Crossing the Threshold

By Joe Mancini

One way to read the signs of the times is to draw together seemingly divergent social and environmental issues. From our backyard of downtown Kitchener, social issues and the environment are equally pressing. These are signs that can be seen in most Canadian cities. The main social issue is the fallout from the decline in affordable housing and the resulting rise in homelessness. We see the stark reality of people surviving on the streets without access to shelter. We also know that the intertwining of addiction and mental health adds to the burden of surviving on the street.

Recent surveys in the Region are demonstrating that there are well over 400 individuals who are homeless and are using emergency shelters but even with the addition of about 70 overflow beds this winter there are not enough beds. Rents are rising, affordable units are hard to find and people are left struggling to stay warm.

At the same time, there is a growing awareness that we can no longer take the environment for granted. Every week, we are confronted by the reality of Climate Change as this report from the World Meteorological Organization makes clear.

"The tell-tale signs and impacts of climate change – such as sea level rise, ice loss and extreme weather – increased during 2015-2019, which is set to be the warmest five-year period on record, according to the World Meteorological Organization (WMO). Greenhouse gas concentrations in the atmosphere have also increased to record levels, locking in the warming trend for generations to come."

We perceive homelessness and the environment as separate realities, but perhaps they are better understood as interconnected.

Dislocation is a term that draws these separate realities together. For most people dislocation is a description easily applied to someone who is homeless. After all, anyone who is without a home must be dislocated. But what if the definition of dislocation had deeper connotations? What if homelessness and environmental degradation were seen as emblematic of a society which easily breaks relationships of trust and loyalty, of a society that pursues objectives without consideration for the air, water and soil and whose spirit is concerned more for the winners than creating community supports for those who struggle?

Dislocation in this context is a reflection of how we have narrowly organized our communities and is also symptomatic of how we walk on
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.

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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. As the donor, you will receive a tax receipt, plus the card to give as a recognition of your gift. Also available through our online catalogue.

Coffee at Queen Street Commons Cafe
A $10 donation will provide coffee and a meal for someone in need of friendship and conversation.

Bed or Couch from WASL
A $100 donations will help someone receive furniture for their new apartment.

Free Bicycle for a Child
At Recycle Cycles volunteers refurbish childrens’ bikes. A donation of $25 will go towards the cost of parts and tools to provide free bikes for a child.

Cab Fare
A $20 donation will help someone in crisis pay for their ride to the hospital or detox.

An Alternative Christmas Gift Idea
For donations made in the name of family and friends, we will gladly send a Christmas card acknowledging your gift.

Please direct my gift to:
☐ St. John’s Kitchen ☐ The Working Centre

Please send a Christmas card to:

Name: ______________________________________
Address: _________________________________
City: ______________ Postal Code: __________

Your name, email, and address:
(So we can send you an Income Tax receipt).

Name: ______________________________________
Address: _________________________________
City: ______________ Postal Code: __________

Email: ______________________________________

For credit card payment please visit online at:
donate.theworkingcentre.org or call 519.743.1151 ext.111
e-transfer available: eft@theworkingcentre.org

The Working Centre is pleased to announce that Frances Westley will be our special Host for the 33rd Annual Mayors’ Dinner

Saturday March 28th, 2020

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

Climate Change and Sustainability
Teaching our Children | Welcoming Refugees Growing our Own Food

Frances Westley, J.W. McConnell Emeritus Professor of Social Innovation, University of Waterloo will host the 33rd Mayors’ Dinner focusing on the work of developing sustainable practices in the midst of growing Climate Change.

As host, Frances brings four decades of research and community organizing around social innovation, sustainable development, strategic change, visionary leadership and inter-organizational collaboration.

In 2019, she was recognized with 40 others from around the world by the Schwab Foundation for Social Entrepreneurship for their commitment to social innovation by driving change and shifting organizations and systems towards a more just, inclusive, sustainable future. Frances was recently given a Honourary Doctorate from Stockholm University for her work on the transformation to sustainable development and the importance of institutional entrepreneurs in resilience and socio-economic systems. She has collaborated for decades with natural scientists in order to improve how we relate to ecosystems, natural resources and biological diversity.

As Host of The 33rd Mayors’ Dinner, Frances will share a message of challenge and hope, highlighting the work being done at the grassroots in Waterloo Region. What is the role of civil society to meet the challenge of climate change?

