

COMMUNICATIONS

April 1989

 Communications
Canada

Express

Canada

ARCS: New financial system more flexible

by Amy Heron

The new financial management information system implemented this winter gives the Department's financial community greater flexibility when working with financial data.

The Allotment Reporting and Control System (ARCS), which became fully operational April 1, is a computer system that houses the Department's financial information. Its implementation will ultimately give managers and financial staff an opportunity to strategize, plan and prepare budgets more effectively, says Barbara Bloor, Director General of Financial Management.

"ARCS will enable us to expand the analysis of financial information, strategize and plan more effectively and anticipate problems earlier. We will be able to spend more time analyzing information instead of generating it," says Bloor.

"ARCS offers on-line transaction entry and immediate feedback on errors and customized reports can be produced in days or weeks instead of months."

Previously, managers and financial planners used the National Capital Region

Financial Information System (NCR-FIS) to produce budgets and reports. Frank Malick, Director General of Informatics Management says NCR-FIS was getting the job done, but it was very cumbersome.

NCR-FIS is a system that requires batch entry of transactions which slows error correction. Customized reports are difficult to obtain from the system and require substantial development effort. "ARCS offers on-line transaction entry and immediate feedback on errors," Malick explains, "and customized reports can be produced in days or weeks instead of months."

There was initial skepticism about the system, says Dan Audet, Director, Financial Policy, Systems and Accounting, because no other public service body was using it. "This was an untried system that is now starting to demonstrate its full potential."

The system has been developed to handle 30 users at a time, which restricts initial use to the financial community. It is going to take another two years to get all managers up and running on the system. In the meantime, Malick says, managers can use a new-and-improved NCR-FIS.

See page 2: ARCS

Smoking rooms too expensive: Treasury Board

Cost will prohibit the setup of smoking rooms in federal government offices, despite requests from many employees and public service unions since the total smoking ban took effect on January 1, 1989.

Preliminary estimates by Public Works Canada indicate that to provide properly ventilated rooms for the 30,000 public service work sites would cost between \$300 million and \$600 million. Treasury Board has stated it will not spend extra funds on the ventilation systems.

Bill C-204, the Non-Smokers Health Act, became law in June 1988, compelling federally regulated employers (Public Service of Canada, Crown corporations, interprovincial transport companies, banks etc.) to provide a smoke-free environment for all employees.

If smoking rooms are provided (they are not mandatory under the law) they must be independently ventilated in all new buildings. Reasonable efforts must be made to provide separate air circulation systems in existing structures.

A 15-month phase-in period for the public service smoking policy began in October 1987, with the total ban coming into effect January 1, 1989. During that time 14 federal departments implemented the total ban. Smoking cessation courses have been offered to help smokers kick the habit.

Statistics Canada reports the number of Canadians who smoke regularly fell from 43 per cent in 1966 to 28 per cent in December 1986.



Communications Minister Marcel Masse cut the cake on April 3 to inaugurate the Department's 20th anniversary. Earlier, he spoke to regional offices via VY9CC, the amateur radio station established in the Journal Tower North as part of the anniversary celebrations.

Canadians help reach agreement on telecommunication regulations

by Liz Edwards

Negotiating efforts by Canadian delegates at the World Administrative Telegraph and Telephone Conference (WATTC) in Melbourne, Australia helped to convince more than 100 countries to sign a treaty updating international telecommunication regulations.

Canadian representatives, including three departmental employees, successfully per-

suaded member countries of the International Telecommunication Union (ITU) to compromise their demands and sign the treaty, says Ken Yokoyama, Officer in the Multilateral Telecommunications Division, International Relations Branch.

"Canada was looked upon by other countries as a fair broker at this conference," says Yokoyama. "We tried to come up with an agreement that was equitable and

flexible enough to accommodate the different nations."

Delegates at the 10-day conference held last December disagreed with many aspects of the draft treaty, including what services should be regulated and to what extent. "There were two opposite views. Some of the European and third world countries want everything to be regulated, from basic services like telephones to enhanced services

such as electronic mail," says Yokoyama. "The other side, largely headed by the United States, believes international or national telecommunications will flourish if there are no regulations."

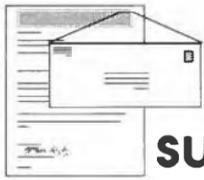
Difficult areas of the treaty were debated and changed during the conference. The nations began to reach a consensus after

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Communications Canada: 20 years of service, innovation and creativity



From the suggestion box...

On display

Could we get an electronic culture information board for the Headquarters' lobby?

Administrative and Technical Services (DGAT) and Information Services (DGIS) are exploring ways to more effectively use limited display space, including use of electronic media. We'll keep you posted.

No butts about it

What's with the ashtrays outside Journal Tower North? They keep disappearing!

Campeau agrees ashtrays are needed, but would like to install something more permanent and consistent with the exterior of the building. The temporary ashtrays are back in place. Designs are currently being developed for permanent models which should be installed this spring.

Novel idea

I've heard of employees trading used books. Could that service be set up for all of Headquarters?

The staff in the Automated Systems Applications Division (DAA/PD) have been exchanging books for some time. We think it's a great idea.

A shelf has been set up in the Headquarters' Library (Room 1402). Novels, mysteries and other books of interest will be available. No registration or library cards are needed. Just bring in any book you're finished with and choose a new one to read. For more information, call Monique Perrier at 990-4943.

Wet paint

Will another coat of paint ever be put on the elevator doors?

You'll be pleased to know, a final coat of beige paint has recently been applied to match the office walls and brighten the lobby. Hope you like it.

Extra, extra

Can we get the Ottawa Sun in the Headquarters' Library?

The Library doesn't stock many newspapers because the daily clipping service provides up-to-date information on departmental activities. *The Citizen, La Presse* and *Le Droit* are kept for a month while *Le Devoir* and *The Globe and Mail* are kept for three months. Your suggestion is being considered.

Paper chase

We'd like to recycle paper in our office (Room 599). Can we get a bin?

A paper bin has recently been installed in your office. Keep up the interest in recycling!

Screen test

Does the Department have a room set aside for screening videos?

Although there is no specific room available, Information Services has video equipment which can be set up in a meeting room or office. Contact Paul Villeneuve at 990-4842. Each regional office has its own video equipment. The following Public Affairs officers can provide it for you: Rose Sirois (Pacific), Tim Hibbard (Central), André Dubois (Ontario), Jean-Guy Beaupré (Quebec), and Ginette Chiasson-Baldwin (Atlantic).

