



## Inside

### News and Views

SLSC Fundraising Update ... 1

Building Trust

Sally Fazal..... 2

### Society News

Homes for the 'Hard to House':

Testing the H2H Model

Pilot Project Update

Anita Desai..... 3

Peer Mentoring Positives

Elizabeth White..... 3

Rebecca Howse Named to

the Mayor's Honour List

for 2014 ..... 3

The Nuts and Bolts

of Social Enterprise

Info & Registration Form... 4

St. Leonard's House, Windsor

Good Neighbour Service

A. Quaglia and G. Palmer. 5

Last Words ..... 6

About Us

SLSC AGM 2014

Comings and Goings

## News and Views



**CARLETON UNIVERSITY BAKE SALE:** Placement student Rebecca Hawthorn sells baked goods at Carleton University as part of ongoing fundraising initiatives to support SLSC. Photo: Virginie Cossette

### SLSC Fundraising Update

SLSC's 2013-14 Carleton University placement student, Rebecca Hawthorn, has been spearheading fundraising efforts over the course of the Fall and Winter semesters. In December she began with a bake sale table at Carleton—which raised \$135 as well as awareness about SLSC. Special thanks go to Rebecca, Virginie Cossette, and Jennifer Innocente for providing the delicious baked goodies!

In the New Year, Rebecca set her sights a little higher and helped to organize a raffle on behalf of SLSC. With generous donations from Ottawa based health clubs TrueForm Health and Fitness, and Glebe Fitness, we raised close to \$1,000! Congratulations to our three winners: Troy Demers, the John Howard Society of Ottawa, and Esther Armstrong. A big thank you goes out to TrueForm's owner Andrew Attridge, and Glebe Fitness owner Freddy Martinez for donating the amazing prizes. SLSC also extends our thanks to all who bought raffle tickets to support SLSC, and our amazing team of SLSC staff and volunteers: Rebecca Hawthorn, Rebecca Jesseman, David Meyers, Tim Stuempel, James Wilson, and Shannon White who worked hard to help sell tickets and make this event a great success.

Finally, SLSC would like to extend our thanks to the two Ottawa-based RONA stores for including us in their fundraising efforts with their Discount Card program. RONA has granted SLSC a year-long program through which consumers who say they support SLSC receive a 5% discount on most items, and at year end RONA will give SLSC a 5% matching amount donation (*see pp. 4-5 to participate!*). For more information on how to engage a RONA store in your area, feel free to contact SLSC.



## Building Trust

### *Excerpts of remarks at the SLSC/ CAROW event November 15<sup>th</sup> 2013*

By Sally Fazal

Successful collective action requires clarity and trust. Organizations that are clear about the impact they are trying to have themselves are much better at collaborating with others. An ability to demonstrate competence, reliability and honesty are foundational to earning trust from others. [...]

#### *Trust Defined*

Trust is a big concept. Even defining it is hard. In the simplest terms, and to quote the philosopher Onora O’Neil:<sup>1</sup> “Trust is based on trustworthiness.”

This is an interesting idea for groups of people like you working to build collaboration between the mental health and criminal justice sectors. Our clients can be mistrustful of their caregivers, supporters and protectors. Often the public is mistrustful and misinformed about the people we are working hard to support. From something as specious as “You can never trust a homeless person,” to “I never trust the ABC agency because they never follow through,” this lack of trust is based on a stereotype about a group or an institution.

In her TED talk, Onora O’Neil argues that trust is created when its object demonstrates trustworthiness. This can happen only on an individual basis, one interaction or subject at a time. Our trust is intelligently placed with people who demonstrate trustworthiness.

Trust worthiness is demonstrated by competence, honesty and reliability. People could demonstrate two of these and we would find them trustworthy in certain areas (although Onora makes the point that honesty probably has to be one of the two). [...]

#### *Trust Among Organizations*

One of the challenges in making collective impact projects work is that we are trying to build trust between institutions rather than among individuals.

