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# **Industry Canada Style Guide for Writers and Editors**

1997

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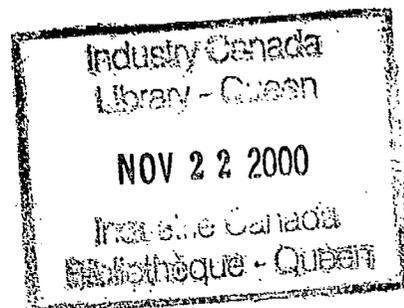


Industry Canada Industrie Canada

# **Industry Canada Style Guide for Writers and Editors**

**Communications Branch**

1997



This publication is also available electronically, through Industry Canada Applications in Notes (ICAN) on Lotus Notes. From ICAN's main menu, choose "Corporate Communications," then select "Industry Canada Style Guide for Writers and Editors."

For additional copies of this guide, please contact:

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Industry Canada  
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Ottawa ON K1A 0H5

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# Contents

<b>Preface</b> .....	1
What this style guide is—and isn't .....	1
<b>1 Publishing basics</b> .....	3
1.1 What are we publishing? .....	3
1.2 Some ground rules for style .....	3
1.3 Other guides for writing, grammar and usage .....	4
1.4 How to submit material for publication .....	5
1.5 Fair communications practices .....	5
1.6 Translation .....	6
1.7 Checking your facts .....	6
<b>2 What's up front</b> .....	9
2.1 A word on book-format publications .....	9
2.2 Cover and title page .....	9
2.3 Copyright page .....	11
2.4 Acknowledgments .....	19
2.5 Preface, Foreword and Introduction .....	19
2.6 Contents .....	19
<b>3 Nuts and bolts</b> .....	21
3.1 Acronyms and other abbreviations .....	21
3.2 Addresses, telephone numbers and fax numbers .....	23
3.3 Addresses, E-mail and Internet .....	25
3.4 Ampersand .....	26
3.5 Capitalization .....	26
3.6 Commas, semicolons and colons .....	28
3.7 Dashes .....	30
3.8 Dates .....	31
3.9 End-of-line breaks .....	32
3.10 Headings .....	32
3.11 Hyphenation .....	33
3.12 Italics .....	34
3.13 Laws and legal references .....	36
3.14 Metric usage .....	37
3.15 Money .....	39

3.16	Names, corporations .....	40
3.17	Names, geographical .....	41
3.18	Names, government departments and agencies .....	42
3.19	Non-sexist language .....	42
3.20	Numbers .....	43
3.21	Page numbers .....	44
3.22	Percentages .....	44
3.23	Quotations .....	45
3.24	Spelling .....	47
3.25	Word usage, some common questions .....	47
<b>4</b>	<b>The things that stand out .....</b>	<b>51</b>
4.1	Lists .....	51
4.2	Tables and figures .....	53
4.3	Listing tables and figures .....	54
<b>5</b>	<b>What's at the end .....</b>	<b>55</b>
5.1	Appendix .....	56
5.2	Notes .....	56
5.3	References .....	57
5.4	Bibliography .....	57
5.5	Index .....	58
<b>6</b>	<b>Checking your facts .....</b>	<b>59</b>
6.1	Acronyms and other abbreviations .....	59
6.2	Addresses and postal codes .....	60
6.3	Addresses, E-mail and Internet .....	61
6.4	Bibliographic information .....	62
6.5	Foreign exchange rates .....	63
6.6	Government, Canadian .....	63
6.7	Industry Canada .....	67
6.8	Industry Portfolio .....	70
6.9	Metric conversion .....	71
6.10	Names, associations .....	71
6.11	Names, corporations .....	74
6.12	Names, geographical .....	77
6.13	Statistical information .....	78
6.14	Telephone numbers and fax numbers .....	79
6.15	Terminology .....	81
<b>Index</b>	.....	<b>83</b>

# Preface

## What this style guide is—and isn't

This guide is intended for Industry Canada Communications Branch staff, contract writers, editors, proofreaders and anyone else in the department who is preparing a text for publication. It is designed to help you produce reports, papers and other publications that will be clear and accurate, and that will require the least amount of work during the publishing process. A text prepared with attention to accuracy, clarity and consistency will help you communicate with your audience, make later revisions unnecessary and keep production costs down. If you familiarize yourself with the contents of this guide, you will know where to look for answers to some of the most common questions of style and usage as they apply to Industry Canada. You will also know where to look to check your facts before submitting a text for publication.

**Chapter 1, Publishing basics**, outlines the ground rules for publishing at Industry Canada, including how to submit text for publication, as well as style, grammar and usage, fair communications practices, translation and fact-checking.

**Chapter 2, What's up front**, is a short course on what the publishing trade calls "front matter" (the cover and title page, copyright page, acknowledgment, preface or foreword, and contents page): what needs to be there and how to prepare it.

**Chapter 3, Nuts and bolts**, is an alphabetical list of key points of usage and style, from acronyms to word usage, with recommendations for Industry Canada publications.

**Chapter 4, The things that stand out**, offers suggestions for preparing lists, tables and figures of maximum clarity and impact.

**Chapter 5, What's at the end**, provides guidelines for the preparation of "end matter" (appendices, notes, references, bibliographies and indexes).

**Chapter 6, Checking your facts**, is a detailed guide to print and electronic information sources that you can use to verify the facts in your text before submitting it for publication, including abbreviations, addresses, telephone numbers, E-mail addresses, association names, company names, geographical names, Statistics Canada information, metric conversion, foreign exchange rates, Canadian government information and Industry Canada information.

This is not a manual on how to write, nor is it meant to be an exhaustive style guide. It is a quick reference for busy people. If you can't find the answer you are looking for here, check the sources described in **Chapter 1** under **Some ground rules for style** and **Other guides for writing, grammar and usage**, and in **Chapter 6**. Most of all, use your judgment.

**The recommendations in this guide apply equally to print and electronic publications.** While certain technical differences are dictated by the publishing method, there should be no difference with respect to the basic elements of English language style and usage. The special requirements for electronic publishing are noted throughout this guide wherever necessary.

# 1 Publishing basics

## 1.1 What are we publishing?

What is a publication? As used in this style guide, a publication is a book, booklet, pamphlet, brochure, folder, flyer, newsletter, report, map, certificate or poster, in print or electronic media, produced by the department at headquarters or in the regions, and intended for audiences outside the department or for department personnel in sectors outside that of the originator. Our definition includes copy prepared by the department as a contribution to publications of other government or private sector agencies and associations, but it does not include advertisements, audio-visual scripts, memoranda (including E-mail), letters, speeches, press releases or press release backgrounders.

## 1.2 Some ground rules for style

The conventions of spelling, punctuation and other elements of style for Industry Canada publications are primarily based on two sources: *The Gage Canadian Dictionary* (Gage Educational Publishing Co., 1997, revised and expanded ed.) and *The Canadian Style: A Guide to Writing and Editing* (Dundurn Press Limited and Public Works and Government Services Canada, 1997, revised and expanded ed.). A number of other excellent books are described in **Section 1.3, Other guides for writing, grammar and usage.**

The *Industry Canada Style Guide for Writers and Editors* highlights the key points in *The Canadian Style*, in particular those questions most frequently encountered by persons preparing Industry Canada publications. It includes some topics not covered in *The Canadian Style*, and points out those instances where Industry Canada style differs from either *The Canadian Style* or the *Gage Canadian Dictionary*.

Department publications should be written in language that is clear, objective and readily understood by people with a wide range of reading abilities. According to the federal government's Communications Policy, members of the public have the right to ready access to information in which they are interested and to have it presented in plain language. Readers should never be hindered by confusion arising from badly constructed sentences, wrongly used words, contradictory thoughts, missing or inaccurate data in tables and figures, or annoying spelling mistakes.

### 1.3 Other guides for writing, grammar and usage

Beyond the *Gage Canadian Dictionary* and *The Canadian Style*, there are a number of other excellent how-to-do-it guides. Outlined here are a few resources that are often used by Communications Branch staff.

Buckley, Peter. 1995. *The Canadian Press Stylebook*. Revised edition. Toronto: The Canadian Press. A guide for journalists, outlining the style preferred by Canada's national co-operative news agency—good for questions of word usage, terminology and grammar.

Burchfield, R.W. 1996. *The New Fowler's Modern English Usage*. Third edition. Oxford: Clarendon Press. An updated and expanded edition of Henry Watson Fowler's idiosyncratic and classic guide to English usage.

Burton, Lydia, et al. 1987. *Editing Canadian English*. Vancouver: Douglas & McIntyre. A style guide specifically concerned with style and idiosyncrasies for Canadian, rather than British or American, English.

Human Resources Development Canada. 1996. *Plain Language: Clear and Simple*. Ottawa: Canada Communication Group—Publishing. A practical guide to the basic points in plain language writing.

McFarlane, J.A., and Warren Clements. 1996. *The Globe and Mail Style Book*. Toronto: Penguin Books. A guide to "house style" at *The Globe and Mail*, organized alphabetically—helpful for questions of word usage, as well as legal and political terminology.

Merriam-Webster Inc. 1995. *Webster's Dictionary of English Usage*. Springfield: Merriam-Webster Inc. An excellent reference on word usage, although one should be aware of instances when Canadian usage differs from the American.

Sabin, William A., et al. 1992. *The Gregg Reference Manual*. Fourth Canadian edition. Toronto: McGraw-Hill Ryerson Limited. A well-organized and detailed reference for questions of style and grammar.

Strunk, Willian, Jr., and E.B. White. 1979. *The Elements of Style*. Third edition. New York: Macmillan Publishing Co. A classic guide to good writing style; the first edition, published in 1918, is available electronically at: <http://www.columbia.edu/acis/bartleby/strunk>

University of Chicago Press. 1993. *The Chicago Manual of Style*. Fourteenth edition. Chicago: University of Chicago Press. An extremely thorough resource for writers, editors and publishers—almost too detailed for easy reference, but contains information on every step of the publishing process, from the elements of good writing style to the mechanics of typesetting and printing.

Weiner, E.S.C., and Andrew Delahunty. 1993. *The Oxford Guide to English Usage*. Second edition. Oxford: Clarendon Press. A useful reference for grammar and word usage, although specifically oriented towards a British audience.

## **1.4 How to submit material for publication**

The department standard for word processing is WordPerfect. All material prepared for publication must be submitted in that format, including text, tables, charts and graphics. Note also that in text, only one space should be used after a full stop (after a period, colon, exclamation point or question mark), not the two spaces that used to be standard for copy produced on a typewriter.

No special formatting of the text is necessary when submitting it for publication. All formatting takes place during the typesetting stage, including designing graphic elements such as figures and tables. Although it may be possible to create figures and tables in WordPerfect, these are cumbersome, so it may be more practical to include raw data in the text instead. For more information, please see *Industry Canada Publishing Guide*, available from Multimedia Services, Communications Branch, at (613) 947-5177.

Remember, when submitting material for publication, be sure to provide all the necessary supporting documentation. See **Section 1.7, Checking your facts**.

## **1.5 Fair communications practices**

All department publications must follow fair communications practices, reflecting the principle that all individuals, regardless of sex, ancestry, ethnic origin or disability, are portrayed as equally productive and contributing members of Canadian society.

The federal government's Communications Policy has established guidelines that are intended to ensure the use of positive terminology, dignified depiction and equal representation in all forms of government communications. The following are key points for communicating fairly:

- The whole range of human characteristics, attributes and circumstances should be shown to apply to women as well as men, such as the depiction of men and women in non-traditional roles, when possible and appropriate.
- Visible ethnic minorities and Aboriginal peoples should be fairly and representatively depicted, and communications materials should be accessible to multicultural communities, which includes the use of languages other than the two official languages where necessary.

- Communications materials should be accessible to persons with disabilities, including partially sighted, hard of hearing or deaf persons, as well as those with reduced or limited speech, mobility, learning, psychiatric or mental capabilities, through alternative formats such as Braille, large print or audio cassettes.
- All negative depictions must be eliminated, and as many positive portrayals as practical should be used.

## 1.6 Translation

All departmental publications must be made available in both English and French, and where possible in whatever other languages necessary to achieve the department's objectives.

Publications of interest only to a small audience of scientists, professionals or other specialists may be released in just one of the official languages, so long as an informative summary or abstract in the other official language is attached. Such a scientific, technical or professional publication may be published by or on behalf of the Government of Canada for use outside the government to:

- describe the results of research in the physical, biological and human sciences or other professional fields to a specialized audience;
- transfer the results of technological developments to specific users of the technology;
- provide technical information to specialists for management and decision-making purposes.

## 1.7 Checking your facts

**It is very important that all facts in material prepared for publication be checked for accuracy before the material is submitted to the Communications Branch.** Fact-checking is one of the most time-consuming tasks in publishing. It involves verification of proper names of persons and organizations, addresses, titles, references to other publications, dates, page numbers, quotations, and sources for tables and figures. The best way for originators and writers to make sure the facts in a published text will be accurate is to photocopy the original source material when they are compiling it, note the date and the name and phone number of the compiler for reference, and submit the supporting documentation along with the manuscript for publication.

The entire fact-checking exercise has to be repeated for the translation of the text. It is far easier for the originator or writer to photocopy both the English and the French source material at the time the facts are compiled than to try to retrieve that information later. Note especially whether the names of policies, programs, associations or organizations exist in both official languages or in just one. Do not give unofficial translations as this will only mislead the translator and the French editor. Foreign names and references in particular should be checked carefully, because unfamiliar spellings are more difficult to catch at the proofreading stage. If it is necessary to explain foreign names or terms, do so in parentheses following the actual foreign phrase, which should be set in italics.

Reviewers and proofreaders should also verify the supporting documentation for each text. If documentation is not attached to the manuscript when it is submitted, it should be requested early in the production process to avoid last-minute confusion.

For help with fact-checking, turn to **Chapter 6, Checking your facts.**



## 2 What's up front

### 2.1 A word on book-format publications

While relatively few Industry Canada publications are full-length books, the traditional organization of a book provides the logical model for the format of numerous other types of publications. For book publishing, the *Chicago Manual of Style* (University of Chicago Press, 1993, 14th edition) has long been considered an indispensable reference tool by editors, academics and educators internationally.

Books normally include some or all of the following components on their preliminary pages, usually presented in the order given here: title page, copyright page, acknowledgment, preface or foreword or introduction, and contents page. Not every publication will have all of these elements. Publications such as reports, brochures or information documents may combine some elements on a common page, for example.

In a book, the preliminary pages are numbered consecutively in lower-case Roman numerals, with page 1 (in Arabic numerals) being the first page of the main text.

### 2.2 Cover and title page

Guidelines issued by Treasury Board specify that publications must follow certain “no-frills” practices with regard to covers and formats, and must respect the Federal Identity Program (FIP). The cover presents the “corporate look” of a publication and must display certain elements:

- one of the following three corporate signatures as appropriate:
  - the departmental signature, consisting of a flag symbol and the department's applied title in both official languages in Helvetica type (used for publications produced by Industry Canada);
  - the government's signature, consisting of the flag symbol and the words “Government of Canada” in both official languages in Helvetica type (used for publications produced by Industry Canada in partnership with other government agencies); or

- the co-publishing signature, which incorporates the departmental signature and the Industry Canada graphic identifier (used for publications produced by Industry Canada in partnership with private-sector organizations);
- a Canada wordmark, consisting of the word "Canada" set in Baskerville type, with a flag symbol over the final *a*;
- the Industry Canada graphic identifier (incorporated into the corporate signature in instances of co-publishing);
- the title of the publication, printed on the cover or showing through a diecut in the cover.