Dry days

Would it be possible to increase the humidity level in Journal Tower North?

When your suggestion was received the level was checked and found to be below the 20 per cent minimum standard. The level has been brought up to 20 per cent, but cannot be raised higher because of increased condensation.

Letters to the editor

Bone marrow donations

I read the February 1989 issue of *Communications Express*.

It contained one paragraph I found especially touching, on page 3, "The Gift of Life". Here's why: I am the mother of two small children and my husband (34 years old) has leukemia.

His specialist is looking for a bone marrow donor. Unfortunately, none can be found to match his cell type in Canada, and the search is now on in France. Too few people

understand how important it is to be a donor, until something happens to them.

Sincere thanks to Shelly Borys (a human being).

Lucie Lanthier
Department of
Communications

I wrote our three members of Parliament last year regarding the funding of bone marrow testing and received letters back from all three, plus the Minister of Health, indicating their concern and that they would take action to have the federal government commit funds for this worthwhile cause.

I understand there are over 1,000 people on a bone marrow transplant list in Ottawa alone. My oldest son is due in April for such a transplant and we are most grateful to his donor. My family are now, and have been since last spring, on a donor's list. Hopefully, we shall be able to help someone else.

Your information in *Communications Express* is truly appreciated.

Betty Drake
London District Office

Correction

Dr. David Zussman of the University of Ottawa wants to clarify that the action plan Challenge for Change, released by Human Resources earlier this year, was done in collaboration with Dr. Jak Jabes. The plan should therefore be referred to as the Zussman-Jabes study, not the Zussman study.

You asked us

Q: Will our 1982 Employee Handbook ever be updated? It doesn't reflect many of the fundamental changes that have taken place over the last few years in the Department.

A: A new Employee Handbook is currently being prepared for publication this spring.

The Handbook contains information on the history and mandate of the Department, as well as details on our mission exercise and corporate structure. Sections on terms of employment, employee rights and departmental services are also included.

Training and Development, Human Resources, would be pleased to receive your comments once the new handbook is published.

ITU continues from page 1

Canadian representatives proposed only basic services should be regulated, and technical requirements of enhanced services be minimally controlled.

"Our approach to the problem was generally viewed as fair and unbiased," says Yokoyama. "Through further negotiations, we managed to find a common ground that would accommodate everyone to some extent."

The treaty, which comes into

force July 1, 1990, replaces a set of regulations agreed to in 1973. Because of the number of changes in the telecommunications environment, ITU members decided the 1973 agreement needed updating to regulate technology and services into the twenty-first century.

"The new agreement is flexible because it is open to interpretation," Yokoyama adds. "We knew that if we came up with hard and fast rules we would get nowhere. You have to build in

a bit of 'creative ambiguity' in some areas to create flexibility."

The conference's success bodes well for the ITU's Plenipotentiary Conference next month in Nice, France, which will decide how the ITU should adapt itself to meet the challenges of the 1990s.

"If we had failed in Melbourne," says Yokoyama, "how could we succeed in Nice?"

ARCS continues from page 1

"Previously, the data in NCR-FIS was one or two months out of date. Now the ARCS data will be transferred to the other system each night," Malick explains. "So although program managers will have to work on the older, more cumbersome system, they can use the latest information we have."

ARCS is now available to Sector Co-ordinators, as well as accounting and financial planning staff at Headquarters, the Canadian Workplace Automation Research Centre and the regional offices.

A pilot project is currently being run with the district offices in Quebec Region, Malick says. "We want to decentralize the system as much as possible. This test will help us find out what the load impacts are of the district offices inputting and working with financial data, rather than the regional office."

COMMUNICATIONS Express Canada

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

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Dakar: expansion of TV5 on the agenda

by Constance de Champlain and Lise Ladouceur

The third Francophone Summit will be held in Dakar from May 24 to 26, 1989, with guests invited from some 42 countries. This is a follow-up to the first meeting of French-speaking heads of state and governments in Paris, held in February 1986, and the second such meeting hosted by Canada in September 1987.

Aware of the critical role that communications plays in ensuring the spread of their various cultures and the survival of their common language, these nations introduced many projects aimed at fostering the growth of the international francophone community and strengthening the ties that bind them together.

To give direction to their effort, participants in the Paris Summit agreed to establish five networks of co-operation: culture and communications (in which the Department has a direct hand in project management), scientific information and technological development, language, energy and agriculture.

These nations introduced many projects aimed at ... strengthening the ties that bind them together.

As Assistant Deputy Minister of the Summits and Development sector, and as chief of the Culture and Communications Network, Jacques Lyrette is a member of the international follow-up

committee to the Quebec Summit and the organizing committee for the Dakar summit, in addition to co-ordinating many of the projects to be introduced at the Summit.

Among other things, the Dakar Summit will be an opportunity to review progress on various projects introduced at the two previous meetings, particularly the TV5 Québec-Canada project, establishment of the "Consortium international francophone de formation à distance — CIFFAD" (international francophone consortium on long-distance training), establishment of an audio-visual production support fund (southern countries), the creation of a "Centre d'échanges multilatéraux d'actualités francophones" (multilateral French-language current affairs exchange centre) and the

launching of a collection of "Francopoche" paperbacks.

The Summit will also be an opportunity for participating countries to share their findings on various studies.

Other projects will also be the focus of discussions. These include the creation of the "Agence des télécommunications de la francophonie — ATF" (francophone telecommunications agency), establishment of a telefax and telemessenger network, implementation of a rural radio development program in African countries, an exchange program for journalists and

technicians in northern and southern countries, as well as the establishment of a French-language television archives centre.

The Summit will also be an opportunity for participating countries to share their findings on various studies aimed at developing new multilateral activities, particularly the extension of North America's TV5 network to the Caribbean and Africa, the establishment of an international marketing network for French-language recording industries, the creation of an institute to study African languages and civilizations and the compilation of a data bank on cultural property.

United Way update

As reported in previous editions of Communications Express, the Department of Communications is the official co-ordinator for the 1989 federal public service United Way campaign. This regular news feature is designed to keep you posted on recent organizing activities.

- a detailed workplan has been developed. Campaign materials and supplies are being ordered.
- departments and agencies are being consulted to establish campaign targets based on their

performance over the past five years. They will also consider the financial needs of United Way agencies.

