

COMMUNICATIONS

November 1989

 Communications
Canada

Express

Canada

Canadian Centre for Marine Communications begins operations

by Beth Thompson

The Canadian Centre for Marine Communications (CCMC), which began operation in St. John's, Newfoundland last April, will strengthen the link between the Department and marine industries that use communications technology.

The CCMC facility, established under the leadership of the Marine Institute's Interim President Leslie O'Reiley, will focus on adapting communications technology and research results to meet the special challenges of the marine environment. One of these challenges is to position Canadian companies strongly in this specialized world market.

"The success of this technology transfer convinced our employees and industry of what could be accomplished in the region."

The concept of a marine communications centre crystallized as a result of the successful transfer of high frequency radio technology from the Communications Research Centre (CRC) to Ultimateast Data Communications Limited in 1987. This

technology was integrated into a commercial product that is part of a sophisticated fleet management system which includes capabilities for vessel location and monitoring of fish catches.

"The success of this technology transfer convinced our employees and industry of what could be accomplished in the region," says Atlantic Director General Pierre Boudreau, who conceived the idea for the Centre and led the Department's team effort to support the establishment of the CCMC with Dr. Bob Breithaupt, Acting Director General, Communications Technologies Research.

Former St. John's District Director Ron Wilcox played a key role in promoting interest in the concept by talking to people in a number of companies who deal with marine communications technologies, as well as representatives from the fishing, petroleum, and shipping industries and marine research institutions.

Located within the scientific premises of the Newfoundland and Labrador Institute of Fisheries and Marine Technology (Marine Institute), the non-profit CCMC continues to evolve under the leadership of the interim Director, Neil Riggs, with the concerted co-operation of the CRC, Department Headquarters

See page 2 : CCMC



The Federal Public Service United Way campaign kick-off September 7 on Parliament Hill was a big success as representatives from 86 federal departments and agencies donned festive costumes and gathered to join pieces of a puzzle which formed a giant cheque. For related story and photos, see page 5.

Quebec company develops film production software package

Solinart Inc. Information Systems of Quebec has developed an innovative film production software package that could make Canada's film industry more competitive.

Solinart created the software with the help of funding from the Department of Communications and the Quebec government, under the Economic and Regional Development Agreement. The software allows all information related to the production of a film to be stored in one computer package, thereby increasing productivity and reducing production costs.

The software is designed for use by small production companies, which often hire directors, designers, actors, and technicians on contract and provide them with individual, unlinked computers to store information. When there is an unexpected change in the production schedule, for example, if shooting is delayed because of rain, getting everything on track again requires stacks of paperwork. Delays can cost thousands of dollars.

Solinart's new production software eases this problem, giving the producer access to information about all aspects of the production to quickly determine whether another scene could be filmed instead.

Claude Hébert, of the Communications Industries and Policy Development Division of ADMTR, says that there is growing interest in tools which improve productivity within the

film and video industry worldwide. "The more you can reduce your costs and be more productive, the more competitive you can be," says Hébert.

Growing demand for a product such as Solinart's makes it only a matter of time before similar software is developed in other countries. Hébert says companies in France and California have already begun work on film production software.

See page 2 : Software

On the inside

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The 20th anniversary dinner and dance, held October 13 in Ottawa, featured humorous skits that poked fun at various members of the Department. Shown are Serge Presseau (left) parodying Jeremy Kinsman, Assistant Deputy Minister, Cultural Affairs and Broadcasting, and Vladimir Skok (right) mimicking Richard Stursberg, Assistant Deputy Minister, Technology Research and Telecommunication. See "Party time", page 2.



Communications Canada : 20 years of service, innovation and creativity





From the suggestion box...

Dirty windows

If the government is trying to save money by not washing the windows on the Journal Tower, perhaps employees can be advised so something can be done about it. Perhaps we could organize a drive to wash them ourselves or we could check the lease contract to see if the owner of the building has an obligation to wash them?

