

Christian Tuters
Marie LaForme
Lindsay Burtenshaw

**Trent Centre for Community-Based Education
Kawartha Food Share Referral Tool**

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Course Director: Peter Andree

Introduction

The primary goal of the project was to create a referrals tool in the form of a Brochure that would enable administration and patrons of Kawartha food share agencies to better locate services within the Peterborough area. The Brochure evolved from a focus on food services to an across the board referral tool. Our primary goal was to create a referral tools brochure containing helpful information on Peterborough Services.

The brochure is a booklet which contains information on how to contact and find specific community services as well as explains what the particular services do. The booklet is a quick reference tool for community groups who wish to refer other services to their clients. The brochure will be targeted towards individuals and families who find themselves in difficult situations typically caused by financial problems.

Poverty is a problem in Peterborough and the surrounding area. There is a wide variety of services available to those in need. A need was expressed among community service groups for a brochure which organizes all services Peterborough has to offer for those living below the poverty line. It is this need that brochure aims to fill. The Brochure was developed in co-operation with Kawartha food share (KFS). We attended KFS member agency meeting and talked with representatives of the different member agencies. This was done in an attempt to see what direction those volunteers and employees dealing directly with those in need felt the Brochure should take. Ideas and comments made at these meetings and through email were taken into consideration in the creation of the referrals tool. We also canvassed Peterborough visiting a variety of service location and collecting information and brochures. An impromptu meeting was held with

Arlene Berry of the United Way. At this meeting we learned a lot about what services are available to those in need and how they can get connected to these services. This provided us with the base information to start the creation of the referral tool.

A referral tool such as the one we have created with the help of KFS can never truly be finished. It is a constant evolution. As new services come into existence, old services stop operation, and current services evolve and change; so too must the referral tool evolve. Peterborough and the surrounding area is a diverse community in which poverty is a reality. There are a wide variety of community based and government run programs in place to aid those in need. We feel that the brochure we have created will help service providers connect those in need to all the services available to them. If the brochure is printed for the public it will also help those in need to help themselves.

What we have presented to you is our final product. It is a referral tool in the form of a brochure that covers a wide variety of services available to those in need in Peterborough and the surrounding area. We hope that this brochure proves to be useful becoming an ever changing and increasingly effective tool in the battle against poverty.

The Book of Undecided Colour
A Social and Community Services Referral Tool
For

Peterborough and the Surrounding Area
by

Kawartha Food Share
665 Neal Drive #2 (west side)
Peterborough, ON
K9J 7H6
705-745-5377
fax 705-745-9708
email: kfs@pipcom.com
www.kawarthafoodshare.com
Assembled by Lindsay Burtenshaw
Christian Tutters, Marie LaForme

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For Community Information Services on any issue
you may contact Arlene Berry at the United Way of
Peterborough and District
705-742-0393
277 Stewart Street,
Peterborough ON
K9J 3M8
Email: volunteer@uwpeterborough.ca
Community Information Web Site: www.fourinfo.com

EMERGENCY NUMBERS

Fire, Ambulance, Police..... **911**

Police Office.....705-876-1122

Victim Services.....876-1122 ext 268

Ontario Provincial Police1-888-310-1122
..... TTY 1-888-310-1133

Poison Control1-800-268-9017
..... TTY 1-800-750-2233

Assaulted Women's Helpline.....1-866-863-0511
..... TTY 1-866-863-7868

Kawartha Sexual Assault Center.....1-866-298-7778

Northumberland Services for Women.....1-800-263-3757

Rural Outreach Center.....1-866-844-7622

Sexual Assault/ Domestic Violence Response Team
.....705-876-5022

Drug and Alcohol Registry of Treatment
.....1-800-565-8603

Kids Help Phone.....1-800-668-6868

Ontario Problem Gambling Helpline.....1-888-230-3506

Parent Helpline1-888-603-9100

Telecare705-745-2273

FOOD SERVICES

EMERGENCY:

Canadian Red Cross.

705-745-8222

The Disaster Services Program is a partnership between Red Cross and local fire departments to ensure that all those affected by fires have their immediate needs looked after.

MEAL PROGRAMS AND OUTREACH:

Kawartha Participation Projects (K.P.P.)

705-745-4122; 1-888-899-6664

77 Towerhill Rd Peterborough ON K9H 7N3

email info@kpp.ca

Kawartha Participation Projects is dedicated to enabling people with physical disabilities to live in the community as independently as they choose. The clients supported are over the age of 16, and are served by one of two programs: Supportive Housing or Attendant Services Outreach. Support is provided to assist with the activities of daily living, including, but not limited to, personal grooming, dressing, meal preparation, transferring, housekeeping and laundry, as well as bowel routines, tracheotomy care and catheterization. Services are provided through booked hours, and also through 24 hour on call emergency response. The Outreach program supports clients in the counties of Peterborough, City of Kawartha Lakes, Halliburton, and Northumberland, and services are provided on a booked basis only.

Hours of Operation: Monday - Friday 8:30 a.m. - 5:00 p.m.

Food for Kids Breakfast program**705-743-1000 TDD 705-743-4700**

10 Hospital Dr Peterborough ON K9J 8M1

email krisrob@pcchu.peterborough.on.ca www.pcchu.peterborough.on.ca

School breakfast programs. There are breakfast clubs in 32 schools in the City and County of Peterborough

Hours of operation: Monday-Friday, 8:30 a.m. - 4:30 p.m.

Good Neighbors Care Centre**705-742-9800**

164 Sherbrooke St Peterborough ON K9J 2N3

Centre provides free of charge clothing, food and spiritual help if needed. Small kitchen items and linens available.

Hours of Operation: Monday, Wednesday, and Friday, 10:00 a.m. - 2:00 p.m.

Peterborough Collective Kitchens**705-743-1000TDD 705-743-4700**

10 Hospital Dr, Peterborough ON K9J 8M1

email ljack@pcchu.peterborough.on.ca www.pcchu.peterborough.on.ca

Collective Kitchens are a place where people can meet to cook food for themselves and or their families. Prices are kept low as meals are planned on supermarket specials. The food costs are shared according to the number of people in the family. There are 15 collective kitchens in the county.

Hours of operation: Monday - Friday 8:30 a.m. - 4:30 p.m.