The received wisdom about collectives (and here I’m paraphrasing Tamarack’s excellent collective action work) is that we should be very clear about the problem we’re tackling, we should design and implement a shared measurement system to create focus and measure success, and that we must agree on mutually reinforcing activities to drive the change. All of these elements are critical and fundamental components of successful collective action efforts. [...]

Our propensity to trust stems from our lived experience. Many of the people we support have lived experience that fosters distrust and can debilitate their capacity for healthy and productive relationships. Even our agencies and institutions can have lived experience of having to compete with others for funding, or satisfy others’ ‘tick boxes’ in joint intake efforts, or for endless reconciliation of not quite coordinated requirements and rules.

Our institutional foundation has made us risk averse and mistrustful. The reasons for this are understandable and clear—everyone reports outcomes to different funders, has a reputation to uphold, or has a legal department with a different list of prohibitions and conditions. I notice in *Towards an Integrated Network* an outline for developing protocols and agreements with suggests that “effective practices include adaptability and flexibility concerning the procedures and protocols that are implemented; they should encourage thinking outside the box.” [...]

Without trust, we can be inclined to throw up our hands and conclude the other is unreliable, or incompetent, or dishonest. [...]

#### *So—What to Do...*

[...] Fundamentally, trust is something that is given to someone who is trustworthy. One way to build a reputation for trustworthiness, or reliability capital, is to make ourselves vulnerable to others.

Give away information about your internal processes, your funding strategy, and your outlook on the sector. Share your data and ask for input on how to use it or interpret it better. Find opportunities to demonstrate openness and vulnerability, which will send the message that you trust others and are therefore trustworthy yourself. Think about the agencies you’re dealing with as collections of people like yourself.

The extent to which we trust others is a measure of how trustworthy we are ourselves. Without good information to the contrary, we make assumptions about ‘the others’ on the basis of our own fears. If we assume that others will betray our trust or let us down, what does that say about our own trustworthiness? At the very least, trust depends on our accepting that the values and motives of the person (or organization) we are working with are the same as ours. Open and broad communication will back up this belief.

Trustworthiness builds trust, and trust is capital. [...] The more we trust one another the more we can accomplish together. [...]



Sally Fazal, Pelee Consulting

<sup>1</sup> Onora O’Neil: TED Talks “What we don’t understand about trust”, September 2013

## Society News

### Homes for the 'Hard to House': Testing the H2H Model

#### *Pilot Project Update*

by *Anita Desai*

This spring saw the completion of SLSC's pilot project which tested the findings from our 2012 research: Homes for the 'Hard to House': A Model for Effective Second Stage Housing. This project implemented promising practices from the original research to measure whether program delivery could be improved within an existing SSH setting by utilizing the principles set out by the H2H Model and research findings. SLSC gratefully acknowledges support for this project from Employment and Social Development Canada (formerly Human Resources and Skills Development Canada) through the Federal Horizontal Pilot Project funding stream.

SLSC was fortunate to work alongside Michel Gagnon, executive director at Maison Cross Roads in Montreal, and his fantastic Service Oxygène staff as our direct service partner. Overall, this project demonstrated the efficacy of the H2H model by adapting it within a direct service setting. As such, the model establishes the importance of adapting strategies to individual needs, and proved to be a useful tool for creative strategizing when attempting to enhance service delivery to residents of second stage housing. In addition to achieving its objectives, this study points the way to future research on the subject of housing within a corrections context. Most of all, it demonstrates the importance of effective collaboration. For more information on this project, please feel free to contact Anita Desai at SLSC. 