The delay in cleaning the windows is the result of a new provincial law which requires changes to the scaffolding hardware on the roof of buildings for safety reasons. Journal Tower North was affected by this law and the appropriate changes have been made. It is the responsibility of the owners of the building, Campeau Corporation, to have the exterior windows cleaned twice a year. The exterior windows of both Journal Towers were done in mid-September.

Computerizing benefits

Why isn't there a computer program to help Pay Clerks in the Compensation and Benefits office (CCB) compute benefits such as back pay, overtime, shift differentials and vacation credits, etc.?

CCB agrees with the necessity of automating pay processes and is actively moving in that direction. For example, their mail log system has been automated and the CCB is now working on electronically registering its directory of employees, which is presently recorded on a Rolodex. Other manual systems, such as the BF and overpayment systems, will also be addressed by the CCB in the near future.

The 'Amethyst' project has been undertaken in order to amalgamate the various resource materials presently used by the CCB into a user-friendly program. The goal of the program is to centralize the information so that clerks can quickly process any transaction from beginning to end with all regulations respecting the transaction being considered. The prototype will be operational by April 1, 1990.

The CCB is also working with Supply and Services Canada to further automate pay processes in preparation for the next round of collective agreements. In addition, the Department is presently investigating the development of an integrated personnel information system which could significantly reduce the amount of manual input to pay and other personnel transactions. These ongoing efforts are all aimed at improving the working environment for pay clerks and the quality of their service.

Money Machine

Could we place a CS-COOP Automatic Teller Machine (ATM) in the Department to make it easier to get to the bank during working hours?

The Administrative and Technical Services Branch has discussed the possibility with senior management at CS-COOP. They have indicated that an ATM could be installed sometime next year.

Software continued from page 1

It is becoming increasingly vital that Solinart's software prove itself soon on the Quebec market, so that it can be marketed across North America, Hébert says. Solinart is working to strengthen its ties with major players in the Montreal cinematography industry, such as Radio-

Canada, Téléfilm Canada and the National Film Board in the hope that endorsement by big producers will encourage smaller production companies, less inclined to experiment with new equipment, to try the product.

CCCM continued from page 1

and Atlantic Regional Office. Its long-term goal is to become a centre of excellence for marine communications in Canada.

In addition to technology transfers, technical assistance and employee training, a number of challenging secondment and research opportunities for CRC

scientists and engineers will be available.

The \$16.6 million centre is funded by the Atlantic Canada Opportunities Agency, the Department of Communications and the Marine Institute. Ongoing project funding is expected from the private sector.

United Way update

The United Way campaign is enjoying another successful year, thanks to the efforts of everyone involved. As *Communications Express* goes to press, the Department surpassed its \$88,300 target by about 18 per cent for a total of \$104,000. The federal service United Way campaign has collected more than 90 per cent of its \$5.725 million goal. Closing ceremonies for the federal public service campaign will be held at the R.A. Centre, November 15.

It brings out the best in all of us.



Letters to the editor

Job well done

The staff of the Department of Communications, especially those who were fortunate enough to attend the corn roast, owe thanks to Don Stephenson and the organizing committee: Marie Lussier (CRC), Glen McLeod (CRC), Carla Curran (DMT), Jean-Paul Hamelin (DDA), Gisèle St-Amand (DGMH), Cheryl Smith (DGIS), Joe McKinnon (CRC), Ron Smith (CRC), Lynn Morris (DAP), Suzanne Rochette (DLS), Anne Séguin (DFSP), Lisette Thibault (DSPC), as well as the staff at CRC.

They did a great job of organizing an event that was fun for the staff and their families. The clowns, face painting, musical entertainment and the various games were super and the smiling faces on the kids of all ages were witness to this.

The common sense of purpose uniting the Department as one in the tug-of-war with Mike Binder on the other end was probably a highlight. It brings new meaning to the Department's Mission Statement.

You, the organizers, did a great job, but then we have become used to this from Department of Communications staff. The important thing is to

recognize it and not take it for granted.