The cover should use one ink colour if possible, printed so that the ink does not bleed to the edges of the cover (the cover may be coloured stock, which may change the tone of the selected inks, giving the appearance of an additional colour).

The cover must not display any logos other than those approved by Treasury Board and used according to Treasury Board guidelines. For further information, see the *Federal Identity Program Manual* (Treasury Board Secretariat) and *Planning Information Products: Effective, No-frills Publishing Practices* (Treasury Board Secretariat, November 1993).

In book format, the title page is usually the first right-hand page following the cover. It should include the following:

- the title of the publication;
- the author's branch (not the writer's own name, although this person may be given recognition on the copyright page or in a foreword or preface);
- the sector, if applicable, and the department;
- the month and year of publication.

In pamphlets and brochures, as well as some reports, the cover and title page are often one and the same.

## 2.3 Copyright page

Treasury Board publishing guidelines require that each publication, whether paper-based or electronic, includes a copyright notice in order to protect the Crown copyright. Treasury Board has set policies and guidelines about authors' rights and the reproduction of Crown-copyrighted works, among others.

In books, the copyright notice, and other related information, usually appears on the back of the title page (the copyright page). For shorter publications, such as brochures, pamphlets or flyers, the copyright notice is usually placed on the inside of the front cover or on the back panel. Book-length Industry Canada publications usually carry the following elements in the following order on the copyright page:

- message regarding availability of the publication in electronic formats, if applicable
- message regarding availability in alternative formats
- contact information for obtaining additional copies of the publication
- special copyright messages, if applicable
- generic copyright message
- Public Works and Government Services Canada (PWGSC) catalogue number, and international standard book number (ISBN) or international standard serial number (ISSN)
- Industry Canada registration number
- message regarding availability of the publication in the other official language
- cataloguing-in-publication (CIP) information, if applicable
- printed-in-Canada and recycling logos, if applicable.

Brochures, pamphlets and flyers usually include only the generic copyright message, PWGSC catalogue number, ISBN or ISSN, Industry Canada registration number, and printed-in-Canada and recycling logos.

See **Section 2.3.11, Electronic publications**, for more detail on special requirements for copyright and related information.

At the end of this section, a **sample copyright page** has been included.

### 2.3.1 Electronic formats

The following is a typical message regarding electronic formats:

This publication is also available electronically on the World Wide Web at the following address:  
[http://strategis.ic.gc.ca/sc\\_mangb/engdoc/smeguide.html](http://strategis.ic.gc.ca/sc_mangb/engdoc/smeguide.html)

### 2.3.2 Alternative formats

Treasury Board guidelines introduced in 1993 (*Alternative Formats—Access for All*) support the Canadian Human Rights Commission's position that, under the *Canadian Charter of Rights and Freedoms* and the *Canadian Human Rights Act*, people with disabilities have a right to information in a format they can use. Although the guidelines are not mandatory, they are part of the government-wide Communications Policy, which states that institutions must pursue fair communications practices by "taking all reasonable measures to communicate effectively with disabled persons."

Usually Industry Canada provides its publications in alternative formats on demand only. However, if immediate distribution is required, some departmental publications will be published in alternative formats at the same time that regular print editions are published. Budgeting for all publications should include funds for preparing such alternative formats on demand (e.g. audio cassettes, Braille or large print editions). The following information, modified as necessary, should appear on the copyright page:

This publication is also available in alternative formats on request. Contact Distribution Services at the numbers listed below.

For advice and further information on how to provide alternative formats, contact:

Treasury Board Secretariat  
Chief Information Officer Branch  
(613) 957-2486

Public Service Commission  
Diversity Management Technology Centre  
(613) 996-0662

### 2.3.3 Additional copies

The following message should appear, modified as necessary:

Additional copies of this publication are available from:

Distribution Services  
Communications Branch  
Industry Canada  
205D, West Tower  
235 Queen Street  
Ottawa ON K1A 0H5

Tel.: (613) 947-7466  
Fax: (613) 954-6436

### 2.3.4 Special copyright messages

In some Industry Canada publications, brief acknowledgement messages are included on the copyright page. These messages usually relate to specific copyright issues. When these messages are placed in the publication, they are usually in addition to the generic copyright message noted in **Section 2.3.5**.

The Minister of Public Works and Government Services Canada (PWGSC) manages the copyright for all government publications, unless a formal document has been signed prior to publication awarding publication rights to a specific person, or the publication is not a priced one, in which case a simple notice to PWGSC of the terms of publication suffices. The department is the designated author, and PWGSC is the publisher. However, **individual authors** have the right to have their name associated with their work, whether or not they also hold the copyright. In this case, the copyright page should carry a notice similar to the following example:

Prepared for Industry Canada by Professor John McEnroe,  
Scarborough College, University of Toronto.

**Authored material that offers some conclusions or evaluations** should also bear the following note in a prominent place immediately below the author's name in a scholarly work, or on the title page of symposium papers or reports containing chapters written by named private-sector persons:

Opinions and statements in the publication attributed to named authors do not necessarily reflect the policy of Industry Canada or the Government of Canada.

For certain documents, especially **internal documents for which the department has paid research costs**, the following message is suggested:

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or in other ways, without the prior permission of the XXX Branch of Industry Canada.

Conversely, especially for **publications aimed at the general public**, the department wants the widest possible distribution, without the need for any paperwork to obtain permissions. To encourage such use, add the following note below the copyright line:

Permission is hereby granted to reproduce this material by electronic, photo-mechanical or other means, including storage in a retrieval system.

**Co-publishing** is an alternative method of disseminating information. In this case, the department doesn't publish the document itself, but gives a contribution to an association or other agency to do so, thus losing its claim to copyright. The department's interests can be protected by requiring that the recipient organization include the following note in a prominent place in its publication, such as the copyright page:

**Acknowledgment**

Financial support from Industry Canada to conduct the research on which this report is based is gratefully acknowledged.

In such cases, it is important to ensure that readers do not construe any of the expressed conclusions or views as official government policy. This may be accomplished by printing a disclaimer with the acknowledgment:

The views expressed in this report are not necessarily those of Industry Canada or of the Government of Canada.

### **2.3.5 Generic copyright message**

The following is the copyright notice usually attached to Industry Canada publications:

© Her Majesty the Queen in Right of Canada (Industry Canada) 1997

Information about preparing copyright notices for a publication may also be found in *Industry Canada Publishing Guide*.

Copyright requirements vary. For specific copyright advice on your publishing project, contact:

Legal Services  
General Counsel  
Tel.: (613) 954-5354

### **2.3.6 Catalogue number, ISBN, ISSN**

The Public Works and Government Services Canada (PWGSC) catalogue number and international standard book number (ISBN) are available from the Depository Services Program. Contact:

Depository Services Program  
Public Works and Government Services Canada  
Fourth floor  
350 Albert Street  
Ottawa ON K1A 0S5

Tel.: (613) 993-1695  
Fax: (613) 941-2410  
Internet: <http://dsp-psd.pwgsc.ca>

Participation in the Depository Services Program is mandatory for most government publishing projects. For more information, please see *Industry Canada Publishing Guide*, or contact the Depository Services Program directly.

If the publication is a serial one, the ISBN should be replaced by an international standard serial number (ISSN). To obtain an ISSN, contact:

National Library of Canada  
(613) 994-6895

The following format should be used for the catalogue number and ISBN or ISSN:

Cat. No. C1-10/1997E	Cat. No. C1-8/1997
ISBN 0-662-25153-9	ISSN 0315-4352

### 2.3.7 Industry Canada registration number

All publications produced at Industry Canada should be registered with Distribution Services. To obtain the Industry Canada registration number, contact:

Distribution Services  
Communications Branch  
Industry Canada  
Room 205D, West Tower  
235 Queen Street  
Ottawa ON K1A 0H5

Tel.: (613) 947-7466  
Fax: (613) 954-6436

The Industry Canada registration number appears in the following format:

51364B

### 2.3.8 Availability in the other official language

If the publication is a bilingual one, no message regarding availability in the other official language is necessary. If separate English and French editions are issued, the following message should appear in the English edition:

Aussi disponible en français sous le titre *Le défi de l'autoroute de l'information.*

### 2.3.9 Cataloguing-in-publication information

Cataloguing-in-publication (CIP) information rarely appears on Industry Canada publications; it is most often placed on priced publications. It is intended to assist libraries in cataloguing the publication. Should CIP information be required on the copyright page, the Depository Services Program can assist in its preparation. Contact the Depository Services Program at (613) 990-2003.

### 2.3.10 Printed-in-Canada logo and recycling logo

The printed-in-Canada and recycling logos should be applied as necessary at the bottom of the copyright page. These logos appear as follows:



### 2.3.11 Electronic publications

Electronic publications should carry the same information as appears on the copyright page of printed publications, although this information will likely be formatted differently. Exceptions to this are discussed below.

**Copyright** for electronic materials is much more difficult to enforce than for paper-based publications, due to the ease with which these materials may be reproduced and disseminated. It is preferable to provide a detailed copyright message:

© Her Majesty the Queen in Right of Canada (Industry Canada) 1997

This document is made freely available for storage in an electronic retrieval system. Users may copy and share this document with other users, provided that they meet the following conditions:

- No fee or consideration may be charged for it.
- The text and any accompanying graphics must not be altered.
- Quotations extracted from this document and attributed to Industry Canada or the Government of Canada in another publication, whether in print or electronic format, will be reproduced exactly as shown in the original text.
- Appropriate credit will be given to Industry Canada for any quotations taken from this document.
- This notice must remain attached to the electronic file as well as to any document retrieved from the storage system.

For electronic documents with paper-based counterparts, it may also be useful to include information regarding the availability of **printed copies**, by including the following message:

A printed copy of this document may be obtained from:

Industry Canada  
Distribution Services  
Room 205D, West Tower  
235 Queen Street  
Ottawa ON K1A 0H5

Tel.: (613) 947-7466  
Fax: (613) 954-6436

## Sample copyright page

This publication is also available electronically on the World Wide Web at the following address:  
[http://strategis.ic.gc.ca/sc\\_mangb/engdoc/smeguide.html](http://strategis.ic.gc.ca/sc_mangb/engdoc/smeguide.html)

This publication is also available in alternative formats on request.  
Contact Distribution Services at the numbers listed below.

For additional copies of this publication, please contact:

Distribution Services  
Communications Branch  
Industry Canada  
Room 205D, West Tower  
235 Queen Street  
Ottawa ON K1A 0H5

Tel.: (613) 947-7466  
Fax: (613) 954-6436

© Her Majesty the Queen in Right of Canada (Industry Canada) 1997  
Cat. No. C1-10/1997E  
ISBN 0-662-25153-9  
50978E

Aussi disponible en français sous le titre *Guide des services et des programmes du gouvernement du Canada à l'intention de la petite entreprise 1996-1997.*



## 2.4 Acknowledgments

This page should not identify individual public servants. It may acknowledge the contributions of any special committees, however, or thank all those who assisted in preparing the publication. It may also express appreciation for some individual sources of information, even though a discussion of information sources may subsequently be part of a preface, foreword or introduction to the publication. In some cases, particularly in shorter publications, brief acknowledgments may be included on the copyright page.

## 2.5 Preface, Foreword and Introduction

An author's *preface* introduces the publication, states its purpose, and may explain the author's methods of research and offer brief acknowledgment (if these are extensive, they may be given in a separate acknowledgment section). A *foreword* is usually written by someone other than the author, perhaps to state why the publication is a good one to read or consult. In many departmental publications, the foreword takes the form of a minister's message.

An *introduction* can be relatively brief, in which case it may be no different from a preface, included as part of the front matter and paginated with lower-case Roman numerals. However, if the introduction is longer, giving historical background or otherwise establishing the context for what follows in the publication, it may constitute chapter one of the text and be paginated with Arabic numerals starting with 1.

If the signature of the Minister of Industry or the Secretary of State appears at the end of the preface, foreword or introduction, the following identification should appear:

John Manley  
Minister of Industry

Ron J. Duhamel  
Secretary of State  
(Science, Research and Development)  
(Western Economic Diversification)

## 2.6 Contents

Notice that the title is *Contents*. It is not necessary to say *Table of Contents*, nor is there any reason to write the word *Page* at the top of the column of page numbers. Avoid using a complicated system of numbering sections and subsections in the text; brief and appropriate headings are sufficient. Be sure the headings or chapter titles listed in the contents match those in the text.

Do not feel obliged to include every level of subheading in the contents, especially if there are many on one page, but be consistent, that is, include all of a particular level of headings or none. The contents should list main headings as well as appendixes, endnotes, bibliography, etc. A glossary of acronyms and other specialized language can be a very helpful addition in a technical publication, and you might wish to call this an appendix. A list of tables and figures is not usually necessary.

Be sure to check the page numbers on the contents page against those in the text every time revisions are made and at the final camera-ready stage.

## 3 Nuts and bolts

Discussion of the many aspects of style as they apply to writing and publishing has filled many books. The points of style and usage included in this chapter are those that—judging from the work required of Industry Canada editors—will be most helpful to writers and researchers preparing Industry Canada publications. For the most part, they are the points that have come up most frequently as questions or problems in draft material. For more comprehensive coverage of punctuation, spelling, numerical expressions, use of quoted material, italics, word usage and many other subjects, see *The Canadian Style* and other references listed in **Chapter 1, Publishing basics**.

### 3.1 Acronyms and other abbreviations

Strictly speaking, an *acronym* is a pronounceable word formed from the first letter or letters of a series of other words, such as NATO, CUSO or NORAD. As *The Canadian Style* (1.16) points out, the distinction between acronyms and *initialisms* that do not form a pronounceable word, such as RCMP, OECD and IDRC, is a fine one and often overlooked in practice.

Avoid using acronyms or initialisms in titles, headings and subheadings. In the body of the text, spell out the name in full on first usage, followed by the short form in parentheses. The short form may then be used as needed throughout the text. If you must use an acronym or initialism in a heading or subheading, make sure it has been spelled out in full earlier in the text.

Never assume that all readers will be familiar with the short forms you are using. However, some are so familiar (RCMP, UN) that virtually all readers will instantly recognize them. In these cases, use the acronym or initialism on first reference followed by the full name in parentheses.

In a long text that may not be read from cover to cover, a short list of acronyms and other short forms is often used, placed at the beginning of the text. This makes a useful, quick reference. It may also be helpful to repeat a full name from time to time in the text, at the beginning of a new section, for example.

Acronyms are not usually preceded by the definite article. Initialisms may or may not be preceded by the definite article, and familiar usage should dictate which is preferable. The main consideration is that usage be consistent throughout the text.

the RCMP	<i>but</i>	PCO (Privy Council Office)
the NRC (National Research Council)		CPR (cardio-pulmonary resuscitation)

Many government programs are represented by acronyms or initialisms ending with a P (for example, DIPP for the Defence Industry Productivity Program). It is redundant to use the word *program* after these (for example, the DIPP program). You can either say *the DIPP* or vary the style by writing *the program* in place of the short form.

Note that abbreviations that are all caps or end in a capital letter do not need periods between each letter.

RCMP, YMCA, PoW
-----------------

Exceptions are geographical names:

P.E.I., B.C., N.W.T., U.S.
----------------------------

The use of abbreviations for place names varies, so check reliable sources. See **Section 6.12, Names, geographical.**

Saint John, N.B.	Ste-Anne-de-Bellevue, Que.
St. John's, Nfld.	Sault Ste. Marie, Ont.