YWCA of Peterborough Community Development Program 705-743-3526 TDD 705-743-4015

216 Simcoe St, Peterborough ON K9H 2H7

email info@ywcapeterborough.org

www.ywcapeterborough.org

Provides support and resources in food and youth action programs. We work from a grassroots community development philosophy with women and their families to lessen the effects of poverty and violence on our community. Programs include: Community Gardens, Just Food Initiative.

Hours of operation: Monday - Friday 9:00 a.m. - 4:30 p.m

FOOD BANKS, GENERAL PUBLIC:**Good Neighbors Care Centre****705-742-9800**

164 Sherbrooke St, Peterborough ON

Centre provides free of charge clothing, food and spiritual help if needed. Small kitchen items and linens available

Hours of operation: 10:00 a.m. - 2:00 p.m., Monday, Wednesday, and Friday

Salvation Army. Community and Family Services Department**705-742-4391**

219 Simcoe St Peterborough, ON K9H 2H6

Programs include: Family Emergency Assistance (food, heat, hydro, medical); Produce Box Program, participants pre-pay \$10 for a produce order at the beginning of the month; Referral Service; Financial Management Program, Worker provides financial management for Ontario Disability and Ontario Works clients unable to manage financial matters; Breakfast Program (for homeless & lonely), Summer Camp for children; Family Tracing Service; Alcoholic Treatment Centers; Emergency Disaster Service; Parent Support Groups for parents of young children: Newborn Program; ABC School Box Program (provided to area schools in which staff has identified a need for the service consisting of an emergency supply of juice boxes and snacks for children with no lunch); Christmas Hamper Program; Community Service Projects; Income Tax Clinic.

Hours of Operation: Monday, Tuesday, Thursday & Friday 9:00 a.m. - 4:00 p.m. Wednesday 9:00a.m.-12:30p.m

Havelock Belmont Methuen Food Bank 705-778-1204; 778-7346 After hours, 705-778-1204

Havelock Town Hall 12 Oak St, Havelock ON K0L 1Z0

Local food bank for those in need. Eligible persons receive assistance once a month. Food Bank open November to April open second and fourth Wednesday from 11:00 a.m. - 1:00 p.m. The food bank is open from May to October once a month usually on the third Wednesday of the month 11:00 a.m. - 1:00 p.m.

Lakefield Food Bank

705-652-8302 Crisis 705-652-3696

Queen St, Lakefield ON

Local food bank for those in need.

Hours of Operation: Tuesday 9:00 a.m. - 11:30 a.m.

Millbrook Food Share

705-932-7066; Nancy Legge: 705-932-2028

1 Dufferin St, Millbrook ON L9A 1G0 Old Millbrook School.

Local food bank for those in need.

Hours of operation: Every second, third and fourth Tuesday of the month, 3:00 p.m. - 5:00 p.m

North Kawartha Food Bank Inc.

705-656-1748

149 Burleigh St, Apsley ON

Assists in providing food and basic hygiene products to persons in need living in the boundaries of the Township of North Kawartha

Hours of operation: Tuesday & Friday 10:00 a.m. - 12:00 p.m.

Norwood and Area Ministerial Food Bank

Roger Millar, 705-639-5846 (H)

c/o Reveren Roger Millar PO Box 327, Norwood ON K0L 2V0

Local food bank for those in need.

Hours of Operation: Thursdays, 2nd, 4th and 5th (if there is one) of the month, 10:00 a.m. - 1:00 p.m

Peterborough Food Bank

705-749-0918

263 Simcoe St, Peterborough ON K9H 2H7

Emergency food assistance given to anyone who expresses the need. They do not in any way screen people who come to them for help, they know from experience how painful it can be to ask for food, and so they keep a casual, non-judgmental attitude. A card system is now in place which monitors the number of visits to the food bank.

Hours of operation: Monday - Friday 10:00 a.m. - 1:00 p.m. to receive food; Monday - Friday 8:00 a.m. - 1:00 p.m. for donations

Saint Vincent De Paul Society

705-742-2585

256 Murray St, Peterborough ON K9J 2S9

Store sells new and used clothing, household items and some furniture; income earned through sales used to help needy who cannot afford to pay for food, clothing and necessary furniture. Also operates food banks out of St Annes parish, Immaculate Conception parish, St Alphonsus parish, St Peter's parish, and Sacred Heart parish

Hours of operation: Mon - Wed 10am-5pm; Thur & Fri 10am - 5pm and Sat 10am-4pm

Hastings and Roseneath Ministerial Food Bank

Brenda Kock: 705-696-1105 (H); Gail Hughes, Coordinator: 705-696-3933 (H)

50 Victoria St N, Hastings ON

Hastings & Roseneath Ministerial Food bank service is available to people from Hastings, Roseneath, RR #4 Norwood, Harwood and parts of Asphodel township. The clients are asked to use the food bank only once a month and are given approx. enough food for 4 days. Clients are asked to show proof of address such as rent receipt. The food given to clients is staple foods such as bread, margarine, milk powder, cereal, soups, canned meat or fish, pasta and sauce, etc., fresh meat on occasion, fresh vegetables when they have them. They occasionally have baby food or formula but do not give out diapers.

Hours of Operation: Tuesdays: 1:00 p.m. - 2:30 p.m. Wednesdays: 7:00 p.m. - 8:00 p.m, Closed the first week and the last day of the month

CLIENT SPECIFIC FOOD CUPBOARDS AND OUTREACH:

Elizabeth Fry Society.

1-800-820-7384

223 C Aylmer St N, Peterborough ON K9J 3K3

email: efryptbo@nexicom.net

www.web.net/~efryont/EFS_in_Ontario.htm

A women-directed non-profit agency which encourages and facilitates the community's awareness and responsibility to women who are, have been, or may become in conflict with the Criminal Justice System. The Elizabeth Fry Society of Peterborough offers court support, counseling, a pre-release program, anger management, stop shoplifting and a sexual assault treatment program, community education, a resource library, and a food bank to our clients. Coffee mornings on Monday from 10-11:30 Entertainment nights, last Wednesday of the month, call to sign up.

Hours of operation: Monday to Thursday 8:30 a.m. - 4:30 p.m.

Ontario Public Interests Group. Peterborough (OPRIG)

705-741-1208

751 George St N, Room 102, Peterborough ON

email opirg@trentu.ca

www.opirgpeterborough.ca

Research, education, and action on a wide variety of environmental and social justice issues. Publications, speakers, films, campaigns ongoing. Specialized lending library on public interest issues. Volunteers always welcome. Supply food to members in need. Operates a food bank.

