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Communications Express Extra Special Awards Section

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COMMUNICATIONS EXPRESS



MSAT equipment undergoing field trials

by Stephen Rouse

The Department is offering equipment to private companies and government agencies to test mobile satellite communications in preparation for full MSAT (Mobile SATellite) service in 1994.

The trials are designed to test voice and data equipment developed by Canadian companies for use with an MSAT satellite now being built for Ottawa's Telesat Mobile Inc. (TMI), an affiliate of Telesat Canada. The trials, which began in September, will help the companies develop and refine MSAT technology, and establish a broad clientele, says Dave Halayko, Manager, MSAT Field Trials Implementation at the Communications Research Centre.

"Communications Canada provides the earth station, air time and technical expertise for free. After an organization has tried the system, and wants to buy commercial service, they contact TMI, which then provides terminals and transmission time," says Halayko.

The MSAT system will enable people across North America to send voice and data messages from even the remotest areas by using a small terminal and telephone. When a person sends a signal, it is relayed by satellite to other mobile stations, to a base station or even the public telephone system. More than half of the Department's 300 mobile earth terminals are already committed to field trials by federal and provincial government departments, police forces and emergency agencies.

Until TMI has its own MSAT satellite, the company is renting air time on two satellites to serve the small client base participating in the trials. A lack of air time on the voice communications satellite led to some frustrated customers early on, but the problem was solved and transmission is now offered 22 hours a day, says Halayko.

"We're going to have to go out and talk to some prospective

See page 3: MSAT



When a snowstorm shorted out a CRC transformer, this team of electricians came to the rescue. Left to right: Steve Boyce, Laurial Clement, Dave Willoughby, Emmett Garrow and Pierre Helie.

Power outage sparks electrifying performance

by James Greer

Sometimes you only find out what people are capable of when they're pushed to the extreme.

At 4:00 a.m., Tuesday, December 4, an ice and snow

storm knocked out electricity at the Communications Research Centre (CRC) near Ottawa, when snow blew into the main transformer room through a vent, causing a short circuit. By 9:30 a.m. that day, CRC electricians had restored

power to all buildings except the main research laboratories.

"I've worked here close to 24 years, and this was definitely one of those 'beyond the call of

See page 2: Power



Members of Théâtre Parminou presented a humorous skit during the "Women at DOC: Today and Tomorrow" conference in January.

Shared challenges for women and men emerge from departmental conference

Participants at the first Communications Canada conference on issues of interest to women, "Women at DOC: Today and Tomorrow," discovered that many of the solutions to problems facing women in the Department would also benefit male employees.

More than 120 women and a handful of men from all levels, sectors and regions attended the January 31 conference in Ottawa. They spent much of the day in 10 workshop groups discussing sub-

jects such as women in non-traditional professions, juggling family and work responsibilities, and barriers to women. The group was also entertained by Théâtre Parminou, which presented a humorous look at values and attitudes towards women and sexual discrimination and harassment in the workplace.

What emerged was an indication that many of the issues that were explored, including training, opportunities for career develop-

ment and language, affect all employees.

"Men and women complement each other in their approach to problems, so everyone will be far better off if men and women work together," said Barbara Bloor, Assistant Deputy Minister Corporate Management, during the conference.

Deputy Minister Alain Gourde, who spoke during lunch

See page 2: Challenges

Barbara Bloor: Greeting change with enthusiasm

by Stephen Rouse



Barbara Bloor

This is the second in a series of articles about recently appointed senior managers. Barbara Bloor, who replaced Mike Binder as Assistant Deputy Minister, Corporate Management last May, is the first female ADM at Communications Canada.

As the interview is winding down, Barbara Bloor leans forward from her office couch and asks, "Aren't we going to talk about my personal life? Don't

you want to hear about my two wonderful Labrador retrievers? They're my biggest interest. Without them, I would be here 24 hours a day, seven days a week."

Canines aside, the enthusiasm Bloor holds for public service is reflected in a successful career that has taken her from Consumer and Corporate Affairs Canada, to the Office of the Comptroller General and on to her recent post as Director General, Financial Management at Communications Canada. She

says her new role as assistant deputy minister is giving her a chance to test her management skills when facing fundamental changes from initiatives such as PS2000.

"PS2000 will require a massive ideological shift in the public service, with new roles for everyone. Managers are going to have to gain a more comprehensive understanding of their resources, not just in terms of operating dollars, but people, equipment and everything that is under their

control — and they will have to make more decisions."

The new ADM says she was attracted to her position by a vision for empowering and motivating employees similar to the one her predecessor, Mike Binder, brought to the sector. Bloor says Binder oversaw a shift in attitude primarily in the finance group, and she wants to expand this outlook throughout the sector.

See page 2: Bloor

Farcus



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Challenges continues from page 1

and took questions from the audience, was applauded for suggesting that senior management should "put our money where our mouth is, as we have done in the past on other initiatives such as PS2000."

What is needed, participants agreed, is a change in attitude of all employees toward many

aspects of working life. "The only way to change a culture is if you work from the bottom of the organization up and from the top down," said a conference participant.

This conference got things started by getting employees' ideas onto the table, she added. "It's unrealistic to think that a

Bloor continues from page 1

"Before we started the shift, many of the financial people I talked to felt like they were simply supply clerks handing out merchandise at a Canadian Tire store. With our new orientation, we got very proactive and started asking clients, 'What can we do for you?' and then responding positively to their problems by saying, 'This is what we think you should do.'"