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

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

 Individual Tickets:
$100 (includes one tax receipt for $55)

Contributor Sponsorship Packages:
$250 (includes 2 tickets, recognition in dinner program, and one tax receipt for $160)

Community Group Packages:
$750 (includes 8 tickets and one tax receipt for $390)
Continuing Street Health Work

By Stephanie Mancini

At last year’s Mayors’ Dinner we focused on Person-Centred Grassroots Healthcare. In the words of Dr. George Bertigian:

“We had no hierarchically designed program or procedural guidelines to work under. In effect, what we did was use the approach of the famous professional tennis player, Arthur Ashe, who tackled his problems using the SUD method: Start where you are! Use what you have! Do what you can!

Our immediate barrier was gaining trust which took a lot of listening and attention, being adaptable, open and especially non-judgmental. We worked hard at keeping our promises. We knew our care had to be backed by consistency, respect and kindness. We accepted that even though we couldn’t figure out and solve many of their complex addiction, mental health and medical problems we could work away at lessening the harm enough at least to keep people alive. In SUD, survival is always our most immediate concern; the rest of the work is mostly finding ways to progressively lessen their suffering one on one, one day at a time.”

Our medical team is responding a-person-at-a-time to complex situations:

• A young girl ends in hospital after an overdose after an experience that builds on a series of life traumas, and we work with her and her parental stuff to relieve her pain, problem-solve a situation that looks like non-compliance but is really a reaction to trauma, helping to resolve treatment, physical rehab, and housing options.

• A person from a neighbouring town is service restricted from all services, and lands in K-W for treatment; she is dying of cancer, has a partner with her helping her to cope, but he has an outstanding warrant and is rapidly arrested; leaving us as her main form of support.

• A young man who has faced many service restrictions from supports is released from jail, but can’t access shelter; he has been free of street drugs and is more coherent; after the death of a friend he ends up using, accelerating his bi-polar behaviours, damages the hotel he is in, and then ends on the street. We maintain connection, supporting the place he is in, supporting his well-being, helping him to stay connected in spite of the many connections he has pushed away.

Our medical teams walk with people through complex situations, system gaps, and the consequences of homelessness and an easily available and dangerous drug supply. Here are the thoughts of Dino, a nurse hired recently to join our team:

“When I became part of the SOS team and St. John’s Clinic, it became immediately clear that this nursing role would be a step outside of the box of what I considered to be a traditional nursing role. I became a member of an interdisciplinary team that provides wraparound care that meets the person where ever they are—at—in both the metaphorical and literal sense. A predominant emphasis is placed on forming trusting, therapeutic relationships with the people we serve and identifying and offering services that can best help them in their current context. Traditionally, as nurses we may feel compelled to focus on efficiency and most of what we have experienced pressure to complete tasks as quickly as possible. At the Working Centre efficiency—although important— is given less emphasis than effectiveness. We are effective when we serve the person well and strive to meet their needs.”

We are moving ahead with hiring for our Water Street house, a house that will offer interim housing for people who are active drug users. The house will offer police drop-off beds to ensure wellness; beds that will offer extended hospital treatment in a harm-reduction environment, often for rampant infections; and respite. A nurse will be available 24/7 in this creative interim housing environment, extending the dynamic health care work we are doing at St. John’s Clinic, in the SOS team, and in the wider Inner City Health Alliance partnership.

We are also extending our daytime teams to include an evening nurse/ outreach team, supporting shelters, overflow, supportive housing, and hospitals to ensure that we are linking people with this deep network of supports.

We submitted a proposal to Health Canada that might also help to add some creative responses to the issues of unsafe street drugs, and drug induced psychosis. As we focus on a person-at-a-time, supporting deep relationships while we navigate complex health and mental health issues, we are learning so much. We feel the pressures of homelessness, combined with mental health issues, which are often self-medicated through street drugs. We continue to build circles of support and connection, deeply embedded in our practices of loving each person, in spite of the dislocation and substance-related numbness, continuing to creatively problem-solve.

We welcome interested nurses as we expand our team (see posting on our website) Jean Vanier’s words take on a new meaning – “It is an attitude; it is the constant openness of the heart; it is saying to people every morning, ‘come in’; it is giving them space; it is listening to them attentively.” – a person at a time, a moment at a time.

