

COMMUNICATIONS

November 1988




Express

Canada

New TB policy

Employees encouraged to be better communicators

by Amy Heron

Departmental employees will be asked to take a more active role in planning communications needs and objectives for their programs and in providing information to the public under a new Treasury Board policy.

Rather than rely on Information Services to look after all aspects of public affairs planning, managers will work with them to build communications considerations into program plans and budgets each year, says Director General of Information Services, Philip Kinsman.

The objective of the new policy, under development since January 1987 and approved in July 1988, is to ensure the effective management of government communications.

"It (the policy) has two main points," Kinsman says. "First, we must offer better service to the public by explaining our services and programs and by having a better understanding of what our clients expect and want. Second, communications has to be considered by all employees of the Department.

"We are recognizing communications as an integral part of the total product we deliver. All government players must be involved in this exercise, from individual employees and the central agencies, right up to the Cabinet," Kinsman explains.

The policy is the first product of a comprehensive review of government communi-

cations directed by Jack Manion, Deputy Clerk of the Privy Council. As a result of the review, the classification for the Information Services (IS) group has been modified and all communications officers have been participating in orientation programs.

Kinsman and Information Services staff have been giving presentations throughout the Department on the policy and the benefits of effective communications management.

"The more the public understands, the more effective the individual manager will be. He or she will spend less time on the phone or in futile correspondence answering questions," says Kinsman.

"That means, however, that managers and program specialists must learn to communicate more effectively. They must use clear and simple language and choose the most effective communications tools. Listening to the public and knowing what they expect will also make a big difference."

Information Services staff will provide support and advice to managers on the communications process. They will have much closer links to the sectors through planning and liaison officers who serve each ADM, Kinsman says.

Open and active communications also means more interaction with the media.

"No one can explain the

Plan

continued on page 2



Several hundred Headquarters employees gathered in the Journal Tower courtyard on September 12 for the kick-off of the 1988 United Way campaign. Speaking at the podium is Christine Jacques from *La maison unies-vers-femmes*, a member agency of the United Way. When the campaign ended on October 14, the Department had raised \$80,333.30, which is 103.52 per cent of our target. A great response — thanks to all of you who contributed.

Inspector helps track down criminal

A Department of Communications employee recently helped police officers in Northern Ontario capture a dangerous criminal who had abducted two teenage girls at knife point.

Gerry Bonnefoy, Inspector-in-charge of the Department's Kenora sub-office, used radio frequency monitoring and direction-finding equipment to track C.B. radio transmissions the man was making from a stolen pick-up truck.

The suspect evaded police for several hours on August 8 after fleeing from a roadside spot

check. He kidnapped the girls from a nearby provincial park, later releasing them, but stealing their truck.

The Dryden detachment of the Ontario Provincial Police monitored several calls the suspect made on the radio but could not determine his location.

Bonnefoy and O.P.P. Constable Brian Crarey set up a receiver and monitor at an elevated site, 15 kilometres east of Dryden.

After picking up a transmission, Bonnefoy told police the suspect was 10 kilo-

metres to the northeast. The officers picked out a probable location and apprehended him.

"The antenna on the monitor told me which direction the signal was coming from and I determined the approximate distance from the strength of the signal," says Bonnefoy.

The apprehended man was charged with theft, two counts of abduction and possession of stolen property. He was also wanted by police for violation of day parole in Southern Ontario on a previous manslaughter conviction.

New position, new challenges for Lyrette



Jacques Lyrette, newly-appointed Assistant Deputy Minister, Summits and Development, recently received a Long Service Award for his 25 years of work in the Public Service.

Jacques Lyrette is still getting settled in the newly-created position of Assistant Deputy Minister, Summits and Development. But Lyrette is no stranger to starting new projects.

In his 14 years with the Department, he has developed a number of innovative projects, including a sophisticated videotext system now in place at the Palais des congrès in Montreal, videoconferencing links to the Department's regions, and the Canadian Workplace Automation Research Centre (CWARC).

Lyrette recalls that when he wanted to start CWARC, which is a user-driven centre for research in all aspects of workplace automation, its potential was not immediately obvious to everyone. "I re-

member coming to somebody and saying, 'I really want to do applied research, including organizational research,' and everybody looked at me very strangely," he says with a laugh. "But, when you look at the Centre's activities, the plan established in 1983 is as valid today as it was then."

In his new position, Lyrette will have the latitude to continue his innovative ways. The position has two major components: responsibility for the Department of Communications' participation in economic development in Quebec, and representation of Canada and the Department at the Commonwealth and Francophone summits.

Lyrette

continued on page 2

On the inside



- Department provides services to Saint-Basile-le-Grand, p. 3
- Portable radio joins arctic adventure, p. 3
- From the suggestion box..., p. 4
- People and Places, pp. 7-8



Together...we will remember

New service to aid Atlantic phone system

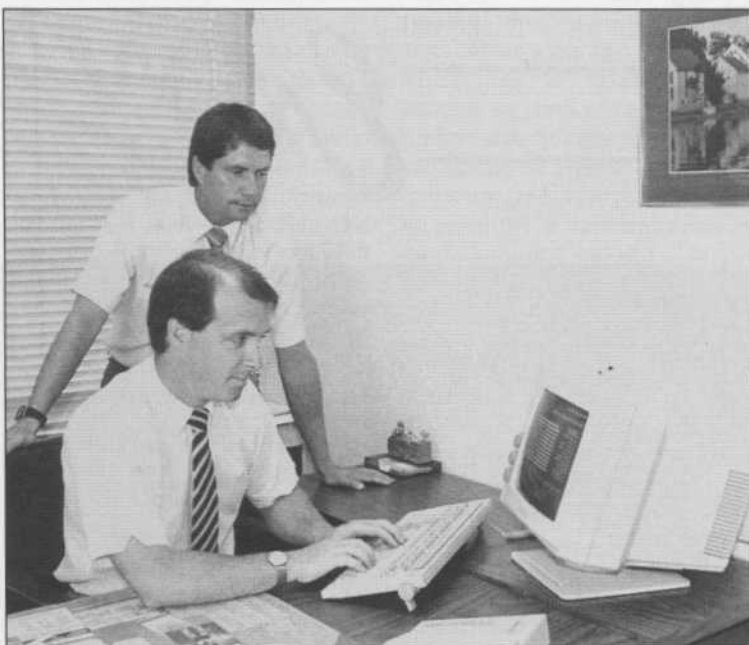
Federal government offices in the Atlantic region will soon be able to find out detailed information about their phone system and get an update of the government phonebook, all through a personal computer.

The Moncton office of the Government Telecommunications Agency (GTA), a Department of Communications group responsible for the planning and co-ordination of government telecommunications, in conjunction with New Brunswick Telephone has developed a computer database which contains information about government phone lines in the region.