Listening is vital

Bloor says employees in the sector are being transformed from financial "gatekeepers and police officers" to consultants and advisors who provide services. "Managers will be able to come to Corporate Management for

sound advice, recommendations and service, to make better decisions. We will provide them with management information, policy advice and hard examples, and I don't think we should be afraid to voice opinions," she says.

Listening to employee opinion is vital to Bloor, who chaired a workshop on creative management last fall, and invited sector co-ordinators from across the Department to her sector's planning session to share frustrations and ideas. She also spearheaded the women's conference Communications Canada held January 31, and says that women still face many career obstacles in the public and private sectors.

Power continues from page 1

duty' situations," says Dave Willoughby, Electrical Shop Foreman, Maintenance and Emergencies, Administration and Technical Services.

Province-wide search

The electricians had to remove the damaged transformer, so it could be repaired, and find a temporary transformer to power the remaining buildings. Finding the replacement was difficult because the damaged transformer is no longer the standard size, and few remain.

After a province-wide search, two smaller transformers were found and rented from Nepean Hydro. Since the units were designed for outdoor use, the electricians were going to

install them in an adjacent parking lot, but hydro inspectors demanded a steel shelter be built around them to prevent a short circuit and possible explosion. High-voltage cables also had to be found and purchased to connect the transformers to the regular electrical system.

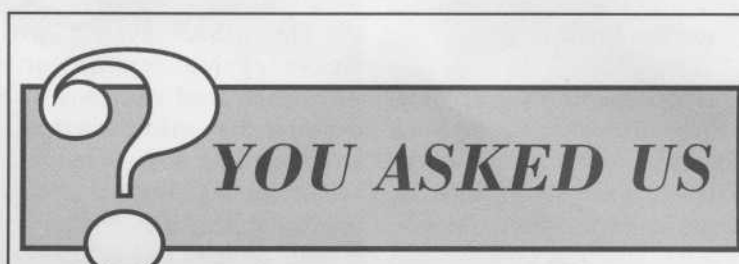
As a result of their efforts, the CRC electricians have received a Director General's award.

Despite the additional labour and poor working conditions (the weather had turned to freezing rain), the electricians had the

emergency system operating and the remaining buildings open by Thursday morning, 24 hours ahead of even the most optimistic predictions.

"The electricians could have gone home at the end of the day and not hustled around to find the replacements, and the buildings wouldn't have opened until after Christmas. If we had not searched for a repairperson in Ottawa, rather than ship it off to Toronto as is standard, our transformer would have taken eight weeks instead of four to repair," Willoughby says.

As a result of their efforts, the CRC electricians have received a Director General's award.



Q: Is anything being done to offset the fact that reimbursements to public service employees for the cost of provincial health insurance have been discontinued?

A: Yes. As of January 1, 1991, Treasury Board has increased the contribution it makes to the Group Surgical-Medical Insurance Plan (GSMIP) on behalf of employees and pensioners. As a result, the amount paid by employees for monthly premiums will drop to between 40 to 70 per cent of the December 1990 rate.

Under the plan, employees can be reimbursed for 80 per cent of eligible expenses, and the maximum amount of eligible expenses has been increased. For example, an employee can claim up to \$150 over two years for the purchase of eyeglasses and contact lenses, \$1,000 per year for the services of a registered psychologist, \$15,000 for home care from a private nurse, \$500 for a chiropractor's services, and \$500 for a speech therapist.

The costs of replacing a wheelchair, and insuring wigs, orthopedic brassieres and shoes are now considered eligible expenses under the GSMIP.

Seasonal employees are now eligible to join the plan when they are hired, regardless of the length of their appointment.

Q: How can I arrange to take educational leave?

A: Educational leave without pay allows employees to attend a post-secondary institution to study in a field related to their present duties or to the Department's future human resources needs.

Employees must apply in writing to their supervisor. The

application should describe the program of study (including subjects, time frames, and costs) and how it relates to the employee's career, as well as any previous efforts to attain the degree or certificate in question.

The application should also state if an allowance in lieu of salary is required. Employees can also accumulate an allowance through the self-funded leave program by having a percentage of their annual salary put aside.

Each application will be reviewed by a committee of Human Resources managers who will advise senior management of its merits. The period of leave is granted at the discretion of management.

For further information, contact Claude Morin at 990-4552, or Pierre Alleyn at 990-4558, in the Human Resources Planning and Development Division of DGHR, or your Regional Personnel Services Office.

Q: Is simultaneous interpretation for meetings available at Communications Canada?

A: The Secretary of State of Canada provides simultaneous interpretation for all kinds of meetings, even as small as one-on-one. Requests for interpretation are given a priority listing based on factors such as the level of the employee attending the meeting, and whether the event is international, national or departmental. Secretary of State will pay the interpreter's salary for high-priority meetings, but does not cover technicians' salaries or equipment costs.

For more information, please contact Anne Egan at (613) 990-4562.

COMMUNICATIONS EXPRESS

Communications Express is published six times a year for employees of Communications Canada by Information Services. Its objectives are to: inform readers about departmental and staff activities; recognize staff achievements; report on developments in communications and culture; and encourage informed discussion of issues affecting the department, its clients and its staff.

Communications Express welcomes letters to the editor, suggestions for articles and contributions from readers. Please call the editor for guidelines.

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one-day conference will change attitudes, but it did give us a climate that says these issues are okay to talk about."