Continuing Street Health Work

Crossing the Threshold

continued from page 1

the earth.

Too often our human condition has adapted to ignore the pain and rejection that many go through as they lose their housing. When family relationships are broken and emotions remain unacknowledged, too often our human condition has adapted to ignore the pain and rejection that many go through as they lose their housing.

We lose sight of the bonds of social solidarity when we allow our competitive, fragmented world to be solely focused on economic growth. We ignore the matrix of human suffering one on one, one day at a time.

Threshold Crossing the

COMMUNITY SUPPORT

St. John’s Clinic Requests

The St. John’s Clinic is looking for the following donations to better help us to provide outreach primary care services.

We would like 2 more medical bags which will contain a stethoscope, blood pressure cuff, oximeter and thermometer.

In addition we require bus tickets to provide to patients so they can go to their specialist appointments and follow up testing appointments. And other items always in need.

St. John’s Kitchen Christmas Dinner Wishlist

$5 Tim Cards | Gloves | Hats | Scarfs

Full size bottles of shampoo and conditioner

Full size deodorant | Full size soap

Brushes or combs | Toothpaste and toothbrushes

Volunteers needed each day at St. John’s Kitchen between 8am and 3pm. We always welcome help with food prep, dishwashing, meal serving, and clean up.

You can just show up and ask for Tom or Jake, or email: jakeb@thestworkingcentre.org

continued on page 6
Our Job Search Resource Centre, located at 58 Queen Street South, helps support thousands of people to find work each year. This busy, informal and friendly resource centre helps people to connect to work opportunities, to find the work that can help them to support themselves and their families. Like many Working Centre spaces, we bring together people from all walks of life, responding a person-at-a-time - people working contract/short-term jobs, New Canadians looking for their first job in Canada, New Canadians looking for work in their profession, people seeking work that suits their hopes and dreams.

Our supports help 3000+ job seekers annually

We strive to support New Canadians in culturally sensitive ways, in their own language - so many people are looking for work urgently to support their families but English language learning is slowed down after the trauma and journey of re-locating. What works right now to support this journey?

The Working Centre has established a reputation as an place that offers intensive, individual and customized career and job search assistance. People we work with appreciate a solid base of job search support and career exploration while working at their own pace and schedule. We link people to formal and informal resources, tools, employment counsellor supports, and resources, in an approach that provides independence and flexibility.

We also bring the wider circle of Working Centre opportunities and resources. Job searchers can gain experience through volunteering or work opportunities in our community tools projects, including the Queen Street Commons Café, Worth a Second Look, Maurita’s Kitchen, the Green Door and more, building skills and working with others collaboratively. Technical skills can be advanced through our self-directed Computer Training supports or through volunteering at Computer Recycling. Job searchers can affordably outfit themselves for interviews with help from the Green Door, which can also help people to define their own style in a way that builds confidence. Many New Canadians and at-risk-youth volunteer in these projects to build their language skills and their work-skills. The beauty of these community settings cannot be described in words - the exchanges, inter-relationships, and opportunities give expression to the magic of building community that always surprises us as people support and sustain one another.

Some of our Job Search supports focus on youth and people who have challenges entering the competitive work force - we leverage the work experience gained through the community tools projects, that help to build job skills - with the Employment Ontario work placement opportunities - to support some really creative and meaningful connections. It is not magic - it takes a thoughtful, strategic and caring approach, and we celebrate the beauty of small moments that help to make a difference in people’s lives.

We build a spirit that is inviting, kind, and respectful to all who come through our doors (often a complex and challenging balance as needs for safety and inclusion intersect). All are welcome in our Job Search Resource Centre.

The Resource Centre is a place anyone can come, regardless of their circumstance, to feel welcomed and be received with dignity and respect. It is a place of relationships, where we know people’s names, and they are treated as more than just a number.

- Sarah, Resource Centre support
COMMUNITY ENTERPRISE
AT THE WORKING CENTRE

Our community enterprise projects offer opportunities for employment and volunteerism, skills development, friendly connections, healthy food options, sustainable living, open inviting spaces, valuable services, and much community building spirit!