Charles McGee
Director General
Museums and Heritage
Policy and Programs
ADMAC

Calling cards

As part of the Department's 20th Anniversary, can QSL cards be made available for radio inspectors and other employees who are active in amateur radio? It would be a great method of promotion.

André Barrière
Radio Inspector
Sherbrooke District Office

Editor's note: We are not aware of cards being made for that purpose. However, some QSL cards were issued for the Headquarters VY9CC station. For more details, contact Andy Cobham, the station sponsor, at (613) 990-4736.

Department Index

I was surprised and disappointed by the September reply to the "suggestion box" question on where to obtain basic information on the Department and hope that you can pass along the following information in the next issue.

The first edition of the *Index of Department of Communications Programs and Services* was distributed earlier this year and received favourable reviews. The Index, which contains descriptions of the Department's programs and the services we offer to the public, as well as summaries of the mandates of agencies reporting to Parliament through our Minister and of relevant programs in other departments, was prepared in close co-operation with all Department of Communications sectors.

A supply of this Index has been provided for use in all regional and district offices of the Department both as a general information tool and to equip our employees to better serve the Canadian public. At Headquarters, the document has been distributed to sector co-ordinators, to the translation unit and to a number of branches on request. While we are not able to provide copies to everyone, we can certainly make the document available on request through sector co-ordinators or the library.

May Morpaw
Manager
Regional Development,
Planning and Co-ordination
ADM SR

You Asked Us

Q: Is there a reference book available which explains government policies and processes I should be familiar with as a manager?

A: Yes. *The Manager's Deskbook* is a handy reference guide which gives the essence of what you must know as a manager. The Deskbook, published by the Communications Division of the Treasury Board of Canada, simplifies volumes of government manuals. It provides quick, comprehensive explanations of key policies and processes in areas such as Increased Ministerial Authority and Accountability, Personnel, Staffing, Program Management, Financial Policies, Information and Administration, Official Languages and Real Property.

The Manager's Deskbook (Catalogue No. BT22-14-1989E) is available for \$31.95 from the Canadian Government Publishing Centre, Ottawa, K1A 0S9 (Tel.: 997-2610)

Q: Does the Department offer any courses on preparing resumes?

A: In early 1990, the Human Resources Planning and Development Division will offer one-day information sessions on preparing resumes. Employees will be notified once dates for the courses are established.

Q: Why do managers pay less than other departmental employees for the use of government parking facilities?

A: Members of the EX/SM management category and Governor-in-Council appointees who use Crown parking facilities pay half the rate charged to other employees. This parking-rate discount is part of special considerations made available to senior managers and is a taxable benefit.

Party time!



COMMUNICATIONS Express

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

The opinions expressed are not necessarily those of the Department.

Communications Express welcomes letters to the editor, story suggestions, pictures and articles from all readers. However, we cannot guarantee unsolicited material will be used. Please call first for guidelines.

The following are approximate deadlines for submissions for the next four issues: October 27 for December issue; December 29 for February 1990 issue; February 28 for April 1990 issue; April 27 for June 1990 issue

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The Department's corn roast and bureaucratic games, held August 27, were a big success, judging by the look of enjoyment on the face of this young girl as she takes a spin in Snoopy's Red Baron.



The organizing committee, with Don Stephenson at the helm (far right), made full use of the mud pit during the Sectoral Tug-of-War at the corn roast.

Employee ideas sought for environmental cleanup

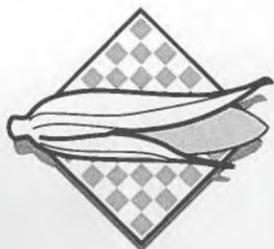
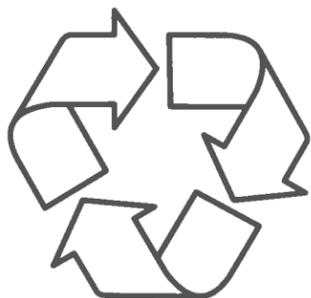
If *Communications Express* looks a little different this time, it's because the newspaper is now being printed on recyclable paper, an environmentally friendly alternative to the glossy paper we've used for the past two years. The change is being made thanks to an employee question submitted for the September 27 staff meeting with the Minister.