Hours of operation: Monday to Friday 12:00 p.m. - 5:00 p.m.

Peterborough AIDS Resource Network (PARN)

705-749-9110 or 1-800-361-2895

159 King St, Ste 302, Peterborough ON K9J 2R8

email: getinformed@parn.ca www.parn.ca

PARN is a community based agency providing support, health promotion and advocacy for HIV-infected and HIV-affected. Services include confidential counseling, peer support, practical help, referrals and needle exchange. PARN provides education for people at risk for HIV and awareness of AIDS issues to the broader community by delivering workshops and through various prevention awareness campaigns. Workshop topics include Basic HIV/AIDS, Global Issues, Safer Sex, Caring for People with HIV/AIDS & Routine Practices, Personal Stories, Homophobia & Heterosexism and Harm Reduction Principles. Resource Centre offers video and written materials to the general public. Emergency food bank for clients.

Hours of operation: Monday – Friday, 9:00 a.m. - 5:00 p.m.

HEALTH SERVICES:

EMERGENCY:

**Ambulance, Fire, Police,
Contact # 911**

9-1-1 is available to

teletypewriter (TTY) users

Poison Information

1 800 268-9017

1 877 750 2233 (TTY only)

GENERAL HEALTH INFORMATION:

Telehealth Ontario

1-866-797-0000; 1-866-797-0007 (TTY)

Obtaining an Ontario Health card

Call the ministry INFOline at **1-800-268-1154** (Toll-free in Ontario only)

In Toronto, call **416-314-5518**

TTY 1-800-387-5559

Hours of operation : 8:30am - 5:00pm

www.health.gov.on.ca

Peterborough Regional Health Centre

General Inquiries and Patient Information: 705-743-2121

TTY: 876-5141

Hospital Dr Site (formerly Civic Hospital): 1 Hospital Drive

Rogers St Site (formerly St. Joseph's Health Centre): 384 Rogers St, Peterborough ON

Diagnostic Imaging: 705-876-5039

Foundation/Donations: 705-876-5000

Laboratory Medicine: 705-876-5014

Volunteer Services: 705-876-5066

Nicholls Building: 705-743-2121

Breast Screening Clinic: 705-740-8166

Oneology (Cancer) Clinic: 705-740-8326

Rehab Day Hospital: 705-740-8122

Rehabilitation Therapies: 705-740-8306

Women's Health Care Centre: 705-743-4132

Peterborough County City Health Unit

705-743-1000; 1-800-743-2897; TTY: 743-4700

Sexual Health Clinic: 705-748-2021

10 Hospital Dr, Peterborough ON K9J 8M1

email: info@pcchu.peterborough.on.ca

<http://pcchu.peterborough.on.ca/contact.htm>

The Peterborough County-City Health Unit strives to enable people and the community to be as healthy as possible. The employees of the Peterborough County-City Health Unit use their unique skills, with an inter-disciplinary and comprehensive approach, to provide programs and services that promote, protect and restore health.

Hours of Operation: Offices are open Monday to Fridays between 8:30 am. and 4:30 pm. We are closed weekends and Statutory Holidays. If you have a public health emergency and need to contact us, on-call staff will be available to assist you at (705) 743-1000.

Peterborough Clinic

705-743-2040

327 Charlotte St, Peterborough, ON K9J 7C3

Community Care Peterborough

705-749-0036

email: jahep@commcareptbo.org www.commcareptbo.org

Meal services, safety and security, transportation, wellness, information and referral, and maintenance.

Alzheimer Society of Peterborough and Area

705-748-5131 or 1-800-561-2588

183 Simcoe St, Peterborough ON

email: aspaptbo@on.aibn.com www.alzheimerptbo.com

Provides supportive services at no charge to families and individuals affected by Alzheimer Disease, education for caregivers both professional and non-professional, and respite services for caregivers

Five Countries Children Centre 705-748-2337
872 Dutton Rd, Peterborough ON
Provide services and programs for children and teens with special needs.

MENTAL HEALTH:

Canadian Mental Health Association 705-748-6711

Schizophrenia Clinic, PRHC 705-876-5071

Schizophrenia Society of Ontario Peterborough chpt 705-749-1753

Lynx Early Psychosis Intervention Program 1 866 990-9956

Telka Smith Physiologists and Social Works 1-888-533-4363

SPECIAL NEEDS HEALTH SERVICES:

Canadian Hearing Society 705-743-1573
Provides services to deaf, deafened and hard of hearing people, including hearing and technical aids, social services, interpreting and advocacy, as well as a resource centre.

Canadian National institute for the Blind 705-745-6918
Orientation & mobility, Rehabilitation Teaching, Low Vision Assessment Volunteer Services, Library Services, Employment Counseling.

Changes Ptbo. & Area Down Syndrome Support Group 705-749-6695
Support programs for people with Down syndrome and their families.

Multiple Sclerosis Society 705-748 4221
Individual and family services.

Peterborough AIDS Resource Network – PARN 705-749-9110
AIDS Education and awareness program.

Peterborough Youth Services 705-743-1681
459 Ried St, Peterborough ON
Provide counselling for young people between the ages of 10 and 18 who are struggling with social and emotional difficulties.

Kinark 705-742-3803
380 Armour Road Suite #275, Peterborough ON email: kinark22@sympatico.ca
Therapy for social, emotional and behavioural well being of young people to the age of 19.

Psychiatric Assessment Services for the Elderly 705-876-5076 or 1-866-877-2910
1 Hospital Dr., Peterborough ON
email: ggrant@prhc.on.ca

CHILD SUPPORT SERVICES

Kids Help Line: 1-800-668-6868
<http://www.kidshelpphone.ca/en/>
Toll free, 24 hour, bilingual and anonymous phone counseling, referral and internet service for children and youth. Professional counsellors provide immediate support. The service is completely anonymous and confidential.

Peterborough Family Resource Center**705-748-9144**

201 Antrim St Peterborough ON

email: administrator@pfrc.ca www.pfrc.ca

Free programs, Father/Mother and child programs, 'Me and My Dad' drop in program, Pregnancy, birth and infant development, parenting courses/ support groups, early Literacy, general child development and parenting information, child care information and child care options, information and resources for child care providers, toy and book lending library, a link to other early years services.

