



# COMMUNICATIONS EXPRESS

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## Construction of the Office Communications Research Centre underway

On October 19, Mr. Fox, accompanied by Senator Pietro Rizzuto, Laval M.P. Marcel Roy, Duvernay M.P. Yves Demers, and Laval Mayor Claude Lefebvre, participated in the official sod-turning at the site of the new Office Communications Research Centre in Laval.

Affiliated with the Research Sector of the Department of Communications, the Office Communications Research Centre, will be primarily involved in carrying out research on systems, equipment, software, and organizational and social issues related to office communications technology. The Government of Canada has committed \$5 million to the construction of the building that will house the centre and \$6 million to the purchase of laboratory and telecommunications equipment.

Following the ceremony, Mr. Fox addressed a meeting of the Laval Chamber of Commerce where he announced the names of the members of the advisory committee of the Office Communications Research Centre. The members are Maier Blostein, National Institute of Scientific Research in Telecommunications; Louis Brunel, Câblevision Nationale Ltée; Michel De Grandpré, Logo Computer Systems Inc.; Roland Doré, École Polytechnique; Paul Hébert, Office-smiths Inc.; Ken Hepburn, Department of Communications; Ludovic Lapointe, Former Director General of the Regional Board of Education in Chomedey; Diane Legris, Quebec Cable Distributors Association; Jacques Lyrette, Department of Communications; Annie Mear, University of Montreal; Laurent Nadeau, Comterm Inc.; Jim Taylor, University of Montreal; Charles Terrault, Bell Canada; Robert Vachon, Christie Group Ltd. and Manon Vennat, AES Data Inc.



From left to right: Denis Perrier, director of Laval Office, Canada Mortgage and Housing Corporation; Yves Demers, Member of Parliament for Duvernay; Communications Minister Francis Fox; Marcel Roy, Member of Parliament for Laval; Senator Pietro Rizzuto; the Mayor of Laval and his wife, Mr. and Mrs. Claude Lefebvre.

In New York recently, the Department of Communications was awarded a bronze medal in the 26th Annual International Film and Television Festival, "Corporate Image" category, for the audio-visual production by DGIS entitled "The Challenge of Communications". This production outlines the importance of communications in Canada and explains DOC's role in the development of new technologies and the promotion of arts and culture. The script was written in English by Zelda Heller, adapted in French by Denise Perrier and the filming was supervised by Stephanie Perrin, all three from DGIS.



Left to right: Réal Valiquette, Deputy Regional Director, and Micheline Chase, Regional Director; and the four award recipients -- Ronald Wilcox, Keith Prescott, Thérèse LeBlanc and Howard Blaxland.

## 25 years of service

On October 21, 1983, the Atlantic Region paid tribute to four employees who celebrated 25 years with the Public Service of Canada. In the presence of Regional Director **Micheline Chase**, Assistant Director **Réal Valiquette**, presented long service plaques to **Ronald Wilcox**, the District Manager in St. John's, Nfld.; **Keith Prescott**, a broadcast systems technologist and **Thérèse LeBlanc**, technical services clerk, at the Moncton Regional Office; and **Howard Blaxland**, radio regulations inspector in Charlottetown.

Ronald Wilcox, who joined the Department of Communications in 1969, held several positions in Alberta before transferring to Saint John, N.B., Corner Brook, Nfld. and finally to his native St. John's, Nfld.

Keith Prescott accepted a radio inspector position with the Thunder Bay office of the Department of Communications in 1969. In 1975, the Atlantic Region welcomed him as District Manager in Sydney, N.S. He was subsequently appointed District Manager in Charlottetown, and in 1980, standards enforcement officer at the regional office. He was recently appointed to the technical services section.

In 1973, Howard Blaxland joined the DOC district office in Saint John, N.B. as a radio regulations inspector. He has since been assigned to various district offices including Halifax and Charlottetown.

In 1969, Thérèse LeBlanc accepted an appointment to the DOC Atlantic office. There she held a number of positions including secretary to the first Regional Director, Atlantic Region. She subsequently became the secretary to the Chief, Operations. Since 1981, she has acted as the clerk for Technical Services under the supervision of the Regional Manager, Engineering.