Abbreviations using capital letters are made plural by adding a lower-case *s*.

ADM <i>s</i> , MP <i>s</i> , SIN <i>s</i>
---

However, lower-case abbreviations need an apostrophe to avoid ambiguity, as with *c.o.d.'s*.

The plurals of some abbreviations, particularly in references, are not formed by merely adding an *s*.

<i>p. for page</i>	<i>but</i>	<i>pp. for pages</i>
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Abbreviations for educational degrees generally do not take periods (such as PhD, MA, BSc, MSc). The abbreviations *Mr.*, *Mrs.* and *Ms.* take periods.

Some Latin abbreviations require a period after each letter, since each letter is an abbreviation of a longer word. Also see *The Canadian Style*, 1.13.

	i.e. ( <i>id est</i> , meaning <i>that is</i> )
	e.g. ( <i>exempli gratia</i> , meaning <i>for example</i> )
<i>but</i>	et al. ( <i>et alia</i> , meaning <i>and others</i> —no period after <i>et</i> because it is a whole word)

Put a comma before and after *i.e.* and *e.g.*, unless they begin a passage or phrase in parentheses, in which case no punctuation is needed other than the two periods. Also note that these two abbreviations are frequently overused, when the words *for example* and *that is* would sound and read much better. Similarly, the abbreviation *etc.* (for *and so forth*) is often used simply to cover up an incomplete thought.

In general, there is nothing wrong with using the full or longer form of a word or name, even if it is used frequently in a text. More often than not, the space you save by attempts to abbreviate is negligible, and you may sacrifice clarity in the process. Avoid unnecessary abbreviations such as *no.* or *2nd.*

### 3.2 Addresses, telephone numbers and fax numbers

In directories listing businesses, industry associations or other organizations, use the following order and style for addresses: name, title, organization, room or suite, building, street address, post office box and station, city, province, postal code and country (international). Note that for addresses within Canada, Canada Post prefers the city, province and postal code to be on one line, with two spaces between the provincial abbreviation and the postal code.

In publications for Canadian readers	In publications for an international audience
Charlotte Webb Marketing Director Fantastic Graphics Ltd. Suite 306, East Tower Grimsby Building 659 Commercial Avenue P.O. Box 3382, Station C Toronto ON M2L 1H5	Charlotte Webb Marketing Director Fantastic Graphics Ltd. Suite 306, East Tower Grimsby Building 659 Commercial Avenue P.O. Box 3382, Station C Toronto ON M2L 1H5 Canada

Note that Canada Post's abbreviations for provinces are used only in mailing addresses. Use the traditional provincial abbreviations for all other purposes. In normal prose, these names are ordinarily spelled out in full. The two types of abbreviations are:

	Canada Post	Traditional
Alberta	AB	Alta.
British Columbia	BC	B.C.
Manitoba	MB	Man.
New Brunswick	NB	N.B.
Newfoundland	NF	Nfld.
Northwest Territories	NT	N.W.T.
Nova Scotia	NS	N.S.
Ontario	ON	Ont.
Prince Edward Island	PE	P.E.I.
Quebec	QC	Que.
Saskatchewan	SK	Sask.
Yukon Territory	YT	Y.T.

Telephone and facsimile numbers are presented as follows:

Tel.: 1-800-807-7776 (613) 995-8900 Fax: (613) 952-9620
---

If you include an E-mail address, it may be appended in boldface. It should never have any punctuation immediately after it, such as a period, which might be construed as part of the address. See also **Section 3.3, Addresses, E-Mail and Internet**, for how to refer to Internet and E-mail addresses within text, and similar guidelines.

Avoid using titles (including Mr., Mrs., Ms., etc.) with personal names in directories or other lists; their usage could be sexist or inconsistent. Check with the addressee for the correct and preferred form of a name: Jack, John or J. E., for example. Perhaps the position title is all that is required.

Many Industry Canada publications provide a list of contacts for further information. These should not give the personal names of public servants, but position titles only.

### 3.3 Addresses, E-mail and Internet

E-mail and Internet addresses, when cited in texts and lists, require particular attention so that there is no confusion about what the exact components of the address are.

E-mail and Internet addresses should stand out from the text surrounding them. For example, if the text is in roman type or italics, put the address in boldface. Conversely, if the surrounding text is in boldface, put the address in roman. Be careful that punctuation immediately following an address, such as a period, is not construed as being part of it. In some cases, terminal punctuation may be omitted. If an address occurs in the middle of a sentence, enclose it in parentheses.

E-mail: **cam.graphic@bd.com**

This publication and other Advisory Council documents related to the Information Highway are available at: **council@ic.gc.ca**

**http://www.schoolnet.ca**

A group of freelancers launched *Stale* (**http://www.stale.com/**), a parody of the web magazine *Stale*.

Give the whole address. For example, if *http://* precedes the address, include it. Also, be sure to follow the upper and lower cases shown in the address.

Avoid splitting an Internet address so that part of it winds up on the next line; keep it all together if possible. If you must break it, do not use a hyphen as you would with a word. The best way to deal with a long Internet address is to break it at an appropriate spot and simply continue it on the next line. If the address is in a list or a tight space in a table, continue it on the next line, but indent the second line.

<i>in ongoing text</i>	<b>http://www.longaddress.toolong/willnotfit. secondline.ca</b>
<i>in a list</i>	<b>http://www.longaddress.toolong/willnotfit. secondline.ca</b>

The names of Internet sites do not need to be in italics or quotation marks, but they should be capitalized. However, it is department policy to italicize *Strategis*.

SchoolNet  
CANOE—Canadian Online Explorer

### 3.4 Ampersand

Use of the ampersand ( & ) in titles, headings or the main body of text is a very dated practice, and should be avoided. The ampersand may be used in tables and figures where space is at a premium, and in corporate names, but only when it is part of a company's legal designation (also see Section 3.16, **Names, corporations**). Ampersands are also commonly used in such colloquialisms as R & D (research and development) and S & T (science and technology). These colloquialisms should be spelled out the first time they appear in a text.

### 3.5 Capitalization

Chapter 4 of *The Canadian Style* is devoted to providing guidelines for capitalization. The following includes highlights of some key points in *The Canadian Style* and a few other areas where questions frequently arise.

Capitalize the complete and formal designations of governments, government departments and agencies, their organizational subdivisions at all levels (branches, divisions, directorates, etc.), boards and committees, and *the Crown* when it means the supreme governing authority. When these are referred to by their convenient short forms (examples below in parentheses), they are not capitalized, with a few exceptions: *Parliament*, *the House* (of Commons), *the Senate* and *the Cabinet*.

the Government of Canada (the Canadian government, the federal government, the provincial government, the government)
the Public Service Commission (the commission, the PSC)
the Department of the Environment <i>or</i> Environment Canada (the department)
the Public Affairs Section (the section)
the Communications Branch (the branch)
the Management Systems Advisory Committee (the committee, the management committee, the advisory committee)

Do not capitalize the plural forms of the words *government*, *department*, *division*, etc., even when the proper titles are given.

Representatives from the departments of Finance, Environment and Human Resources Development were present.
--

The governments of Canada and France took a similar position on the issue.
--

Capitalize the word *program* only when it is part of the official name. See **Section 6.6, Government, Canadian** and **Section 6.7, Industry Canada**.

	the Microelectronics and Systems Development Program
<i>but</i>	the Canada Scholarships program

Capitalize *Bachelor of Arts, Master of Science* and the names of other academic degrees and their abbreviations (MA, MSc, PhD). Non-specific references, such as *master's degree* and *doctoral level*, do not retain capital letters.

Unless it is part of the title of a specific document, the word *budget* should not be capitalized. It should also be lower case when modified, such as *the federal budget* or *the Quebec budget*.

Note that some acronyms, even though they are written in capital letters, are not capitalized when spelled out.

SIN	<i>but</i>	social insurance number
-----	------------	-------------------------

Capitalize the terms *Arabic* and *Roman* when referring to numerals. In printing, however, *roman* (versus *italic*) type takes a lower-case *r*.

When referring to the descendants of the original inhabitants of Canada, capitalize the terms *Aboriginal, Native, Indigenous* and *First Nations*, whether used as nouns or adjectives. Always capitalize *Indians* (and *Treaty Indians, Status Indians, Non-status Indians*, etc.), *Inuit* and *Métis*, as well as the names of specific groups such as *Iroquois, Cree* or *Tlingit*. See also **Section 3.25, Word usage, some common questions**.

It is not necessary to capitalize the names of seasons, centuries or decades, unless they are parts of proper names.

spring, summer	<i>but</i>	the Summer Games
the thirties		the Dirty Thirties
the twentieth century		

Capitalize the names of countries, regions, cities and other official or specified political and geographical divisions and topographical features.

Canada	the Okanagan Valley
the Maritimes	the Six Nations Reserve
the Arctic	Lake Athabasca
New Brunswick	the Canadian Shield

Use *Arctic* when referring specifically to the geographic region. Do not capitalize it when using it generically as an adjective, as in *arctic* climate or *arctic* fox. Similarly:

the Antarctic	Antarctic tourism	<i>but</i>	antarctic weather
the Prairies	Prairie wheat farmers	<i>but</i>	prairie wildlife

Note subtle differences in meaning, as in:

	Maritime businesses, <i>companies in the political region known as the Maritimes,</i>
<i>versus</i>	maritime businesses, <i>those that are maritime in nature (fishing, shipping, etc.)</i>

Do not capitalize generic terms such as *city* or *province*, whether alone or with a proper noun, unless they are used in a corporate or legal sense.

	the city of Windsor
<i>but</i>	<i>Hargrave v. the City of Windsor</i>

In general, do not capitalize adjectives denoting compass points or similar descriptive terms unless they have political, historical or other connotations.

	the west coast of Canada, northeastern Alberta, southern Europe, northern Ontario
<i>but</i>	the West Coast (cultural region), the Eastern Townships (historical name), Northern Ontario (administrative region), also Western nations, Western attitudes, the Northern Hemisphere, the Far East

Capitalize the *Third World* (noun) and *Third World* countries (adj).

Some normal rules of capitalization may be ignored in company names. See **Section 3.16, Names, corporations.**

## 3.6 Commas, semicolons and colons

### 3.6.1 The comma

To quote from *The Canadian Style* (page 120), “The comma is the most frequently misused punctuation mark, and many of the rules governing its use are vague. . . . Yet the comma is also the mark most often incorrectly omitted.” Sections 7.14 to 7.21 of *The Canadian Style* cover the basics of comma use and the many exceptions to the rules. The following are just a few points to remember.

In a list, do not use a comma before the *and* unless one or more of the items also includes an *and*. In this case, a comma should be used for clarification.

The most important election issues are taxation, patronage and government spending.

The most important election issues are taxation, research and development, patronage, and government spending.

A comma is used to separate two main clauses in a compound sentence when they are joined by a coordinating conjunction (*and, but, or, not, yet or for*).

Many public servants are excellent writers, but they still can benefit from the help of a good editor.

Commas are used to set off a phrase that is parenthetical (that amplifies or explains).

His task, herculean by any standard, did not stop him.

### 3.6.2 The semicolon

The semicolon is a stronger mark of punctuation than the comma. In general, it should be used sparingly. See *The Canadian Style*, 7.22–7.24.

The semicolon is used between two independent clauses that could stand as two sentences, but are connected because they relate closely to the same thought. In some cases, the semicolon may substitute for a conjunction, such as *but*.

Making a plan didn't seem difficult; in reality, it was very time-consuming.

Semicolons are also used in lists, particularly if the elements in the list are long and complicated or contain internal punctuation (commas, for example).

The Board recommended that remedial steps, whatever their cost, be taken immediately; that new methods based on real needs be devised; and that a long-term strategy be developed.

### 3.6.3 The colon

A colon may join two independent clauses if the second interprets or amplifies the first.

The message was clear: do it right away or not at all.

The colon is primarily used to introduce a list, a quotation or declaration.

A whittler has three requirements: a knife, a piece of wood and a back porch.  
I was reminded of a line by Bogart: "If she can stand it, I can. Play it!"

Do not introduce a list with an em dash, en dash or semicolon. A colon is the proper punctuation for this purpose.

Also see *The Canadian Style*, 7.25–7.28.

### 3.7 Dashes

There are two kinds of dashes, neither of which should ever be confused with the hyphen (see **Section 3.11, Hyphenation**). Both em dashes and en dashes are misused frequently, even though their proper uses are relatively clear and unambiguous.

**Em dashes** are used to set off a word or phrase that interrupts the flow of a sentence, such as an example, a clarification, an afterthought, or a startling revelation or bit of irony. The em dash is a very strong type of punctuation and should not be overused. In traditional typesetting, there is no space before and after the em dash.

We still have a lot to do—plumbing, wiring and painting—before we can move into the new house.  
The extreme measures came too late—and cost too much.

In material destined for typesetting, it has long been the practice to type an em dash as two hyphens ( -- ). This practice can now be discouraged, since both kinds of dashes can be produced with most word-processing software.

An **en dash** is approximately half the length of an em dash. It is used to separate two equal components of a compound word, and within numerals such as subsequent years or telephone numbers.

Canada–United States Free Trade Agreement  
1995–96

Also see *The Canadian Style*, 7.40–7.49.

### 3.8 Dates

The preferred style for dates is to write the month and day (number), followed by a comma, then the year. The day followed by the month and year is also acceptable, but in this case no comma is needed. In either case, if you wish to name the day, it too must be followed by a comma. If no day is referred to by name or number, no comma is necessary.

March 12, 1996	<i>or</i>	12 March 1996
Tuesday, March 12, 1996	<i>or</i>	Tuesday, 12 March 1996
March 1996		
<i>not</i> March 12th, 1996		

In text, if the order is month-day-year, the year should normally be followed by a comma. If the order is day-month-year, no commas are needed.

January 1, 1986, marked the beginning of a new era.
The meeting of 12 March 1996 did little to ease tensions.

In text, always spell out the names of months and days of the week. They may be abbreviated in tables, figures or other graphic elements, and also in references or notes, although in many cases there is no need to do so.

Consecutive years should be separated with an en dash or a hyphen rather than an oblique (/), with no spaces before or after the en dash or hyphen (also see **Section 3.7, Dashes**). The two digits for the century need not be repeated for the second year.

1989–90 <i>en dash</i>
1989-90 <i>hyphen</i>

When referring to a decade in numeral form, do not put an apostrophe between the last digit and the *s*. If you spell out the decade, it is not necessary to capitalize it, unless you are using it as a proper name.

the 1920s	<i>not</i>	the 1920's
the twenties	<i>but</i>	the Roaring Twenties

See *The Canadian Style*, 5.14 and 7.20.

### 3.9 End-of-line breaks

**Basic rule: Do not justify the right-hand margin for any files that will subsequently go to a typesetter or word-processor for formatting.**

Broken and hyphenated words at the ends of many lines make a word processor's job messy and tedious, and make reading difficult. In general, the practice should be avoided. A ragged right margin for the most part eliminates the need to divide words. Do not be concerned if right-hand margins are very irregular; they will be tidied up at the typesetting stage.

In typeset copy, words may be divided between syllables in order to justify or regularize the right-hand margin. The *Gage Canadian Dictionary* shows syllabification for all entries. Section 2.17 of *The Canadian Style* gives useful guidelines for dividing words. The following are some common end-of-line rules.