Federal government clients will be able to gain access to the system with their own computers.

The services offered will include an inventory of the customer's phone lines and services (conference calls, intercom, etc.), and a detailed breakdown of charges for those lines.

The Government Telephone Directory will also be part of the



Norman Boudreau (standing), District Manager, NB and PEI District, and Terry Tait, Telecommunications Analyst, NB and PEI District, in the GTA office of the Atlantic Regional Office in Moncton work on a new communications management system.

system and can be electronically updated at regular intervals.

The system will also allow GTA staff to monitor the client's phone service. This process should save money by reducing the time spent answering billing

questions and certain service enquiries.

GTA expects to expand the service, the first of its kind in Canada, to include all the telephone companies in Atlantic Canada by the end of the year.

What's Happening

November 12, 13 — Saskatchewan Recording Industry Association Music Industry Weekend and Annual General Meeting, Regina

November 29-30 — Third Annual Gemini Awards, Toronto

December 1 — Motion Picture Association Wrap Party, Vancouver

December 6-9 — International Exchange for Performers, Place des arts and Spectrum, Montreal

December 12-14 — Canadian On-Line Conference and Exhibition, Toronto

December 18 — Third Annual Gémeaux Awards, Montreal

Plan

continued from page 1

technical aspects of a project better than someone who has actually worked on it. We want to encourage our employees to get out and let people know what we are doing here. We should talk to the media more and also not forget groups like the Lions Club who often bring in speakers," Kinsman explains.

Many government employees have never had to deal with

the media before and are apprehensive about it, Kinsman points out.

Training will be offered throughout the Department to familiarize employees with how the media operates, teach basic interview skills and offer tips on how to present their messages in different situations.

Lyrette

continued from page 1

Lyrette was recently confirmed as the head of the Culture and Communications Network for the Francophonie and is a technical expert on the Commonwealth of Learning, a distance education network which will be inaugurated on November 14, 1988, by the Commonwealth.

"I believe you cannot dissociate international considerations from the activities that are taking place in Quebec."

He says the international and Quebec functions of his job are more closely related than one might think.

"Most of the files we deal with in the Francophonie involve Quebec," he says. "I have a very good knowledge of the communication and cultural industries of Quebec, and I believe you cannot dissociate international considerations from the activities that are taking place in Quebec."

Representing Canada at both the Commonwealth and Francophone summits gives Lyrette a unique perception of the workings of such international bodies.

"The Commonwealth," he notes, "is a much older and more established organization than the Francophonie, which was technically founded in Paris in 1985. The Commonwealth has more money and more structures in place, but was founded at a time when issues such as com-

munication and culture were not considered as important as they are today. The Francophonie has an opportunity to build its structures to reflect today's concerns." But he says, "The Commonwealth's been doing it for many, many years, so we've got something to learn from that."

Lyrette welcomes the opportunity to work with communications experts from all over the world, and to share his knowledge with others.

"There are many obstacles to overcome in discussions between industrialized and developing countries," he points out. "Many people want to give developing countries unsophisticated technology instead of helping them adapt to new technology." He says some programs don't take into account the needs and the realities of the developing countries. For example, many people in Africa don't have telephones and it can take three months to get one; consequently, technology-based aid programs must be put in place not only to provide equipment, but to ensure that there is a continuity in the training, the maintenance, and the updating of the equipment.

"I put my knowledge and my biases on the table in international discussions, but I'm also ready to listen to the other side of the table, because developing countries have things to tell us; we can learn a lot from them," he says.

Lyrette brings a wide variety of experience to his current position. A nuclear physicist by training, he also holds a Masters

degree in systems control and studied computer communications as a PhD student at Carleton University. He started his career in the Canadian navy as an avionics officer.

Within the Department, he began as a researcher in the informatics section of CRC in 1974. He has worked on defence and university research programs. He helped create the "centres d'excellence" to develop francophone expertise in communications engineering. Later, Lyrette spent a year as the Director General of Research Policy and Planning, and three years as Regional Director responsible for the activities of the Department in Quebec. Immediately prior to being appointed ADM, he was the first Director General of CWARC and the Department's Executive Director for Research.

"I put my knowledge and my biases on the table but I'm always ready to listen to the other side."

The international dimension of his new position will give Lyrette a broader perspective on the issues he has always been interested in. "The issue of putting culture a bit closer to the technology has always been a bit of a hobby for me," he says. "The merger of culture and communication is becoming a real focus of interest in developed and developing countries."

Letters to the editor

Although I truly enjoy the photographs included in the *Communications Express* (a picture is worth a thousand words!), I am surprised that you should try to pull the wool over our eyes. Your September 1988 issue featured a picture of Peter Homulos swinging for a home run. Granted that Peter has had his moments in baseball, but in that picture he isn't even at home plate — he's just standing at a base! I'm even wondering whether the ball caught in flight was not simply

tossed in there by the photographer. Set-up, I say!

Nancy Gauthier
DPF (and player on the Corporate Finance team for NMC)

Editor's note:

A set-up? In *Communications Express*? We concede, however, that this might be a photo of a warm-up. It's good to hear you enjoy the photographs.

Communications Express welcomes letters to the editor, story suggestions, pictures and articles from all our readers.

Correspondence should be addressed to:
Communications Express
Department of Communications
19th floor
Journal Tower North
300 Slater Street
Ottawa, Ontario
K1A 0C8

COMMUNICATIONS Express Canada

Communications Express is published for the employees of the Department of Communications by Information Services.

Telephone: (613) 990-4841

The opinions expressed are not necessarily those of the Department.

ISSN: 0833-5400

Portable radio joins Arctic adventure

by Shelly Donaldson

Shielding the microphone from strong winds, David Pelly told tales of caribou and monster black flies to radio listeners across the country.

"By the standards of southern Canada, the flies have been awful," he explained to the host of CBC's *Morningside*. "But one of the highlights has been standing in the middle of a herd of 1,000 caribou."

This report from Pelly, the director of the Operation Raleigh Canadian Arctic Expedition, helped make Department of Communications history in mid-August of this year.

Pelly was sitting in a windswept tent on the banks of the Kazan River in the remote tundra of the Northwest Territories. By his side was a SBX-11A radio (modified to Department of Communications specifications) that enabled him to talk to the radio host on the telephone.

"That was the first time our HF trail radio system has been used for media purposes, and over a satellite link as well," explains Dr. John Belrose, Director of Radio Propagation.

The Department's Communication Research Centre has been researching and developing this radio system for more than a decade, mainly for com-

munications in remote locations. The HF radio-to-telephone system is presently being tested by residents of six communities as they call home from their remote fishing and caribou hunting camps on Labrador's northern coast.