Health for Life Peterborough**705-743-1000**www.healthforlifepeterborough.ca

Health For Life programs for children and youth are offered in schools and the community

Big Brother and Sister Association of Peterborough**705-743-6100**

George St and Princess St, Peterborough ON

email: darlenee@nexicom.net www.bigbrothersandsistersoftbo.com

Big Brothers and Big Sisters promotes the growth and development of children by providing the opportunity for one to one friendships with adults. In-school mentoring, couples match, occasional "Big" traditional program, etc. Adult volunteers (19+) are matched with children (5-18) from single parent families to provide a mentoring relationship which benefits the child. To be eligible for a Big Brother, boys must not have a regular male role model in their lives, but girls are eligible for a Big Sister regardless of who they live with.

Kawartha Child Care Services**705-740-9439**

733 Parkhill Rd W, St. Peter's Secondary School,

Peterborough ON

email: admin@kawarthachildcare.comwww.kawarthachildcare.com

Kawartha Child Care Services is a dynamic non-profit organization dedicated to providing quality child care and innovative programs which respond to the needs of today's families.

Fee for Service, \$40.00 registration, daily user fee, subsidies may be available

Kinark Child and Family services**705-742-3803;705-876-7831;1-800-386-6561**email: steve.greene@kinark.on.ca www.kinark.on.ca

Kinark Family Services is an accredited children's mental health centre dedicated to helping children; teens and families successfully make it through rough times. No Fees

Trent Child Care Center**705-743-2811**

1600 West Bank Dr, Peterborough, ON K9J 7B8

email: trentccc@nexicom.net www.trentu.ca/org/tccc

The program is administered by a volunteer Board of Directors consisting of parents and community members.

Paediatric Preventative Health Clinic**705-748-2021; 705 743-1000 ext 273**

10 hospital Dr., Peterborough ON

Health care for children who don't have family doctors.

Children receive free health care with the focus on maintaining health and preventing disease.

Hours Mon-Fri 8:30-4:30

Aboriginal Prenatal Nutrition Program**705-657-9456**

Nutrition counseling, food vouchers, food boxes, collective kitchen cooking, community gardening group plot, supermarket/ farmer's market and gleaning field trips.

Children's Aid Society**705-743-9751;1-800-661-2843**

100 Chemong Rd Peterborough, ON, K9H 7S2

www.khcas.on.ca

Protection Services - assessment and investigation of those situations where a child may be

deemed to be at risk of physical, sexual or emotional harm or abuse, or in situations of neglect.
Adolescent Service - parent-teen conflict, crisis intervention and referral service when appropriate.

Child Management - practical assistance with child management and parenting in cases where child is at risk.

Pregnancy Planning - counseling towards decision regarding pending birth of child to single parent.

Adoption Service - assessment, counseling, placement of children in adoptive homes.

Residential Care - when necessary to protect a child from harm in the home; temporary relief for parents on a planned basis to alleviate stress when receiving counseling.

Adoption Disclosure - service to adult adoptee in accordance with relevant legislation.

HOUSING

EMERGENCY SHELTERS:

24 hour Homeless Hotline

1-800-262-9032

Brock Mission

705-748-4766

271 Brock St, Peterborough ON

www.brockmission.org/

Kinggan House, emergency shelter for men; Cameron House, emergency shelter for women and Kawartha Rotary House for families in transition. To serve anyone in need of shelter, food, clothing or a short-term stable environment where dignity, care and support are paramount.

Hours of Operation: open 24 hours/day, 365 days/year

Youth Emergency Shelter

705-748-3851; Crisis 705-748-3851

196 Brock St, Peterborough, ON

email: general@yes-shelter.org

Emergency shelter for youth ages 16-24.

Hours Of Operation: Administration Office hours 9:00 a.m. 12:00p.m. 1:00 p.m. - 5:00 p.m.

Shelter is open 24 hours a day 7 days a week

YWCA Crossroads Shelters

705-743-4135 (TTY); 743-8922 (TTY); 1-800-461-7656

<http://www.ywcapeterborough.org/crossroads.htm>

For women fleeing abuse.

The Warming Room

December 1 to March 31, George Street United Church 8:00pm–8:00am

COMMUNITY SUPPORT PROGRAMS:

Housing Resource Centre

705-743-9122

229 King St, Peterborough ON

email: housingresourcecentre@yahoo.ca www.ccrcc-ptbo.com

Programs Include: Housing Registry, Housing Support and Councelling, County Outreach, Fund for Utility Service Emergencies (FUSE), Emergency Assistance Fund, Community Voice Link.

KAIROS Non-Profit Housing

705-741-2483

Provides housing and sense of community among tenants who are leaving situations of domestic violence.

KIWANIS Scott's Plains (Ptbo) Housing Inc. 705-749-1629
951 Hillard St, Peterborough ON.
Provides units for low income housing.

Sunshine Homes Non-Profit Inc. 705-749-3167
572 Crystal Dr, Peterborough ON
email: info@sunshine.ca www.sunshine.ca
Townhouses rent geared to income and market rent.

Towerhill Village 705-749-3907
77 Towerhill Rd, Peterborough ON
email: info@kpp.ca www.kpp.ca
Non-profit housing community.

Canadian Mortgage and Housing Corporation 1-800-668-2642
www.cmhc.ca
Residential Rehabilitation Assistance Programs for homeowners, for persons with disabilities and for those who rent.

Peterborough Housing Corporation – Seniors Housing 705-742-0439
Time Square, 380 Armour Road, Suite 1000, Peterborough ON
Rented units geared to income seniors.

Canadian Mental Health Association 705-748-6711
466 George St N, Peterborough ON
email: info@peterborough.cmha.on.ca www.peterborough.cmha.on.ca
Homelessness Initiative: providing individuals who live with a serious mental illness who are homeless or marginally housed with subsidized housing and community supports.
Supportive Housing Program: housing stock that is dedicated rent geared to income units for the seriously mentally ill and dually diagnosed population.

VIOLENCE AND SUBSTANCE ABUSE

VIOLENCE, ABUSE AND ANGER MANAGEMENT:

Kawartha-Haliburton Children's Aid Society 743-9751 or 1-800-661-2843
721 Vinette St, Peterborough ON
If you or someone you know is being abused physically, emotionally or sexually, contact the Children's Aid Society.