- the Campaign Leaders' Workshop held in Montreal on March 4 and 5 was a success. The Department's delegation is highly motivated and full of interesting ideas.
- preparation is underway for the training of Campaign Co-ordinators and Training Officers within the various departments and agencies.



More employees in career development programs

Career development programs are becoming a popular way for employees to gain job experience, says Denis Gosselin, the Department's Professional Development Officer. The number of employees involved in the programs has increased from 78 to 133 in the last two years, with the biggest growth being in the area of secondments.

The Department offers a number of programs for employees or management personnel. These programs include educational leave — a leave of absence for education purposes at an approved learning institute — and a variety of exchange programs which allow employees to broaden their personal experience, share their

expertise and exchange ideas with people outside the federal public service.

Secondments, which are open to all employees, place fully trained people in jobs for a specified period of not longer than three years. "This procedure is valuable for both the employee and the sponsoring organization," says Gosselin. "People receive training and experience which can be used toward advancing their career, and the sponsoring organization gets an eager and motivated employee."

"Home organizations also gain when returning employees bring with them newly acquired experience and a fresh perspective. The onus, however, is on the employee to find out

what programs are available and to take necessary measures to get the process underway," Gosselin points out.

"Employees must normally get the approval of their managers to undertake a development program," Gosselin says. "The earlier you get the manager on board, the better. The ideal time to discuss a development matter would be during the yearly Employee Performance Review."

Any employee who would like more information about development programs should contact Claude Morin, Chief, Training and Development, Human Resources Management Branch at (613) 990-4552.



Pacific Regional Office employees Judy Whenham, Human Resources Officer (left) and Carol-Ann Lang, Communications Development Officer were presented with Citation Awards from the United Way for their contribution to the 1988 Vancouver and Lower Mainland campaign. Whenham was the Employee Campaign Chairperson, and Lang was active as an agency speaker for the Canadian National Institute for the Blind. The Department won a Silver Award for collecting more than \$6,800 (114 per cent of the goal). Department participation rose to 67 per cent of employees, from 53 per cent in 1987.

Help needed to cook up recipes

Two employees want to know what's cooking around the Department.

Yazmine Laroche and May Morpaw are putting together a Department of Communications cookbook to help celebrate the twentieth anniversary. Tentatively titled *DOC Cooks*, the book will be a compilation of recipes submitted by employees across Canada.

"We wanted to come up with a more lighthearted way to mark the anniversary and get lots of people involved. A cookbook seems like the best way," says Laroche.

volunteer, self-financing basis. All proceeds from the sale of the book will go to charity.

The book is organized into sections according to type of recipe, such as soups, meat dishes, vegetables and desserts, Laroche says.

A challenge has been issued for sectors to come up with original recipes. "We're looking forward to see which sector will come up with the most delectable, entertaining and innovative items," Laroche explains.

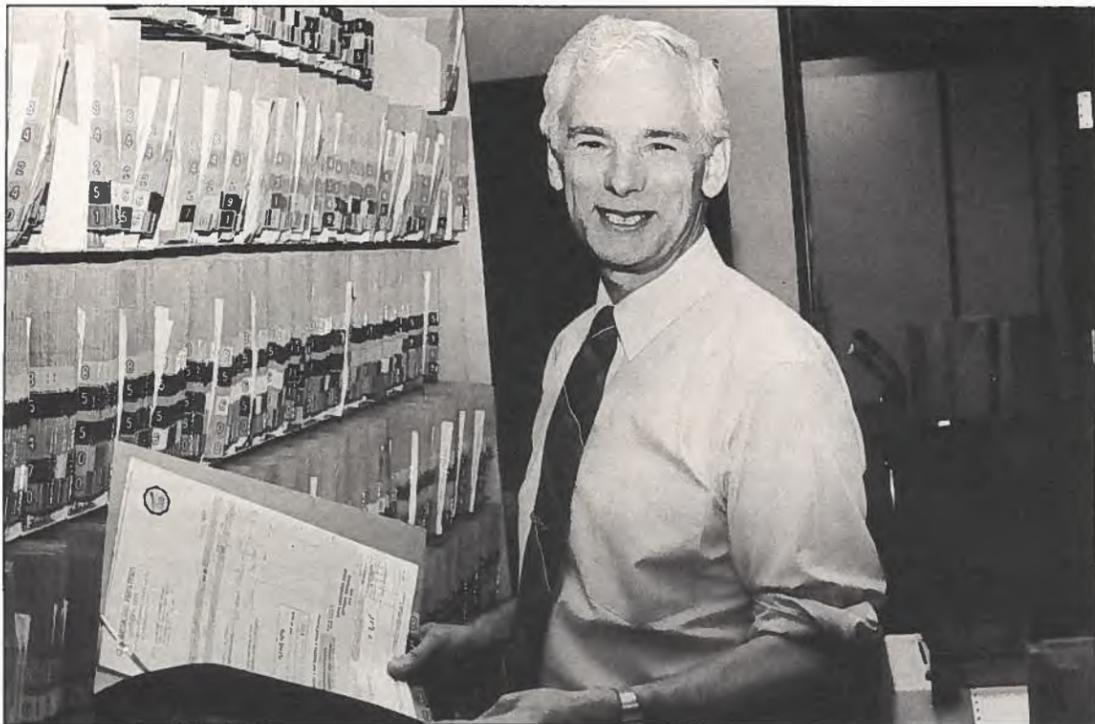
Recipes should be typed and double-spaced. Either metric or imperial measures

can be used and the recipes can be in either official language. Submissions should be sent to: Recipes, c/o Twentieth Anniversary, Room 1950, Journal Tower North, 300 Slater St. Ottawa, Ontario, K1A 0C8. Please include your name, work unit and phone number. Deadline for submissions is May 26, 1989.

As well as recipes, Laroche and Morpaw are looking for volunteers to help produce the book. "We need people who may have done this sort of thing before or have creative ideas about how to put it together," Laroche says. "And we'll also need some willing chefs to test out the recipes."



The project is being done entirely on a



"The job kind of grew on me," Roger Léger says. "I like the challenge of ensuring everything is accounted for."

Employee watches Department's growth

by Liz Edwards

In the early '70s, Roger Léger used to have Headquarters' inventory listed on stock cards sitting on his desk. The Department has since grown so much it would be impossible to do that now, he says.

Léger, who works in Inventory Control, keeps track of all Headquarters' possessions, giving him an interesting view of what has changed in the Department during his 18 years of employment.