- Avoid breaking and hyphenating proper names or foreign words set in italics.
- Avoid ending a line with a person's first name and starting the next with the last name. Never put initials for given names at the end of one line and the last name on the next.
- Similarly, avoid ending a line with a numeral when the word it relates to follows on the next line, for example, 235 ending one line and *Queen Street* starting the next, or 25 ending one line and *kg* starting the next.

### 3.10 Headings

There are many ways to organize your text and use headings effectively. The important things to strive for are simplicity, clarity and consistency. In most texts, only two or three levels of headings are required, as in the example below. In short or medium-length publications, elaborate numbering of subheadings (for example, 1., 1.1, 1.2.1., etc.) is usually unnecessary.

<b>Chapter Title</b>	[initial caps, boldface, 24 point]
<b><i>Section Heading</i></b>	[initial caps, boldface, italics, 20 point]
<b>Sub-section Heading</b>	[initial caps, boldface, 16 point]

### 3.11 Hyphenation

In using hyphens, it is important to be consistent. To avoid confusion, make the *Gage Canadian Dictionary* your basic guide (although a few exceptions to *Gage* in Industry Canada style are included here). *The Canadian Style* has a good explanatory chapter on hyphenation (Chapter 2). The following are some of the main points.

Certain words will be hyphenated in one context, but not in another.

I have listed decision making (*noun*) on my résumé as one of my strong assets.  
I am taking a course to improve my decision-making (*compound adjective*) ability.

Many compound words, whether made up of a prefix and a suffix or two independent words, do not take a hyphen unless the word is coined or has consecutive vowels that would cause confusion if not hyphenated. A few examples are:

afterthought, antitrust, biannual, downtime, extrasensory, interregional,  
ironworker, prehistoric, postsecondary, semiconductor, substandard,  
superscript, upswing  
*but* socio-economic, anti-inflation

Many words *are* hyphenated, however. In deciding whether or not to use a hyphen, check *Gage* first. As a rule of thumb, if the word you want to use is not shown there, it probably should be hyphenated.

With prefixes, another rule of thumb is to use a hyphen when a prefix and a word form a temporary compound, as opposed to a more frequently used compound. For example:

post-election, semi-drunken state, anti-yuppie sentiment

Hyphens should be used when prefixes and proper nouns are joined.

mid-July, pro-Canadian, pre-Christian,  
trans-Canada, Trans-Canada Highway

But note certain words which have been established by long use or as corporate names.

transatlantic, subarctic *atlantic and arctic not used as proper nouns*  
TransCanada PipeLines

Note: *Subarctic* capitalized and unhyphenated is also used to distinguish that region from the *Arctic*.

Do not hyphenate *cooperate, cooperative, cooperation, etc.* and *coordinate, coordination, etc.* This is a departure from the *Gage Canadian Dictionary*. Note, however, that *co-operative* should be hyphenated when it refers to an association such as a *co-operative* financial institution (a *co-op*).

Some words have a different meaning when a hyphen is inserted between the prefix and the root.

resolve <i>means to settle</i>	resign <i>means to quit</i>
re-solve <i>means to solve again</i>	re-sign <i>means to sign again</i>

If the distinction is not clear from the context, it is better to rewrite the sentence than to rely on hyphens for clarification.

Do not hyphenate if the meaning is immediately clear because of common usage.

acid rain threat
private sector participation
high technology conference

Hyphenate fractions written in full when used as adjectives.

	a one-third share
	one-quarter inch
<i>but</i>	a quarter of an inch, three quarters of an inch

### 3.12 Italics

Italic type, in contrast to roman type, is used to set off words and phrases, call attention to them or indicate their special status. The following are highlights of Chapter 6 of *The Canadian Style*. (Note that underlining, which some authors use frequently in headings or text, may be acceptable in drafts and unpublished material, but should not appear in printed publications.)

Italicize the titles of books, pamphlets, published reports and studies, films, most works of art (novels, plays, paintings, long musical compositions, and so on), newspapers, magazines and other periodicals. In a bibliography or list of references, the name of a book, magazine or newspaper is in italics, but articles within those publications take quotation marks (see **Section 5.3, References**).

It is not necessary to italicize the names of Internet sites, such as SchoolNet. Note, however, that it is Industry Canada policy to italicize *Strategis*. Internet and E-mail addresses may be set in boldface to set them off from the rest of the text.

Italicize the complete names of acts, statutes and court cases.

*the Official Languages Act*  
*Robson v. Chrysler Corporation*

Use italics for French or foreign words and phrases that are not considered to be Anglicized. Some common words and phrases that are considered to be Anglicized and that do not take italics are: ad hoc, aide-de-camp, per capita, regime and sombrero. But italicize:

*allegro non troppo*                      *qamutik* (a wooden cargo sled, Inuktitut)  
*coup d'état*                                *raison d'être*

Note: In general, it is not necessary to italicize legal terms, especially familiar ones. While *The Canadian Style* (6.03) recommends italicizing legal terms, the trend today is to not do so for legal and other terms derived from foreign languages as they become more and more common, including such terms as a priori, ex post facto and mea culpa.

Italicize the scientific names of plants and animals, both genera and species, and capitalize the genera, but not the species, even if it is derived from a proper noun. Higher taxonomic classifications, while capitalized, are not italicized.

The beaver (*Castor canadensis*) was the mainstay of the fur trade.  
The order Primates includes our species, *Homo sapiens*.

Italicize letters and words that are being specifically singled out.

Delete the second *and* from line 15.  
There is only one *s* in disappointment.

Use italics sparingly when indicating emphasis (as in “So what do *they* think of all this?”). In general, emphasis should be conveyed through syntax and context, not typography.

Italics may be used as one way to help vary different classes of subheadings in a text. They should be used consistently. See **Section 3.10, Headings**.

### 3.13 Laws and legal references

Errors are frequently made when referring to legal matters, which is not surprising since they are technical and to some extent require specialized language and a particular manner of referencing. Some help regarding capitalization, punctuation and so forth of legal terms can be found in *The Canadian Style*; check the index. Another reference is the *Legal Research Handbook* by Douglass T. MacEllven (Butterworths, 1993, 3rd edition), which explains how to cite statutes and provides a great deal of useful information. The following are some basic rules.

Capitalize the full names of proclaimed laws, treaties, important legal codes, court cases and historic documents. Italicize the complete names of acts, statutes and court cases.

the <i>Food and Drugs Act</i>	on second reference the Act
the Criminal Code	on second reference the Code
the Constitution (of Canada), the U.S. Constitution	
Order-in-Council P.C. 1351	
<i>MacLaren v. the Province of Ontario</i>	
the Magna Carta	

Do not capitalize or italicize proposed or hypothetical laws. Capitalize *bill* only when the full name is given.

a proposed language act		
a price-control bill	<i>but</i>	Bill C-1006

Capitalize *the Court* when it means “the judge.”

	The Court awarded damages to Mr. Smith.
<i>but</i>	The court was in session.

For more information about acts, see **Section 6.6.2, Federal Laws**, which gives Internet addresses for the Department of Justice and the Parliament of Canada.

Bills are draft acts of Parliament that are published and circulated under the authority of the House of Commons. There are three types, which may originate in either the House or the Senate. They are numbered as follows (in each case, an *S* precedes the number if the bill originated in the Senate):

- *Government bills*—those sponsored by the government—are numbered from C-1 to C-200.
- *Private members' public bills* are numbered from C-201 to C-1000.
- *Private bills*, sponsored by Members of Parliament, concern matters of particular interest or benefit to a person or persons. These are numbered starting with C-1001.

Bills for the current session of Parliament are available on the Internet. See **Section 6.6.2, Federal laws** for more information.

### 3.14 Metric usage

In general, follow the conventions of the metric system of measurement and the International System of Units (SI) in Industry Canada publications. Use the following conversion procedures.

From imperial to metric	From metric to imperial
<i>length</i>	
inches to millimetres, multiply by 25.4	millimetres to inches, multiply by .03937
inches to centimetres, multiply by 2.54	centimetres to inches, multiply by .3937
feet to metres, multiply by .3048	metres to feet, multiply by 3.281
yards to metres, multiply by .914	metres to yards, multiply by 1.0936
miles to kilometres, multiply by 1.609	kilometres to miles, multiply by .621
<i>area</i>	
square feet to square metres, multiply by .092	square metres to square feet, multiply by 10.76
square yards to square metres, multiply by .836	square metres to square yards, multiply by 1.95
acres to hectares, multiply by .404	hectares to acres, multiply by 2.47
square miles to square km, multiply by 2.589	square km to square miles, multiply by .386
<i>volume</i>	
cubic feet to cubic metres, multiply by .028	cubic metres to cubic feet, multiply by 35.314
cubic yards to cubic metres, multiply by .764	cubic metres to cubic yards, multiply by 1.307
gallons to litres, multiply by 4.546	litres to gallons, multiply by .22
U.S. gallons to litres, multiply by 3.785	litres to U.S. gallons, multiply by .264
<i>weight (mass)</i>	
ounces to grams, multiply by 28.349	grams to ounces, multiply by .035
pounds to kilograms, multiply by .453	kilograms to pounds, multiply by 2.2046
short tons (2000 lbs.) to tonnes, multiply by .9072	tonnes to short tons, multiply by 1.1
long tons (2240 lbs.) to tonnes, multiply by 1.016	tonnes to long tons, multiply by .98
<i>temperature</i>	
Fahrenheit to Celsius, subtract 32, divide by 1.8	Celsius to Fahrenheit, multiply by 1.8, add 32

In your text, replace any imperial measurements with metric units. If there is a good reason not to do this, give the metric amount in parentheses, a note or a footnote.

The U.S. standard is 3 ounces (85 g) per can.

If the reader is likely to be confused by the figures you are converting (for example, imperial vs. U.S. gallons into metric units), be as clear as possible about what is being measured and in which units. If a measure is very specialized (for example, western measure unit for wood chips), you should explain it briefly in parentheses.

You may use figures and units in short form or, if appropriate, write them in full in descriptive text.

2 m                      or              two metres              *but not*              two m  
\$4.98 per kg              or              kilogram

Be sure that the symbols you use for metric and SI units are correct. Strictly speaking, these short forms are not abbreviations, but symbols that are identical in English, French and many other languages. Consult the *Gage Canadian Dictionary*, Table of Measures, page 1718, and *The Canadian Style*, 1.23.

g    stands for gram (*do not use gm*)  
m    stands for metre  
m    also stands for the prefix milli- (*as in millimetre*)  
M    stands for the prefix mega- (*not million*)  
k    stands for the prefix kilo- (*not thousand*)

When no specific figure is stated, write the unit name in full.

How many kilometres is it to the nearest school?  
or    How far is it to the nearest school?

Do not abbreviate the terms for area and volume. Write them out in full or use a superscript number with the proper symbol.

9 square centimetres    or    9 cm<sup>2</sup>    not    9 sq. cm  
9 cubic centimetres    or    9 cm<sup>3</sup>    not    9 cu. cm

### 3.15 Money

Sums of money are usually expressed in figures, except where they refer to round or indefinite amounts or are used in a formal, literary or legal context.

When indicating the type of dollars in a table or graph (e.g. current or constant dollars), use one of these formats, as appropriate:

(\$ million)
(\$000)
(current dollars)
(1996 dollars)
(thousands of 1996 constant dollars)

Do not use \$K to mean *thousands of dollars*; use \$000 instead.

With money, use a space rather than a comma to separate three figures denoting a thousand. The same rule applies as with ordinary numbers, except in financial or payment documents. See **Section 3.20, Numbers**, and also *The Canadian Style*, 5.09 (Note 2) and 5.11.

	\$4 600 000	<i>not</i>	\$4,000,000
	\$46 000	<i>not</i>	\$46,000
<i>but</i>	\$4600		

In Canadian texts, references to money are assumed to be Canadian money. When it is necessary to differentiate between Canadian and other currencies, write:

C\$20	(for Canadian dollars)
US\$20	(for American dollars)
A\$20	(for Australian dollars)
£20	(or 20 pounds, for British pounds)
¥20	(or 20 yen, for Japanese yen)

Do not put a space between the number and the symbol: \$20, *not* \$ 20. Note that the French practice is different: 20 \$

Also see *The Canadian Style*, 5.26.

### 3.16 Names, corporations

Confirm all company names cited. Many companies have names that differ only slightly from each other, such as *Camco Inc.* and *Cameco*. The best way to verify a name is to consult the company itself. However, there are other sources. Industry Canada receives a number of major newspapers online, searchable as databases. Their business sections are a good source of information, but beware, there are stylistic differences between them and Industry Canada, as well as between the newspapers themselves, in their treatment of corporate names. Many business indexes, such as those published by Scott's Directories or Dun & Bradstreet, are available in the main Industry Canada library, although searching these indexes can be time-consuming if you are not sure of the name of the firm or its location, type of business, etc. See also **Section 6.11, Names, corporations.**

The following are general guidelines for using corporate names in Industry Canada publications.

Use abbreviations such as *Ltd.* and *Inc.*, but avoid *Bros.*, *Assoc.*, *Co.* and *Corp.*, especially in the main body of text. *Ltd.* and *Inc.* are ordinarily spelled out only when the full legal name of the firm must be shown.

In text, it is best to use a conventional name without abbreviation, as in *Thomas Reynolds and Company*, though you may drop the *Ltd.* and *Inc.* You can use *Thomas Reynolds and Co.* in notes, bibliographies or other lists, but do it consistently.

Some companies are commonly known by an acronym or initials. Generally, the first time a company is mentioned in a text, you should use its full name. Thereafter, you may use its more common label. In abbreviated names made up of syllables or some other part of the name rather than initials, only the first letter is capitalized.

RCA	Inco (International Nickel Company)
IBM	Stelco (Steel Company of Canada, Ltd.)
CTV	Nabisco (National Biscuit Company)

Use the corporate name in the style preferred by the company. This usually means that normal rules of punctuation, capitalization and typography are followed, but if the company uses a non-standard style, try to respect its preference.

DirecTV
TransCanada PipeLines

Don't worry about trying to duplicate special characters used in the legal name or trademark of some companies, such as *Toys R Us* in which the *R* is reversed. Unless your text is a legal document, the main consideration is that the name be instantly recognizable and used consistently in your text.

Use an ampersand ( & ) or other unusual typographical symbol only if it is part of the company's legal name.

Where official English versions of French corporate names exist, they should be used. If there is no English version, however, then the French name should be used without translation. If you include an unofficial translation with the French name, put it in parentheses and do not capitalize it; this will indicate that it is not a legally recognized company name.

Capitalize the **brand names** of manufactured products (for example, *Fibreglas*, *Prozac*, *Apple*), but not informal generic nouns (such as *fibreglass*, *aspirin*, *photostat*). However, avoid using brand names as generic nouns whenever possible. For example, write *photocopy* rather than *Xerox*, and *adhesive tape* rather than *Scotch tape*.

### **3.17 Names, geographical**

The Canadian Permanent Committee on Geographical Names (CPCGN), an agency of Natural Resources Canada, develops standard policies for geographical naming in Canada, and maintains the national database of officially recognized geographical names to be used on federal government maps. In general, these name forms should also be used in Industry Canada publications. See also **Section 6.12, Names, geographical**.

While French place names in Canada generally retain their accents in English texts, there are some legitimate exceptions. These are the 81 names of pan-Canadian significance as recognized by the CPCGN and Treasury Board, and they are listed in *The Canadian Style*, Chapter 15. For example, *Quebec*, when referring to the province, may appear in English texts without an accent. Note that formerly, the cities of Montréal and Québec acceptably appeared in English texts without accents; this practice has become discouraged in recent years, as neither city's name appears on the list.