Operation Raleigh was Canada's largest international youth expedition, involving 32 participants, aged 17 to 24, from 11 nations. Four of the members were Canadian.

The expedition, undertaken this July and August, followed 500 kilometres of the Kazan River by canoe through the Keewatin District of the Northwest Territories.

The members of the trek conducted several scientific surveys, including archaeological research into the aboriginal people who once lived there, wildlife assessments, tree line studies and permafrost depth measurements.

Belrose says the "Raleigh One" radio could be quickly set up at any time, and provided a necessary sense of security for the expedition members.

According to Belrose, to use the system Pelly simply opened his radio box, punched in an access code on the keypad built into the lid, and, after acknowledgement, dialed the telephone number.

He was able to hear the



Dr. John Belrose, Director of Radio Propagation, tests out the radio prior to its use on the Arctic adventure.

phone ring, hear someone answer it, and talk to them without intervention from either a radio or telephone operator.

Belrose says he was approached by the organizers of the expedition for advice about a communications device for the two-month trip. But the request piqued his interest, and the Department offered to provide

the system.

"We were interested because it is a non-profit group," says Belrose. The Prince of Wales is the official patron of Operation Raleigh, a four-year, around-the-world expedition for young people from 42 countries.

Belrose says the radio was a necessity for this kind of voyage. "No one would have felt safe

without it," he says. "And I believe it was a lot easier to get insurance for the participants once the insurance company was assured of the radio system."

Fortunately, an emergency situation did not occur.

New service lets blind 'tune in' to news

by Amy Heron

Canadians who are visually and print impaired will soon have access to daily newspapers and many popular magazines all by tuning in to a radio or television channel.

A national reading service for the blind, which is included in the new broadcasting policy, will give over 400,000 people the chance to listen to publications being read to them each day. Print-impaired people, those who have a physical disability such as a stroke or paralysis and are unable to pick up a book or turn the pages, will also benefit from this service.

"The service gives a visually-impaired person equal access to the newsstand without making any moral judgements," says Mark Curfoot-Mollington, a policy analyst in ADMAC who heads the project. The listener can tune in to everything from the morning newspaper to shopping flyers.

Curfoot-Mollington says the proposed service will be a co-operative effort of government, industry, volunteers and the Canadian National Institute for the Blind. It will run as an independent

Blind
continued on page 6



Daniel Ménard, a volunteer reader at La Magnétothèque, reads a newspaper over the air for visually- and print-impaired listeners. Henri Thibodeau is at the controls.

Department provides services to Saint-Basile-le-Grand

When a toxic cloud forced the evacuation of Saint-Basile-le-Grand last August, the Quebec Regional Office of the Department of Communications played a crucial role on the team providing emergency services.

At the request of Emergency Preparedness Canada, a federal body which co-ordinates the emergency preparedness and response of federal departments, agencies and Crown corporations, the Department, through its emergency tele-

communications program, acted quickly to ensure the availability and co-ordination of communications operations in the town. Michel Milot, Emergency Planning Officer, Spectrum Control Sector at the Quebec Regional Office, managed the Department's response, which also included the installation of 15 cellular telephones, five pagers, five facsimile machines and 31 telephone lines.

The emergency started in a warehouse in Saint-Basile-le-

Grand, a southern suburb of Montreal, when 20,000 litres of oil laced with PCBs caught fire August 23. The resulting fumes forced the evacuation of approximately 4,000 people from homes and neighbouring businesses.

The federal, provincial and three area municipal governments worked together to provide emergency services to the community in the weeks following the disaster.

New component of the Centres of Excellence Program

The first contracts for in-house graduate-level research projects under the second component of the Department of Communications' French-Language Centres of Excellence Development and Promotion Program have been awarded.

One of the recipients, Diane St-Arnaud, studies at the Institut de droit aérien et spatial, an affiliate of Montreal's McGill University. The other, François Perrault, studies at L'École d'informatique, also an affiliate of McGill. Both will have a contract for up to two years to research their Masters thesis topics at the Department.

The Program has been developed to increase the number of francophones in scientific and technical positions in the Department. The first component develops French-language centres of excellence to

carry out research projects related to communications. This second component brings graduate-level researchers into the Department. It is the first year the second component has been implemented.

Both components are co-ordinated by Nicole Quintal, who is replacing Gina Rallis-Papailiadis until December.

This second component of the Program was developed to give students first-hand experience with the Department in order to hire them full-time immediately afterwards, says Nicole Quintal.

"We are trying to increase the number of francophones in the higher level positions in the Department in order to make the percentage more equitable," she says.

St-Arnaud will be working in Ottawa with Ed DuCharme,

Director General of Regulatory Policy and Planning and his research team. Perrault will be under the supervision of Pierre Isabelle, Manager of Computer Assisted Translation at the CWARC.

To be considered for a contract, the applicant must be a Canadian citizen whose first official language is French, must attend a French-language or bilingual Canadian university, and must be enrolled at the Masters or PhD level in a communications-related discipline.

When the "in-house" phase is complete and participants receive their university degrees, they will, as a condition of receiving the grant, work in the Department for a minimum of two years at the intermediate or senior level.

Ginette Leclerc

On leading edge with GTA

by Jean-Guy Beaupré

The Quebec Regional Office has on staff an employee with a double distinction: the first woman ever appointed as a systems consultant with the Government Telecommunications Agency (GTA), she was also the first woman to be appointed as a Regional Director of the GTA.

Ginette Leclerc started with GTA in 1970. At that time, telephone operators manually recorded details of long-distance calls. These records, or operator's recovery tickets, were then compiled according to the area codes of the numbers dialed. The latter task was Leclerc's first job.

In her next position she was responsible for handling telephone installation orders. Leclerc became a systems consultant in 1974.

After three years as Superintendent, Client Services,

Leclerc was appointed Acting Regional Director, GTA, Quebec Region in 1984. She was confirmed in this position last August.

In this capacity, Leclerc manages the common services provided to Government of Canada offices throughout Quebec. She also advises them on telecommunications and informatics matters.

Her dynamism and enthusiasm leave no doubt as to why Leclerc has steadily climbed the promotion ladder. The bigger the challenge, the stronger her motivation.

"Perseverance has always been a major asset in my professional and personal life," she says. "At the same time, I believe I've had the advantage of being the right person at the right time."

Mother of a 10-year-old son, Simon, who is a karate

enthusiast, Leclerc has taken university courses since 1982. She recently earned a certificate in administration and has started another certificate in management informatics. Her husband, Gérard, is also studying part-time for a law degree.