That suggestion struck a chord with Departmental management — what other good ideas do Department of Communications staff have to help clean up the environment in the workplace? As a result, the Department will establish an Environmental Practices Committee, to be associated with the joint management-employee Health and Safety Committee.

The committee will look at ways to cut down on energy waste and paper use and to recycle more. It will see whether we can replace toxic solvents and chemicals with environmentally

safe cleaners and whether we can use more biodegradable products. It will look at ways to improve awareness of environmental issues in the workplace by bringing in speakers and providing information in a more useful form.

The Environmental Practices Committee is looking for suggestions and volunteers from each sector. Anyone interested should contact Colin Taylor, Interim Chairman of the Committee, at (613) 990-4439. Written suggestions can be sent to him in DSCS, Room 826 in the Journal Tower North.



"Skis from Hell" were a popular mode of transportation during the bureaucratic games as Department employees put their skill, co-ordination and balance to the test.

Good news and bad news: survey results

Response to a recent readership survey indicates that in general *Communications Express* is doing a good job of providing news and information to employees.

The results of the survey though by no means scientific, give some sense of readers' likes and dislikes and will be used to plan future issues. Six per cent of employees completed the questionnaire.

In response to the first question, "How many stories do you read in each issue of *Communications Express*?", over half of the respondents indicate they read almost all of the stories. Of the remainder, 17 per cent peruse less than half of the paper and 28 per cent more than half.

Among regular features, "People and Places" is a definite favourite. Although some respondents question its accuracy and thoroughness, 87 per cent express great or some interest in the subject of appointments and secondments. "General news items and features" is a close second.

Most of the subjects listed in the questionnaire elicited a positive response from readers, but "Open Forum", "Suggestion Box", and "You

Asked Us", are at the bottom of the scale. (Loyalty to these regular features takes a while to establish and their success depends largely on reader participation.) These three subjects receive a slightly lower rate of approval with both those who read almost all of the paper and those who read less than half.

As for style and presentation, 80 per cent of respondents rated the overall quality, writing, ease of reading and appearance to be good to excellent. Finally, 84 per cent indicate that the length of the stories and the number of visuals are "just right".

Because the reader feedback card is not a substitute for rigorous analysis of a random sample, no hard and fast conclusions have been drawn. However, it does give an idea of what some readers want and could be useful in designing a scientific survey.

In the meantime, readers' informal views are always welcome. If you have comments, good or bad, or ideas for stories, please call Josée Miville-Dechêne at (613) 990-4841 or Ghislaine Roy at (613) 990-4830.

Here are some of the comments received on the recent *Communications Express* reader feedback card:

I very much like the glossy pages. I never have to worry about getting ink stains from the print.

The number of trees consumed to produce one issue of this publication... Throwaway news should be on throwaway paper! I am so angry each time I see this high-gloss piece...

No more interviews with the Minister, please!!

More interviews with the Minister, DM and ADMs, to find out their point of view on departmental affairs.

The interview with Masse was a joke.

More pizzazz, more pictures...

I like the pictures.

Less soft news and propaganda, more controversy...

Varying the pictures in French and English versions would promote interest in both languages.

This is a Headquarters newsletter!

Great publication... especially valuable to us folks out here in the regions.

One-third of the publication should be devoted to Headquarters news, one-third to the CRC and one-third to the regions.

Don't forget CWARC.

What about CRC?

More sector profiles would be appreciated.

Communications Express should include more news from the regions and districts.

A good way to communicate with people.

"People and Places" needs more accuracy!

It's good to see employees of all levels covered in "People and Places". However, since only one in three staffing actions are reported, how do you decide which ones to report?

Great way to keep up with a colleague's career.

By the time I receive my copy, *Communications Express* should be called *Communications in Review*.