A report and a series of recommendations from the session will be presented to senior management for discussion.

"There are barriers. I don't say it with bitterness, fear or anger. I just think it's a fact. Lifestyles of women are changing, but it is naïve to think social changes will happen in one generation. Economically, it is a necessity that women work, and we have to ensure the workplace is responsive to career issues," says Bloor.

Bloor says her plans for the year include more listening, visits to all the regional offices to talk about the effects of initiatives such as the reorganization and PS2000, and extending her corporate vision.

And of course, Bloor still has her dogs, which she sometimes brings to her headquarters office on the weekends, much to the chagrin of the security guards. "But," she adds with a smile, "their bark is worse than their bite."

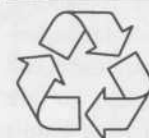
Letters to the editor

I continue to receive and enjoy *Communications Express* very much. Your January 1991 issue was particularly informative.

The Department will always interest me. *Communications Express* keeps me up-to-date on the changes going on within the Department in order for it to meet its challenging role at the national and international levels. Of course, People and Places keeps me informed of many of the employees I worked with prior to retirement. I like that.

Please retain your policy of sending your publication to people like myself.

Les Pike
Ottawa
(retired)



Recycled paper

White Paper supports PS2000 recommendations

by James Greer

The White Paper on Public Service 2000, tabled in the House of Commons in December, endorses most of the recommendations of the PS2000 task forces and the changes being implemented at Communications Canada, says Raynald Turgeon, Visiting Director, Public Service 2000.

"The White Paper shows the government's intention to follow through with PS2000 recommendations," he continues. "This is why our deputy minister decided to distribute a copy to everyone in the Department. It is very important that employees be aware of what is going on and discuss it with their colleagues and managers."



"Within a few weeks, we will be organizing sessions to focus on the recommendations and talk about how they relate to the way the Department operates."

The White Paper doesn't specify how recommendations should be implemented. The focus groups will allow us to see how best to put them in place."

The most important way PS2000 will affect work at Communications Canada is by changing attitudes, and since improved service is the central theme of PS2000, this will mean

improving service to the Minister, the general public and individual Canadians, say Turgeon.

To assist this effort, the White Paper emphasizes giving front-line managers and employees more authority to make decisions, a move that should help them improve service in the regions and at headquarters, says Turgeon.

Department opened the way for MSAT's success

The proposed launch of two MSAT satellites sometime in 1994 is the upshot of a long and successful partnership between Communications Canada and the private sector to provide Canadians with some of the

world's most advanced telecommunications services, says Dr. Bob Breithaupt, Director General, Communications Technologies Research.

MSAT began in the mid-70s when the Department was exam-

ining ways to provide communications service to moving vehicles via satellite, says Breithaupt. The project was temporarily stalled due to a lack of international spectrum allocation, but was revived in 1979 when spectrum was made available.

In 1979, Communications Canada invested \$2.2 million in a concept stage of the satellite after studies found there was a market for mobile satellite voice and data transmission. The second stage, involving technology development, detailed specifications, and further market and viability studies, required an additional investment of \$17.4 million.

Attempts to make MSAT compatible with cellular communications posed problems for researchers. Difficulties arose in carrying enough voice channels in a 30 kHz satellite band-width to make the project lucrative. Then a breakthrough occurred.

"We were doing a lot of coding and modulation research at this time, and we began to work at fitting voice signals in a narrower, 5 kHz band-width. It worked, and this turned the project around to make it viable even in the small Canadian market," says Breithaupt.

The potential profitability of MSAT increased private-industry

interest and by 1984 the project had changed from a government-funded initiative to a private-sector project with government support, says Breithaupt. This partnership meant the first

generation of MSAT would be commercially viable, with Canadian companies building private voice and data terminals, as well as satellite and payload equipment.

MSAT continues from page 1

customers again, because I think some of them lost confidence while we were getting the system up and running, but now with the satellite going up in 1994, and the increased air time, interest is renewed," says Halayko.

Members of the MSAT trials staff are also preparing a country-wide tour to promote mobile satellite communications to provincial and federal organizations, including the Canadian Coast Guard and Environment Canada.

The federal government has promised to buy \$126-million worth of air time on the new MSAT satellite, and has committed another \$25 million for private Canadian companies to build equipment such as L-Band Briefcase Terminals. These lightweight terminals are portable enough for people to use in remote areas for medical emergencies and fighting forest fires.



A deal was signed in December 1990 by SPAR Aerospace Ltd. of Montreal and Hughes Aircraft Co. of California to build two MSAT satellites that will support a voice and data mobile communications system in Canada and one in the U.S. Telesat Mobile Incorporated (TMI) of Montreal will operate the Canadian MSAT satellite, and supply equipment and air time commercially. Pierre Cadieux (left), Solicitor General of Canada, on behalf of Communications Minister Marcel Masse, and Eldon Thompson of TMI are pictured here at the news conference announcing the MSAT contract. (Photo courtesy Photo Features Ltd.)

New legislation to improve artists' working conditions

by James Greer

Canadian artists' long struggle for improved working conditions and recognition should be advanced by two new organizations proposed in the recently tabled Status of the Artist legislation, says Adam Ostry, Director of Arts Policy.

The bill is designed to recognize artists' contribution to the quality of Canadian life, says Ostry. "Artists are the one group of people in this country who express our cultural values. They translate our views of ourselves and our place in the world into some tangible good, whether it be a novel, poem, film, piece of sculpture, or painting."