On October 24, Mr. Fox tabled a policy document "*Building for the future: towards a distinctive CBC*".

An important component of the National Broadcasting Strategy, the new CBC policy is based on three fundamental objectives. First, it promotes the development of the CBC as a distinctive and dominantly Canadian service to complement private sector programming. The government has endorsed a number of strategic targets and measures to achieve this goal. Within five years, the CBC's programming is expected to reach 80% Canadian content during peak viewing hours (7 to 10 p.m.). At the same time, the CBC must remain a popular service with programming that will interest all Canadians. The corporation will also place greater emphasis on collaboration between the English and French television services and on the national and regional thrusts of its mandate, as well as to ensure regular showings of National Film Board (NFB) productions and better reflect the diverse facets of Canadian life in its public affairs programming.

Second, the Crown corporation is expected to acquire half of its programming, other than news, sports and current affairs, from independent producers by 1989. The document also encourages the corporation to lease the unused capacity of its studios at fair market value to independent producers and make its facilities more readily available across the country. These measures will lead to a strengthening of the role of the CBC in the development of Canadian culture and in the promotion of our broadcast production industry. The CBC will be eligible for funding from the Canadian Broadcast Program Development Fund which will make some \$115 million available for independent productions over the next five years.

Third, the policy is intended to facilitate the harmonious integration of the CBC into the new broadcasting environment. A more flexible mandate will allow the CBC to make maximum use of new technologies to benefit the public. The policy also includes new measures which will encourage the CBC to promote the sale of its programming and other cultural products both domestically and abroad, as well as to improve certain special-purpose activities such as its international service and its role as a host broadcaster. Legislative amendments will be made to allow a realignment of the CBC's senior management and a review of its internal structure will be carried out.

## When a bouquet is due... **United Way Results**

The new secretary of DGRC, **Wanda Outhwaite**, praises the alertness of Pay and Benefits staff. She was recently handed a cheque for \$400 that might never have been paid to her had it not been for some excellent detective work by **Louise Parker**, who discovered a pay miscalculation. "Brilliant, my dear Watson!"

Louise Parker



DOC employees were very generous in their contributions to this year's United Way campaign. The total contribution of more than \$58,000 represents 110% of the department's target of \$53,000 and will help fund more than 75 member agencies in the National Capital Region that provide vital services to approximately 150,000 people in our community.

Thank you for your generous co-operation.



Canadian participants at Worldwide Photo and Drawing Contest, Telecom '83: Susan Meyer, Richard Gamelin and Jacques Patry.

## Telecom '83

In October, both Canada and DOC were well represented and attracted media and public attention at Telecom '83, the world's largest telecommunications exhibition held every four years in Geneva.

Staffed by the Department of External Affairs and DOC, the Canadian display consisted of a Telidon page-creation unit with a demonstrator on site; a touch-screen Telidon unit displaying a list of Canadian telecommunications companies; two Telidon units with access to the DOC and External Affairs data bases; a large-screen theatre showing 5-minute presentations on Telidon, the Office of the Future and Sarsat (satellite-aided search and rescue); five satellite models in display cases; a three-dimensional map of Canada showing various communications systems; and a fibre optics display.

The following persons formed the DOC delegation: **Ken Hepburn**, Assistant Deputy Minister, Technology and Industry; **William Montgomery**, Director General, International Relations; **Nisar Ahmed**, Director of Technical Programs; and three Information Services representatives -- **Richard Beaudin**, **Stephanie**

**Perrin** and **Raymond Lepage**. The exhibit was staffed by the three DGIS officers, who answered queries and provided information about Canadian high-technology expertise, equipment and services.

On Canada Day, October 29, representatives from External Affairs welcomed guests with maple sugar, maple leaf pins and Canadian wines.

The media coverage of the Canadian exhibits was quite extensive, with 2.4 m RCMP sergeant Harry Ford in particular, being featured on the covers of various local newspapers, with a caption reading "Canada on top of things...".

The final judging of entries in the World Photo and Drawing Competition: "Youth in the Electronic Age" took place during Telecom '83. Thanks to a World Communications Year project of DOC, the three Canadian winners were able to attend the final competition and display their entries. They are: **Jacques Patry**, 12, from Sherbrooke, Quebec; **Susan Meyer**, 14, from Holyrood, Ontario; and **Richard Gamelin**, 17, from Espanola, Ontario.