John Howard Society of Peterborough 705-743-8331
305 Stewart St, Peterborough ON
email: jhsptbo@jhsptbo.com www.jhsptbo.com
Family Violence Men's Support Group and Women's Support Group

The Elizabeth Fry Society of Peterborough 705-749-6809
223C Aylmer St. North, Peterborough ON
email: efryptbo@nexicom.net
Anger Management Program.

Peterborough County City Health Unit Ann McLeod: 705-743-1000 x318
10 Hospital Dr, Peterborough ON
web: pcchu.peterborough.on.ca
Abuse prevention of older adults.

SUBSTANCE ABUSE:

Partners in Addiction services 705-876-1292 or 1-800-461-1909 or 1-888-881-8878 (24h)

Four Counties Addiction Services Team: Provides outpatient counselling, withdrawal management and residential programs.

Ozanam Community Home 705-743-7286

Weekly in-house program administered by an addictions counselor and resident in-house manager.

Alcoholics Anonymous 705-745-6111

625 Cameron St, Peterborough ON

This is an organization for people who want to stop drinking. Daytime and evening meetings are available. Families and friends of problem drinkers are also welcome to share their frustrations and experiences with others in similar situations.

Alcoholics Anonymous – Al-Ateen 705-745-6111

625 Cameron St, Peterborough ON

Offers understanding to children of problem drinkers by providing group opportunities where they may share their troubles with other teenagers in similar situations.

Addiction and Research Foundation 1-800-463-6273

Offer young people information on alcohol and other drug use and community resources.

Narcotics Anonymous 1-800-463-6273, area help line: 705-740-0220

An information and communication service that can direct callers to the service of their choice

LEGAL SERVICES

Legal Aid Ontario 705-743-5430

www.legalaid.on.ca

Legal representation. Applications are taken on a first come, first serve basis from 8:00 a.m. to 3:00 p.m. Monday to Thursday. Duty counsel is available on a rotating basis in Provincial, Young Offenders and Family Courts to provide on the spot assistance and advice without charge. Advice Lawyer available at the Family Law Information Centre (Unified Family Court)

Victim Witness Assistance Program 705-755-5150

The Ministry of the Attorney General's Victim/Witness Assistance Program provides services to victims and witnesses of domestic assault, sexual assault and child abuse after criminal charges are laid. Provide information and support to assist victims and witnesses to participate effectively in the Criminal Justice system

Peterborough Community Legal Centre 705-749-9355

150 King St, 4th Floor, Peterborough ON K9J 2R9

email: reesm@lao.on.ca

Legal services in the following areas of law: Ontario Works (Welfare), Employment Insurance (employees only), Ontario Disability, Canada Pension Plan, Tenant Protection Act (tenants only), Human Rights Code and the Charter (cases that relate to the areas above)

John Howard Society of Peterborough 705-743-8331

305 Stewart St. Peterborough ON

email: jhsptbo@ptbo.igs.net www.jbsptbo.com

Court Services are provided at Provincial Youth and Adult Court on a weekly basis. The

objective of the program is to provide support to clients and their families or others requiring assistance in the court setting. This service does not provide legal advice. This assistance may include identifying duty counsel, explaining court procedure, explaining the Youth Criminal Justice Act/Provincial and Federal Legislation, or providing referrals to community programs.

Legal Line

416-929-8400

email info@legalline.ca www.legalline.ca
Free legal advice 24 hours a day

EDUCATION

Trent Valley Literacy Association

705-749-0084

139 Douro St, Peterborough ON K9H 1H5
email: info@trentvalleyliteracy.ca
Teach Reading, writing, math and computer skills.
One on one. Free and confidential

Peer Training and Resource Center Supported Employment/Education

705-748-2577

466 George St N, Peterborough ON K9H 3R7
email: ptrc@peterborough.cmha.on.ca www.peterborough.cmha.on.ca
Canadian Mental Health Association Information and Referral, Peer Support, Life Skills/Job Readiness Training (individual and group sessions), Job Search Assistance/Labour Market Research, Computer Literacy/Skills development, Resource Library, Assistance in completing employment and education applications

Student Advisor's Office

705-740-1197

227 George St N, Unit E, Peterborough ON K9J 3G7
Assistance and counseling for achieving education and employment goals. Service is free

Fleming Collage Literacy and Basic Skills

705-749-5541; 705-749-5530

599 Brealey Dr, Peterborough ON K9J 7B1
email: lhanes@flemingc.on.ca
www.flemingcollege.com
Academic upgrading at Fleming helps students achieve the academic requirements for post secondary programs or apprenticeships. Small self-paced classes and personalized teaching methods ensure as much help as needed. When upgrading is completed, assistance with applying to post-secondary or apprenticeship programs is offered. No Cost.

Peterborough Native Learning Program

705-741-0798, 1-800-211-6048

227 George St, Unit 2, Peterborough ON K9H 3G7
email: info@pnlp.org www.pnlp.org
Offers basic literacy training and academic support for Aboriginal people and their families in the City of Peterborough as well as computer basics, cultural activities and opportunities.

Trent Students for Literacy

705-748-1011 ext 5362

PO Box 44 Champlain College 770 West Bank Dr, Trent University, Peterborough ON K9H 7P4
email: tsfl@trentu.ca www.trentu.ca/tsfl
Offers basic literacy training and academic support for Aboriginal people and their families in the City of Peterborough as well as computer basics, cultural activities and opportunities.

Kawarta Pine Ridge District School Board

742-9773 ext. 2178 or 1-877-741-4577

1994 Fisher Drive, Peterborough ON
<http://www.kpr.edu.on.ca/>

The School Board provides a number of programs including Champions for Youth which is aimed to improve student achievement, promote positive behaviour and increase the number of high school graduates. The school board also provides Adult and Alternative Education for anyone who wants to get their high school diploma.

Peterborough Victoria Northumberland and Clarington Catholic School Board **748-4861 or 1-800-461-8009**
1355 Lansdowne Street West, Peterborough ON
<http://www.pvnccdsb.on.ca/>

Ontario Student Assistance Program (O.S.A.P.) **1-800-387-5514**
web: osap.gov.on.ca
Provide financial aid to eligible students who are approved for post-secondary institution or vocational school.

Learning and Life Skills Program **705-745-7942**
Trafalgar School, 510 Cameron St, Peterborough ON
Provide specialized education services for developmentally disabled young people.

