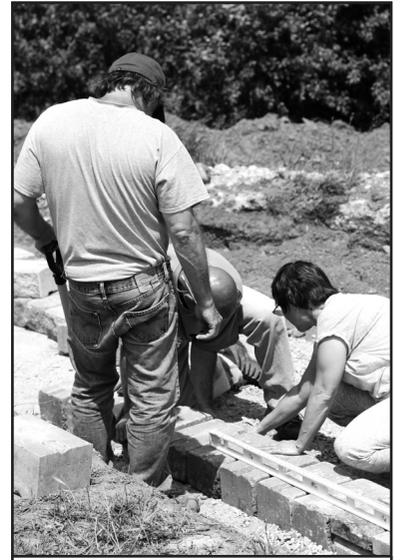
Volunteers of various ages and backgrounds say that their time in CR is meaningful, enjoyable, and rewarding. Volunteers get the opportunity to serve and interact with community members while learning and sharing valuable hands-on skills in refurbishing, repairing, and testing computer equipment.

One of the many volunteers at CR is Brandon, a young man who has volunteered more than five years at CR. He says that "People here are really friendly and welcoming" and he gets to practice working with computers. Brandon's other passions include creating artwork. He fosters his artistic talent by drawing decorative murals on the whiteboard that bring a lively atmosphere to

CR. Volunteering also enables him to further develop communication skills by talking with people who call in for technical support.

Here are some other stories of CR volunteers. Gary helps in many ways and says that the opportunity to volunteer at CR gives him something to do in his free time. Robert enjoys collaborating with other volunteers and helping people solve their computer problems. To him, this is a way he can pay forward all the help he has received from the community. Holly says that her volunteer experience at CR paved the road to getting hired at Kitchener Public Library in the past. Wesley enjoys giving tours of CR and says he likes volunteering because he enjoys using his computer skills to give back to the community. It is the volunteers that make CR possible. A big **Thank you** to all of them!

Elizabeth Pang is completing her Bachelor of Social Work from Renison University College. She just completed a nine month placement at The Working Centre.



During the week of May 25-29, Fr. Toby Collins CR and 15 students and teachers from Resurrection High School dug out and installed a large terrace at the Hacienda Sarria Market Garden. Thank You to Fr. Toby, Les Fleiszig and Roddy Iltshishin and their tech students, Hugh Stroeder and Linda Tester from TNT Property Maintenance.



Hacienda Market Garden

local • urban • fresh • community



Join our CSA to enjoy weekly shares of locally grown vegetables, flowers, freshly roasted coffee, dinners, baked goods, microgreens and pea shoots (mid-June to end of October)

To Order

Online: <https://catalogue.theworkingcentre.org/csa>
 Email: hacienda@theworkingcentre.org
 Phone: 519-743-1151, x 113

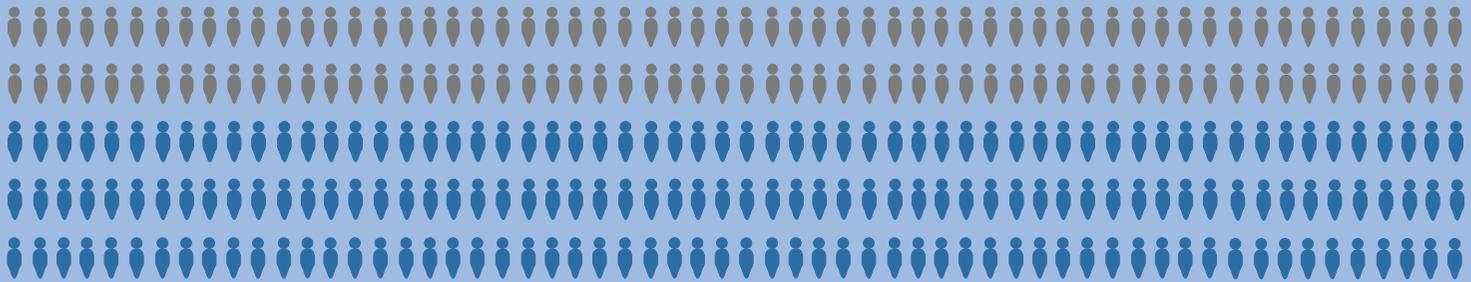


Pick up at...

- Queen St. Commons Cafe
- The Tannery
- or
- The Hacienda Sarria

The Working Centre Invites Your Help

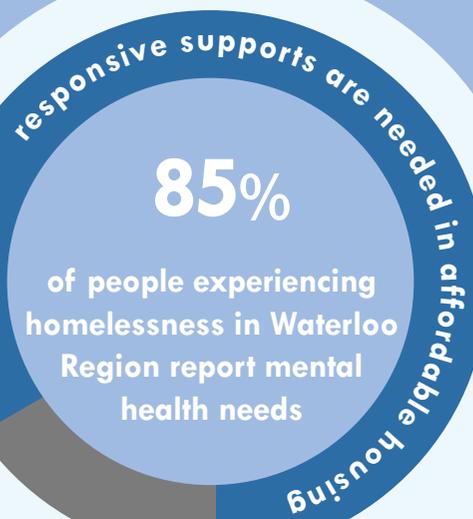
Over **300** people in Waterloo Region were sleeping in shelters or on the street in Nov. 2014.



■ temporarily experiencing homelessness ■ chronically homeless

More than **60%** of this population is chronically homeless. The Working Centre's new affordable housing is specifically designed to support this group.

Supportive housing works. We support people in their day-to-day living and help respond to challenges that emerge.



By renovating existing downtown buildings, we can build affordably, averaging **\$128** per square foot.

Welcoming and supporting people to build a life in these revitalized buildings helps us create a more vibrant downtown and a more inclusive community.

Yes! I want to help make affordable housing possible.

TOTAL GIFT AMOUNT

- \$1,500
 \$1,000
 \$500
 \$250
 \$100
 \$50
 Other: \$ _____

Pledge Payment Timeframe:

- One-Time
 Five Years: \$ _____ annually

Payment Method:

- Visa
 MC
 Amex
 Stock (please contact us)
 Cash
 Cheque (payable to The Working Centre)

Credit Card Information:

Name on Card _____
 Card # _____
 Expiry Date _____
 Signature _____ Date _____

YOUR INFORMATION

Name: _____
 Address: _____
 City: _____ Province: _____
 Postal Code: _____ Tel: _____
 Email: _____
 Name for recognition purposes: _____
 I/We prefer to remain anonymous

For more info, please contact Heather Montgomery: 519-743-1151 x136, affordable.housing@theworkingcentre.org

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