The proposed legislation establishes guidelines for the way government deals with artists and develops regulations for professional relations between artists and producers falling under federal jurisdiction. The bill also calls for two groups to advise on and administer these regulations.

The Canadian Artists and Producers Professional Relations

Tribunal is the essence of the bill, explains Ostry. "The tribunal will administer the regulations governing the professional relationship between artists and producers in the same way that the Canada Labour Relations Board regulates relations between unionized employees and employers in this country."

"The tribunal will certify artists' associations to negotiate collective agreements with any producer falling under federal jurisdiction - the National Film Board, National Arts Centre and the broadcasters," says Ostry.

Below poverty line

Each association would have to specify what sector it represents (for example: English-speaking theatre actors) and would be screened during the certification process to verify that claim. Associations would also be checked for open and democratic internal practices.

The second proposed organization, the Canadian Advisory Council on the Status of the Artist, would be an independent,

arm's-length organization set up to advise the Minister of Communications on the socio-economic status of the artist in Canada. As a first task, the advisory council would examine self-employed artists' access to private medical and dental plans and pensions, says Ostry.

"Artists are simultaneously one of the most highly educated, yet most poorly paid socio-economic groups," he adds. "Statistics show that, on average, visual or performing artists earn below \$10,000 a year, some as low as \$4,000. In many cases, these people are living below the poverty line."

The proposed legislation was developed in response to a report by the House of Commons Standing Committee on the Status of the Artist. "We consulted with more than 30 artists' associations and six government departments in drafting this legislation. We also had a lot of support from departmental employees in the financial management, arts and heritage, and communications policy sectors," Ostry says

Input from natives and others sought for archaeology act

by Stephen Rouse

In a unusual move, interest groups such as aboriginal peoples and archaeologists will review the *Proposed Act for the Protection of Archaeological Heritage in Canada* tabled in Parliament last December by Communications Minister Marcel Masse.

"Draft legislation is rarely provided for public consultation prior to its first reading, but in this case, public review will likely improve the draft bill, which touches on many complex legal areas," says Elizabeth Snow, Director, Archaeological Policy.

Copies of the draft bill were sent to national and regional aboriginal organizations, cultural centres, marine and shipping interests, and museums. Symposia will be held to discuss amendments before the bill's expected submission to Parliament later this year.

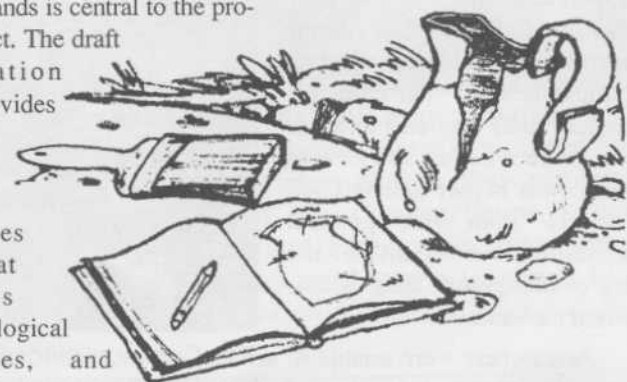
A permit system to control archaeological excavation on public lands is central to the proposed act. The draft legislation also provides for a protected resources list that defines archaeological resources, and

introduces administrative and enforcement provisions.

Martin Dunn, hired by the Department to conduct aboriginal consultation on the draft bill, expects some negative reaction from natives. "As the act reads now, the Minister of Indian Affairs would be land manager for all aboriginal reserves covered by the *Indian Act*. At the very least, chiefs and band councils should be the land managers," says Dunn.

The draft bill is open to change, and the consultations will deal with the concerns of natives and other groups, says Snow. "The original drafting instructions just didn't get to that level of detail. When we finished the bill, we realized it needed clarification. Now that wording is out there, we can start getting specific."

"We want to draft a final bill that gets a lot of support, and we want to deal with the difficult issues. I think we have a good opportunity for success here," she says.



Bliss users await international standards

by Stephen Rouse

Treena Guy is a study in concentration. She leans forward from her wheelchair and touches the keyboard with a headpointer,

causing a symbol and a word to appear on her computer screen. She raises her head to confirm the symbol is the one she wants, then returns to the keyboard to continue writing.

Guy is using BlissTel, a system that enables people with speech impairments to communicate with each other by computer modem using an iconographic language called Blissymbolics.

Guy may soon be able to send messages to users in other countries if a proposal for an international standard for Blissymbolics transmission, now before the Canadian Standards Association, is passed later this year by the International Standards Organization.

The telephone system is the work of Ottawa's IDON Corporation, and is supported by Communications Canada, Supply and Services Canada, Blissymbolics Communications International (BCI) and the Easter Seals Communications Institute.

"The primary reason for the recent contract with IDON is to develop an international standard for transmitting Blissymbolics so that no matter what computer is used at the end of the line, in whatever country, communication will be possible," says Mary Frances Laughton, Manager, Information Resource Management at CRC.

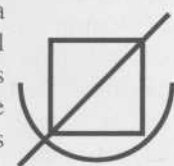
Guy and 20 others in Newfoundland, Toronto and Ottawa logged more than 1,000 calls during a field trial last fall of the system's long-distance potential, says BlissTel technical advisor Bill Lalonde, Director, Marketing and Contracts at IDON.