For the correct forms of abbreviations, capitalization, etc., in geographical names, see also *The Canadian Style*, Chapter 15. See also **Section 3.1, Acronyms and other abbreviations** and **Section 3.5, Capitalization**.

### 3.18 Names, government departments and agencies

Before submitting your work for publication, be sure to verify that the names of the government departments, boards and agencies you have mentioned are correct, as they change frequently. Last year's name may no longer be current. Many Canadian federal departments have both an official (legal) name and an applied name—Department of Industry and Industry Canada, for example—and you should use one or the other. The latter is preferred in most Industry Canada publications.

Also, find the official French versions of the department or agency names *for the same time period* and attach them to your text. Better yet, a photocopy of an official source will make it easier for a proofreader or translator to check the version you have used. Do not simply translate these names yourself, for the results could be misleading to the translator and editor as well as to the reader.

Treasury Board manages the Federal Identity Program (FIP), which includes the use of applied names for federal government departments and agencies in both official languages. Information on the FIP, including a list of applied and legal names, may be found on the Treasury Board Internet site. See **Section 6.6, Government, Canadian** for the address. This same section lists other sources for checking current federal government programs and much general information.

### 3.19 Non-sexist language

The use of non-sexist language has become standard in formal communication. It bears repeating, however, that words, actions and graphic material that assign roles or characteristics to people solely on the basis of their gender have no place in Industry Canada publications. There are no hard and fast rules concerning gender bias, and most cases call for a certain amount of good judgment.

Gratuitous and otherwise inappropriate references to gender can be avoided through a better choice of words.

<i>instead of</i>	manpower	<i>say</i>	human resources
	chairman		chair
	spokesman		spokesperson
	waiter or waitress		server

Though frequently used in texts for the sake of politeness, designations such as *Mrs.*, *Ms.* or *Mr.*, as well as *Dr.*, are not usually necessary in lists of names. If it is important to indicate academic or professional qualifications, treat all names equally.

Samuel Sewell, BA Mary Sarton, PhD Michel Lalonde, MA
---

Take care in using pronouns. Avoid using the masculine pronoun “he” or “his” when referring generically to any person.

<i>instead of</i>	Each manager must prepare his own work plan.
<i>say (best)</i>	All managers must prepare their own work plans.
<i>or</i>	Each manager must prepare his or her own work plan.
<i>or (passive)</i>	Work plans must be prepared by each manager.

See **Section 1.5, Fair communications practices**, as well as *The Canadian Style*, Chapter 14. *Editing Canadian English* (Douglas & McIntyre, 1987) has an excellent chapter on eliminating bias in written communication.

### 3.20 Numbers

Spell out numbers from one to nine and use figures for the rest. Percentages and metric measures always take figures only.

That equipment is eight years old. The company was founded 10 years ago. Productivity increases were in the range of 6 to 9 percent. Output rose to more than 6 t per day.
---

If numbers in a series are both lower and higher than nine, make them all figures.

The boys were aged 8, 11 and 14 years.
--

When a sentence begins with a number, spell it out. Better yet, rearrange the sentence.

Use spaces instead of commas in numbers of five figures or more, such as *34 000* rather than *34,000*. This convention minimizes work for typesetters when converting tables to French-language texts, which use a space to separate thousands and a comma to designate a decimal place. It is Industry Canada style to close up numbers of four figures, for example *3400* rather than *3 400*.

Note: when referring to numerals, capitalize the terms *Arabic* and *Roman*.

See **Section 3.14, Metric usage** and **Section 3.15, Money**. Also see *The Canadian Style*, Chapter 5.

### 3.21 Page numbers

The following guidelines, based on traditional book format, may vary considerably depending on the type of publication you are producing. Nevertheless, page 1 of your main text should always begin on a right-hand page, although the actual number is not usually shown on this page. Use Arabic numerals for the main text. Some books are designed to begin every chapter on a right-hand page, which may leave a blank page before it. This wastes paper and, if possible, should be avoided.

The pages of front matter in a publication are numbered in lower-case Roman numerals (i, ii, iii, iv, etc.). This numbering begins with the title page, although the number is ordinarily not shown on the title page, copyright page or on any blank pages. Numbering usually first appears on the contents page, although this may well be page v or higher.

Manuscripts destined for online access normally don't need page numbers.

### 3.22 Percentages

In text, as a general rule, use the word *percent* rather than the symbol (%), unless you are dealing with a text that has many statistical references. Use *percent*, not *per cent*.

Profits increased by 20 percent in the last quarter.

The inflation rate fell by two percentage points from 6 percent to 4 percent.

In tables, indicate the word *percent* on the first line of a table that deals wholly or substantially with percentages, or the symbol (%) at the top of each column containing percentage figures, to avoid having to repeat it many times.

In text, omit extra zeros from percentage figures, whether or not the word *percent* or the symbol (%) is used:

15.5%    or    15%    not    15.0%
------------------------------------

Do not put space between the number and the symbol: 15%, *not* 15 %

See *The Canadian Style*, 1.17 and 5.09.

### 3.23 Quotations

Quoting from Chapter 8 of *The Canadian Style*, “The main use of quotation marks is to set off the exact words of a speaker or written source from the main body of a text. The quotation may consist of one or more complete sentences or paragraphs, parts of a sentence or paragraph or as little as one word.” The following are some general guidelines.

Enclose periods and commas within quotation marks, with other punctuation marks inside or outside depending on whether they are part of the original quotation. Never use more than one punctuation mark to end a quotation.

	John said, “How will I ever be able to finish all this by Friday?”
<i>but</i>	Did he say “I will finish it by Friday”?

A quotation used as part of another sentence should be punctuated to conform to the structure of the sentence as a whole.

<i>original</i>	We outsold all competitors.
<i>quoted</i>	He said they “outsold all competitors,” but I think he was exaggerating.

A quotation within a quotation should be enclosed in single quotation marks. If a single and double quotation mark appear beside each other, leave a space between them.

He said, “They told me ‘The job is yours.’ ”
--

For quotations that are more than 50 words or five lines long, it is often preferable to use a block format, indenting the entire quotation and separating it from the main text with a line space before and after it. In this format, the quoted text usually does not need to be enclosed in quotation marks. See *The Canadian Style*, 8.02, for variations pertaining to this format, particularly where quotation marks are required. If a block quotation is very long, it may be preferable to put it in smaller type.

Words, clauses or longer passages omitted in quoted material should be indicated by three ellipsis points, separated by a space from each other as well as from the preceding and following text.

According to the report, "commitments for public housing . . . totalled \$244.4 million in 1978."

To represent the omission of the last part of a quoted sentence, use four ellipsis points: the first immediately following the preceding word with no intervening space, and the remaining three separated by spaces. Note in the following example that another whole sentence as well has been omitted.

<i>original quotation</i>	The Canadian committee system is much less effective than it could be because of the high rate of substitutions and turnover permitted. Much of the problem with the Canadian committee system is that membership turnover is so high that few committees ever develop the continuity, expertise and mutual trust that make a committee effective. A change of attitudes and habits is required and we suggest a new parliamentary convention that committee membership be stable.
<i>quotation with omissions</i>	The Canadian committee system is much less effective than it could be because of the with high rate of substitutions. . . . A change of attitudes and habits is required and we suggest a new parliamentary convention that committee membership be stable.

Four dots can also indicate the omission of the first part of a sentence, along with other whole sentences. Note that the first letter after the ellipsis should be capitalized, even if it did not begin a sentence in the original quotation.

<i>quotation with omissions</i>	The Canadian committee system is much less effective than it could be because of the high rate of substitutions and turnover permitted. . . . We suggest a new parliamentary convention that committee membership be stable.
---------------------------------	--

If you add anything to quoted material for the purposes of explanation or clarification, enclose what you add in brackets.

"We foresaw *little* change in their environmental policies [emphasis added]."  
"We foresaw no change in [American] environmental policies."

Quotation marks may be used to indicate slang and colloquial terms, irony or a word defined and used in a text in a particular way. This should be done very sparingly.

Our "expert" witness admitted that he hadn't paid much attention to the incident.  
In this report, "health" includes health-related sciences.

Titles that should be enclosed in quotation marks include articles from newspapers and magazines; titles of lectures and papers; and radio and television programs. Other titles do not need quotation marks, such as the preface or chapter titles referred to elsewhere in the text of the same publication.

### **3.24 Spelling**

Variations in spelling in Canada for many years were based on some combination of British (*The Oxford English Dictionary*) and American (the Merriam-Webster series) dictionaries. In this guide, the standard for spelling is consistent with that recommended by *The Canadian Style*, which is “the *Gage Canadian Dictionary*, since it reflects the usage of most federal government departments and agencies more closely than do the *Webster’s* or *Oxford* dictionaries, is based on research into Canadian usage, and contains specifically Canadian terms.” Chapter 3 of *The Canadian Style* includes lists of frequently misspelled words (3.03 and 3.05) and other useful information regarding spelling difficulties.

When the *Gage Canadian Dictionary* shows two spellings for a word in the same entry, the first listed is preferred. If different spellings of a word are given separate entries, use the spelling from the entry where the word is defined (the entry without a definition simply shows a variant of the word).

Consistency in spelling, the proper wording of special names and the like require careful attention. If the publication you are preparing is a long one and you are dealing with many specialized terms, it may be useful for you to compile your own short list of such frequently recurring terms for quick reference.

You should use the “spell check” feature on your word-processing software, but you will have to be aware of any instances where it differs from Industry Canada style.

### **3.25 Word usage, some common questions**

There are a great many easily confused words in the English language, some of which are used incorrectly or inappropriately with unswerving consistency. This brief list includes some of the most commonly abused of these words, as well as a few other frequently appearing errors.

*Webster’s Dictionary of English Usage* is an excellent source of explication and clarification. See **Section 1.3, Other guides for writing, grammar and usage.**

<b>about / approximately</b>	<i>About</i> suggests a rough estimate, as in “ <i>about</i> half done.” “ <i>Approximately</i> 34 litres” implies a degree of accuracy.
<b>accept / except</b>	<i>Accept</i> means to receive willingly or agree with. <i>Except</i> means excluding.
<b>alternate / alternative</b>	As adjectives, these two words are often used interchangeably to suggest additional possibilities, but they are not identical in meaning. <i>Alternate</i> , which carries the sense of something that occurs or proceeds in turn, is not as effective a word when something offering or expressing choice is being conveyed, as in “ <i>alternative</i> courses of action.”
<b>between / among</b>	It is commonly but incorrectly believed that <i>between</i> should be used when dealing with only two things and <i>among</i> with three or more. Actually, while <i>between</i> expresses a relation of one thing to another, it may also be used to express a relation of one thing to many surrounding things, both individually and severally, as in: “Diplomatic relations <i>between</i> Italy, France and Germany are strained.” <i>Among</i> is used to express more general and vague relationships, such as “I was walking <i>among</i> the flowers.”
<b>equivalent / equal</b>	<i>Equivalent</i> means approximately, or more or less the same. <i>Equal</i> means exactly the same.
<b>impact</b>	<i>Impact</i> , as a verb, means to fix firmly against, or make contact forcefully. Avoid using it to mean “influence” or “affect.”
<b>irregardless</b>	This is not a word. Use <i>regardless</i> .
<b>less / fewer</b>	Deciding which of these terms to use depends largely on context. In general, <i>fewer</i> is used when the subject is a number of identifiable things, as in “ <i>fewer</i> products” or “ <i>fewer</i> items on the agenda.” Use <i>less</i> for quantities of mass, bulk or volume, as in “ <i>less</i> weight.” <i>Less</i> is also used for single entities, such as “ <i>less</i> time” or “ <i>less</i> money,” and when the numbers refer to distances and amounts, as in “ <i>less</i> than two miles” or “ <i>less</i> than \$20.”
<b>more than / over</b>	Whether or not it is acceptable to use <i>over</i> to mean <i>more than</i> is widely debated. Some authorities would say that <i>over</i> is acceptable (see <i>Webster’s Dictionary of English Usage</i> ). Industry Canada style favours <i>more than</i> , however, as in: “The value of the products increased by <i>more than</i> 50 percent.”

**Native / Aboriginal**

Capitalizing these and other names referring to the indigenous inhabitants of Canada is now preferred (see **Section 3.5, Capitalization**). Moreover, a number of other recommendations of the Government of Canada Terminology and Language Standardization Board are worth mentioning. Note that Aboriginal *people* refers to all such individuals collectively, whereas Aboriginal *peoples* implies all indigenous *groups*, each of which has a particular culture, language, ancestry and history. Note that the term *First Nations* was coined by Indian bands and refers only to Status Indians, therefore it is not a synonym for *Aboriginal*, etc. The term *Métis* should always have an acute accent in English. Use *Inuit* (meaning “the people”) rather than Eskimo; the singular (one person) is *Inuk*, and the generally accepted overall term for the language is *Inuktitut*, although there are many dialects. Use *Inuit* for the adjective, as in Inuit art.

**substantive / substantial**

There is no substantial difference between these two words, except the apparent belief that *substantive* conveys greater meaning.

**that / which**

According to Strunk and White (*The Elements of Style*, Macmillan, 1979, 3rd ed.), from whom the following examples are taken, the use of *which* for *that* is far too common in written and spoken language. Nonetheless, the distinction between these two pronouns is difficult to figure out in many instances. Simply stated, *that* is the defining or restrictive pronoun, and *which* the nondefining or nonrestrictive:

The lawn mower *that* is broken is in the garage. (*Tells which mower.*)

The lawn mower, *which* is broken, is in the garage. (*The clause adds a fact about the only mower in question and would not destroy the sentence if removed.*)

**under way**

This is always two words when used as an adverb, which is how it is most often used: “The program is now *under way*.”

**unique**

*Unique* means “one of a kind,” and so cannot be used with superlatives. To say that something is “very *unique*” is grammatically incorrect.



## 4 The things that stand out

### 4.1 Lists

In typeset copy, listing points by indenting and using bullets (•), numbers or letters makes them stand out more. Keep in mind, however, that numbering (or alphabetical sequence, for example, *a, b, c . . .*) can imply ranking, that is, putting points in order of their importance or priority. If you are not listing points according to any particular ranking, it is often best to use bullets. Whichever method you choose, use it consistently. Do not switch back and forth between bullets, numbers and letters or even different ways of using any one of these, for example, *1.* versus *1)* or *a.* versus *a)*. Chapter 7 of *The Canadian Style* includes a section on vertical lists (7.65 to 7.70).

You must decide whether to start each listed item with a capital letter and whether to use a period, a semicolon or nothing to end each listed item. Any of these approaches may be acceptable, but be consistent. If the items listed after a colon are complete sentences, they should begin with a capital letter and end with a period (or a question mark).

The Task Force is seeking your views on the following three questions:

- What can the federal government do to accelerate the implementation of secure electronic commerce services?
- How can the federal government best balance the needs of electronic commerce providers, private citizens and law enforcement agencies?
- What controls, if any, should be placed on companies providing electronic commerce services?

At the other extreme, for lists of single words or short phrases set off with bullets, a period at the end of the list may be the only punctuation required.

The registrar's role is to:

- administer
- clarify
- verify
- advise
- report.

You may wish to use semicolons to end each phrase in your list. If you do this, remember that your entire list, including what comes before the colon, should make a complete sentence if you were to remove the bullets and write it out. In such a list, you may add *and* after the last semicolon; and always end the last item with a period (just as you would if you were writing the list as one sentence).