A dynamo in the office, Leclerc has lots of energy left over for a very active personal life. An organizer of two recent extra-curricular school fundraisers, Leclerc is also a founding member of a school-based daycare centre.

She enjoys a variety of sports and cultural activities with her family, including camping, canoeing, skiing and theatre. She also admits to a fondness for mystery novels.

But, as our photo attests, her foible is her appetite...for living.

With such a range of interests and involvement, it's not surprising that Leclerc adapts



Ginette Leclerc, of the Montreal Regional Office, was the first female Regional Director of the GTA.

well to a fast-changing environment. The GTA not only no longer prepares recovery tickets manually, but they are working on a system where computers will attend to user enquiries. Technology has

developed at a dizzying rate, and Leclerc has kept pace each step of the way. Her university studies are designed to keep her on the leading edge.

you asked us

Q: I did not apply for the Dental Plan. Can I apply now?

A: The Public Service Dental Care Plan was first introduced in March 1987. Employees who participated in the plan were required to make monthly contributions. The government made an equal contribution on behalf of the employee.

As a result of a recent arbitration board decision, most employees and their dependents are automatically enrolled in a free Dental Care Plan as of May 31, 1988.

There are only two groups

of employees who are not covered. Term employees must work continuously for nine months before they are covered, and those hired as indeterminate employees have a three-month waiting period before they are enrolled. Part-time employees who work less than 12 hours a week also have special provisions.

In order to make a claim under the Dental Plan you need the policy number and employee certificate number which have been issued to you.

When dental work is done, your dentist should fill out the appropriate sections of the claim form and you should complete the rest. Submit the claim

directly to the insurance company (instructions are on the form).

The last day of work with the public service is the last day an employee may file a claim.

Employees in the National Capital Region can call the Compensation and Benefits Section at 993-7627 for more information. Regional employees should contact their Regional Personnel Manager.

Language test results positive

Recently-conducted language tests reveal 83 per cent of Department employees tested are still fluent in both French and English.

The tests were conducted to confirm whether employees designated as bilingual still qualified for their bonuses.

Testing involved 245 employees whose second language exam results were outdated before January 1, 1985. Phase two, currently under way, will cover employees whose results expired by June 30, 1987.



Plant and Engineering Services team wins championship

The P.E.S. Ballbusters are the new champs of the Communications Research Centre Softball League.

The team won this year's "A" Division title after fierce competition throughout the season from three other Communications teams and four squads from the Department of National Defence.

The Ballbusters are (back row) left to right: Ron Vermette, Eddie Hayes, Dave Monfils, Barry Dagenais, Chris Wuycik. Front row: Diane Ford, Irene Wagner, Paul Healey, Anne Sample, Nancy White, Brian Carleton. Absent: Joe McKinnon, Anne Houston, Tom Carroll, Emmett Garrow and Dorothy Scharf (score keeper). Brian Carleton and Paul Healey were team captains. Healey was voted the team's "Most Valuable Player".



From the suggestion box...

Ups and Downs

I guess we asked for it. The Headquarters suggestion box was put in the lobby right in front of the elevators and the first suggestion received was to fix the elevators. Since many people in the Department have expressed their (uncomplimentary) opinion about our elevators, it's time to respond.

The Department has done a study on how to improve the service. This was a very complicated engineering study (involving queuing theory for all you science buffs...). The conclusion was that it is operating at maximum efficiency, given the frequency of inter-floor travel. In other words, there is not much we can do (aside from getting rid of people).

The option of having a dedicated 20th floor elevator, or having three elevators from the lobby to the 10th floor and three elevators dedicated to the 10th floor up has also been considered. None of these solutions would improve performance. Cleaning, moving and garbage collection activities have been moved to off-peak hours, but unless coffee breaks are staggered throughout the day, there is not much else that can be done.

By the way, the average wait time for an elevator is less than one minute and very rarely goes above three. Compared to other buildings in town, that's not too bad!

Days of the Week

It has been suggested that employees of the Department be given the choice between working regular hours in the summer or having a four-day work week and working an extra half-hour per day during the winter to compensate.

The employee who made this suggestion worked for an organization in Montreal which maintained a skeleton staff from July 1 to September 30 each year. The employees participating in the compressed work week plan were allowed to take Friday or Monday off. For this, they worked half an hour extra, five days per week, from October 1 to June 30. Surprisingly, employees did not use as many "sick" days during the summer because they had a long weekend for three months.

There is no policy in the federal public service which specifies this type of arrangement cannot be made. Most collective agreements allow for some flexibility in determining hours of work. Generally they specify that it depends on the operational requirements of the manager.

Instituting such hours of work for the whole Department is inconceivable as we need to provide service five days a week all year round. However, it could be possible for specific units in the Department to implement this suggestion, especially in areas where the summer workload is particularly low.

Employees can discuss this issue with their manager, who may consult with the Staff Relations and Compensation Division or the Regional Personnel Manager for interpretation of the applicable collective agreement.

Thanks to
all who
contributed



Department engineer honoured by provincial association

Developing a model for Sri Lanka's first digital data network — a system which, when implemented, will transmit computer data virtually error-free — is just one reason Bill McCrum, Director, Systems Interconnection Research, is outstanding in the engineering field.

In recognition of this and other substantial contributions, the Association of Professional Engineers of Ontario is awarding the Engineering Medal — Engineering Excellence to McCrum.

"I feel honoured to be chosen," says McCrum.

"Probably many others, including my colleagues, could claim an equal contribution."

McCrum, a Queen's University of Belfast B.Sc./M.Sc. graduate, joined the Department of Communications' research sector in 1977.

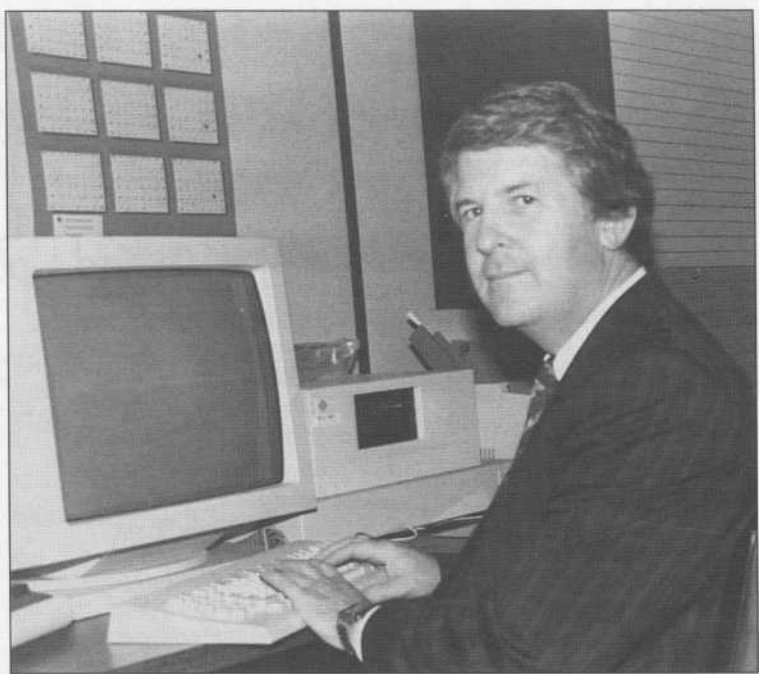
McCrum's achievements include international involvement in several Open Systems Interconnection (OSI) initiatives to develop standards to make all major computer systems compatible.