*Anita Desai is Research and Policy Advisor for SLSC*

*"This was a very positive experience for us ... we have gained a lot of insight as to how we could improve our services and be even more in tune with the needs of our clientele."*

Michel Gagnon, E. D.,  
Maison Cross Roads

### Peer Mentoring Positives

by *Elizabeth White*

"To help others." "To give back." These were the most common reasons given for signing up for the peer mentoring workshop we piloted this last few months. The comments were more than lip service. They were borne out throughout the interactive workshops by the ways the participants saw a need for peer mentoring and how they thought they could take part in it.

Thanks to Public Safety Canada, we were given the opportunity to research and design a template to train the trainers in peer mentoring which can be used across the federal corrections system. Peer mentoring is an acknowledged effective tool for improving quality of life, and not just for those who are mentored, but also for the mentors.

Working with experienced peer mentors, Daryl Clark, Rick Sauvé, and Daniel Benson, and advised by Michel Gagnon and Skip Graham, we were able to prepare a thorough literature summary and a workshop template which was tested several times. Evaluations proved the effectiveness and worth of the exercise.

We were fortunate to have terrific support from key Correctional Service Canada staff and institutions as we carried out the work and we are particularly grateful for their facilitation of and advice on the process.

As spring arrives, we are looking to see where and how this initiative can be further rolled out. Hopefully we will have an update for you in the next issue of this newsletter. 

*Elizabeth White is Executive Director of SLSC*

### Rebecca Howse Named to the Mayor's Honour List for 2014

SLSC would like to congratulate our Board President, Rebecca Howse, on being recognized for her longstanding commitment to race relations and diversity by being selected for the Mayor of London's Honouree List for 2014, in the category of Diversity and Race Relations.

Each year, many active members of the London community are nominated in specific categories as a means of recognizing the diversity of philanthropic work taking place in city. The nomination process is handled through the City of London's Advisory Committees with established criteria in place. Once a winner in each category is determined, the recipients are honoured at the first City Council meeting of the New Year. 

# SUPPORT SLSC and SAVE at OTTAWA RONAs

*If you or someone you know lives in or around Ottawa, show this at the customer service checkout of the Nepean and Gloucester stores to get your discount and support SLSC. Cards are available by calling the office, or simply cut out and use this facsimile. Tell your friends!*

Present this card to the specialty cash at the following stores:

Rona Home & Garden  
1880 Innes Rd  
Gloucester, ON  
613-741-6331

Rona Home & Garden  
585 West Hunt Club Rd  
Nepean, ON  
613-225-5636

**\*\*Please keep this card for future purchases\*\***

## SLSC and SLS Hamilton Present:

### Keynote Presentation by Terry Cooke

Mr. Cooke is President of the Hamilton Community Foundation. A life-long proponent of strong communities, his current role allows him to assist social enterprise start-ups. His insights will provide a great context for our day's work.

## The Nuts and Bolts of Social Enterprise: Turning Your Ideas into Action

May 30, 2014

9:00 am to 3:30 pm

Sheraton Hamilton Hotel

116 King Street West, Hamilton, ON L8P 4V3

### PROGRAM

9:00 – 9:15	Welcome – Opening Remarks	12:15 – 1:00	Lunch (provided)
9:15 – 10:00	Keynote Presentation: Terry Cooke	1:00 – 1:15	Personal Reflection: GreenBYTE Client Presentation
10:00 – 10:30	Panel Discussion: Pitfalls and Promising Practices Michel Gagnon, Maison Cross Roads; John Clinton, GreenBYTE; Christopher McIntosh, St. Leonard's Place, Peel; Sonya Spencer, KLINK Coffee; Rhea Wootton, Rideau Social Enterprises	1:15 – 2:15	Marketplace Exhibit
10:30 – 10:45	Health Break	2:15 – 3:00	Existing and Evolving Resources: Heather Crosbie, Innovaction
10:45 – 11:15	Panel Discussion continued	3:00 – 3:15	Closing Remarks
11:15 – 12:15	Resources Session: Legal and Accounting Implications/ Overview of Marketplace Exhibits Ross & McBride LLP; Ted Addie Accounting; Marketplace Exhibitors	3:15 – 3:30	Evaluation and Wrap-up



### REGISTRATION

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_

ORGANIZATION: \_\_\_\_\_

EMAIL: \_\_\_\_\_ TELEPHONE: \_\_\_\_\_

DIETARY RESTRICTIONS: \_\_\_\_\_

PAYMENT OPTIONS:  CASH  CHEQUE (payable to St. Leonard's Society of Canada)

**REGISTRATION FEE: \$150.00**

STUDENT RATE: \$50.00

Group discounts available, please contact SLSC.