When Léger joined the Department as a clerk in Material Services in 1971, Headquarters (then located in the Berger Building on Metcalfe Street) had only 525 employees and was in the process of replacing its manual typewriters with electric and all wood furniture with modular.

"We weren't using personal computers or word processors yet," says Léger. "They came around in 1978 or '79. The first computer was a novelty. Everyone wanted to go and see it."

Léger says the introduction of computers to the office is the biggest change he has noted. Headquarters now has approximately 2,500 computers and computer-related items, such as printers, in use. "They've become essential," says Léger. "Anyone coming to the Department would have to know something about operating them."

As well, computers have made his own job more efficient. "We now record all items on the computer," he says. "All I have to do is key in a number and I can get the life story of any item. Today, it would be a monster of a job to go through stock cards to

pull out what I need to know."

Léger says he likes working in inventory control because it gives him an idea of what's happening in all areas of the Department. "I get to see all the requisitions that come in," he says. "If a sector orders 20 computers, there is usually something on the form that says what they'll be used for."

Léger worked in inventory control for the Royal Canadian Air Force and Bowmar of Canada before joining the Department. He also worked in purchasing at the Department of Supply and Services.

"The job kind of grew on me," he says. "I like the challenge of ensuring everything is accounted for."

Employees find new jobs through unique program

More than 120 departmental employees whose positions were affected because of government cutbacks have found new jobs or educational opportunities for a new career through a program offered by the Department.

The Relocation and Career Management Program helps employees realize their skills and market themselves for jobs that are right for them, says Jean-Claude Bouchard, Director General Human Resources.

"Losing a job can be a very traumatic experience," says Bouchard. "Our program is designed to reassure an employee and help them look effectively for another job."

Employees in the program must first complete a questionnaire designed to assess their needs and working styles. The evaluation is analyzed by a trained counsellor who will then match the result with a number of occupations.

"An employee may have had certain types of work experience, but that doesn't mean they can only do similar jobs," says Bouchard. "The results may show them new possibilities for careers."

As well, the employee meets with a counsellor every week for an average period of seven weeks to learn or review job search techniques and strategies, such as developing a résumé, assessing the job market and self-promotion tools.

The program was created three years ago when the government announced the elimination of 15,000 public service positions due to fiscal restraint. The Department was faced with terminating approximately 200 jobs over five years. "At the time we had very little experience in coping with such a reduction," says Bouchard.

Bouchard researched private companies in Montreal and Ottawa that specialized in helping people find other jobs before deciding to start the Department's own program. Few other government departments offer a similar service.

Employees are given six months to a year to work through the program. The Department will keep the employee on the payroll until he or she finds another job, as long as good efforts are being made to look for other employment.

"It's important to remember that we don't do everything for employees," adds Bouchard. "We give employees the tools, but the onus is on them to track down jobs and set up interviews."

Employees who decide to be declared surplus are considered for openings throughout the public service as they arise. The program also tries to relocate employees in positions that become available in the Department. "We don't force managers to take employees on if the match isn't right, though," says Bouchard. "All employees must be suitably qualified before they are hired for a position."

1988/89 Milestones

Broadcasting

•April 8, 1988 — Government of Canada approves an agreement between the Canadian Broadcasting Corporation (CBC) and Cadillac Fairview Corporation to build the CBC Toronto Broadcast Centre, to consolidate activities now housed in 26 buildings spread across Toronto. The Department contributes \$65 million toward its construction.

•June 23, 1988 — The Broadcasting Policy, entitled *Canadian Voices, Canadian Choices* is tabled. The policy aims to increase Canadian programming on the CBC, bring better service to users in remote communities and to the disabled, and improve the quality of programming from both private and public broadcasters.

•August 31, 1988 — Prime Minister Brian Mulroney and other dignitaries launch the international French-language television service TV5 Québec Canada.

Publishing

•April 14, 1988 — Maintenance of Postal Subsidy for publications.

Film

•January 11, 1988 — A film co-production agreement signed with Yugoslavia.

•June 8, 1988 — Film Importation Legislation is tabled. This legislation will bring revenue to the Canadian film industry by making it a separate market from the American industry.

•September 22, 1988 — A film co-production agreement signed with Argentina.

Artists and Creators

•January 23, 1988 — Olympic Arts Festival, a celebration of the arts, opens in Calgary. The Department contributes \$1.4 million to the event.

•February 18, 1988 — Public Lending Right funding is increased by \$813,000 per year. The program compensates Canadian authors, translators, editors and illustrators for their books held in public libraries.

•June 8, 1988 — Bill C-60, the first stage in a revision of the *Copyright Act*, is given Royal Assent. The Bill enhances creators' moral rights, abolishes compulsory licences for making sound recordings, protects choreographic works and provides new exhibition rights for visual artists.

•September 1988 — The government responds to the Standing Committee on Com-

munications and Culture's 1987 report *Taxation of Artists and the Arts*.

Performing Arts

•February 18, 1988 — The Department provides \$8 million to the Canada Council for performing arts and professional training across the country.

•June 10, 1988 — The Establishment of the Orchestra Marketing Fund, a new \$1.5-million fund to support audience development and marketing campaigns, is announced.

•June 19, 1988 — The Department awards \$2 million to the Canadian Opera Company.

•September 30, 1988 — The Department awards \$2 million to the Theatre Aquarius in Hamilton, Ontario.

Museums and Heritage

•February 21, 1988 — The Department awards an \$8-million special grant to the Art Gallery of Ontario for renovations.

•April 7, 1988 — Canada and Ontario award \$1.5 million to the Huron County Pioneer Museum for renovations.

•April 18, 1988 — Canada and Quebec award \$50 million to the

Montreal Museum of Fine Arts expansion project.

•May 2, 1988 — Communications Minister Flora MacDonald releases a paper on issues facing our archaeological heritage. The paper was developed by the departments of Communications, Indian and Northern Affairs, and Transport.

•May 18, 1988 — The Department's discussion paper on the status of museums is released.

•May 21, 1988 — National Gallery of Canada opens.

•June 17, 1988 — National Aviation Museum opens.

Telecommunications

•March 2, 1988 — Canada and China agree to co-operate in the scientific and technical areas of telecommunications.

•April 8, 1988 — A satellite communications system is established to link Ontario air ambulance medics in remote communities with large medical centres.