He is currently working on research topics concerning the implementation of OSI stan-

dards, as well as several technical assignments such as the Sri Lankan project.

While working at Bell Northern Research prior to joining the Department, McCrum played a key role in the development of Telecom Canada's Dataroute, the first public digital data network in Canada, and Datapac, a network that allows its users to pay on a volume basis instead of a fixed leased-line cost basis.

McCrum was presented with his award November 5 in Toronto.



Bill McCrum's many contributions in the field of engineering have earned him the Association of Professional Engineers of Ontario's Engineering Medal. McCrum is Director, Systems Interconnection Research.

Employee appointed to Standards Council



John Gilbert, Director General, Government Telecommunications, has a great interest in standards. He was recently appointed to the Standards Council of Canada.

by Liz Edwards

An employee of the Department will be volunteering his time to promote safety, reliability and quality in many everyday products and services.

John Gilbert, Director General of Government Telecommunications, has been appointed a member of the Standards Council of Canada.

The Standards Council defines minimum requirements for and promotes voluntary standardization of products and services intended for Canadian and foreign markets.

The Standards Council of Canada has approximately 50 members, and Gilbert is one of six federal government representatives.

"I have a great interest in standardization," says Gilbert. "This area is critical to the Department of Communications and to Canada. It's important to be involved."

"It is an honour to be appointed to the Council," says Pierre Charland, spokesman for the Council. "Mr. Gilbert has been chosen because he is recognized as a leader in the communications field."

Gilbert has worked with the Department since 1969. He has held directorships in many areas including Multilateral (Telecommunications), Central Region, and Industry Structure and Services.

Gilbert was appointed to the Council in June 1988 for a three-year term.

Universal Declaration of Human Rights

by Sharon Jeannotte

You've probably heard of the "Human Rights Now!" rock tour sponsored by Amnesty International to celebrate the 40th Anniversary of the Universal Declaration of Human Rights. It used one of the most powerful instruments of popular culture — rock music — to make audiences more aware of human rights abuses throughout the world.

The Department of Communications is also marking the anniversary, which takes place on December 10, but in a quieter way. There will be a display in the lobby of Journal Tower North and departmental envelopes will feature the 40th Anniversary logo, provided by the Department of the Secretary of State.

But human rights are not just abstract concepts we recognize every 40 years. They are a vital part of the Department's daily work.

Article 19 of the Declaration deals with the right to receive and impart information through any media. On an ongoing basis, the Public Interest and Access Policy division in ADMAC helps minority groups gain access to the media and ensure fair portrayal in programming.

Articles 25 and 26 outline health care and educational rights. Without satellite-delivered telemedicine and tele-education, developed and

promoted by the Department's researchers, many Canadians in remote and rural areas would be deprived of services taken for granted by most of us.

Article 27 states that everyone has the right to participate freely in the cultural and scientific life of the community and share in its benefits. It also recognizes the creator's right to protection of the moral and material interests

arising from scientific, literary or artistic work of which he or she is the author. Both these principles are recognized in the new *Copyright Act*, which our Department played a leading role in developing.

Almost every program and policy of the Department supports the fundamental principles of Article 27.

We help to finance festivals and concert halls, restore artifacts, share heritage information, repatriate cultural property of national significance, certify Canadian films, support Canadian publishers and

promote Canadian sound recordings.

Our labs develop technology which, when transferred to Canadian companies, enriches the lives of both domestic and foreign consumers.

Our telecommunications policy supports the right of universal access to telephone service at an affordable price.



Even this partial inventory, which does not include the activities of the cultural agencies, shows the extent of our daily commitment to the principles of the Universal Declaration of Human Rights. The Department of Communications can be proud of its role in the preservation and promotion of the fundamental freedoms Canadians enjoy.

Summer hiring on the rise

There was a substantial increase in the number of summer students hired on the Summer Student Employment Program in the National Capital Region this year.

Last summer 70 students were hired, up from 52 in 1987. The number of women students employed was also up, rising to 50 per cent this year from 40 per cent in 1987.

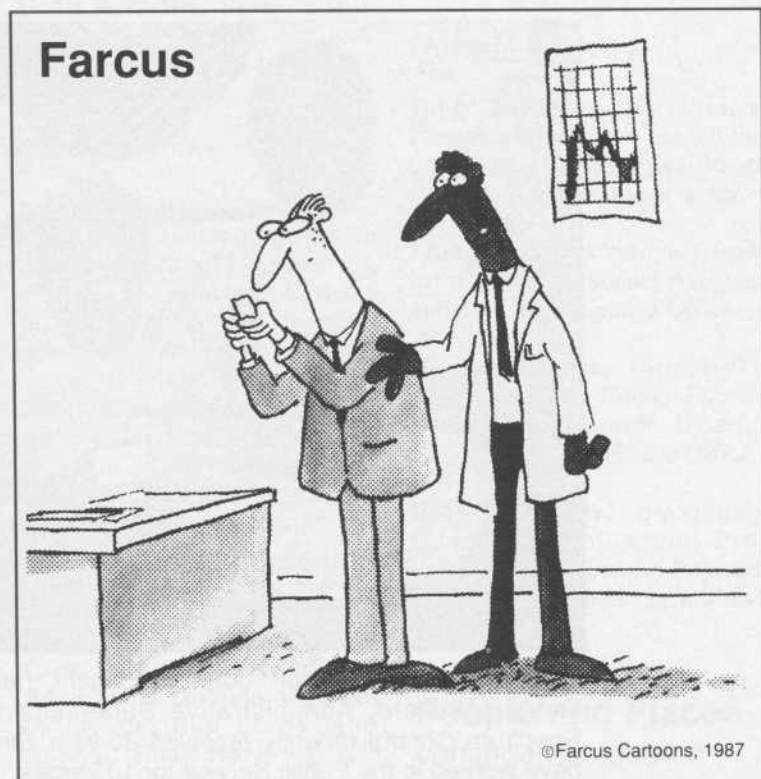
The increase in summer students working in the

Department this year may be attributed to the transfer of the National Museums of Canada program last fall. The number of requests for students from ADMAC rose from three in 1987 to 18 in 1988.