Cut costs by printing unilingual... readers' preference.

Bravo!

Keep up the good work.



Delegates at the New Music Seminar (NMS) held in New York City July 15 to 19, discuss the future of the Canadian music industry at a special seminar, "The Canadian Market Survey." The NMS is a major annual music industry trade fair, considered essential for gaining exposure to the North American market. The Department of Communications, through its Sound Recording Development Program, contributed \$30,000 toward the Canadian delegation at this year's event. This included the production of 2,500 double compact discs featuring 36 Canadian acts, which were distributed to the international music community before and during the fair.

Department provides expertise for AsiaSat

by Beth Thompson

A Department of Communications regulatory expert and Telesat Canada's top engineers are helping a Hong Kong company implement Asia's first domestic satellite communications system.

Telesat has signed a \$5 million contract to provide program management, engineering services and marketing support for the Asia Satellite Telecommunications Company (AsiaSat).

Telesat will monitor the

refit of AsiaSat spacecraft and the implementation of a control facility in Hong Kong. In addition, it will help co-ordinate orbit positions and frequencies for the system.

Art Carew, who is on a two-year loan to Telesat from the Radio Regulatory Branch of ADMSR, provides co-ordination and negotiation expertise on orbit/spectrum matters.

"AsiaSat is very challenging," says Carew, "especially because there are more requirements for C-band operations in the Asian region than there are

viable orbit positions." The tiny country of Tonga alone has filed for 16 positions on the C-band (one of the most popular bands for communications satellites), four of which are in the orbital arc of interest to AsiaSat.

Carew is working closely with Dr. Ali Shoamanesh, who is responsible for consulting and research studies in Telesat's Communications Systems Engineering Division. He and Shoamanesh have already concluded two rounds of negotiations, with the People's Republic of China and Indonesia.

Computers help keep border airwaves clear

by Liz Edwards and Sue Vaughn

Automation is helping to keep airwaves clear for services and businesses near the Canada-U.S. border.

The Department's Canada/U.S. Frequency Co-ordination Group is increasing its use of computers to ensure frequency co-ordination requests are processed more efficiently, says Pierre Gaudreau, Head, Canada/U.S. Co-ordination Group.

The group, in conjunction with U.S. agencies, is responsible for the co-ordination of frequencies used by businesses near the border so they don't interfere with existing Canadian or American users. These activities are governed by a 1962 treaty which has been updated to include specific frequency bands and services. The co-ordination zone extends about 120 km on either side of the border.

If a user requires a frequency near the border, the Department must co-ordinate the request with the U.S. before a licence can be issued. "When the technical data on the applications is received from the district office, it must be checked against our co-ordination records, reformatted according to which U.S. agency it is to be sent to, and finally transmitted to that agency," says Gaudreau.

Once the new automation tools are available, the technical data will be entered at the district office, forwarded to the Canada-U.S. Co-ordination Group for review, and then automatically

reformatted and transmitted to the U.S. Previously, the work was done manually using word processors or telex machines.

Automating the processing of U.S. requests is almost complete. This aspect is crucial as errors could result in interference to Canadian operations.

Gaudreau says automation should speed up the process and help employees cope with the current overload of requests. Currently, the group handles 11,000 U.S. requests a year and 7,000 Canadian requests.

The Department's goal is to minimize the amount of time it takes to process radio licence applications. "Delays directly affect the service of our clients — the Canadian public," says Gaudreau. Although the objective is to evaluate a proposal within 30 days, some American agencies have been known to take up to 55 days.

Historical data about previous co-ordination proposals are also being entered into a computer database to help employees in their analysis. Such data have proved valuable in negotiating spectrum-sharing arrangements with the U.S.A. Although information is being recorded in response to specific requests, only a small percentage of the 300,000 records have been entered so far.

Gaudreau stresses that the success of an operation, whether manual or computerized, depends on the staff. "We have a good team recognized not only by our management, but also by the U.S. agencies we deal with."