•July 4, 1988 — Department awards \$9.4 million to Spar Aerospace for development of advanced satellite communication technology.

•September 12, 1988 — Advisory Committee on Integrated Services Digital Network (ISDN) is created.

•September 15, 1988 — Department establishes co-operative development agreement with Alberta Microelectronics Centre for state-of-the-art microchip technology.

•September 26, 1988 — Establishment of a project office for National Ports Information system.

Spectrum Management

•August 17, 1988 — Radiocommunications legislation, containing the first major revision to the *Radio Act* since 1938, is tabled.

•January 9, 1989 — The policy to expand the use of radio frequencies is announced.

•January 31, 1989 — New regulations to limit electromagnetic interference from digital equipment, such as personal computers or electronic games, comes into force to prevent the pollution of the Canadian radio environment.



Northern inspector finds variety in job

The smell of smoked fish brings back a special memory to Rolf Ziemann, Senior Radio Inspector at the Yellowknife, N.W.T. District Office.

A few years ago, during an emergency exercise, Ziemann's radio was set up in a garage in Iqaluit, N.W.T. which used to be a smokehouse. "After working three days in there, I thought I'd never get the smell of smoked fish off me!"

The Hamburg, West Germany native (via Edmonton) began his working life with the

Hudson's Bay Company in Fort Smith, N.W.T. Following some



construction work and an electronics course, he began as a Radio Inspector at the Fort Smith Monitoring Station in 1973. In 1977, he moved to the position he holds today.

Ziemann participates in the annual Ship Survey Program in the Beaufort Sea where



Among the Minister's stops in Toronto in February was the Ontario Regional Office.

"Hello, hello..."



"Listen here GTA, it's time something is done about this here phone system!" J. Laval Des Biens, Director of the Chicoutimi District Office, sports period costume as part of Carnaval Souvenir, held each February in Chicoutimi.

Pacific Region responds to oil spill emergency

by Marguerite Trommeshauser

The Department's emergency response team in the Pacific Region was put to the test this winter, following an oil spill off the remote western coast of Vancouver Island.

Regional Emergency Preparedness Coordinator Frank Tusko was in the regional office January 2 (a government holiday) when a call was received from Environment Canada requesting emergency telecommunications equipment.

The Region's Emergency Telecommunications Plan was activated. Amphitrite Point had been chosen as the operational control centre site, an area in close proximity to the spill and yet difficult to access because of rugged terrain. With the co-operation of the provincial telephone company, B.C. Tel, four telephone lines and sets were

provided to the site within five hours of the initial request.

The Department must ensure the efficient provision of adequate telecommunications support in response to emergencies. What is needed, where and how it can be obtained, how it can be delivered and how it is to be maintained or restored are points that the Department of Communications must address in every circumstance.

Regular meetings of the Pacific Region Emergency Telecommunications committees keep the members current on emerging issues and the latest technologies for use in handling emergency situations. As Frank Tusko says: "The purpose of planning and exercises is to command the future and not be commanded by it."

Department inspectors check and record data about the radio equipment aboard ocean-going vessels in the area. "You see a great deal of variety in the radios to be inspected," Ziemann says. "It's very interesting to see ships and equipment from all over the world."

Ziemann looks forward to

early retirement, going into business for himself and travelling throughout Canada with his "XYL", Margo (this means wife in amateur radio slang!) in a motor home.

Active as a minor hockey coach, Ziemann also loves science fiction novels, stamp collecting and amateur radio.

First and foremost though, Ziemann considers himself, as well as his family, to be long-term Northerners. His greatest ambition is to see his two teenage children succeed in life.

This story is based on an article that first appeared in the winter issue of Central Region's employee newspaper.

Tours three cities

Masse meets key players

Communications Minister Marcel Masse got to "meet the people" in February during tours of cultural facilities and discussions with members of telecommunications and cultural industries in Toronto, Montreal and Vancouver.

The Minister spent at least two days in each of the cities getting acquainted with key players in areas directly related to the Communications portfolio.

His Toronto visit, February 9 to 12, included stops at the Elgin Winter Garden Theatre, Art Gallery of Ontario and National Ballet School. He also met with writers, broadcasters, filmmakers and Allan Gotlieb, Chairman of the Canada Council.

The Minister was also briefed on recent developments in the telecommunications industry.

While in Montreal (February 15 to 16), Minister Masse visited the International Centre for Architecture, the National Theatre School and the

Department's Quebec Regional Office. His schedule also included giving a press conference on the fiftieth anniversary of the National Film Board.

The Minister also met with members of the dance and theatre communities, and the publishing, film and broadcasting industries.

The Minister held similar meetings in Vancouver during his visit from February 22 to 27. He toured the set of a film being produced on the site of Expo '86 and met with the Board of Trustees of the Vancouver Art Gallery, the President of British Columbia Telephone Company Ltd. and members of the publishing industry.

Following a weekend of skiing at Whistler B.C., Minister Masse returned to Vancouver for a tour and reception at the Vancouver East Cultural Centre.

Further trips to the Atlantic and Central regions are planned for the near future.



photo by Michele Smith

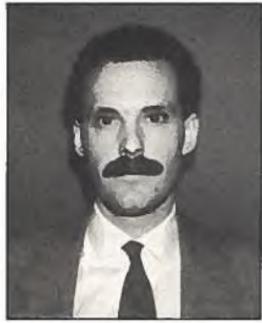
Communications Minister Marcel Masse makes his acting debut in the film Terminal City Ricochet during his recent visit to Vancouver. Masse (left) is coached by one of the film's assistant directors on location at the site of Expo '86. The film is jointly funded by Telefilm Canada, B.C. Film and private investment.

Out of the frying pan and into the fire

Editor's note: Tim Hibbard, Central Region Public Affairs Manager, recently completed a three-month assignment at Information Services, Headquarters. One day, a colleague commented that DGIS is much like a fast food restaurant; filling orders quickly for demanding customers. Hibbard discovered the real story, as this piece describes.

by Tim Hibbard

I arrived from the not-so-wild and basically flat "middle Canada" to take up my temporary posting in Information Services with a box of Red River cereal in my briefcase. I say the "middle" because the West is actually central in relation to the other regions, although it should not be confused with Central Canada no matter how great the similarities.



So what's it like to work in DGIS? Glamorous? Exciting? My own TV studio? I was given the necessary tools for my assignment: two small frying pans, a spatula, a single burner hot plate, a dozen eggs and an office with two telephones. They said a bit of short-order cooking would be the best orientation I could get to the shop. So much for my life-long aspiration of working in live bait.