## Special Program of Cultural Initiatives: synonymous with activity

The Canadian artistic community recently welcomed the news that opportunities for creativity similar to those of the past three years will continue. Mr. Fox announced the renewal of the Special Program of Cultural Initiatives (SPCI) whose budget of \$32 million is available to Canadian cultural organizations.

SPCI has been very successful since its creation in 1980: close to 400 grants have been awarded to cultural organizations and institutions for projects ranging from the renovation of concert halls to the organization of national and international conferences bringing together specialists in the arts.

The Minister also announced some changes to the program. Component II has been altered in order to focus on the improvement of management to help resolve some of the problems experienced by professional organizations and institutions, through concerted and co-ordinated effort. In addition, funds have been set aside for projects involving the use of technology in cultural endeavors: funds are now available for the creation and acquisition of software and hardware, and for innovative efforts involving the new technologies in the operation of professional agencies.

Over the next two years, considerable funds will be available to cultural and artistic groups in Canada. A brochure providing further information on grant application procedures can be obtained from Gaston Blais, Special Program of Cultural Initiatives at (613) 593-4587, from the responsible officers at the regional offices or from DGIS at (613) 995-1323.

# Comings and goings

## Headquarters

In line with a review of priorities in the re-organization of Cultural Affairs, **Ian McLaren**, formerly director of Cultural Industries, has assumed his new duties as Special Advisor to Film. **John Watt** has moved to the acting position of Director, Film, Sound Recording and Publishing Policy. Over the past two years, he was senior policy officer in the Cultural Industries Directorate.

**Eileen Sarkar**, has left her job of special assistant to the Senior Assistant Deputy Minister to assume the duties of Assistant Director, Legislation and Cabinet Liaison, at the office of the Director General, Strategic Planning.

**Michel Tremblay** of DGBP recently left for the CRTC; he has been replaced as Senior Analyst, Broadcasting Policy by **Richard Paradis**, previously a Senior Planning Analyst at the CRTC. **Pierre-Paul Brassard**, policy analyst for Extension of Services, now works for CBC.

The Federal-Provincial Relations Branch recently welcomed a new Policy and Planning Officer, **André McArdle**, who has been the assistant to the ADM, Intergovernmental and International Affairs at Health and Welfare Canada. **Fernand Bélisle**, Director of Policy Co-ordination, left the department for a new assignment with the CRTC.

**R.E. Gladstone** comes to us from National Defence and will work with SCSS as Chief of Information Security.

Three people have been appointed to the new Senior Evaluation Manager positions in ADMFM. They are **Barry Braggs**, formerly the Co-ordinator, Telidon Evaluation; **Cameron McQueen**, from Dalhousie University where he was the Director of Research Services; and **Douglas Stewart**, formerly the Director, Short-term Policy and Control with the Canada Mortgage and Housing Corporation.

## Atlantic Region

**Georgette Poirier** joined us last July as clerk-receptionist at the district office in Saint John, N.B. **Maurice LeBlanc**, from the private sector, has assumed the duties of stores clerk at the regional office in Moncton.

**Paul Duval**, statistical analyst, accepted a transfer to DGTR at Headquarters. Three employees have left the department: **Norman Arsenaux**, draftsman,

has resigned to accept a position with Public Works Canada in Moncton; **Mariette Mullins**, regional financial advisor, has returned to her former department -- Regional Economic Expansion/Industry, Trade and Commerce Canada in Moncton; and **Yvette McLaughlin**, communications development officer, resigned to continue her university studies.

## Quebec Region

**Ginette Trudel**, Systems Consultant, has left Montreal for a position as a Telecommunications Consultant with GTA in Ottawa. **Alain Robillard**, who was formerly a radio inspector with the Montreal District Office, has been appointed Chief Inspector.

## Central Region

**Bill Johnston**, resumed his duties as Regional Director on September 26, 1983. He served as Acting Director General, Telecommunications Regulatory Services in Ottawa from December 1982 to August 1983.

**P.S. Verma** was appointed Superintendent, Spectrum Engineering, last September. He was formerly with the Manitoba Telephone System as Staff Specialist responsible for Spectrum Management and Design.