Using equipment donated by IBM Canada and on loan from Apple Canada, IDON's goal is to develop software standards for BCI, a non-profit group in Toronto that administers the use of Blissymbolics in 29 countries. Lalonde says an international standard is crucial because companies require a stable standard for developing software and equipment.

"We're waiting for a report on the field trial and the results of the standards application to decide how much more work is needed to take Blissymbolics technology to market. I think we're close, it's just a matter of time. People like Treena Guy have certainly proven it's usable," says Lalonde.



gathering



garbage can



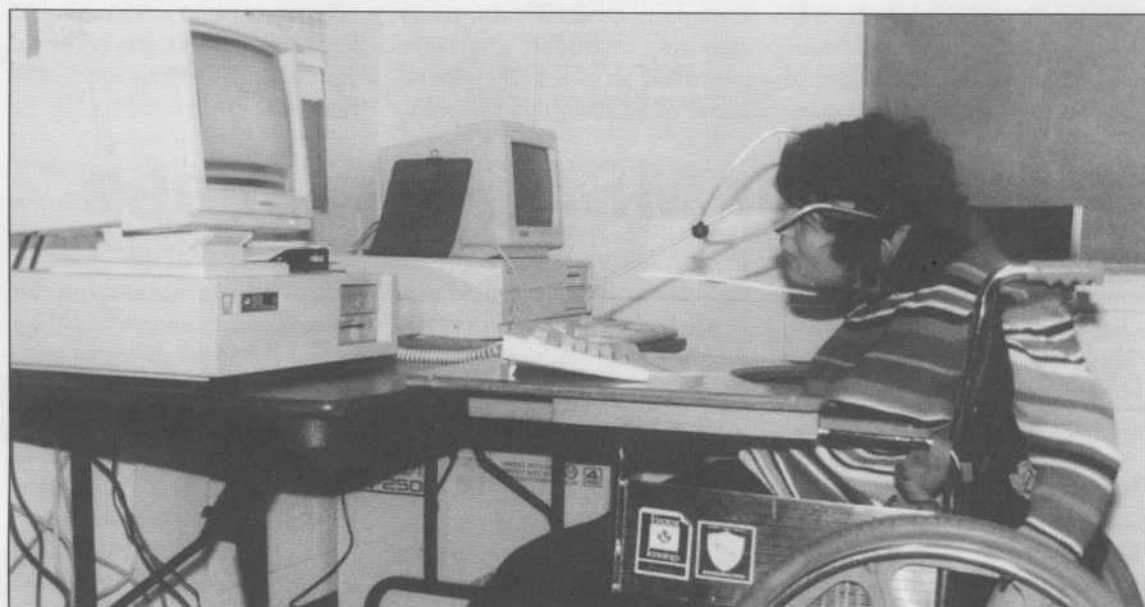
elevator



holiday



money



Treena Guy uses a BlissTel computer at the Ottawa YMCA's computer room to send a message written using icons of the Blissymbolics language shown here at the right.

Health of current CRC occupants not at risk, past inconclusive

by James Greer

Studies of the Communications Research Centre (CRC) near Ottawa show there is no health risk to current employees but an attempt to assess the incidence of cancer among current and former workers has proven impossible.

"We know from the results of the studies we commissioned that the health of current employees is not at risk, provided occupational safety procedures are followed," said Noela Campagna, Director, Occupational and Environmental Health Services, Health and Welfare Canada, at the public release of the report, December 20, at CRC.

Health and Welfare Canada was asked to study the facility following concerns from occupants about what appeared to be a high cancer rate among current and former staff. Scientists worked with independent firms and other government departments to test the site for excessive radiation, analyze the drinking water and ground water, locate old chemical dumpsites on the premises, and conduct an environmental review verifying on-site PCB storage and historical procedures for chemical storage and disposal.

"Ground water evaluation showed the possibility of contamination in three deep-supply water wells, which were capped and abandoned in 1977 when the facility switched to the municipal water supply," Campagna said. "An epidemiological study was attempted, to determine whether the rate of cancer was higher among CRC workers than the general population, but because of the lack of background data, results proved inconclusive."

Researchers were unable to determine the total number of

people who have worked at the complex because personnel records are either destroyed five years after an employee retires or transferred when the employee moves to another department. The best estimate officials could make was an ongoing population of approximately 900 people.

A search of the Canadian Mortality Data Base, the Ontario Cancer Treatment and Research Foundation Registry and the Ontario Cancer Registry for the names of 83 current and former employees suspected of having cancer confirmed 39 cases. Only one person had a form of cancer which could be work-related — asbestos exposure — and Health and Welfare learned the person had been employed for a number of years elsewhere, where occupational exposure to asbestos was likely.

Using these figures, scientists found the cancer rate among current and former CRC employees equals the national average, but since the records of so many previous site occupants could not be found, the study was labelled inconclusive.

"Anything harmful that the scientists found dated from years ago, and I don't think it would be

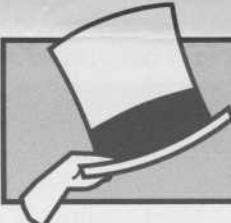
present today," says Bill Brady, Public Service Alliance of Canada union representative at CRC. "They did the best they could under the circumstances. I'm quite happy with the effort they put forth and the consideration they showed for the employees' concerns."

Discussions are currently under way among Communications Canada, the unions, Statistics Canada, National Archives of Canada, and Canada's Information and Privacy Commissioners to develop a system that will accommodate situations where the health concerns of a group, the privacy of individuals, and the logistics of record-keeping collide, says Colin Taylor, Director, Security and Communication Support Services.