EMPLOYMENT

Employment Planning and Counseling Peterborough **705-876-0880**
138 Simcoe St, Peterborough ON K9H 2H5
email: epc@jobspeterborough.ca
Wage Subsidy employment programs, General Education Development Certificate, Job Connect, Free Smart Serve Training, resume services, cover letter prep.

Ontario Works
Practical help finding a job, Community placement, Basic education, Job skills training, Learning, Earning and parenting, Employment placement, Earning incentives, help with expenses.

Northern Lights Vocational services **705-741-4550**
email: info@orthnlightsvs.o.ca www.northernlightsvs.ca
Employment Planning, Supports co-ordination, self employment.

Labour Market Information
www.labourmarketinformation.ca
Regional and local labour market information across Canada

Career Essentials **705-745-3777**
159 King St, Ste 301, Peterborough ON K9J 2R8 email: peterborough@career-essentials.com
www.career-essentials.com
Literacy Skills; College Preparation; Job Search Techniques; Computer Studies; English as a Second Language(ESL) Academic Upgrading; General Equivalency Diploma (GED) Preparation; Customer Service Training; Cash Register Training; High School Credit Courses; Computer Courses; Work Place Success.

Labour Ready **705-760-9111; 1-888-245-2267**
306 George St N, Unit 6 Peterborough, ON K9J 3H2 www.laborready.com
A temporary labour agency supplying dependable, efficient workers and quality service to customers for any type of work at a minimum of 4 hours per job. Orientation and registration are on Tuesday and Thursday 9:30 a.m. All workers must attend this meeting with photo identification and social insurance card. 18 year(s) and up.

Service Canada Human Resource center**705-750-4500, 1-800-206-7218**185 King St, Ste 300, Peterborough ON K9J 2R8 www.canada.gc.ca

Assistance in finding employment, both permanent and part-time; employment counseling and testing; Labour Market Information and Casual Labour Pool; training and retraining programs.

Applications and information on Employment Insurance claims. Social Insurance application, Record of Employment forms, Income Security Support.

Services for Students and Youth including: Resume and Interview assistance, Job Search Techniques, Program Information, Computer/Internet Access, Employment Counseling. Call for the location of the Student Employment Centre which operates seasonally.

HRDC – Student Center**705-748-3742**

180 Charlotte Mews, Peterborough ON

web: jb-ge.hrhc-drhc.gc.ca

Resource centre for full-time students.

Job connect – On the Job Training**705-749-5530 ext.2222****Sir Sanford Fleming College**<http://www.flemingc.on.ca/JobConnect/>

Job connect is a youth employment program designed to benefit both young people between the ages of 15 and 24 and employers who are hiring and training young people.

For application forms or additional information call the number provided or visit the web site.

FINANCIAL ASSISTANCE**5 Counties lift (low income families together)**Cindy Buott: **705-740-2975**Wendy McConkey: **705-755-0378**

1120 Water St Peterborough, ON K9H 3P6

email: yesterday17821@hotmail.com

A group who is interested in Human Rights and informing those interested. Regular meetings, provides clothing. Advocacy of violations of rights.

Ontario Disability Support Program**705-742-9292; TDD:705-742-8915 1-800-663-8560**

360 George St N, Peterborough ON K9H 7E7

ODSP provides income and employment supports to people who have a substantial physical or mental impairment that is continuous or recurrent and expected to last one year or more and the disability interferes with the person's ability to attend to personal care, function in the community or workplace and an expert has verified this condition. A financial assessment will also be made to assess eligibility.

Veterans Affairs Canada Peterborough District OfficeEnglish **1-866-522-2122**French **1-866-522-2022**

Jackson Square 185 King St, Ste 200 Peterborough, ON

K9J 2R8 www.vac-acc.gc.ca

Provides services and benefits to meet the health, social and economic needs of veterans, still serving Canadian Forces members and retired and their dependents. Some examples of benefits include War Veterans Allowance; Canadian Pension Commission; Veterans Independence Program; coverage for eyeglasses, dental care and medication (veterans only).

**Wigwamen Non-Profit Residential Corporation
Residential Rehabilitation Assistance Program
705-876-7010; 1-800-246-9160**

270 George St N Peterborough, ON K9J 3H1

Email mbmenzies@wigwamen.com www.wigwamen.com

Wigwamen Non-Profit Residential Corp. is responsible for the delivery of the federally funded Residential Rehabilitation Assistance Program (RRAP) for homeowners and for persons with disabilities living in Peterborough County, Northumberland County, the City of Kawartha Lakes and Durham Region. Offers financial assistance to low-income homeowners to make repairs and modifications that will bring their homes up to acceptable health and safety standards.

City and County Social Services Department

General Inquiry **705-748-8830**; Employment Services **705-742-1105**

Local Residents to apply for assistance: **705-748-8830**

178 Charlotte St Peterborough, ON

Email: SocialServices@city.peterborough.on.ca www.city.peterborough.on.ca

The City and County Social Services Department, Ontario Works office is responsible for providing financial assistance, employment assistance, community participation placements and employment placements (including self-employment). Any unemployed or low income resident may apply for financial assistance regardless of citizenship or length of residence in Ontario. Eligibility to receive financial assistance is determined by the Ontario Works Act.

All clients who are in receipt of assistance under this Act, may be eligible to participate in employment assistance services with access to transportation, child care and other related supports. All clients now have easy access to specific personal case file information and important program announcements, by calling the following toll-free Interactive Voice Response number: 1-800-808-2268.

Social Services is also the service system manager for child care, homelessness initiatives and homemaking services.

Employment Insurance

(705) 750-4500

185 King Street , Peterborough, Ontario, K9J 2R8

Email: ontario.inquiry@hrsdc-rhdcc.gc.ca

www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/ei.shtml

Employment Insurance (EI) provides temporary financial assistance for unemployed Canadians while they look for work or upgrade their skills. Canadians who are sick, pregnant or caring for a newborn or adopted child, as well as those who must care for a family member who is seriously ill with a significant risk of death, may also be assisted by Employment Insurance.

ADVOCACY AGAINST POVERTY

Peterborough Coalition Against Poverty

705-749-9694

email: pcap@riseup.net www.ocap.ca/pcap/

Anti-Poverty Advocacy PCAP has a direct action advocacy team that provides advocacy support for low-income people and minority groups who are facing problems with Ontario Works, disability programs, hydro cut-offs, evictions and other forms of harassment and oppression.