## Pacific Region

**Hans Treffers**, has transferred from a spectrum engineering position with the Winnipeg Regional Office to a systems engineering job with the Vancouver Regional Office.

**David McMillan** resigned after 8 years as a clerk in the DOC Vancouver Regional Office. **Doreen Krause** retired after 6 years as the Whitehorse district office clerk, and **Gudrun Steffen** resigned after 8 years as a clerk in the Victoria District Office.

# Robert Gordon new ADM

**Robert A. (Rob) Gordon** has been appointed Assistant Deputy Minister, Spectrum Management (ADMMS), and we welcome his return to the department, where he served as Director General, Federal-Provincial Relations from 1974 to 1976.

A graduate in Electrical Engineering from the University of Toronto, Mr. Gordon's early career was with such companies as Canadian Applied Research, Litton Systems and Ferranti Electronics. In 1965, he joined the Government of Canada in the Electrical and Electronics Branch of the Department of Industry.

Since attending the Career Assignment Program in 1969, Mr. Gordon has had wide experience in various government departments including the Treasury Board (Executive Assistant to the Secretary), the Secretary of State (Director General, Education Support Programs) and latterly the Privy Council Office.

## Robert Gordon



# New offices in Vancouver

On October 17, the Vancouver Regional and District offices opened their doors in a new location at 800 Burrard Street in Vancouver. DOC occupies the top three floors of a new 19-storey building.

The offices were previously located in the old Federal Building at Granville and Hastings. Designated as a heritage site, it will be renovated for use as a multi-tenant office and shopping area.

## Can you transfer me...?

You're in the business of compiling statistics, but the person on the phone wants a map. What to do? Tell him it's not your job? After all, it's not your fault, it's just the system.

Well, that's all changing now. In January 1984, the Government Telecommunications Agency (GTA) will begin introducing Enhanced Exchange Wide Dial (EEWD) service in the National Capital Region (NCR). A massive undertaking affecting some 90,000 government employees in the Ottawa-Hull area, the modernization will mean significant improvements for both telephone users and the calling public.

Transferring misdirected calls to the correct number is just one of the features the new system will offer. Initially, the government intercity lines will be connected to sophisticated new digital switching equipment - entirely Canadian-made - to improve the quality and reliability

of intercity calling. Then, as telephone lines in the NCR are gradually switched over to the new system - between January and September 1984 - features such as call transfer, three-way conferencing and consultation hold will become available.

The final phase of the modernization, to be completed by the end of 1985, marks the arrival of the touchtone phone in government offices and, with it, access to a wide range of features including call forwarding and call pick-up.

Sounds complicated, you say? That's where the training program comes in. To take full advantage of the new system, both telecommunications managers and users must be trained and, with the assistance of Bell Canada, GTA has developed a comprehensive training program. Technical training courses are already underway, and user training will begin in January 1984.

A "group leader" approach has been adopted for user training in all departments and agencies. This approach, which is recognized as an effective way to familiarize large numbers of people with semi-technical procedures, ensures that assistance will be available at all times right in your own department or agency. Users will attend two training sessions of one or two hours each - one before the initial changeover and the second before the final "reconfiguration" phase.

User guides will also be provided and instructions on how to use the new features will appear in the next edition of the government's NCR telephone directory.

Improved internal communication, better service to the public, greater cost-effectiveness and a system which paves the way for the development of integrated office communication systems - that's EEWD... automatically better!



*They also serve who only stand and wait.*

Mr. Fox's executive assistant and chief spear carrier, Joe Thornley, who left recently to take up a position at Public Affairs International, was presented with a caricature created by Carole Giroux of DGIS.



Left to right: Communications Minister Francis Fox; the Honorary Consul of the State of Kuwait, Ernest W. Assaly; and His Excellency Al Mazidi.

From October 17 to 21, 1983, His Excellency Issa Ibrahim Al Mazidi, Minister of Communications for Kuwait, was in Canada to become familiar with the new communications technologies developed by Canadian scientists. He met with Mr. Fox and other federal government officials and visited the facilities of several communications companies. The trip was the first official visit to Canada by a member of the Kuwaiti government.