Please mail or fax registration form, with payment to:

ST. LEONARD'S SOCIETY OF CANADA

208-211 Bronson Ave. Ottawa, ON K1R 6H5

Tel: 613-233-5170 • Fax: 613-233-5122 • Email: slsc@on.aibn.com

# RONA

Account # SLSC



## St. Leonard's Society of Canada

Move Beyond Bars. Create Second Chances.



Present this card to receive a 5% discount on most purchases & Rona will make a matching donation to St. Leonard's Society of Canada

## SUPPORT SLSC and SAVE at OTTAWA RONAs

*If you or someone you know lives in or around Ottawa, show this at the customer service checkout of the Nepean and Gloucester stores to get your discount and support SLSC. Cards are available by calling the office, or simply cut out and use this facsimile. Tell your friends!*



## St. Leonard's House, Windsor Good Neighbour Service

*by Angelo Quaglia and George Palmer*

Richard Florida, in his book *Who's Your City* wrote "When you walk on downtown streets in the morning, does it fill you with inspiration or distress?"

Windsor's Downtown Business Association recognized the importance of clean streets by recently contracting with St. Leonard's Good Neighbour Service (GNS). Since 2008, with funding from the City of Windsor, this community service program has provided a work hardening experience for hundreds of unemployed men and women on Ontario Works. St. Leonard's provides an on-site supervisor five days a week providing an anti-graffiti and anti-litter program. The participants develop good work habits and job experience while giving back to the community that supports them. As one businessman said, "This program not only improves business sites but helps youth obtain employment."

GNS has removed graffiti from over 5,000 sites and adopted several parks and streets for litter pickup and landscaping. Our daily presence is the best deterrent to littering our streets and has resulted in several positive stories including CBC and the Windsor Star. This media attention has heightened community awareness regarding the blight of graffiti and litter in our community as well as its prevention.

In the words of one participant, "I learned that people can take action to improve their neighbourhoods spreading pride city-wide." 

*Angelo Quaglia is Manager at GNS  
George Palmer is Supervisor GNS*

SPREADING PRIDE CITY WIDE

Photo: George Palmer

## ABOUT US...

St. Leonard's Society of Canada is a membership-based, charitable organization dedicated to community safety. The mission of SLSC is to promote a humane and informed justice policy and responsible leadership to foster safe communities.

The opinions expressed in this newsletter are not necessarily those of the Society or its members. Submissions, inquiries and comments are welcomed. Please contact us at:

**SLSC Head Office (Ottawa)**  
208 – 211 Bronson Ave.  
Ottawa ON K1R 6H5  
Tel: (613) 233-5170  
Fax: (613) 233-5122  
Email: [slsc@on.aibn.com](mailto:slsc@on.aibn.com)  
[www.stleonards.ca](http://www.stleonards.ca)  
[www.facebook.com/SLSCCanada](http://www.facebook.com/SLSCCanada)  
Twitter: @StLeonards\_Can

*Executive Director:*  
Elizabeth White

*Director of Operations:*  
David Whiteley

*Research & Policy Advisor:*  
Anita Desai

*Financial Administrator:*  
Glenn Provick

*Research & Administrative Assistant:*  
Rebecca Hawthorn

*Peer Mentoring Volunteer:*  
Daryl Clark

*Office Volunteer:*  
Shannon White

Your support helps us to do more.  
All donations will receive a tax receipt. Thank you.