Students were also hired this summer on the CO-OP program. The Public Service Commission CO-OP program allows students to alternate academic terms with practical work assignments in the public service.

Forty-six students worked during the summer term on the CO-OP program and another 38 CO-OP students were employed by the Department during the year.

For more information on these programs in the National Capital Region, call Diane Lacombe at 990-4511. Regional employees should contact their Regional Personnel Office.



We're trying to reduce the paperwork!

Keeping sharp eye for security breach

Imagine... Before leaving the office, you place a file on the boss's desk for a quick approval. Next morning, it's gone.

Sensitive documents, corporate assets, and personal belongings are often taken from government offices. But this time, you are lucky. A security officer patrolling the area discovers the important file. He leaves behind a note saying the sensitive document has been removed and secured.

Last year, Security Operations issued more than 1,200 similar "tickets" to Department employees who violated security procedures.

"The main reason we issue tickets is to assess and secure information, not to let people know they've done something wrong," says Monique Sabourin, Chief of Security and Intelligence Programs. "We want all staff to be aware of security procedures."

Security Operations Chief Larry Ormsbee

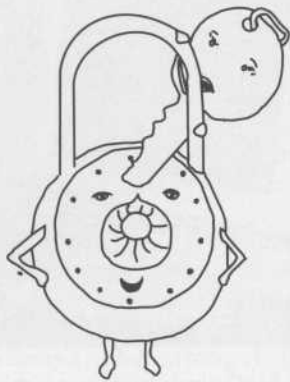
agrees. "Employees are responsible for treating sensitive documents and corporate assets as they would their own possessions."

Ormsbee advises employees to safeguard all documents. Classified materials, personnel information and other sensitive departmental plans, must be kept under lock and key.

When security procedures are neglected and a ticket is issued, the employee's Branch Security Officer investigates and a report is filed with the Security Branch to explain the circumstances surrounding the infraction. Numerous citations or a deliberate violation by an employee can result in disciplinary action or the removal of their security clearance status.

"In most cases, an employee simply forgot to lock the cabinet or put away a file," says Sabourin. "The volunteer security liaison officer is there to remind employees of these procedures."

Have you Locked Up?



Avez-vous Fermé à clé?

This poster, illustrated by Carole Giroux, financial co-ordinator in the production unit, reminds people to lock up their documents. Copies of the poster are available from DGIS (990-4848).

Long Service Awards

35 years — **Harvey Jones**, Telecommunications Consultant in GTA — Edmonton.

35 years — **Edward DuCharme**, Director, Regulatory Policy and Planning in DGR.

35 years — **David Sinclair**, Radio Inspector in the Vancouver Island District Office.

25 years — **Frank VanderZande**, Supervising Inspector in the North Central B. C. District Office.



Mac Chafe (right), Supervisor of Authorization in the Newfoundland and Labrador District Office is congratulated by Pierre Boudreau, Director General, Atlantic Region, for receiving the 35-year Service Award. Chafe worked as a Radio Operator and Radio Inspector until being promoted to his present position in 1978.



Three medals in London! John Ohmacht, (left) Authorization Supervisor, Debbie Richard, Administrative Supervisor and Jack Scott, Inspector, Spectrum Control recently received 35-year Service Awards. Together, they have worked in the Public Service for 105 years.

Open Forum

by Michael Binder

Employee surveys and feedback sessions indicate a growing concern about career advancement within the Department. Many people feel there are few promotion opportunities because of financial constraints, downsizing and low turnover of senior staff.

The argument is convincing, but not supported by facts.

In the last fiscal year (1987-88), there were more than 887 new staffing appointments in our Department — that's 37 per cent of our 2,412 person-year organization. Half of these were indeterminate appointments.

Many positions were newly created, while others were the result of a normal 10 per cent turnover of staff. This activity occurred at every level and position category throughout the Department.

And here's the best part. Eighty-five per cent of indeterminate appointments were given to Department employees.

There is certainly no lack of job opportunities — lateral

transfers and promotions — for employees in this Department. Certainly, this enormous internal movement is good for individual employees and our organization. Perhaps the only people who should be complaining are employees from outside the Department.

The doom and gloom picture painted by some employees doesn't hold water. Sure, during the 1970s, with an expanding bureaucracy, there appeared to be more opportunities as people were recruited from outside the public service. But in our drive for a lean and efficient organization, the doors to the outside began to shut. This simply meant more internal hiring and less public recruitment.

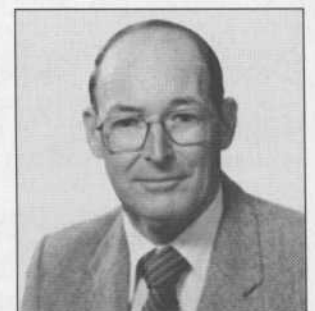
In all honesty, I was also completely astounded by these facts. Sure, I knew there was considerable lateral and vertical movement in the organization, but I didn't recognize the extent of these opportunities.

Although I often understand the concerns expressed by Department staff, this is one area where the facts should change our perspective.

Joe Johnston

Joe Johnston, former District Director for New Brunswick, died of cancer at his Saint John home on September 18.

Johnston worked for 36 years with Department of Communications and Department of Transport until he became ill in September 1987. He was known for his friendliness and dedication to his work.



Johnston is survived by his wife Lillian and daughter Jill.

Blind

continued from page 3

service with a CRTC licence, in co-operation with local cable operators. Volunteers will read the material on the air.

"In other places where they run this type of thing, there is never a shortage of readers. Everybody wants to be on the radio and it's great training ground for aspiring actors and broadcasters," points out Curfoot-Mollington.

The service will have both a national and local component, much like the CBC does. "At certain times of the day," Curfoot-Mollington explains, "you will be able to tune in across the country and listen to *The Globe and Mail*. Local services will be featuring the specials at the supermarket or

articles from an area magazine."

A similar service, La Magnétothèque, has been running successfully for French-language users in Quebec since 1976.

The cost to the user will be very small, says Curfoot-Mollington, perhaps only the installation of cable service. The signal will be distributed on a satellite-to-cable link.

The Department of Communications will provide a start-up grant to establish an English-language service and five yearly operational grants for the program which will also include the distribution of the French-language La Magnétothèque outside of Quebec.

People and Places

SADM

Jean-Marc Chouinard, formerly a Senior Policy Analyst in the Trade Policy and Canada/USA Telecommunications Division of DGIR, has accepted a two-year secondment with the Department of External Affairs.