Enjoy a delicious healthy meal or warm up with a cup of freshly roasted coffee

Queen Street Commons Café is hosted with the help of volunteers, inviting people into reciprocal relationships and working to build respect, inclusion and conversation. We invite people to enjoy our affordable, vegetarian home-style meals, snacks, desserts, and fresh-roasted coffee. Meals served at the café are prepared daily by workers at Maurita’s Kitchen.

43 Queen Street South
Mon - Fri: 8:30a - 9p | Sat: 10a - 4p

Fresh Ground Cafe presents plant-based whole food options. Our focus is on healthy ingredients: vegetables, fruits, nuts, seeds, legumes, and whole grains. Come for a fresh meal, or a hot cup of our fair trade, organic, freshly roasted coffee with one of our house-made desserts.

256 King Street East | Mon - Sat: 8:30a - 4p

You can also purchase bags of our coffee selections at our cafes or by visiting our online catalogue.

Have a meal catered by us

We offer a popular catering menu that includes some of our favourite salads, entrees, and desserts, as well as some tasty sampling trays. Support The Working Centre and enjoy a delicious nutritious meal prepared at Maurita’s Kitchen or Fresh Ground. Ask about booking a group meal at our community event spaces at 256 King Street East and 43 Queen Street South.

events@theworkingcentre.org | 519.743.1151 x166

Shop for clothing, accessories, and beauty products

Located steps away from the Kitchener Market, The Green Door is a volunteer driven used clothing boutique with a focus on reduced waste, sustainability, and skill development. Our items make great gifts for the holiday season!

Women’s & Men’s Items | T-Shirts
Handbags & Shoes | Handmade Soaps
Body Oils & Scrubs

Above the boutique, The Green Door Arts Space supports sewing, crafts and body products, creating opportunities to learn, teach, and connect with others.

37 Market Lane | Mon - Fri: 10a - 5p | Sat: 9a - 4p

Find unique items for your home

Come see our recently renovated store!

Creating opportunities for skill development, community involvement, and employment, Worth A Second Look is a retail outlet whose goal is to provide the community with low-cost used furniture and assorted housewares.

Furniture & Small Appliances | Housewares
Jewelry | Books | Electronics | Linens
Mattresses | Toys | Music & Movies | Tools

Pick-up and delivery services available. Donations and volunteers are always welcome.

97 Victoria Street North
Mon-Fri: 10a – 5p | Sat: 9a – 4p

Enjoy fresh locally grown vegetables

Support The Working Centre and enjoy weekly shares through our Community Supported Agriculture (CSA) project. You can sign up year round for our selection of shares:

Fresh Vegetables | Freshly Roasted Coffee | Prepared Meals | Microgreens | Baked Goods | Flower Bouquets

Our 2020 Winter CSA offers 12 weeks of fresh microgreens for $7.50 per week. From January to April you will receive a package of peashoots and a rotating variety of broccoli, radish, mustard, arugula, rapini, cress, and buckwheat microgreens.

Ask about our weekly pick-up schedules. Deliveries can be arranged through EcoCourier KW.

to learn more or to sign up for 2020, contact us: 519.575.1118 | hacienda@theworkingcentre.org
catalogue.theworkingcentre.org/csa

Join in the local bike community

Recycle Cycles is a community bike shop that teaches hands-on bike repair through co-operation. It offers space and facilities for people to repair bikes with the help of volunteers. New and used parts are available for sale at affordable prices. Refurbished bikes are also available.

Enter from 256 King Street East

Tues: 10a - 9p | Wed: 10a - 5:30p
Thurs: 10a - 6p, 6:30p - 9p (Woman’s Night)
Fri: 10a - 6p | Sat: 10a - 4p

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to learn more or to sign up for 2020, contact us: 519.575.1118 | hacienda@theworkingcentre.org
catalogue.theworkingcentre.org/csa

Visit our online catalogue. Our items make great Christmas and holidays gifts! All purchases help support The Working Centre community of projects.
The Diploma in Local Democracy

Together we reflect on our own experiences of democracy and think about what it means to include people in the decisions that affect their lives, what practicing reciprocity looks like, and why everyday equality is necessary for a democratic future.

Come participate in a dynamic and diverse discussion with the engaged community members. We welcome you to join us!

The class runs Wednesdays 7pm - 9pm from January until the end of April.

519.743.1151 ext. 175
waterlooschool@theworkingcentre.org

“Democratic relationships in everyday life form the roots of a democratic society.”