Registered Charitable Organization #  
12894 6829 RR0001

Online donations may be made  
via [www.CanadaHelps.org](http://www.CanadaHelps.org).

## PRIVACY STATEMENT:

St. Leonard's Society of Canada respects your privacy. In compliance with the law, SLSC protects any personal information that we have for our members and donors. We do not rent, sell or trade our mailing lists. Any information we have is used to deliver services and keep you informed of our activities, programs, services, special events and opportunities to volunteer or donate. If at any time you wish to be removed from our contact listing, please contact us toll-free at 1-888-560-9760 or by e-mail at [slsc@on.aibn.com](mailto:slsc@on.aibn.com), and we will accommodate your request.

# Notice of SLSC Annual General Meeting 2014

May 2014

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## May 31, 2014 in Hamilton, ON

Mark your calendars! SLSC invites members of the Society to join us for our Annual General Meeting on Saturday May 31, 2014. The meeting will take place at the Sheraton Hamilton Hotel, located at 116 King St. West, Hamilton, ON L8P 4V3 from 12:00 pm–4:00 pm. The agenda will include: Annual Reporting, Audited Financial Statements to March 31, 2014, Election of the Board of Directors and such other business as may arise. The meeting follows the May 30, 2014 *The Nuts and Bolts of Social Enterprise* forum (see p.4 for details). AGM weekend registration forms are available on the SLSC website ([www.stleonards.ca](http://www.stleonards.ca)) or by contacting the SLSC office. We hope you can join us!

## Comings and Goings

This spring we are pleased to welcome **Christopher McIntosh** as the new Executive Director of St. Leonard's Place—Peel (SLPP). Christopher joins SLPP with over 15 years' experience in health and social services. Prior to joining St. Leonard's, Christopher was the Director of Health Services for a Community Health Centre where he led the development and delivery of primary health care and counselling services provided to vulnerable community members in the west-end of Toronto. Previously Christopher provided clinical supervision and program management support to a range of organizations including those focused on addressing the impacts of homelessness, mental health and addictions, and HIV/AIDS.

At the start of the year, **Shannon White** joined SLSC as a new office volunteer. Shannon is a recent graduate of the University of Ottawa and we are delighted to have her as part of our team.

We wish all the best to **John McDonough**, **Carmen Lee** and **Renée Robertson**, who left the SLSC Board of Directors this year. SLSC also welcomed two new board members: **Meagan Irving** and **Sandy McDonough**, both from Montreal.

SLSC would like to congratulate **Rick Brown** on his retirement as executive director of SLPP. Rick's dedication to his work has been an inspiration to many people in his community and beyond, and we wish him all the best for retired life! Finally, SLSC bids farewell to our Fall 2013 placement student **Virginie Cossette** as she moves on to pursue a Masters' degree this year.

## Get Connected!

For the latest updates on SLSC activities, justice matters, and links to related organizations, 'Like' us on Facebook ([www.facebook.com/SLSCCanada](http://www.facebook.com/SLSCCanada)) and follow us on twitter @StLeonards\_Can.

Printed on FSC certified, 100% post-consumer, 100% process chlorine free paper



## YES! I support St. Leonard's contributions to social justice.

I am enclosing a tax-creditable donation of:

- \$25
- \$50
- \$100
- Other: \$ \_\_\_\_\_

YES! I want to be a part of SLSC.

Please sign me up as a member (with my donation of \$50 or more).

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

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

Please use my donation to support:

- Peer Mentoring in Alberta
- The Libby Fund
- Wherever it is most needed

Phone (optional): \_\_\_\_\_

Email (optional): \_\_\_\_\_

Please complete this form and return, along with your donation, to:

St. Leonard's Society of Canada

208 – 211 Bronson Avenue

Ottawa, ON K1R 6H5

Registered Charitable Organization #12894 6829 RR0001