Lyne Jetté is the new Secretary to the Director, Planning and Liaison in DGIS. She was previously the Secretary to the Director, Priority Planning and Government Business in DGSP.

Alex Bettinger has accepted the position of Project Leader in the Internal Audit Branch. He was formerly with the Audit Services Bureau of Supply and Services Canada.

André McArdle is a new Senior Planning Officer in the Priority Planning and Government Business Division of DGSP. He was formerly working in the Communications Policy and Liaison (Quebec and East) Division of DGFP.

Suzanne Loranger is on leave to further her education at the University of Ottawa. She was previously the Secretary to DGSP.

ADMAC

Louise Poitras-Lesieur has transferred from Agriculture Canada to the Sectoral Correspondence Unit as a Correspondence Officer.

Brigitte Boucher has been appointed on an indeterminate basis as Secretary to the Director, Film, Video and Sound Recording Policy and Programs in DGBP.

Susan Murdock was promoted to the position of Assistant Director in the Museum Assistance Program Division in DGMH.

David Walden was promoted to the position of Program Manager, Movable Cultural Property in the Heritage Policy and Programs Division of DGMH.

Francine Côté was promoted to the position of Secretary to the Director, Cultural Initiatives Program in DGAP.

Anne-Marie Desroches has transferred from the Policy Planning, Research and Special Projects Division of DGAP to the Broadcasting Policy Division of DGBP as a Policy Analyst.

Raynald Turgeon has been appointed to the position of Director, Cultural Initiatives Program in DGAP. Prior to this, Raynald had been on secondment at the CWARC.

Georges Bernier, formerly Director, Mobile Exhibits in

DGMH, has left the Department. He has been appointed Director, International Relations and Protocol at the Organization for Economic Co-operation and Development (OECD) in Paris.

ADMTT

Susan Baldwin was appointed to the position of Director, Management and Plans. She was previously acting in this position.

David Black was redeployed to the position of Director General, Technology Policy and Planning (DGTP). He was formerly the Director of Program Evaluation in SADM.

Jean-Luc Landry, previously with the private sector, is the new Senior Analyst, Interconnections in the Integrated Systems Division at the CWARC.

Sylvie Perreault has been appointed on an indeterminate basis as a Word Processing Operator in the Administrative Services and Special Projects Management Division at the CWARC.

Danielle Roy has been appointed on an indeterminate basis as a Records Technician in the External Co-operation Division at the CWARC.

Raymonde Lalonde, previously with the private sector, is a new Data Entry Clerk in the Finance and Administration Division of GTA.

Hien Do Ky is a new Microwave Design Engineer in the Components and Subsystems Division of DGCD. He was previously with the private sector.

Richard Young, formerly from the private sector, is a new Communications Engineer in the Satellite Communications Division of DGRC.

Denise Lalonde has been seconded to Treasury Board for a nine-month period. She was formerly a Project Officer, Systems Analysis and Traffic in the Telecommunications Systems Management Division of DGGT.

James Yan was seconded for two years from Bell Northern Research through the Executive Interchange Program. He is now the Manager, Network Evolution in the Development and Engineering Division of GTA.

Penny Barber took a one-year leave to further her education at the University of Western Ontario in London. She was previously the Superintendent, Engineering - Telematics in the Development and Engineering Division of GTA.

Lucienne (Lu) Golden has accepted a seven-month secondment from the Depart-

ment of External Affairs to be a Broadcasting and Video Technologies Officer in the Technical Marketing Operations Division of DGIE.

Raymond Guillemette was seconded from the Department of National Defence to the Technical Marketing Operations Division of DGIE as a Satellite Communications Technologies Officer.

Annie Desjardins, previously with Health and Welfare Canada, is a new Secretary in the Space and Telecommunications Development Division of DGIE.

Lise Gauthier, formerly Secretary to DGBP in ADMAC, is the new Secretary to the Assistant Deputy Minister, Telecommunications and Technology.

Susan Trudel is a new Secretary in the Information Industries and Economic Development Division of DGIE. She was previously with Health and Welfare Canada.

Peter Liebel, formerly Director General, Industry and Economic Development, was appointed ADM in the Department of Finance. **David Mulcaster** is now acting in this position.

Angèle Géliveau has joined DGTP as the Secretary to the new Director General, **Paul Racine**. Angèle was formerly with DGFP.

Peter Lloyd, Telecommunications Consultant from GTA's National Capital Region Office has left the Department to join Telesat Canada.

Sarah Edwards, Communications Officer in the Telecommunications Planning and Co-ordination Division of GTA, has transferred to the Ministry of State for Science and Technology.

ADMCM

Louis Brazeau, formerly on secondment from the Public Service Commission, has been appointed Director, Staff Relations and Compensation.

Louise Benoit has transferred from Revenue Canada-Taxation to the position of Compensation Clerk in DGHR.

Pauline Bissonnette, formerly Chief, Business Planning in the Informatics Planning Division of DGIM, has accepted a one-year secondment with the Office of the Comptroller General. **Paul Duval** is seconded to the same section from the ADMSM Sector Policy Planning and Assessment Division as a Business Planner.

Pierrette Henrie has accepted an eight-month secondment as a Career Management Officer in the Human Resources Planning and Development Division of

DGHR. Pierrette was formerly working at the Public Service Commission.

ADMMSM

Maurice Nunas was appointed to the position of Director, Spectrum Management Operations in DGRR.

New purchasing and inventory head

Gary Baller is the Department's new Head of Procurement and Inventory Control (DGAT).

Formerly Chief of Material Management at the Department of Indian Affairs and Northern Development, Baller is now responsible for procurement of all goods and services for Headquarters such as office supplies and furniture. The departmental storage facilities in the main lobby also come under his management.

An important part of Baller's job is advising regional materiel management personnel on procurement and procedures. Baller also controls central items such as vehicles, construction and EDP equipment, and audio-visual systems for the regions.

Baller can be contacted at 990-1912 (Room 1739).

promoted from within this division. He is now a Database Systems Support Officer.

Andry Monczak, Spectrum Engineer in the Spectrum Engineering Division of DGEP, has joined the Department of National Defence.

Louise Burness, Office Manager in the Broadcast Engineering



Jocelyne Leclaire has transferred from the Automated Applications Division of DGRR to the Director General's Office as an Office Clerk.

Claudette Brind'Amour has transferred from the Broadcast Applications Division of DGBR to the position of Broadcast Clerk in the Broadcast Engineering Planning and Standards Division.

Elaine Hayes is the new Secretary to the Manager, Regional Development - Planning and Co-ordination in DAP. She was previously with the Fiscal Strategic Policy Analysis Division of DGSP.