Some public officials excluded by the Act are:

- members of the legislature;
- employees of provincial and territorial governments;
- members of local or municipal governments; and
- employees of local or municipal governments.

Note, using semicolons this way means you cannot include an added sentence in any of your points.

*not* Some public officials excluded by the Act are:

- members of the legislature;
- employees of provincial and territorial governments;
- members of local or municipal governments. This also includes anyone on their staffs.
- employees of local or municipal governments.

Note that the third item on the above list could be included thus:

- members of local or municipal governments (including anyone on their staffs); and

The previous rule—that what you put in a list should make a grammatically correct sentence—also demands that all items in the list be parallel. Don't do the following, for example:

*not* The framework should include:

- the promotion of pension and benefits portability;
- to remove barriers to non-standard employment;
- facilitate worker mobility;
- the promotion of training and skills development.

The second and third items in the above list should be, respectively:

- the removal of barriers to non-standard employment;
- the facilitation of worker mobility;

In long lists containing several paragraphs of comments, you should use normal punctuation within the bulleted item. However, in this case, do not try to force complete paragraphs into a series by splicing them together with semicolons.

It is often preferable to phrase the text before the colon so that it can stand alone as a sentence.

<i>rather than</i>	The following laboratories can test water for acid rain content: Laboratories that can test water for acid rain content are:
--------------------	---

## 4.2 Tables and figures

Special effort is necessary to ensure that tables and figures are clear and useful to the reader, and that information is presented in a consistent manner. Here are some tips.

When planning a table, pay attention to its appearance. Keep it as simple as possible. Does it have too many columns to fit the page comfortably? Will it look readable online? Are there so many levels of column heads and subheads that the reader might be confused? Does the table fit on a single page? Continuing a table on to the next page or next screen means repeating the headings, and this can get confusing. If your table is to be shown in the text, keep it as short and small as possible for maximum reader impact.

Be consistent in your use of capital or lower case letters, italics and boldface, and pay attention to the size and weight of type, the end punctuation of sources and notes, and other details of style and format.

In a note, explain abbreviations used in the table or figure, particularly if there is any possibility of them being misinterpreted.

n/a = not available SMEs = small and medium-sized enterprises
--

Be sure to indicate units of measure, but avoid repeating the units with each number. A unit measure that is common to a row or column of numbers may appear at the top of the column or at the start of the row:

(Percent)	(Millions of dollars)	(%)	(\$000)
-----------	-----------------------	-----	---------

With numbers, indicate negative values in a table by a minus symbol or parentheses, and be consistent throughout.

Companion figures should be drawn to the same scale so that it is easy to compare them.

Verification of your data is crucial. Does the data in the table or figure agree with the information given in the text? Be sure to check simple addition in tables. Do the percentages total 100? If they do not total 100 because they have been rounded off, add a note to that effect.

If you are quoting data from one or more outside sources, you must note those sources for each table and figure. If Statistics Canada is the source, for example, be sure to give the complete catalogue title and number as well as the year, if applicable. If there is more than one source, add a note to the table identifying which data came from which source. Notes accompanying tables or figures should be in the same form as other footnotes or endnotes in the publication (see **Section 5.3, References**).

Source: <i>Chemical and Chemical Products Industries</i> , Statistics Canada Catalogue No. 46-260, annual.
---

Attributing data to Statistics Canada does not shift the responsibility for accuracy from the author. When crediting Statistics Canada, be sure to quote the data exactly as they appear in the Statistics Canada publication. (See **Section 6.13, Statistical information** for how to verify such information.) If the data have been heavily reworked by Industry Canada staff, these changes should be acknowledged, rather than attributing the alteration to Statistics Canada. The following note indicates the true source:

Source: Industry Canada estimates based on data supplied by Statistics Canada.
--

Read the titles of your tables and figures. Do they state clearly what the tables and figures show? Keep the titles as brief as possible. Don't clutter them with information that is repeated in the body of the table or figure.

### 4.3 Listing tables and figures

Brief publications, especially if they have few graphic elements, do not need a list of tables and figures. In books and longer reports that contain a great many tables and figures, however, a list of these graphics will make it easier to find them and to refer to them in the text. A list of tables or list of figures is considered part of the front matter of a book, and should come immediately after the contents page. Include it in the contents and give its page number.

Number tables or figures consecutively in Arabic numerals, for example, Table 1, Table 2, etc. If there are tables and figures in a number of appendixes, these may be numbered using a system that combines the letter designation of the appendix and an Arabic numeral, such as Table A-1, Table B-1, etc. Keep separate the numbering of tables and figures as well as of maps and other charts.

## 5 What's at the end

Industry Canada publications rarely require all of the kinds of end matter described here. When they are used, they should appear at the end of the publication in the order followed in traditional book format: appendixes, notes, references, bibliography and index. However, even a large report is more likely to include only a reference list and perhaps an appendix or two.

When compiling reference matter, be sure to note the correct titles, agency names and other relevant information as you work, and include documentation for that information along with your text when you submit it for publication. See **Section 1.7, Checking your facts** and **Section 6.4., Bibliographic information**.

*The Canadian Style* provides extensive guidelines for preparing notes, references, bibliographies, and indexes. Also consult *The Chicago Manual of Style* (University of Chicago Press, 1993, 14th edition), generally considered the definitive guide to preparing book-length publications, for more detailed information on specific kinds of reference material.

Citing and referencing of sources from electronic databases is continually changing. No published print source covers all forms of electronic citation because of the rapid development of this area of publication. The International Organization for Standardization has begun to develop "ISO 690-2, Information and documentation - Bibliographic references - Electronic documents or parts thereof." Until a standard is adopted, the following guides are recommended:

### Print

*The Chicago Manual of Style*, 14th edition, University of Chicago Press, 1993, Sections 15.423 and 16.209.

Xia Li and Nancy Crane. *Electronic Styles: A Handbook for Citing Electronic Information*, revised edition. Information Today, Medford, New Jersey, 1996, ISBN 1-57387-027-7.

### Online

*Bibliographic Formats for Citing Electronic Information*. Based on Li and Crane's book *Electronic Styles: A Handbook for Citing Electronic Information*, 1996.  
<http://www.uvm.edu/~ncrane/estyles>

*MLA-Style Citations of Electronic Sources*, by Janice R. Walker.  
<http://www.cas.usf.edu/english/walker/mla.html>

## 5.1 Appendix

An appendix contains detailed or technical information that is supplementary to the main text of a publication. According to *The Chicago Manual of Style*, material properly relegated to an appendix includes explanations and elaborations that are not essential to the text but would be helpful to a reader seeking further clarification. This includes documents (or laws, etc.) illustrating the text, long lists, survey questionnaires, the official minutes of a meeting, sometimes even charts or tables. The appendix should not be a collection of raw data that the author was not able to work into the text.

The usual practice at Industry Canada is to label a series of appendixes by letters (Appendix A, B, C, etc.) rather than by numbers. Each appendix should be given a title. The first appendix usually begins on a right-hand page. Appendixes are sometimes referred to as annexes.

## 5.2 Notes

Notes may provide additional information, clarify a point or identify a source. They may appear in a publication as *footnotes* at the bottom of the page, or as *endnotes* in a list following the text and before the references. A note is designated by a superscript number, best placed at the end of a sentence rather than in the middle, as shown here.<sup>1</sup>

Footnotes should be brief, a few words or at most a sentence or two. In a publication that cites few works by other authors, such references may be given in footnotes rather than in a list of references at the end.

1. Appendix B offers a broad appraisal of the current wisdom concerning support for small businesses.
2. Kathryn May, "Soil Erosion Will Cause Food Shortages," *The Citizen* (Ottawa), July 17, 1994, p. 4.
3. Information Highway Advisory Council, *The Economic Impacts of the Information Highway: An Overview*, Task Force on Growth, Employment and Competitiveness, Ottawa, July 1995.

Notes are best collected as endnotes if they are extensive or if they include lengthy comments by the author.

## 5.3 References

A reference list includes all of the works cited in the text, and *only* those works. The following information is required, as applicable, in the following order: name of author (or editor, compiler or institution that produced the work); date of publication; title and subtitle; series, journal or periodical; volume number; edition (if not the first); place of publication; and publisher.

Cite works in alphabetical order by the author's surname. Put the year of publication immediately after the author's name to facilitate references to the work in the text. Italicize the titles of books, journals, magazines and newspapers. Articles or papers included in those publications should be in quotation marks. Punctuate references (and bibliographies) as in the following examples:

Smith, A. P., and G. Michaud. 1994. "The moral dimensions of poverty," *Journal of Canadian Studies*, 27 (2): 66-92.

Zaslow, Morris. 1988. *The Northward Expansion of Canada, 1914-1967*. Toronto: McClelland and Stewart.

In the text, references should mention the author's surname and the year of publication only:

Zaslow (1988) emphasizes the role of natural resource exploitation in the opening up of Canada's Arctic. Others (Crowe 1974) have described the same period from the point of view of Aboriginal history.

## 5.4 Bibliography

A bibliography and a reference list are not the same thing. A bibliography lists books and other reference material used by the author in preparing a text, including both works that are directly cited in the text and works the author used as sources of information but did not cite directly. A list of references includes *only* works that are directly cited in the text.

As in reference lists, bibliographies cite works in alphabetical order by author's surname. In each bibliographic entry, the order of information, use of italics and system of punctuation follow the style outlined above for references.

In an "annotated" bibliography, the work listed includes a critical note explaining why the reader may find it useful or enlightening:

Saunders, A. 1991. "Beaufort Blues Again," *Arctic Circle*, Vol. 1., No. 5, March/April. Cites reasons why companies had been wary of investing in Beaufort Sea oil development.

## 5.5 Index

An index is an alphabetized listing of the names, places and subjects in a book that gives the page number on which each item may be found. The index should be the last item in a book. It should not be confused with the contents, which lists the parts of a book in the order in which they appear, and is included with the front matter at the beginning of the book.

*The Canadian Style* defines an index as “a systematic guide to significant items or concepts mentioned or discussed in a work.” It is an essential part of any publication in which readers will need to find specific, detailed information. Preparing an index is complex, specialized work, and is usually contracted out to a professional indexer.

Indexes are not needed in online texts; most will have word-search capability instead.

## 6 Checking your facts

Industry Canada is moving into an era of self-publishing and contracting out for most editorial and graphic design services. This, along with the limited resources in the Communications Branch, puts the onus on authors (and contractors) to check the facts in publications produced by Industry Canada. This chapter is designed to help writers, contractors and Communications Branch employees with the most frequently occurring kinds of information that require fact-checking.

Where possible, both print sources and electronic sources are provided. Most sources can be found in Industry Canada's main library, on the Internet, through Lotus Notes databases such as Industry Applications in Notes (ICAN), and via other electronic sources on the Industry Canada network. The information needed to check some facts can be found in this guide.

Industry Canada's main library is located at: Third Floor, West Tower, 235 Queen Street, Ottawa (954-2728).

### 6.1 Acronyms and other abbreviations

#### In Print

*Acronyms, Initialisms & Abbreviations Dictionary, 1997 (vols. 1-3)*  
21st edition, Gale Research, Detroit, 1997, Mary Rose Bonk (editor).

This three-volume set includes thousands of terms (mostly U.S., but also including thousands of Canadian and British terms) in subject areas such as aerospace, associations, banking, business, data processing, domestic and international affairs, electronics, government, information technology, science, telecommunications, trade and transportation.

*The Canadian Dictionary of Abbreviations*  
2nd edition, ECW Press, Toronto, 1994, Thérèse Dobroslavic.

This book contains approximately 18 000 English- and French-language abbreviations, initialisms and acronyms commonly used in Canada.

***International Acronyms, Initialisms & Abbreviations Dictionary***  
3rd edition, Gale Research, Detroit, 1993, Jennifer Mossman (editor).

This publication includes more than 150 000 terms covering areas such as associations, business and trade, communication, foreign and international affairs, government, military affairs, politics, research centres, science and transportation. Canadian terms are not included unless they have international significance. More than 150 countries are represented.

### **Internet**

**The WorldWideWeb Acronym and Abbreviation Server**  
<http://www.ucc.ie/info/net/acronyms>

This Internet site allows users to search for acronyms and their definitions.

## **6.2 Addresses and postal codes**

### **6.2.1 Canadian postal codes**

#### **In Print**

***Canada Postal Code Directory / Répertoire des codes postaux au Canada—1996 (2 vols.)***  
Canada Post Corporation, Ottawa, 1996.

Volume 1 includes the postal codes for Newfoundland, Nova Scotia, Prince Edward Island, New Brunswick and Quebec. Volume 2 contains the postal codes for Ontario, Manitoba, Saskatchewan, Alberta, British Columbia, the Northwest Territories and the Yukon. Also included in Volume 2 are the postal codes for federal government departments and agencies.

#### **Internet**

**Postal Code Look-up – Street Address**  
<http://www.canadapost.ca>

This Canada Post Corporation site allows users to find postal codes for mailing addresses. Follow the “find a postal code” link from the main menu.

**Westminster: Canadian Postal Code Lookup**  
<http://www.westminster.ca>

This site is by Westminster International, located in Richmond Hill, Ontario. It provides postal codes for Canadian mailing addresses. Users can also search for American zip codes. Follow the links for “Canadian Postal Code Lookup” or “American Zip Code Lookup.”

## 6.2.2 U.S. zip codes

### In Print

#### *National Five-Digit ZIP Code and Post Office Directory (2 vols.)*

United States Postal Service, Washington, D.C., 1996.

This two-volume directory lists the ZIP codes for addresses in the United States. Volume 1 contains the ZIP codes for addresses in cities located in states starting with the letters A to M (Alabama to Montana); Volume 2 contains the ZIP codes for addresses in cities located in the states that start with the letters N to W (Nebraska to Wyoming).

### Internet

#### **ZIP+4 Code Look-up**

<http://www.usps.gov>

The official United States Postal Service site has a search option that allows users to find zip codes for U.S. addresses.

## 6.3 Addresses, E-mail and Internet

### Internet

There are a number of Internet directories that allow users to search for E-mail and Internet addresses. The following are a few starting points.

#### **555-1212.com**

<http://www.555-1212.com>

#### **Bigfoot**

<http://www.bigfoot.com>

#### **Four11**

<http://www.four11.com>

#### **InfoSpace**

<http://www.infospace.com>

## **6.4 Bibliographic information**

### **Lotus Notes**

#### **GeoPac**

To access this application, follow the "Libraries" link from the main menu of ICAN in Lotus Notes. Then click on "GeoPac (Industry Canada Library Catalog)" to launch.

GeoPac is the online public access catalogue of Industry Canada library services. It provides bilingual desktop access to the combined catalogues of the Queen Street Library, the Competition Bureau Resource Centre and the CIPO Library. Searches for library publications can be done by keyword, subject, author, title or other features.

The results retrieved will include the author's name, publication title, edition, publisher, notes about the publication, number of pages, type of publication and availability. This information can be used to double-check references made to publications in footnotes and bibliographies.

### **Internet**

#### **Depository Services Program**

<http://dsp-psd.pwgsc.gc.ca>

Most Government of Canada publications must obtain catalogue and ISBN numbers from the Depository Services Program of Public Works and Government Services Canada. This Internet site allows users to search for Government of Canada publications registered with the program. This is a good site for verifying the names of government publications.