"Needless to say, I set aside the sunny but not runny and over-easy in favour of the 'megga' project. Cooking a four-egg omelette in two, one-egg frying pans proved a challenging, but not insurmountable task."

I was looking out the window, wondering what the view might be like without Journal Tower South and whether they were wondering the same, when both phones rang. I leaned across my desk, burned my hand on the hot plate and spilled Red River cereal everywhere. "One egg sunny-side up, but not too runny, and one over-easy right away." Piece of cake, figuratively speaking. Working in DGIS isn't that stressful after all.

Things were sizzling right along when the

phones rang again: two branches pooling their resources needed a four-egg omelette immediately. I looked up "immediately" in my glossary of government lingo. The definition seemed to push "right away" into the next fiscal year. Needless to say, I set aside the sunny but not runny and over-easy in favour of the "megga" project. Cooking a four-egg omelette in two, one-egg frying pans proved a challenging, but not insurmountable task.

"Flapping his arms at the smoke, he scurried off. I waved toodle-loo with my spatula, secretly wishing he was going for help."

It would have been a lot easier had the media not been pestering me to confirm rumours the "sunny but not runny" project had been placed on the back burner. "That is a bald-faced lie," I said, hoping the reporter had lots of hair. "In fact, the project is right here on my desk" — where I put it when the omelette order came in. Besides, there is no back burner in DGIS. (Mental note to requisition more burners.)

The day really got cooking when a small brush fire broke out in my desk. Being from Middle Canada, I had no idea Treasury Board's no-smoking policy specifically excluded the top, right-hand drawer of the desk where employees are allowed to keep an ashtray and burning cigarettes. When I was filling an order of eggs Florentine, I must have flicked a smouldering butt in amongst the secret documents. Wow, do those things burn!

Just as flames were polishing off the only existing copy of the Minister's speech, a nameless, faceless (too much smoke) bureaucrat stopped by to see how I was doing in DGIS. "The two of us are getting along like a house on fire," I gasped.

Flapping his arms at the smoke, he scurried off. I waved toodle-loo with my spatula, secretly wishing he was going for help.

By 7 p.m. the phones stopped ringing, the fire was out and I was scraping cancelled projects off the walls and ceiling. Just then, someone with a great deal of courage popped in to announce the cancellation of all projects and retrieve the dozen eggs.

I wonder if the Egg Marketing Board knows about this place? It brings a whole new meaning to the words "Get Cracking".



Tom Tegtmeier leads a group through basic Tai Chi movements.

Tai Chi popular with employees

by Thomas Tegtmeier

Headquarters' employees are experiencing an ancient method of relaxation and physical conditioning with Tai Chi Chuan classes offered by the Department of Communications Fitness Program in conjunction with the Taoist Tai Chi Society of Canada.

Three lunchtime courses covering basic movements of Tai Chi began this February in Journal Tower North with more than 80 participants from various government departments.

The 108 Tai Chi movements are performed in smooth

succession stressing relaxation and concentration. Participant Monique Gulewicz says the classes help her feel less stressful. "After each session I have a greater sense of well-being — internally and externally."

A waiting list has been established for the noon hour courses. In addition, a morning class at the Communications' Fitness Centre in Journal Tower North may be scheduled two days a week from 7:30 a.m. to 8 a.m.

Employees interested in registering or getting on the waiting list should write to

Thomas Tegtmeier, Room 325, Journal Tower North. Please include your name and phone number and indicate which class you would like to attend.

Current classes run until November 1989. The next series of classes will begin next February. Cost is \$10 per month for one hour of class instruction each week. In the meantime, Bryan Hepworth and Richard Desmarais of Administrative and Technical Services (DGAT) are looking for a better-equipped location for the courses over the next few months.

Open Forum

by Gisèle Savage
Chief, Pay and Benefits



It's the proverbial "good news, bad news" story.

The good news is, "yes, the pay and benefits backlog is clearing up." It's taking much less time (thanks to the efforts of pay and benefits staff) to process requests for pay changes resulting from appointments, promotions, bonuses, etc.

The bad news is, "no matter how hard we try, there is still a waiting period before cheques can be issued." Unfortunately, much of the process is out of our control.

Many steps must be taken before a pay cheque can be issued. It involves much more than just opening a cheque book and writing one up.

Once the request for a payment comes to us, our officers enter each one into the computer. All forms must be filled out correctly and officers must make sure the request meets Treasury Board and Supply and Services Canada (SSC) pay guidelines.

The proper completion of the pay request forms is crucial to the smooth operation of this process. If something is done improperly, the forms must be returned to the manager for correction and then resubmitted.

If all the information checks out properly in Pay and Benefits, it must be sent to Verification to be checked again.

(We're dealing with public money, so we can never be too careful.) Verification authorizes the payment and passes the information on to Finance, who then approves it.

Only at this point can the request be sent to Supply and Services, where it takes at least one to two weeks for the cheque to be issued, depending on the type of transaction. Any number of things can slow the process down — a computer glitch (at our end or theirs), or the day of the week the cheque arrives at their offices.

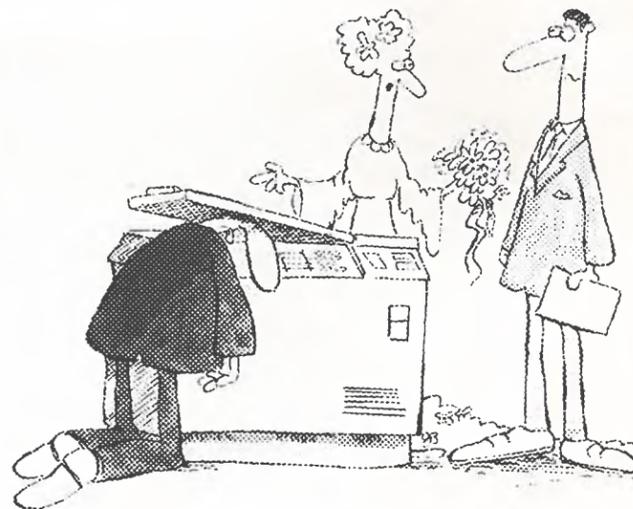
All going well, SSC issues the cheque. Our pay people then verify the payment and authorize Finance to release the cheque.