Denis Bergeron, formerly with Transport Canada, is the new Methods Development Systems Engineer in the Broadcast Engineering Planning and Standards Division of DGBR.

Sylvie Delisle has accepted the position of Junior Engineer in the Broadcast Engineering Planning and Standards Division of DGBR. Sylvie was recruited from outside the public service.

Johanne Sérafin, formerly with the Informatics Planning Division of DGIM, is the new Correspondence and Administrative Assistant in the Regulatory Policy and Planning Division of DGRR.

David Seguin was promoted from within the Automated Applications Division of DGRR to the position of Systems Analyst. **Jihad Harb** was also

Planning and Standards Division of DGBR has left the Department to pursue other interests.

Atlantic Region

Debbie Duggan, formerly with the St. John's District Office, is the new GTA Administrative Services Clerk in the Halifax District Office.

Quebec Region

Ginette Laforest, Personnel Generalist in the Regional Office, has accepted a transfer to Public Works Canada.

Gertrude Gagné was promoted from within the Chicoutimi District Office to the position of Senior Clerk.

Ontario Region

John Leonardelli, System Development Officer, has left the GTA Office of the Regional Office to join the private sector.

Linda Savo has resigned from her duties as Personnel Assistant in the Ontario Regional Office.

Doug Prentice, formerly a supervisor in the Toronto District Office, is the new District Director of the Belleville Office.

Roger Caissie, previously Computer Applications Programmer in the Ontario Regional Office, has joined Agriculture Canada.

People and Places
continued on page 8

People and Places
continued from page 7

Luc Sauvé has joined the provincial government. He was formerly a General Clerk in the Ottawa District Office.

Central Region

Helen Lareau, formerly from the private sector, is the new Authorization Clerk in the Regina District Office.

Kim Eichel, Authorization Clerk in the Edmonton District

Office, has resigned to join the private sector.

Ken Schurko, Radio Inspector in the Edmonton District Office, has resigned to further his education.

Pacific Region

The following employees were appointed on an indeterminate basis:

Carey Tokiwa, Computer Programmer, Regional Office

Albert Tam, Computer Programmer, Regional Office

Angela Woods, Radio Inspector, North Central B.C. District Office

H. S. (Tandy) Thind, Radio Inspector, Lower Mainland District Office. Tandy was also promoted through the underfill program.

Kulwant Gill was promoted from within the Finance Section of the Regional Office to the position of Supervisor, Accounting Operations.

Suggestion Award

As noted in a previous issue, **Max Melnyk** of DGTP was presented with an award for his suggestion to provide the public with copies of comments submitted to the Department as a result of notices in the *Canada Gazette* requesting comments on proposed spectrum utilization policies and their telecommunications policies.

His suggestion has proven cost-effective for a second year. Melnyk was recently presented with a cheque representing a fraction of the costs his suggestion has saved.

Jean-Marc Paquet, Head, Broadcast Engineering Methods Development in DGBR, received a Certificate of Appreciation for his suggestion relating to changes in the Broadcast Technical Services Fee structure.

Retirements

Madeleine Angrignon-Morin, Receptionist at the Quebec Regional Office, has retired after 11 years of service.

Anne-Marie Groulx, Order Processing Clerk in the GTA Office in Montreal, has retired after 10 years of service.

Neil Hehn, District Director of the Belleville Office, has retired after 31 years of service.



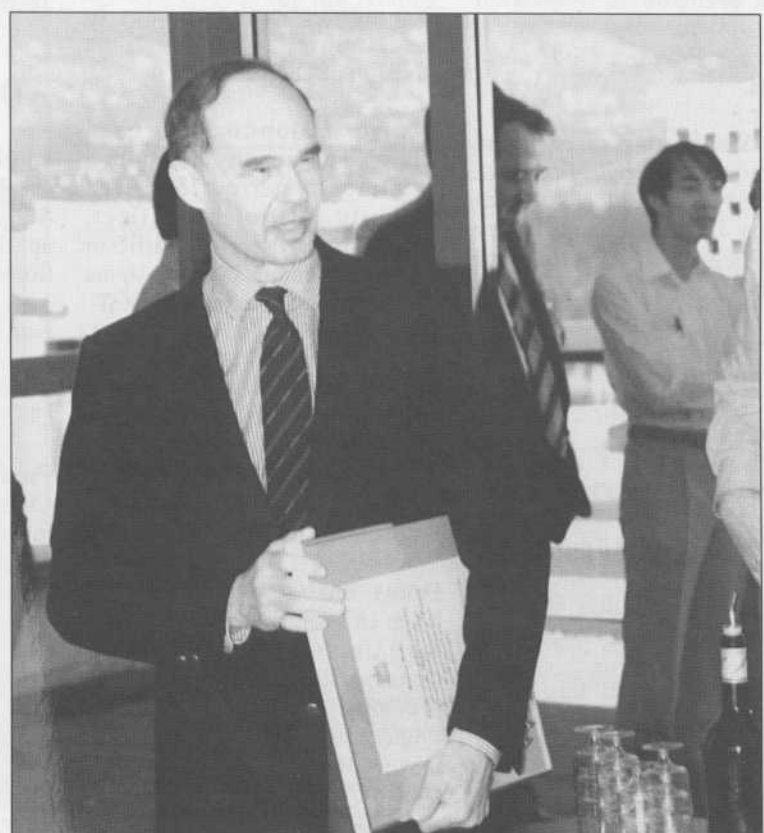
At a recent retirement celebration, Dean "Dino" Suggett (left), Supervisor of Spectrum Control and William "Loto Bill" Garland, Radio Inspector, received their retirement certificates. They retired with 60 years of combined service; 31 years for Suggett and 29 years for Garland. Even though their knowledge and good humour will be missed, the staff of the Edmonton District Office wish them all the best in the coming years.



What a send off! John Ollerhead, Spectrum Control Policy and Procedures Officer in the Spectrum Management Operations Division of DGRR, is given an affectionate goodbye from colleagues Marianne Molgat (right) and Danielle Champagne at a recent retirement party. Also taking part in the festivities is Gontran Bolduc (far left). Ollerhead is retiring after 32 years of service.



Elaine MacPhee, who occupied the position of Head, Bulk Services Acquisitions with GTA, retired on October 28, 1988 after 24 years of government service. Despite her young age, Elaine was the oldest member of GTA, having joined in 1973. Elaine will be remembered particularly for her astute monitoring of the government Telpak account which resulted in considerable savings over the years. Many friends and co-workers gathered to wish her all the best in her new life in Nova Scotia. Presenting Elaine with her retirement certificate is John Gilbert, Director General, Government Telecommunications Agency.



Stanley Dzuba, Broadcast and CATV Engineer in the Pacific Regional Office, has retired after 38 years of service.