"The problem with keeping complete enough records for this type of study is that it must be voluntary, otherwise it's an invasion of privacy, yet there has to be 100 per cent compliance as well. If there isn't, you don't have a representative picture of the occupants of the site and any future epidemiological studies will be just as inconclusive," says Taylor.



The Communications Research Centre gets a passing grade from Health and Welfare Canada scientists.



TIP OF THE HAT

The Department regularly receives letters complimenting employees on a job well done. "Tip of the Hat" features recent examples.

Ronal Bourgeois
Acting Director General
Museums and Heritage/Policy and Programs
Communications Canada

Dear Mr. Bourgeois:

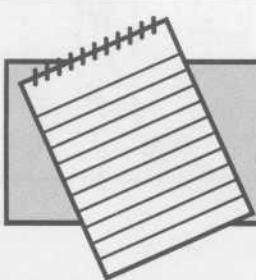
In the past year, The Beaverbrook Art Gallery has relied on the services of the Communications Canada Exhibit Transportation Services, under the direction of Mr. Emile Mongrain. We have found Mr. Mongrain, his office, staff and drivers to be most professional in the variety of duties they perform in the transportation of the Gallery's exhibitions and works of art.

However, I wish to bring to your attention the commendable assistance which Mr. Mongrain provided to The Beaverbrook Art Gallery this past autumn in transporting our exhibition, Victorian Painting in the Beaverbrook Art Gallery, from the Vancouver Art Gallery to The William Benton Museum of Art in Storrs, Connecticut... We were facing a very tight time constraint to transport the exhibition across the continent. Fortunately, Mr. Mongrain ensured that the exhibition arrived at its intended destination, not only on time, but one day earlier than originally anticipated!

I believe that Mr. Mongrain's service to the museum community is exemplary. In this instance, his conduct reflected very favourably on our American colleagues as well.

Yours sincerely,

Tom Smart
Curator
The Beaverbrook Art Gallery
Fredericton, New Brunswick



NOTEBOOK

Conference to unite creators and technologists

The growing concern among many artists in Canada that technology, such as new media and computers, is changing the creative process forever will be a key topic at the Conference on Technology and Culture, to be held in Montreal May 27-30 and sponsored by Communications Canada.

Like other sectors, culture is subject to technological developments that present challenges and opportunities. Such developments have ramifications for the whole cycle of creation, distribution and consumption of cultural products, says Conference Director Viviane Farmer. A main focus of the conference will therefore be the capacity of creators to access and effectively use new technology as it becomes available.

Themes for the conference program have been drawn from a series of focus groups held across Canada last fall with 150 participants involved in creative and technological aspects of communication, culture, distribution and marketing. Group members examined the benefits and difficulties expected from the increasing convergence of cultural expression and technological innovation.

More than 400 delegates are expected to attend the conference which will be organized as plenaries and workshops. There will also be demonstrations of new technology, says Farmer.

Co-op student's work gets full marks

Communications Canada got top-of-the-class work from co-op student Francois Théberge.

The University of Ottawa student received an award for the best paper by a co-op student from the university's mathematics department for his statistical analysis of data collected by Communications Canada's spectrum management employees. "I looked at the ways the information is both collected and analyzed," says Théberge.

Théberge's analysis was done from May to August of 1990 and focused on information from two of the Department's databases. "One database is from the spectrum survey, which is sort of a snapshot of spectrum use in Canada, and the other is made up of information collected as part of the Department's response to client complaints," explains Théberge.

Théberge, who was also awarded an academic scholarship by the university, says he plans to pursue a graduate degree after finishing his co-op program.

Group wants your ideas for cutting red tape

Employees who have questioned whether it is really necessary to follow the many procedures and fill out the many forms connected with government work now have a chance to suggest alternatives.

In the spirit of Public Service 2000, and in keeping with the work plan set out in *Challenge for Change*, Communications Canada management has decided to review bureaucratic procedures.

"We're not launching an all-out attack on procedures and forms, because some of them are necessary and are working well," says Elisabeth Châtillon, Deputy Director General, International Relations, and chair of the task force conducting the review. "But we do want to take a closer look at the range of information requirements and, with the help of expert advice, determine whether they can be simplified and improved."

Three sub-committees have already started looking at procedures surrounding planning, finance, security and travel. Other groups will be looking at procedures and forms in human resources, administration and regional office operations.

Real, long-lasting change will not depend solely on the work of the task force, adds Châtillon. "People sometimes think that it's senior management that requires complicated procedures but that's not an accurate perception. They are just as frustrated by the red tape."

"People think it's senior management that requires complicated procedures.... They are just as frustrated by the red tape."

Employees who wish to make a contribution to the task force's work can contact the appropriate sub-committee chair. Châtillon, (613) 990-4227, is chairing the sub-committee on planning; Kate Cockerill, (613) 998-4060, the sub-committee on security and travel; and Glen MacLeod, (613) 998-2278, the group reviewing financial procedures.

Now available:

Energy-saving tips for you

Energy, Mines and Resources Canada has begun a promotional campaign to increase awareness of energy issues in the public service and the general population.

"EMR has supplied us with posters and booklets containing hints on saving energy," says Colin Taylor, Interim Chairperson, Environmental Practices Committee (EPC). "The approach

is to make people aware of the need for conservation.