## **6.5 Foreign exchange rates**

### **Bank of Canada**

Bank of Canada telephone number: (613) 782-7506 (bilingual)

**"Press 1" for Daily Exchange Rates (daily noon rates)**

U.S. dollar, pounds sterling, German mark (Deutschemark), Japanese yen, Swiss franc, French franc, Netherlands guilder, Italian lira.

**“Press 2” for Monthly Exchange Rates (gives monthly rate and the noon rates for the last day of the preceding month)**

U.S. dollar, pounds sterling, German mark (Deutschemark), Japanese yen, Swiss franc, French franc, Netherlands guilder, Italian lira, Argentine peso, Australian dollar, Austrian schilling, Belgian franc, Danish krone, European currency unit (ECU), Finnish markka, Hong Kong dollar, Irish punt, Malaysian ringgit, Mexican peso, New Zealand dollar, Norwegian krone, Philippine peso, Portuguese escudo, Singapore dollar, South African rand, Spanish peseta, Swedish krona, Taiwan dollar, Thailand baht.

### **Internet**

#### **Daily Noon Rates**

**<http://www.bank-banque-canada.ca>**

Daily noon rates for the U.S. dollar and other currencies are available on the “financial statistics” section at the Bank of Canada site. Follow the link from the main menu.

## **6.6 Government, Canadian**

### **6.6.1 Federal government (general)**

#### **In Print**

***Info Source: Sources of Federal Government Information / Info Source : Sources de renseignements fédéraux***

Treasury Board Secretariat.

This two-volume English and French set provides a list of all federal government departments, their legislation (government Acts under their jurisdiction), programs and branch names (with a description of their responsibilities).

***Estimates: Part III Expenditure Plan / Budget des dépenses : Partie III Plan de dépenses***  
Treasury Board Secretariat.

The Industry Canada library contains the *Estimates* for federal government departments and agencies. These bilingual publications, updated yearly, can be used as a reference to verify the names of government departments, programs, branches and Acts.

## Internet

### **Government of Canada**

**<http://www.canada.gc.ca>**

This official, bilingual Government of Canada Internet site provides links to various federal institutions and programs. It also has a "Search" site which allows users to search all federal government Internet sites.

### **Titles of Federal Organizations**

**<http://www.tbs-sct.gc.ca>**

Canadian federal government departments are given both a legal title (for example, the Department of Industry) and an applied title (Industry Canada). Industry Canada publications generally use the applied name of the department. The Treasury Board site provides both legal and applied departmental titles, under the "Federal Identity Program" section.

To reach the list of titles from the main menu of the Treasury Board site, follow these links:

- "Key Policies and Publications"
- "Treasury Board Secretariat policies and publications for the management of the federal government"
- "Communications and Information Management"
- "Federal Identity Program"
- "Titles of Federal Organizations"

### **Treasury Board**

**<http://www.tbs-sct.gc.ca>**

This site contains online versions of all the volumes of the *Treasury Board Manual*, an electronic version of *Info Source*, as well as links to online versions of the *Estimates* documents for federal departments and agencies. To view these items, follow the link to "Key Policies and Publications" from the main menu.

## 6.6.2 Federal laws

### In Print

#### *Statutes of Canada / Lois du Canada*

Queen's Printer for Canada, Ottawa.

This bilingual publication, published yearly, contains the full text of the Acts of Parliament passed during the previous year. It also contains a complete list of the English titles of all Canadian federal Acts (on the orange pages) and a complete list of the French titles of Acts (on the blue pages).

#### *Table of Public Statutes—Table of Acts and Responsible Ministers / Tableau des lois d'intérêt public—Tableau des lois et des ministres responsables*

Department of Justice Canada, Ottawa.

This bilingual publication is produced by the Department of Justice Canada and is updated three times a year (December, April and August). It contains a complete listing of the English and French titles of all public statutes since 1907.

### Lotus Notes

#### **Federal Legislation Infobases**

To access these databases, link to "Corporate Information" from the ICAN main menu, then click on "Consolidated Statutes of Canada" under "Statutes." In addition to the Consolidated Statutes, these databases also include the Annual Statutes of Canada, the Constitution Acts, the Table of Public Acts and the Consolidated Regulations of Canada. These infobases are organized alphabetically and are full-text searchable.

### Internet

#### **Department of Justice Canada**

<http://canada.justice.gc.ca>

The Department of Justice site contains the entire text of all Canadian government Acts. From the site's main menu, select the link for "Laws." There, you will find links to the Consolidated Statutes of Canada, the Criminal Code, Canadian constitutional laws, as well as the Table of Public Statutes.

**Parliament of Canada**  
<http://www.parl.gc.ca>

The Parliamentary Internet site contains the full text of all Bills before the House, lists of Members and Senators, and much useful Parliamentary information. To access the text of Bills, follow the link to "Parliamentary Business and Publications" from the main menu. For information regarding Members and Senators, simply follow the appropriate link.

### **6.6.3 Government programs**

#### **In Print**

*Federal-Provincial Programs and Activities, A Descriptive Inventory, 1993-1994 and 1994-1995 / Programmes et activités fédéraux-provinciaux, Répertoire 1993-1994 et 1994-1995*

18th edition, Government of Canada, Privy Council Office, Ottawa, April 1995.

This publication, updated yearly until 1995, provides a list of government programs and activities organized by department. Each program/activity description includes which branch/sector administers it, the time frame, financing and operation information, and a contact address and telephone number for further information.

#### *Government Assistance Manual*

CCH Canadian Limited, North York, 1994.

This publication provides information on federal and provincial government assistance programs. Each entry gives the name of the program, a program description, eligibility requirements, assistance available, information on how to apply, and a contact address and telephone number for further information.

#### *Government Assistance Programs in Canada: A Practical Handbook*

CCH Canadian Limited, North York, 1993.

This publication provides a listing of various forms of federal, provincial and municipal government assistance available to Canadian industry. Each entry includes the name of the program, a description, assistance available and contact addresses and telephone numbers for further information.

## **Internet**

**Federal Government Programs and Services to Small and Medium-sized Enterprises**  
**<http://www.cbsc.org>**

The Canada Business Service Centres site gives hundreds of hyperlinks to sites for government programs dedicated to small and medium-sized enterprises. Follow the links from the site's main menu.

**Reference Canada**  
**[http://www.canada.gc.ca/programs/refcda/refcda\\_e.html](http://www.canada.gc.ca/programs/refcda/refcda_e.html)**

This site provides toll-free telephone numbers offering bilingual information and referral service on current Canadian federal government programs and initiatives.

## **6.7 Industry Canada**

See Section 6.14.4, **Industry Canada employee telephone numbers**, for how to obtain the telephone numbers of Industry Canada employees via the Government Electronic Directory Services (GEDS) Direct500 Internet site and in the Electronic Telephone Directory.

### **6.7.1 Industry Canada Internet sites**

**Aboriginal Business Canada**  
**<http://abc.gc.ca>**

**Canada Business Service Centres**  
**<http://www.cbsc.org>**

**Canada's International Business Strategy (CIBS)**  
**<http://www.dfait-maeci.gc.ca/english/trade/cibs/english>**

**Canadian Business Map**  
**<http://strategis.ic.gc.ca/bizmap>**

**Canadian Company Capabilities**  
**<http://strategis.ic.gc.ca>**

The Canadian Company Capabilities database is available in *Strategis*, under the "Company Information" link from the main menu.

**Canadian Intellectual Property Office (CIPO)**  
**<http://cipo.gc.ca>**

**Canadian Tourism Commission**  
<http://info.ic.gc.ca/Tourism>

**CANARIE**  
<http://www.canarie.ca>

**Communications Research Centre**  
<http://www.crc.doc.ca>

**Community Access Program**  
<http://cap.unb.ca>

**Computers for Schools Program**  
<http://www.schoolnet.ca/cfs-ope>

**Consumer Connection**  
<http://strategis.gc.ca/oca>

**Contact! The Canadian Management Network**  
<http://strategis.ic.gc.ca/contact>

**Corporate information site**  
<http://info.ic.gc.ca>

**Employment Programs for Young Canadians**  
<http://strategis.ic.gc.ca/youth>

**ExportSource**  
<http://exportsource.gc.ca>

**FedNor**  
<http://fednor.ic.gc.ca>

**Measurement Canada**  
<http://mc.ic.gc.ca>

**National Graduate Register**  
<http://ngr.schoolnet.ca>

**National Science and Technology Week**  
<http://www.schoolnet.ca/NSTW>

**Office of the Superintendent of Bankruptcy**  
<http://strategis.ic.gc.ca/osb>

**SchoolNet**  
<http://www.schoolnet.ca>

**SchoolNet Digital Collections**  
<http://www.schoolnet.ca/collections>

**Spectrum Management and Telecommunications**  
<http://spectrum.ic.gc.ca>

***Strategis***  
<http://strategis.ic.gc.ca>  
*Strategis* Help Desk: 1-800-328-6189 or (613) 954-5031  
*Strategis* Fax: (613) 954-1894

**Student Connection Program**  
<http://www.scp-ebb.com>

**Technology Partnerships Canada**  
<http://tpc.ic.gc.ca>

## **6.7.2 Industry Canada branches, sectors, programs**

### **In Print**

***Industry Sector Access Guide***  
Industry Canada.

This publication is a good source for the official names of the various branches and teams that make up the Industry Sector at Industry Canada.

### **Lotus Notes**

#### **Financial Assistance Programs**

The Financial Assistance Programs database, developed by the Programs and Services Branch, lists the main programs funded by Industry Canada. The database can be found on ICAN's "Corporate Information" menu under "Programs."

The database lists Industry Canada funded programs in both English and French and gives a short description, start and end date, and contact names and telephone numbers for each program.

## **ICINFO**

All ICINFO E-mails are available on Lotus Notes, through ICAN's main menu. The database, which is full-text indexed, contains a six-month archive. Users can verify the names of branches and programs by typing the name in the search bar and retrieving all ICINFO E-mails matching that topic.

### **Internet**

**Industry Canada**  
**<http://info.ic.gc.ca>**

Industry Canada's corporate information site contains information on the department's mandate and structure. Also on the site are electronic versions of departmental news releases, speeches and publications. The site is full-text searchable.

***Strategis***  
**<http://strategis.ic.gc.ca>**

The *Strategis* site is the best Internet site to use when searching for Industry Canada branch names, program titles, initiatives and contact names. Use the "Search" function from the site's main menu.

## **6.8 Industry Portfolio**

The Industry Portfolio comprises 13 agencies and Crown corporations.

**Atlantic Canada Opportunities Agency**  
**<http://www.acoa.ca>**

**Business Development Bank of Canada**  
**<http://www.bdc.ca>**

**Canada Economic Development for Quebec Regions**  
**<http://www.dec-ced.gc.ca>**

**Canadian Space Agency**  
**<http://www.space.gc.ca>**

**Competition Tribunal**  
**<http://www.ct-tc.gc.ca>**

**Copyright Board Canada**  
Not online at time of printing.

**Industry Canada**  
<http://strategis.ic.gc.ca>  
<http://info.ic.gc.ca>

**National Research Council Canada**  
<http://www.nrc.ca>

**Natural Sciences and Engineering Research Council of Canada**  
<http://www.nserc.ca>

**Social Sciences and Humanities Research Council of Canada**  
<http://www.sshrc.ca>

**Standards Council of Canada**  
<http://www.scc.ca>

**Statistics Canada**  
<http://www.statcan.ca>

**Western Economic Diversification Canada**  
<http://www.wd.gc.ca>

## **6.9 Metric conversion**

To convert metric units to imperial units, and vice versa, see **Section 3.14, Metric usage**.

### **In Print**

*Canadian Metric Practice Guide*  
Canadian Standards Association, 1989, 5th edition.

This resource summarizes the conventions and practices that should be used in conjunction with the metric system. Section 8 gives detailed conversion factors between metric and imperial units.

## **6.10 Names, associations**

### **6.10.1 Canadian associations**

#### **In Print**

The best way to verify that the name of an association is complete and correct is to telephone it. The following publications are good places to start checking.

#### ***Canadian Almanac & Directory 1996***

Canadian Almanac & Directory Publishing Co. Ltd., Toronto, 1996, Ann Marie Aldighieri.

Section 2 of this publication includes a listing of organizations/associations in Canada grouped by subject. Some groups included are: accounting, apparel, automotive, aerospace, construction, chemical industry, energy, environmental, equipment and machinery, forestry and forestry products, fur trade, gas and oil, information management, insurance industry, manufacturing and industry, mines and mineral resources, packaging, patents and copyright, retail trade, tourism and travel, and transportation and shipping. Each listing gives the organization's or association's full name, address, telephone and fax numbers, E-mail address, contact name and publications.

#### ***Corpus Almanac & Canadian Sourcebook***

Southam Inc., Don Mills, Barbara Law, published annually.

This annual publication includes a section titled "Associations and Societies in Canada" which lists associations grouped by subject including such areas as: accounting and auditing; aviation and aerospace; business; chambers of commerce and boards of trade; computers and information processing; copyright, patents and trademarks; equipment and machinery; footwear; foreign trade; petroleum, oil and gas; retail trade; telecommunications; toys; transportation and distribution; trucking; wood and wood products. Each listing gives the association's name, contact name, address, and telephone and fax numbers.

#### ***Directory of Associations in Canada / Répertoire des associations du Canada***

Micromedia Limited, Toronto, Brian Land, annual.

This publication, updated annually, lists approximately 19 000 associations including their complete name, contact name, address, telephone and fax numbers, titles of publications, number of members and E-mail and URL addresses of home pages where available. Also provided are the association's mandate, titles of publications, and number of staff members when available. Associations included are international or foreign-based associations with offices in Canada; and national, interprovincial and provincial associations.

## Lotus Notes

### **Directory of Associations in Canada 1996-97**

To access this database, click on "Business and Industry" from ICAN's main menu in Lotus Notes. Then choose this database under the menu item entitled "Companies."

Entries in this database include the name, address, contact person, telephone number and fax number of associations in Canada. The database is searchable by a variety of indexes, including association name, location, and subject fields.

## Internet

### **Canadian Associations Online**

<http://www.clo.com/~canadainfo>

This site gives a selection of Internet sites for 20 000 Canadian associations grouped by categories such as business and finance, communications, environment, industry, science and nature, and transportation. Follow the link for "Associations Online."

### **6.10.2 Foreign associations**

## In Print

### ***Encyclopedia of Associations, Volume 1, National Organizations of the U.S.***

Gale, Detroit, 1996, Sandra Jaszczak.

This two-volume set lists more than 23 000 U.S. and international organizations including trade, business, commercial, environmental, governmental and technological associations. This source lists the association's full name, address, telephone and fax numbers, number of members, number of staff, publications and conventions.

### ***NTPA '89 – National Trade and Professional Associations of the United States***

Columbia Books Inc., Washington, D.C., 1989, Craig Colgate.

This directory, published in 1989, is slightly out of date but still useful. It lists some 6250 national trade associations, labour unions, professional, scientific and technical societies and other U.S. national organizations. Each entry lists the association's name, address, contact person, members, budget, publications, historical notes, and telephone number.

## ***World Directory of Trade and Business Associations***

Euromonitor Plc, London, 1996.

This publication includes a range of associations in the consumer and industrial sectors. Associations in the advertising, automotive, banking, business services, consumer electronics, cosmetics, electrical appliances, footwear, pharmaceuticals, hotels, household chemicals, import and export trade, packaging, wholesale and retail trade, tobacco, textiles, and travel and tourism industries are represented.