In a perfect world, a two-week process could work. But considering workload (our five officers handle pay requests for 1,800 employees), the possibility for computer foul ups, and our paperwork problems, it doesn't always happen that way.

Yes, we can speed up the process, but only to a certain extent. To help us as much as possible, managers have to inform Pay in a timely fashion and complete their forms correctly the first time. We'll be working hard this year to communicate with managers and help them understand our process and their responsibilities in process.

"Open Forum", a regular feature of Communications Express, is intended to promote the exchange of opinions and ideas. All signed or anonymous submissions fit for print will be considered for publication. Send your submission of 200-600 words to Michael Binder, Editor of "Open Forum", 4th Floor, 300 Slater St., Ottawa, K1A 0C8.

Farcus



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We couldn't afford a photographer.

People and Places

Minister's Office

Raymond Patenaude, Chauffeur for the Minister, has left the Department to work for the Minister of State for Transport. **Denis Martin**, previously with the Office of Privatization and Regulatory Affairs, now assumes Raymond's former position.

Louise Champagne is the new Clerk/Receptionist in the Minister's Office. She was previously with Energy, Mines and Resources Canada.

Danielle Carrier, formerly with Energy, Mines and Resources Canada, was appointed as Scheduling Assistant and Departmental Liaison.

Deputy Minister's Office

Michèle Santerre-Hébert, Secretary to the Chief of Staff, was appointed on an indeterminate basis.

SADM

Darryl Perry is a new Senior Planning Officer in the Planning and Liaison Division of DGIS. He was previously with the Department of Veterans Affairs.

Michel Lucas was promoted to the position of Chief, Media Relations in the Media and Public Relations Division of DGIS.

Cherryl Smith, formerly with the Cultural Initiatives Program Division of DGAP, has accepted a one-year secondment as a Communications Officer in the Media and Public Relations Division of DGIS. Cherryl will co-ordinate the Department's Twentieth Anniversary program.

Diane Lacombe was seconded for a six-month period to the position of Administrative Assistant to DGSP. Diane was previously with the Personnel Operations Division of DGHR.

Hélène Parisien, previously with Employment and Immigration Canada, has accepted a six-month secondment as a Word Processing Operator in DGSP.

ADMAC

Léonard St-Aubin, formerly with DGFP, was appointed as a Policy Analyst in the Broadcasting Policy Division of DGBP.

Margaret Fisher was promoted to the position of Monitoring and Tracking Clerk in the Sectoral Correspondence Unit.

Wayne Kelly and **Paul Baril** were promoted within the Museum Assistance Program Division of DGMH to the positions of Security Advisor and Fire Protection and Safety

Advisor respectively.

Daryl Leitch was seconded for one year from the Financial Planning and Resource Utilization Division of DGFM to the Cultural Initiatives Program Division of DGAP as Chief, Contributions Management and Program Administration.

Lyne Jetté, Secretary to the DGIS, has accepted a one-year secondment as Secretary to the Director, Film, Video and Sound Recording Policy and Programs in DGBP.

Heather Dawe was seconded for a 10-month period from the Sectoral Correspondence Unit to the Film, Video and Sound Recording Policy and Program Division of DGBP as a Policy Analyst.

Bernard Miquelon, previously with the Public Service Commission, has accepted a one-year secondment as Director, Sector Management.

Steve Delroy, Chief Museum Consultant, has left the Canadian Heritage Information Network Division of DGMH to join the House of Commons.

Hal Kavanagh, Systems Programmer in the Canadian Heritage Information Network Division of DGMH, has joined private industry.

ADMCM

Diane Lessard, formerly with the Department of Fisheries and Oceans, had joined the Financial Planning and Resource Utilization Division of DGFM as a Financial Analyst.

Susan Arnold, Data Processing Operator in the Materiel Management Services Section of DGAT at CRC, was appointed on an indeterminate basis.

Diane Pagé, previously with Industry, Science and Technology Canada, transferred to the Financial Policy, Systems and Accounting Division of DGFM as an Accounts Payable Clerk.

Michel Granger has accepted a one-year secondment as Director, Personnel Operations in DGHR. He was previously ADMAC's Sector Co-ordinator.

Jill Vaughan, Financial Analyst in the Financial Planning and Resource Utilization Division of DGFM, has transferred to the Canadian Radio-television and Telecommunications Commission.

ADMTT

Anka Crowe was promoted to the position of Acquisition Clerk within the Telecommunications Systems Management Division of GTA.

Bonnie Carter, Secretary to the Manager of Engineering in the Development and Engineering Division of GTA, was appointed on an indeterminate basis.

Prabir Neogi was promoted from within the Information Industries and Economic Development Division of DGIE to the position of Chief, Economic and Policy Analysis.

Peter Borkowski, a recent graduate of Carleton University, has joined the Advanced Devices and Reliability Division of DGCD as a Semiconductor Device Engineer.

Bernard Malo, a recent graduate of the École polytechnique de Montréal, has joined the Optical Communications Technologies Division of DGCD as an Engineer.

Steven Cheng, previously with private industry, has joined the Development and Engineering Division of GTA as a Telecommunications Engineer.

Claude Bélisle, previously with the Department of National Defence, was appointed to the position of Military Satellite Communications Engineer in the Satellite Communications Division of DGRC.

Danielle Charpentier, Secretary to the Director, Management and Plans, has left the Department to join the private sector.

Marisa Riva-Yack, Editing Clerk, and **Ozdem Kaya**, Project Officer, Development have left the Telecommunications Systems Management Division of GTA to join the private sector.

Angèle Gosselin, Superintendent, Data Systems Planning, has transferred from the Telecommunications Systems Management Division of GTA to Supply and Services Canada.

Annie Desjardins, Secretary in the Space/Telecommunications Development Division of DGIE, has transferred to Health and Welfare Canada.

Michael Stieber, Spacecraft Control Systems Engineer in the Space Mechanics Division of DGSTA, has transferred to the National Research Council.

Mario Caron is a new Systems Engineer in the Satellite Communications Division of DGRC. He was formerly with private industry.

Jean Maheux is a new Image and Video Processing Engineer in the Information Processing Research Division of DGBT. Jean is a recent graduate of Laval University.

Cecillia Ng, formerly with private industry, has joined the Radio Communications Tech-

nologies Division of DGRC as a Communications Engineer.

Larry Stone, a recent graduate of Algonquin College, has joined the Satellite Communications Division of DGRC as a Communications Technologist.