"Here at Communications Canada, we will mail the information on request. It makes more environmental sense that way. If we distributed 2,500 copies of the booklet and, for example, only 300 people were interested, then people would be screaming about our waste," says Taylor.

Other departmental conservation efforts include reminders to employees to turn electronic equipment off when finished for the day and a Blue Box recycling program which will be introduced in the next fiscal year.

If you would like a copy of the information, phone Colin Taylor at (613) 990-4439, or Information Services at (613) 990-4843.

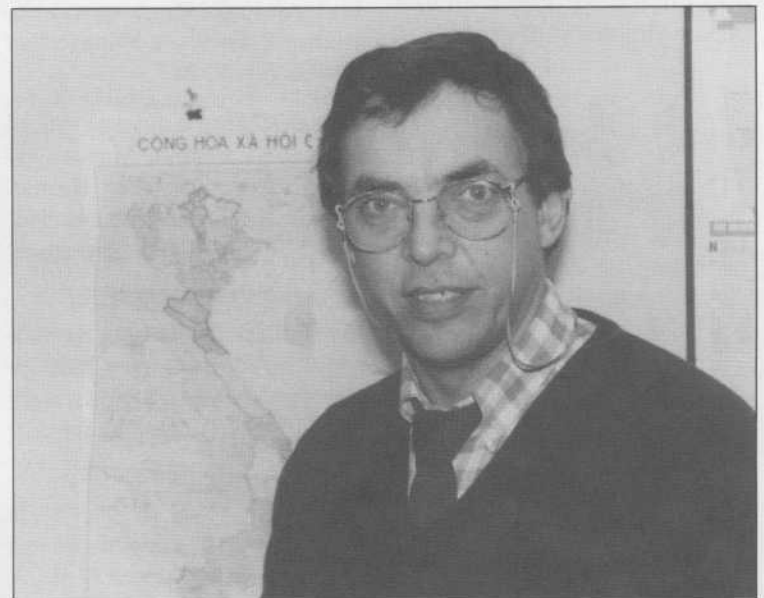
Vietnam tunes in Canadian expertise

by James Greer

Rural Vietnam has just gained four new radio stations, due to a mission sponsored by Communications Canada and carried out by *l'Agence de coopération culturelle et technique* (ACCT), an international organization of French-speaking countries based in Paris.

A three-person team, using equipment provided by the Department, installed low-power FM stations in four rural regions of Vietnam. The stations will be operated by local people, broadcasting the music of their region and information about education, health and agriculture, says Michel Delorme, Director of ACCT's Rural Radio Program, who headed the mission.

Delorme was joined on the six-week mission, which ended mid-February, by an engineer from a firm in Montreal and an ACCT technician from Paris.



Michel Delorme, Director of ACCT's Rural Radio Program, led the mission to Vietnam.

This is the first time the Department has participated in one of ACCT's radio ventures, however Communications Canada is involved in ongoing support of its other programs.

"Canada is a member of ACCT and the organization pays for this program," says Delorme. "That is why we Canadians are going. ACCT hired us to get these radio stations on the air."

New licensing plan reduces paper burden

Canadian businesses that operate fleets equipped with mobile radio units will benefit from a new licensing plan to begin April 1, that will drastically cut the number of licences required and reduce the paper burden for the Department.

Until now, each boat or vehicle equipped with a mobile radio had to carry a separate licence, and companies with large fleets were burdened with administration. Under the new deregulation plan, licences will no longer be needed with most mobile units.

Fleet licensees will receive a single licence for each similar type of mobile station. This step is expected to reduce the number of licences in Canada from 650,000 to 235,000.



The components of management, staff relations and the supervisor's role were among topics at a Supervisory Orientation Course held in November at L'Estérel, Quebec. The 10-day course gave the 17 supervisors attending a chance to practice their newly acquired skills. Back row, left to right: Louise Trudel (consultant), Patricia Jaton (course director), Aline Chevrier, Carmen D'Acoust and Diane Bertrand. Middle row, left to right: Johanne Ménard, Francine Boucher, Simone Prazeres, Diane Séguin-Guérrette, Michelle Filion, Nicole Girard and Monique Marchand. Front row, left to right: Richard Lavoie, André Turcotte, Mitch St-Jacques, Michael Gareau, Gabriel Clavel, Michel Castonguay, and François Gouin.

People and Places

(from November 1 to December 31, 1990)

Deputy Minister's Office

Mireille Dalpé has been appointed to the position of Administrative Clerk in the Deputy Minister's Office.



SADM

James Mackenzie, previously with the Office of the Commissioner of Official Languages, was appointed to the position of Senior Advisor in the Federal/Provincial Relations Division of DGFP.

Suzy Beauregard, formerly with the private sector, was appointed on an indeterminate basis to the position of Secretary in the Strategic Policy Planning Division of DGSP.

Lorna Higdon, Director, Priority Planning and Government Business (DPG), has accepted an eight-month secondment to the Forum on Canada's Future. **Anne Rose**, Secretary to DPG, is also on secondment for seven months to the Forum on Canada's Future.

Josée Bazinet was promoted within the Public Relations Division of DGIS to the position of Communications Officer.

Lucie De Blois, previously with the Department of Justice, was appointed to the position of Planning and Liaison Officer in the Planning and Liaison Division of DGIS.

ADMCM

Anne Marie Giannetti was promoted to the position of Director, Human Resources Planning and Development in DGHR.