Peterborough Social Planning council

705-743-5915

www.pspc.on.ca

Provide a voice for social policy. Create opportunities for people in the community to address social issues. Serve as a resource for information on social issues and trends. Promote positive social change, social justice, and caring for all people in the community. Foster the strengthening of community in Peterborough City and County.

REFLECTIONS ON THE RESEARCH PROCESS: REFERRAL TOOLS BROCHURE FOR KAWARTHA FOOD SHARE

Lindsay:

Though it was hard work, our research group managed to complete a brochure that will enable administration, member agencies and clients of Kawartha Food Share to better locate services within the Peterborough area. Challenges of the research process included finding out for ourselves the need for such a brochure and organizing materials gathered appropriately. The research project directly related to two of the main course themes, Food Security and Community Development. Sustainability, the third theme of the course, was more indirectly related to our project.

This project was unlike any other project I have done. Perhaps it is because of the genre of courses I have chosen to take throughout my University career. These courses tend to be more scientifically based, where research projects are conducted in a way which tests a hypothesis and the report is written based on the results of the data collected in comparison with peer reviewed journal articles. The research process for this project was quite simple, however, agonizingly time consuming. We determined that the clientele of Kawartha Food Share were individuals and families who find themselves in difficult situations typically caused by financial problems. Of course, food security is only one problem caused by financial difficulty; therefore we recognized other social and cultural factors that are affected by poverty. By visiting various Peterborough agencies and using internet resources, we collected a wealth of information on many of the various services that the community provides. This project was different because we didn't create any of the information, we simply organized it.

At first we questioned the need for such a brochure. There were plenty of brochures on specific subjects at the agencies and a visit to the United Way introduced us to Arlene Berry who is the living form of the brochure we were attempting to create. We quickly learned that the brochures found at the agencies could be quite overwhelming due to their sheer number and their inconsistency in the information they provide. Arlene has many resources at her fingertips that she knows how to use effectively. Anyone in need of information on community and governmental services could just drop in and speak with her and she'd be able to help them. We soon realized that though Arlene and the United Way are an excellent resource, it places an extra step between the person in need and the service they require. This extra step adds time and is a possible cost. It uses time they could have saved if they were referred directly to the service rather than Arlene and the cost they could have saved on transportation. There may also be a social cost. For example, an individual who is food insecure is likely to be socially isolated. Clients of Kawartha Food Share may not feel comfortable going to the United Way office asking for help. This places them in an unknown social situation which could intensify their insecurities.

We were also introduced to the website www.fourinfo.com, which was very useful to us because University has given us extensive searching skills. I could see this website not being very useful to a client who most likely does not have access to a computer and who would not know how to effectively search a website for the service they are looking for. Personally recognizing the need for this brochure was the most important learning stage of this project. I can take pride in the completed brochure

knowing that it will truly help member agencies of Kawartha Food Share better meet the needs of their clients.

Unfortunately the end of the research project came at the busiest time of year for Kawartha Food Share and their member agencies. We sent out our draft version of the brochure to the agencies and received feedback from only one. We therefore had to use our best judgment and what little feedback we received as to what services were included in the brochure and to what extent their description should be.

The themes of Food Security and Community Development and how they relate to our research project have been greatly discussed in our proposal and presentation. Through this research and taking this course I have learned that food security is an issue that every community faces and that has profound effects on how the community develops. The table of contents of the brochure provides a glance at the issues inextricably linked to food insecurity in the community, however, it is only the tip of the iceberg.

Unfortunately I was unable to attend the member agency meetings, but from my understanding, many of the agencies are unaware as to what services the other agencies provide. This is a definite barrier to community development. My vision of a prosperous community is one where its people work together to create the best social and cultural environment for each other. To effectively work together, agencies need to communicate. I hope that this brochure will bridge a communication gap between the agencies so that they can be more effective at working together and thus further develop the community.

Sustainability is a theme that I did not consider to be incredibly relevant to our research project until today. For the past four years the definition has been drilled into my head: sustainability is meeting the needs of the present without compromising the ability of future generations to meet their own needs. This is of course a very broad definition that can be put into the context of many different issues. I have studied sustainability in many different contexts including agriculture, water resources and energy resources, all which impact our ecological environment. I've never considered the concept of "social sustainability". I'm not even sure that the concept exists and my attempt at defining it may have some major gaps. To me, a socially sustainable community would have all their social needs met. This would include food security, a proper home, education, employment, physical and mental health and financial security. Again, I refer you to the table of contents in our brochure.

It is obvious that we are currently socially unsustainable within our communities. Poverty seems to be the cause of this unsustainability. We seem to be focusing on stop gap measures to relieve these problems and not focusing enough on programs which can prevent these problems. Services such as food banks, shelters and employment insurance may help in the short term but do not necessarily help solve the problem. I still think food banks and other stop gap services are necessary but we need to develop and focus on other services which will relieve problems over the long term. Make poverty unsustainable.

Communities all over the world will continue to battle poverty. I hope that the brochure we put together brings Peterborough a step forward into developing a socially sustainable community.

Christian

It was at the first KFS member agencies meeting that the shift in focus of the referral tool occurred. At the meeting those present voiced their opinions as to what the referral tool should contain. It was decided that the scope of the brochure needed be widened to include all the services available. It was felt that this change would increase the usefulness of the brochure in two ways. Firstly it will better enable service providers to direct clients to services that their organizations do not provide. Secondly it will give those in need one resource in which to locate information on all the services that they require.

This shift in focus of the brochure drew my attention to the fact that often when projects start from an academic perspective they can miss the true need of the community. In fact if we had not used the input of the KFS member agencies it is very likely that we could have provided them with something that would have been of limited use to both them and the community. This widening of the projects focus made it an even more daunting task. To incorporate all the services available to those in need within the Peterborough area is a large and on going task. It is due to this increased scope that our final brochure likely has some glaring omissions. It also increases the likelihood that services listed in the brochure will either stop operating or change the services they provide. Also new services are constantly being created. I feel that for these reasons and others what we have created is the first draft of a referral tool that should be revised and updated yearly.