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For more information check out the Local Democracy section on our website: www.theworkingcentre.org

519.743.1151 ext. 175
waterlooschool@theworkingcentre.org

The Crossing Trek 2020

#TrekWithUs on February 8 to raise awareness about the risks of exposure for homeless citizens and raise funds for The Working Centre

Trek registration is now open
www.WaterlooRegionCrossing.com

REGISTER SPONSOR DONATE

Inspiring grassroots philanthropy to address community needs

#TrekWithUs ENGAGE EMPOWER ENDURE

The Diploma in Local Democracy

Begins January 8th 2020

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519.743.1151 ext. 175
waterlooschool@theworkingcentre.org
Reflections on St. John’s Kitchen

The Meaning of Hospitality

For over 25 years, Arleen Macpherson volunteered and worked at St. John’s Kitchen and The Working Centre. During that time, Arleen regularly contributed to Good Work News, The Working Centre’s quarterly publication reporting on the ideas, initiatives, and people in our community. Arleen’s articles provide a valuable perspective into the work done at St. John’s Kitchen, and the many people who help make it the special place it is in our community.

We have collected articles written by Arleen for this book, and conclude with articles highlighting the 31st Annual Mayor’s Dinner, held in 2018, which celebrated the Story of St. John’s Kitchen. As part of that celebration, Arleen was guest of honour along with Gretchen Jones and Jennifer Mains, who were recognized for their years of dedicated service at St. John’s Kitchen.

136 Pages | $22.00

Purchase at Queen Street Commons Cafe or online at: catalogue.theworkingcentre.org/books
Dear Friends,

The Working Centre brings hundreds of people together each day to meaningfully serve community throughout Kitchener-Waterloo. If you have the opportunity to visit any of our 35 projects you will see right away the wide involvement of volunteers in the core of the work while noticing how each project is organized to serve community. This integration creates a village of supports.

The Job Search Research Centre on Queen Street South is a hub of activity supporting over 3000 job searchers per year with resumes, applications, language supports, and training opportunities. Money Matters helped 4000 people to fill out their income tax along with problem-solving income issues.

Over a thousand people each year are supported through St. John's Kitchen. For 34 years, St. John's Kitchen has served a daily weekday hot meal and provides a dynamic gathering place, offering hospitality, welcome and sustenance. Downtown Street Outreach Workers walk with those facing homelessness. The St. John's Clinic offers primary care and mental health/addictions supports through doctors, nurse practitioners, nurses, and a range of problem-solving supports. We help people get through their days, coping with health and social problems that result from living in poverty and facing a lack of affordable housing.

In Waterloo Region a growing number of people do not have housing and are caught in a cycle of growing drug addiction. Specialized Outreach Services (SOS) is our interdisciplinary team of nurses/social workers/peer worker that embed within St. John's Kitchen Clinic and support over 300 people a year facing both mental health and addiction challenges. We follow people in and out of shelter, support people into housing, follow legal/court issues, support people in and out of emergency/hospital/psychiatric-ward and link people with primary care.

We are pleased that we received our building permit this fall, helping us to work actively on the construction of the Water Street House, designed to provide 8 interim beds as shelter for those facing the challenges of active drug use, providing multiple strategies for stabilization, support and treatment, in a place of hospitality. The house also helps to expand our health clinic space.

We rely on over 500 volunteers who contribute to building community in 35 different projects. Your donations help us build creative and enterprise-based community responses. Supporters of The Working Centre have proven, year after year, that community donations are vital in responding to local issues. We are grateful for your ongoing support, as you form an important part of this village of supports.

Sincerely,

Joe Mancini,
Director

We share our quarterly newspaper Good Work News with our contributors. Learn more about our community-based initiatives by visiting our website at www.theworkingcentre.org

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### Donate to support The Working Centre Community

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Please direct your donation to:

- [ ] The Working Centre
- [ ] St. John’s Kitchen
- [ ] Where it is needed most

**Payment Method:**

- [ ] Cheque (payable to The Working Centre)

To make a credit card donation please:

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

or call: 519.743.1151 x111

New rules on credit card donations mean you must directly enter your card # and CVV# each time you use your credit card!

e-transfer available: eft@theworkingcentre.org

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Province: [ ] Postal Code: [ ]

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Incorporated as K-W Working Centre for the Unemployed