Richard Grosleau has transferred from Energy, Mines and Resources Canada to the Staff Relations and Compensation Division of DGHR as Staff Relations Officer.

Nicole Cyr, previously Secretary in the Telecommunications Systems Management Division of DGGT, was promoted to the posi-

tion of Secretary to the Director General, Human Resources.

Margaret Anderson has been appointed on an indeterminate basis to the position of Interior Designer in the Planning and Coordination/Facilities Management Division of DGAT.

Wallene Munro has transferred from the Canadian Museum of Civilization to the Human Resources Planning and Development Division of DGHR as Chief, Human Resources Policy.

Estelle Lacroix has been appointed on an indeterminate basis to the position of General Library Clerk in the Library and Information Retrieval Services Division of DGAT.

Diane Séguin-Guérrette was promoted to the position of Head, Pay and Operations, in the Staff Relations and Compensation Division of DGHR.

Marcel Richard has transferred from the Department of Fisheries and Oceans to the Materiel Management and Contracting Services Division of DGAT as Procurement and Stockroom Officer.

Earl Allen was promoted to the position of Records Systems Clerk in the Administrative Document Services Division of DGAT.

Brian Carleton was promoted within the Plant Engineering Services Section of DCAT at CRC to the position of Construction Foreman.



ADMCP

Yasmine Laroche was promoted to the position of Chief of Staff in the ADMCP's Office.

Ned Ellis was promoted to the position of Director, Economic Policy and Planning, in the Film, Video and Sound Recording Policy and Programs Division of DGCI.

Claire Périard, formerly Personnel Assistant in SADM, was promoted to the position of System Administrator in the

Sector Management Division (DMT) of ADMCP.

Angèle Gélinau was promoted to the position of Secretary to the ADMCP.

Gabrielle Gaudreau was promoted to the position of Chief, Sectoral Correspondence Unit, in the Sector Management Division (DMT) of ADMCP.

ADMAH

Denise Séguin has been appointed on an indeterminate basis to the position of Chief, Program Policy and Planning in the Cultural Initiatives Program Division of DGAP.

Michael Hooper, Officer in the ADMAH's Office, has accepted a one-year secondment to the Department of External Affairs as Foreign Service Diplomatic Courier.

Claire Désormeaux was promoted to the position of Project Officer in the Cultural Initiatives Program Division of DGAP.

ADMRS

Angela Poetter-Briginshaw was appointed on an indeterminate basis to the position of Project Manager, Regulatory Reform, in the Regulatory Policy and Planning Division of DGRR.

Robert Lenahan, Head, Cable TV Technical Evaluation and Certification, in the Broadcast Applications Engineering Division of DGBR, has transferred to the Department of National Defence.

Guylaine Verner was promoted to the position of Secretary in the Technology and Economic Program Division of DGCP.

Diane Lacombe, previously Administrative Officer in DGSP, was promoted to the position of Planning and Liaison Officer in the Management and Plans Division (DMG).

Karen Rivard was appointed on an indeterminate basis to the position of Office Systems Programmer/Analyst in the Integrated Office Systems Division of DGIM.

Sherman Chow, formerly Manager, Image and Sound Processing, in the Information Processing Research Division of DGBT, has



Change of address

Please remember to inform your pay office in writing of any change in address.

transferred to the Radio Communications Technologies Division of DGRC as Manager, Civilian Radio.

Diane St-Arnaud was appointed on an indeterminate basis to the position of Regulatory Management Officer in the Regulatory Policy and Planning Division of DGRR.

Nola Breithaupt, Chief, Intellectual Property and Technology, in the Technical Marketing International Division of DGCP, has left the Department to pursue other interests.



ADMQ

Michel Umbriaco, previously Director General, Regional Development, has been appointed to the position of Director General of the Canadian Workplace Automation Research Centre (CWARC).

Richard Lalonde, Director of the Technological Development Division of DGDR, has left the Department to pursue other interests.

EDA — Atlantic Region

Earl Hoeg, **Robert Simpson**, **Wallie Burke** and **Robert O'Leary**, Radio Inspectors-in-training in the Halifax District Office, have been promoted through the EL Underfill Program.

EDO — Ontario Region

Rita Hoffman has been appointed on an indeterminate basis to the position of General Office Assistant in the Finance,

Administration and Informatics Division of the Regional Office.

Danielle Panagiotou, Regional Information Assistant in the Finance, Administration and Informatics Division of the Regional Office, has transferred to Health and Welfare Canada. **Danielle Leblanc**, previously with Consumer and Corporate Affairs, is replacing her.

Talat Yusuf was promoted to the position of Technical Assistant in the Engineering Division of the Regional Office.

EDC — Central Region

Marcella Hébert has transferred from Health and Welfare Canada to the Strategy, Planning and Public Affairs Division of the Regional Office as Assistant, Public Affairs.

Badruddin Allidina, **James Klassen**, **Gilbert Serafico** and **Wendy Wu** have joined the Edmonton District Office as Radio Inspectors-in-training.

Francine Côté, previously with the CBC, has joined the Strategy, Planning and Public Affairs Division of the Regional Office as Communications Officer.



EDP — Pacific Region

Mona Saunderson has transferred from the Public Service Commission (Toronto) to the Lower Mainland District Office as District Office Clerk.

Laurie Ruppel, previously in the Lower Mainland District Office, was promoted to the position of Personnel Services Clerk in the Personnel, Finance and Administration Division of the Regional Office.