The shift in focus from food service to referral tool that covers a variety of services drew us further away from the food systems component of the course but deeper

into community based research. The development of the brochure gave us insight into the social and economic costs of poverty. The number of services available is vast and getting connected with the service that best suits ones needs seems an intimidating task. It is inevitable that poverty goes hand in hand with shame of ones situation. If you are embarrassed about your situation you are unlikely to ask questions about what is available to help you. I felt that if tracking down these services seemed difficult to us when it did not directly affect our lives; how it must feel to those locating services out of necessity.

I feel that it was through person to person contact that we learned the most. Such as through the meetings we had with KFS and Anita. One such meeting happened very accidentally when we were walking around Peterborough visiting different service providers looking for information. We met with Arlene at the united way whose job it is to connect those in need with the most relevant services available to them. At this meeting she expressed her opinion that the brochure we were creating was entirely redundant. This was due to the fact that not only was it her job to do exactly what we were hoping our brochure would accomplish but also the blue book had a website with a search engine that was designed to do the same. Arlene also mentioned that there was a service coming to Peterborough called 211 that would connect people to the services available to them through the phone. This meeting left me fairly disheartened. However at the next KFS member agency meeting we expressed Arlene's views on our project and they were all very adamant that there was still a need for the referral tool that we were creating.

I feel that we learned a lot about community service and the value of taking into account what those directly involved in the community have to offer to a research project. The project made me question why in a community where many of us live in a situation of generous excess many are still going hungry.

I feel that the referral tool we have created with the help of KFS can never truly be finished. It is and should be a constant evolution. As new services come into existence, old services stop operation, and current services evolve and change; so too must the referral tool evolve. Peterborough and the surrounding area is a diverse community in which poverty is a reality. There are a wide variety of community based and government run programs in place to aid those in need. I feel that the brochure we have created will help service providers connect those in need to all the services available to them. If the brochure is printed for the public it will also help those in need to help themselves.

Marie

This project was a valuable experience for me. There were a lot of unexpected features of this project that occurred. As said in our report we initially thought that the focus of the brochure would be on food resources in Peterborough. But as we learned this project would cover many social services in Peterborough that low income people may seek to find. This turned out to be a big undertaking, where we feel that we would be constantly improving. To me while this project had an element of research, it felt much more like a service learning project. Seeking out the information seemed like research, but compiling of the services was a new experience. I felt overwhelmed with the amount of information that was needed to be processed. During the course of the project I felt at times like this project was redundant and at other times I felt that this tool was definitely needed. I know

that this will be a useful tool to the member agencies of KFS in directing people to the services they need. I know that as soon as it goes to print it will be out dated. I hope that it proves to be useful for a couple years when another group of students can revamp the referral tool.

My impression of KFS has defiantly changed; I didn't realize how big it was, with 27 member agencies. Most of the member agencies run pretty independently from KFS. All of member agencies receive food stuffs from KFS in some capacity; some have means to generate the majority of its food stuffs from independent drives. There are some food banks that don't have the means for the same food draw and receive up to receive 100% of their food stuffs from KFS. I found it interesting that most of the agencies are run through a church organization. I made an observation that the age of the representatives of the majority of the member agencies that we met with were seniors and they were usually associated with one of the church organizations. Much like the congregations many churches as is the case with the congregation I grew up in. There are very few young families, and it seems like those that were there when was like myself do not attend any more. This has me concerned for the future of some of the member agencies, none in particular. I just feel that its there could be the potential of a loss of some organizations that provide services. I enjoyed working with KFS; they were very helpful and gave us a lot of input into how this tool was to be shaped. They are very excited for this tool.

This project definitely made me more in touch and aware of what goes on within the Peterborough community. Mostly, our project relates to community development. We actively took part in the member agency meetings, which made me, feel like I was

contributing to the community. The referral tool was an attempt to improve the accessibility of social services in Peterborough. This project made me feel more active in the Peterborough community, not just the student aspect of the community.

This project also shed a lot of light on poverty and helped me to have an idea of what it's like to be food insecure. We went to two of their member agency meetings, and a common theme was that to low income families, food is a flexible expense once rent, heat and hydro is paid, then they worry about food. The December meeting brought up a lot of talk about Christmas and food for the season. There were also a lot of concerns for Christmas presents. There must be a lot of pressure to buy children Christmas presents so that they can feel normal. Some local grocery stores help out considerably by donating a number of turkeys to the member agencies to help with the Christmas hampers. Though KFS is an emergency food source they try to lobby for food security as a health issue, to help restore food security to those on a fixed income.

This project was a learning experience that I had yet to experience in my academic education. The skills that I have learned from creating this referral tool are valuable and if I had not taken this course I would not have this experience in my academic career. I learned to work in a group and to conduct myself in meeting to convey what I am trying to accomplish. It was difficult at times to connect with people because they are all busy but I understood that there are many different portiers in an organization of this size and they would give us a response when they had the time. I am proud that I could be a part of creating a tool that could help simplify the process of finding the services needed.

Time schedule

Time	Projected:	Actual: (to be filled in)
October 25	Member Agency Meeting 2pm – 4pm	3 hours
October 26	Proposal finished and handed in	6 hours each
Weeks of Oct 31 and Nov 7	Meet with group Wednesday and Friday afternoons to gather research (10 hours)	Week of Nov 7 meet to gather brochures and talk with support services (7 hours)
November 11	Meet with Anita to see how everything is going with the project 11am (1hour)	On Nov 18 1 (hour)
November 21 and 22	Practice presentation	6 hours each
November 23	Presentation in Seminar	45 min
Week of Nov 28	Complete all research required for the reflection piece. (5 hours) Prepare draft brochure and reflection piece. (12 hours)	Complete research, prepare draft brochure (5 hours)
December 6	Present rough draft to KFS for feed back	2 hours
Jan 2 and 3	Make any recommended changes to final project (8 hours) Meet with Anita if possible to show final copy of the brochure.	Make any recommended changes to final project (8 hours) Meet with Anita to show final copy of the brochure. Work on reflection pieces (15 hours)
Jan 5	Final Project due (total hours spent = 50)	54 hours

We understand that it may be difficult to grade our project. We believe that based on the time and effort we put into the research and organizing the brochure we deserve a mark between 75% and 85%. Perhaps if you speak with Anita she may be able to help you or give you some feed back on the work done. We hope that our reflection pieces will also help you mark the brochure. Thank you again for allowing us to hand in the project at this time.