Coverage is divided into the following geographical areas: Asia, Central and South America, Europe, Eastern Europe, North America, Middle East and Africa, and Oceania.

Each entry provides the association's name, address, telephone and fax numbers, year established, contact names, membership, publications, activities and objectives.

### **Lotus Notes**

#### **Encyclopedia of Associations**

To access this database, click on "Business and Industry" from ICAN's main menu in Lotus Notes. Then choose the link for "Encyclopedia of Non-profit Associations" from the menu item entitled "Companies."

This database is provided by Gale Research Inc. in the United States. It contains detailed descriptions of more than 144 000 non-profit membership associations located in the United States and worldwide. Some Canadian associations are included. Each entry provides the association's name, address, postal or zip code, telephone and fax numbers, E-mail address, contact name, number of members, publications, description, year founded and Standard Industrial Classification (SIC) code.

## **6.11 Names, corporations**

The best way to verify company information is to contact the company directly, as company names, ownership, location, etc., often change.

### **6.11.1 Canadian companies**

#### **In Print**

##### **Annual Reports**

The annual reports of some major Canadian companies are located in each of Industry Canada's libraries.

***Dun & Bradstreet Canada – The Canadian Key Business Directory (The Top 20,000 Businesses in Canada) / Le Répertoire des principales entreprises canadiennes (Les 20 000 plus grandes entreprises au Canada)***

Dun & Bradstreet Canada, Mississauga, published periodically.

The top 20 000 of Canada's 1.2 million companies are selected for this publication based on sales volume, net worth and number of employees. Each entry lists the company's name, address, telephone number, parent company, number of employees, size, sales, year started, Standard Industrial Classification (SIC) code, business description, and contact names. The publication is divided into three sections: an alphabetical listing, a geographical index and a line of business index/SIC codes.

***Dun & Bradstreet Guide to Canadian Manufacturers / Le Guide des fabricants canadiens***  
Dun & Bradstreet Canada, Mississauga.

This three-volume set is updated yearly. Each publication is divided into three sections: an alphabetical listing, a geographical index and a line of business index/SIC codes.

"Volume 1 – Western Region" contains over 13 000 business listings covering British Columbia, Alberta, Saskatchewan, Manitoba, the Northwest Territories and the Yukon Territory.

"Volume 2 – Central Region" contains nearly 20 000 business listings from Ontario.

"Volume 3 – Eastern Region" contains nearly 14 000 business listings covering Quebec, Nova Scotia, Newfoundland, New Brunswick and Prince Edward Island.

Each entry lists the company's name, address, telephone number, parent company, number of employees, size, sales, year started, SIC code, business description and contact names.

***The Financial Post DataGroup Historical Reports***

The Financial Post Company, Toronto.

This series of major Canadian company profiles is updated yearly. The profiles, presented in separate eight-page yellow booklets, include items such as the company's name, address, telephone and fax numbers, summary statement, revenues, operations, capital expenditures, related companies, history, capital stock, earnings and balance sheet.

***Fraser's Canadian Trade Directory 1996***

Maclean Hunter Publishing, Toronto, 1996.

This four-volume set lists Canadian companies grouped by product classification in the first three volumes. Each company entry includes the company name, address, and telephone and fax numbers. Volume 4 contains a focus catalogue section, a corporate profile section, an alphabetical trade names' list, and a list of non-Canadian manufacturers.

## **Scott's Directories Series**

Each company entry in the following four series includes the name of the company, address, telephone and fax number, executives, principal products, number of employees, year established, annual sales, square footage, business classification and related company information. Each publication is divided into four sections: an alphabetical listing of companies, a geographical listing, a SIC listing and an industrial contacts section.

### ***Scott's Directories – Atlantic (Industrial)***

Southam Publications, Don Mills, annual.

This publication, updated yearly, lists more than 5675 eastern Canadian companies.

### ***Répertoires Scott's Directories – Fabricants du Québec (Manufacturers)***

Southam Publications, Don Mills, annual.

This publication, updated yearly (released every October), contains a listing for more than 15 800 companies located in Quebec, plus more than 900 Ontario companies in towns that border Quebec.

### ***Scott's Directories – Ontario (Manufacturers)***

Southam Publications, Don Mills, annual.

This publication, updated yearly, includes entries for more than 19 600 companies in Ontario.

### ***Scott's Directories – Western (Industrial)***

Southam Publications, Don Mills, annual.

This publication, updated yearly, has entries for more than 17 250 western Canadian companies.

## **6.11.2 Foreign Companies**

### **In Print**

#### ***Million Dollar Directory – America's Leading Public and Private Companies***

Dun & Bradstreet, Bethlehem (Pennsylvania), 1995.

This six-volume set includes more than 160 000 entries for major U.S. public and private companies. Each entry includes information such as the company's name, address, telephone number, annual sales volume, total employment, SIC codes, contact names, and year established.

## **Lotus Notes**

In Lotus Notes, there are a number of databases for Canadian, U.S. and international companies. From ICAN's main menu, select "Business and Industry," then choose the "Companies" option, and select the desired database.

Two of the most useful items are described here.

### **Companies International**

This is a searchable database by Gale Research. After a company name is entered, the database will retrieve information such as the full legal name, address, telephone and fax numbers, year founded, contact names, SIC codes, and harmonized codes. Canadian companies are included.

### **Moody's International**

After a company name is entered, this searchable database retrieves the company's full name, address, telephone number, SIC codes, highlights, history, principal lines of business, property, subsidiaries, officers, auditor/counsel, income statements, balance sheets, long-term debt, capital stock, interim financials and newsworthy events. The database also allows users to create graphs of revenues, profits and income in different currencies. Canadian companies are included.

## **6.12 Names, geographical**

### **Internet**

#### **Querying Canadian Geographical Names**

<http://geonames.nrcan.gc.ca>

This site, maintained by Natural Resources Canada, allows users to search the database of the Canadian Permanent Committee on Geographical Names, which is the official government source for geographical names.

## **6.13 Statistical information**

### **In Print**

#### ***Standard Industrial Classification 1980 / Classification type des industries 1980***

Statistics Canada, Ottawa, 1980.

This publication gives the four levels of the Standard Industrial Classification (SIC) code structure for industries: Division, Major Group, Industry Group and Industry Class. These SIC codes

are used by Statistics Canada to classify industry data gathered, and compile this data into the proper industry sectors. This is a good source for verifying SIC codes.

### **Statistics Canada Catalogues**

A 10-year inventory of most Statistics Canada catalogues is located in the reference section of Industry Canada libraries. These publications contain the titles of both print and electronic information sources and services published by Statistics Canada. Each entry lists information such as the Statistics Canada catalogue number, the title, the frequency of publication, language of publication, summary/description and cost of publication. This is a good source for checking footnote and bibliographical references to Statistics Canada catalogues.

### **Internet**

#### **Statistics Canada**

<http://www.statcan.ca>

To reach the Information on Products and Services (IPS) catalogue, follow the link to "Products and Services" from the main menu, then click on the "catalogue" link.

This Statistics Canada "Virtual Library" site allows users to search for the correct information about a Statistics Canada publication. Searches can be done by keyword (or title) or by catalogue number. Each search result has a page detailing the correct title, catalogue number, frequency of publication, language of publication, summary/description and cost of publication.

## **6.14 Telephone numbers and fax numbers**

### **6.14.1 Canadian and U.S. area codes**

Telephone area codes for Canada and the United States can be found on the "Area Codes Time Zone Map" in the Bell Canada telephone book.

### **Internet**

#### **Fast Area Code Look-up**

<http://www.555-1212.com/aclookup.html>

This address allows users to search for area codes in Canada and the United States.

## **6.14.2 Canadian/foreign telephone numbers**

### **Internet**

#### **Canadian telephone numbers (Canada411)**

**<http://canada411.sympatico.ca>**

This site, by Sympatico, supplies more than 10 million telephone numbers and addresses (including postal codes) of Canadian residential and business listings from participating telephone companies (e.g., Télébec, NBTel, MT&T, Island Tel, Bell Canada, BCTel, MTS, Newtel and Thunder Bay Telephone) from across the country. The site allows searches by a person's name or business name from across Canada, not including Saskatchewan or Alberta.

#### **555-1212.com**

**<http://www.555-1212.com>**

This site includes Canadian, U.S. and foreign white pages, yellow pages, blue pages, fax numbers and toll-free numbers. The white pages include numbers for Argentina, Australia, Belgium, France, Malaysia, the Netherlands, New Zealand, Singapore and Slovenia, among others. The yellow pages include Australia, Belgium, China, Italy, Mexico, Russia, Spain, Sweden and the U.K., among others.

#### **Telephone Directories on the Web**

**<http://www.contractjobs.com/tel>**

Don't let the URL concern you. This site provides hyperlinks to a large number of online telephone, fax and business directories from around the world.

## **6.14.3 Federal government employees**

### **Lotus Notes**

#### **Government Electronic Directory Services**

The Government Electronic Directory Services Direct500 Internet site (see below) is available through Lotus Notes. Follow the link for "Telephone Directories" from ICAN's main menu, then choose the "Government of Canada Telephone Directory."

## Internet

### **Government Electronic Directory Services (GEDS) Direct500**

**[http://canada.gc.ca/search/direct500/geds\\_e.html](http://canada.gc.ca/search/direct500/geds_e.html)**

This site, maintained by Public Works and Government Services Canada, provides a directory listing of all federal public servants organized by department name. Although most information is from the Ottawa-Hull region, information from other regions will gradually be included. Currently, the information is updated monthly.

## **6.14.4 Industry Canada employee telephone numbers**

### Lotus Notes

#### **Electronic Telephone Directory**

The best way to find an Industry Canada employee's telephone number is in the "Electronic Telephone Directory" in the ICAN database on Lotus Notes. From ICAN's main menu, click on "Telephone Directories," then open the "Industry Canada Telephone Directory." This database also includes a view of the organizational structure of the department (including branch names) and the employees who work in each section.

### Internet

#### **Industry Canada Telephone Directory**

**<http://strategis.ic.gc.ca>**

A version of the Electronic Telephone Directory found on Lotus Notes is also available through the *Strategis* site. From the main menu, follow the link to the "About Us" section, and click on the "Telephone Directory" icon.

## 6.15 Terminology

### Lotus Notes

#### Newspapers

All Industry Canada personnel have access to a number of Canadian and foreign newspapers through Lotus Notes. Each newspaper database contains a four-month archive of articles. All databases are full-text indexed and can be searched for common terminology. *The Globe and Mail* is an excellent source for the spelling or style regarding new and emerging technology. The papers available include:

*Business Week*  
*Calgary Herald*  
*Le Devoir*  
*The Edmonton Journal*  
*The Financial Post*  
*The Financial Times* (London, England)  
*The Gazette* (Montréal)  
*The Globe and Mail* (Toronto)  
*The New York Times*  
*The Ottawa Citizen*  
*La Presse*  
*The Sun* (Vancouver)  
*The Toronto Star*  
*The Wall Street Journal*

#### Termium

Termium is an online database produced by the Translation Bureau of Public Works and Government Services Canada and is updated regularly. This reference service provides separate English and French searchable terminology and proper name lists. This database is available through ICAN. Choose the "Corporate Information" link from the main menu and select "Termium" from the "Dictionaries" listing.

#### *Strategis* Glossary

This database is managed and regularly updated by the *Strategis* Development Team. It is a bilingual lexicon of common Internet and electronic publishing terms, and is recommended for the purposes of quality control to those preparing electronic versions of Industry Canada publications. To access this database from Lotus Notes, follow these steps:

- choose “Open” from the “Database” section of the File menu
- once in the dialog box, select the “Monalisa” server and the “epublish” folder, and click on the “Open” button
- select the “IC Electronic Publishing Help” database and click “Open”
- once in the database, choose the “Quality Control” menu item and select “Strategis Glossary”

## **Internet**

### **Vocabulaire d’Internet**

**<http://www.OLF.gouv.qc.ca>**

This is a site from the Office de la langue française in Quebec. It provides separate French and English alphabetical listings of commonly used Internet terms. Each term has a hyperlink to a page that gives a short description in French of the term.

# Index

- abbreviations, 3.1
  - references, 6.1
- acknowledgments, 2.4
- acronyms, 3.1
  - references, 6.1
- addresses, 3.2
  - E-mail and Internet, 3.3
  - references, 6.2, 6.3
- agencies, governmental, 3.18
  - references, 6.6
- ampersand, 3.4
- appendix, 5.1
- association names
  - see* names, associations
- bibliographic information, 6.4
- bibliography, 5.4
  - see also* references
- bills
  - see* law and legal references
- breaks, end-of-line, 3.9
  - see also* hyphenation, 3.11
- Canadian government
  - references, 6.6

capitalization, 3.5

catalogue number, 2.3.6

checking information, 1.7

colon, 3.6.3

comma, 3.6.1

contents, 2.6

conversion, metric, 3.14, 6.9

copyright page, 2.3

corporation names

*see* names, corporations

cover page, 2.2

currencies

*see* money, sums of, 3.15

*see also* foreign exchange rates, 6.5

dashes, 3.7

dates, 3.8

departments, governmental

capitalization, 3.5

references, 6.6

dollars

in tables and figures, 4.2

*see also* money, sums of, 3.15

electronic publications, 2.3.11

E-mail addresses, 3.3

references, 6.3

fair communications practices, 1.5

*see also* non-sexist language, 3.19

fax numbers, 3.2  
    references, 6.14

figures, 4.2  
    listing, 4.3

foreword, 2.5

geographical names  
    *see* names, geographical

government, Canadian  
    references, 6.6

government departments and agencies, names  
    *see* names, government departments and agencies

guides, 1.3

headings, 3.10

hyphenation, 3.11  
    *see also* breaks, end-of-line, 3.9

index, 5.5

Industry Canada  
    references, 6.7

Industry Portfolio  
    references, 6.8

International System of Units  
    conversion, 3.14, 6.9

Internet addresses, 3.3  
    references, 6.3

introduction, 2.5

ISBN number, 2.3.6

ISSN number, 2.3.6

italics, 3.12

language, non-sexist  
*see non-sexist language*

law and legal references, 3.13, 6.6.2

listing, tables and figures, 4.3

lists, 4.1

logos, 2.3.10

metric conversion, 3.14, 6.9

money, sums of, 3.15  
*see also dollars*

names, associations  
references, 6.10

names, corporations, 3.16  
references, 6.11

names, geographical, 3.17  
abbreviations, 3.1  
capitalization, 3.5  
references, 6.12

names, government departments and agencies, 3.18  
references, 6.6

non-sexist language, 3.19  
*see also fair communications practices, 1.5*

notes, 5.2

numbers, 3.20

page numbers, 3.21

percentages, 3.22

postal codes, 3.2  
    references, 6.2

preface, 2.5

programs, governmental  
    references, 6.6.3

provinces  
    abbreviations in addresses, 3.2

quotations, 3.23

references, 5.3  
    law and legal, 3.13, 6.6.2  
    *see also* bibliography, 5.4

semicolon, 3.6.2  
    *see also* lists, 4.1

SI  
    *see* International System of Units

spelling, 3.24

statistical information  
    references, 6.13

sums of money  
    *see* money, sums of

table of contents  
    *see* contents

tables, 4.2  
    listing, 4.3

telephone numbers, 3.2  
    references, 6.14

terminology  
    references, 6.15

territories  
    *see* provinces

title page, 2.2

translation, 1.6

units  
    *see* metric conversion

year  
    *see* dates, 3.8