Duncan Taylor was appointed to the position of Telecommunications Inventory Officer in the Telecommunications Planning and Co-ordination Division of GTA.

Pascal Bilodeau was promoted within the Administrative Services and Special Projects Management Division of the CWARC to the position of Word Processing Unit Co-ordinator.

Anne-Marie Laurier, Secretary to the Director, Advanced Technology at the CWARC, was appointed on an indeterminate basis. She was previously with the National Library.

Shérif Negm, formerly with the private sector, was appointed to the position of Senior Engineer, Special Projects in the Integrated Systems Division of the CWARC.

Anne Castle, formerly with the Office of Privatization and Regulatory Affairs, has accepted a six-month secondment as an Analyst in the Financial and Regulatory Division of DGTP.

Sandi MacDonald was seconded for a two-year period from the Technical Marketing Support Division of DGIE to the Research and Technology Policy Division of DGTA as Manager, International Research Policy.

ADMSR

Andy Cobham, previously with DAP, was promoted to the position of Manager, Spectrum Management Operations in the Spectrum Operations Division of DGRR.

Leah Kirkpatrick, Office Manager in the Spectrum Management Operations Division of DGRR, has resigned to pursue other interests.

Peter Komocki, Junior Engineer in the Automated Spectrum Management Systems Division of DGEP, has left the Department to join private industry.

Mario Pittarelli, Director, Broadcast Engineering Planning and Standards in DGBR, has resigned to join private industry.

Quebec Region

Christian Déry, formerly with the Montreal District Office, was promoted to the position of Specialist in the Regional Centre, Spectrum Services in St. Rémi.

Claudio Piscina has transferred from Employment and Immigration Canada to the position of Authorization Clerk in the Montreal District Office.

Johanne Walker has transferred from the Montreal District Office to the GTA Office as Operations Clerk.

Claude Rivest from the Montreal District Office and **Bernard Surprenant** from the Sherbrooke District Office were promoted to the position of Microwave Analysts in the Regional Office.

Ammar Arab was appointed on an indeterminate basis to the position of Programmer in the Engineering Division of the Regional Office.

Bernard Renaud, previously with the private sector, was appointed to the position of Telecommunications Manager in the GTA Office.

Ontario Region

Paul Gryn was promoted from within the Windsor Sub-Office to the position of Inspector-in-Charge.

Beverly O'Connell-Boecker, formerly with the private sector, has joined the Regional Office as a Communications and Culture Development Officer.

Steven Mori has resigned his position as Telecommunications Manager in GTA to join the private sector.

Jenne Looper was promoted from within the London District Office to the position of District Director.

Ronald Taggart has transferred from the Windsor Sub-Office to the London District Office as District Supervisor.

Jennifer Wilson, Central Records Clerk in the Regional Office, was appointed on an indeterminate basis.

Central Region

Sharon Wastle has transferred from the Toronto GTA Office to the Edmonton GTA Office as a Telecommunications Analyst.

Monique Derksen, formerly with Revenue Canada, Taxation, has transferred to the Edmonton District Office as a Central Registry Clerk.

Nancy Desormeau is a new Commerce Officer in the Communications and Culture Division in Winnipeg.

Ann Kostiuk has transferred from the Department of Justice to the Saskatoon District Office

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as the Supervisor, Administration Services.

Jim Gayler, previously with the Calgary District Office, was promoted to the position of Supervisor, Operations, in the Grande Prairie District Office.

Joanne Brénaud, Word Processing Operator, has left the Winnipeg Regional Office to join Employment and Immigration Canada.

Kent Manning, Radio Inspector-in-training in the

Calgary District Office, has joined private industry.

Pacific Region

Harvey Rebalkin has transferred from the Authorization Section to the position of

Standards Officer in the Spectrum Control Section of the Regional Office.

Harley Rea, Telecommunications Manager in the Pacific GTA Office, has resigned to join private industry.

Long Service Award

25 years — **Art Solomon**, District Director in Kitchener.

Retirements

Mary Reyburn, Office Manager in the Vancouver District Office, has retired after 30 years of service.

Thérèse Leblanc, Engineering Clerk in the Moncton Regional Office, has retired after 30 years of service.

Jeffrey Hunter, Standards Officer, Broadcast Inspection in the Spectrum Control Section of the Pacific Regional Office, has retired after 35 years of service.



Left: David Boulding (front), Mission Control System Specialist in the Satellite Communications Division of DGRC, has retired after 33 years of service. At a recent retirement celebration, Boulding received several "useful" gifts from his colleagues.



The handshakes and smiles were abundant at George Collett's retirement party. Collett, who occupied the position of District Supervisor in the Ontario-North District Office, retired after 32 years of service. Pictured with Collett are : Dave Lyon (far left), Director General, Ontario Region; Bud Campbell (second from right), Ontario-North District Director; and Gerry Brushett (far right), Deputy Director General, Ontario Region.



Lyle Bates, District Supervisor in the Halifax District Office, has retired after 32 years of service. George Richard (left), Deputy Director General, Atlantic Region, is shown presenting Bates with a special retirement certificate.



Roger Charron, who occupied the position of technologist in the Radio Propagation Division of DGRC, recently retired after a lengthy career in the public service. Charron is shown with his wife, Suzanne, as he receives a certificate for 40 years of service.



Oh, what a feeling! Laura Saumure, Training Clerk in the Human Resources Planning and Development Division of DGHR, is shown working on her last training form. Saumure recently retired after 16 years of service. Her professionalism and good cheer will be sorely missed by her colleagues who wish her all the best in the coming years.



Several friends and co-workers gathered to wish all the best to Brian Boyden, Chief, Telecommunications Acquisition in the Telecommunications System Management Division of DGGT, who retired after 17 years of service. Boyden will be especially remembered for his warmth and his easy-going manner. Pictured are: Front row (left to right), Anka Crowe, Barbara Thomas, Bonnie Paul and Virginia Russell. Back row (left to right), Elizabeth Hicks, John Hawkins, Eileen Tasker, Brian Boyden, Ingrid Bruno, Wayne Lewis and Patti Street.



Siebo Athwal, Administrative Assistant in the Deputy and Director General's offices in Vancouver, has retired after 32 years of service. Siebo (2nd from right) is shown with John Quigley, Director General, Pacific Region (far left), her husband, Herb (second from left) and Bruce Drake, Deputy Director General, Pacific Region (far right), at a recent retirement party held in her honour.