CHIN traces 16th century Dutch and Flemish painters

The Department's Canadian Heritage Information Network (CHIN) helped bring 16th century Dutch and Flemish painters to life at the General Assembly of the International Council of Museums, recently held in The Hague.

A compact disc containing computerized images of 287 Dutch and Flemish painters, including data about their art, was one of the new museum products demonstrated at the 10-day conference. The images consist of either portraits or self-portraits of each painter.

The compact disc was the result of a year-long project by a working group consisting of CHIN and other members of the International Committee for Documentation.

"I think the prototype we presented went over very well. There were a lot of people who didn't think the project would work and they were very pleased with the results," says Peter Homulos, Director General of CHIN.

Information about Dutch and Flemish collections was compiled by sending questionnaires and requests for images to museums around the world. CHIN was responsible for constructing a database, digitizing photographs of each painting and producing the information in the form of a compact disc.

All data was prepared in a standardized format in English and French. The images can be viewed on VGA graphics adapters.



A portrait of Rembrandt as it appears on the compact disc of Dutch and Flemish painters. The oil-on-canvas painting was done by one of Rembrandt's followers during the 17th or early 18th century. Photo courtesy of the National Gallery of Canada.

"You can search the data and view a portrait of the painter on a computer screen. It brings together collections of Dutch and Flemish paintings from around the world, some of which may not be well known," says Barbara Rottenberg, Assistant Director of the Museums Services section of CHIN.

"We wanted to show that it is possible for museums to integrate text and images by means of contemporary technology. This joint project really reflects the Department's mandate of blending cultural and technological initiatives," says Rottenberg. The disc will be useful for museum professionals and students who have an interest in European art.



Family, friends and colleagues gathered at the Communications Research Centre (CRC) October 11 to honour three distinguished Canadian scientists. Several buildings at the CRC were named after J. Alphonse Ouimet, former President of the CBC and a pioneer in television communications; John H. Chapman, former Assistant Deputy Minister at the Department, known as the father of Canada's space program; and Frank T. Davies, former Director General of the Defence Research Telecommunications Establishment — a forerunner of the CRC. Attending the ceremony were (from left to right) Jeanne Ouimet, Marion Chapman and Eleanor Davies, who are pictured in front of a display of photos and memorabilia from their late husbands' years with the Department. The displays and ceremony were organized by DGTA, DGCD, DGBT, DGRC, DGIS, DCAT and DGAT.

Department goes for United Way gold

The Department of Communications' 1989 United Way campaign got underway September 11 with simultaneous opening ceremonies at Headquarters, the Communications Research Centre (CRC) and the Canadian Conservation Institute (CCI).

The Department unveiled three rainbows which are being used to monitor the campaign's progress. The rainbows contain five stripes, one for each of the Department's sectors. Each time a sector climbs 10 per cent towards its target, a pot of gold will be added. The three rainbows were designed and produced by employees of Creative Services at CRC.

Members of the Canadian Forces Central Band entertained employees at Headquarters, where Deputy Minister Alain Gourd officiated. Agathe Paré, a worker at the Centre Mechtilde, a shelter

for abused women and their children, spoke to employees about the importance of the United Way campaign.

Enthusiastic employees filled the cafeteria at CRC to hear Assistant Deputy Minister, Corporate Management Michael Binder and Dr. Helen Morton, a representative of Disabled Persons Community Resources, speak about the campaign.

Charles McGee, Director General, Museums and Heritage Policy and Programs, and Charles Gruchy, Director General of the Canadian Conservation Institute officiated at CCI, where the United Way agency representative was Lorraine Geansonne, Executive Director of Service d'entraide communautaire pour les aînés, an organization that promotes independent living for seniors.



Money donated by the federal service division will be filled in on the blank United Way cheque at the end of the campaign. Standing in front of the cheque with Deputy Minister Alain Gourd are employees from Plant Engineering Services at CRC who worked hard to design and produce the puzzle board. Shown (from left to right) are Pierre Boivin, Joe McKinnon, Ron Smith, Robert Nixon, David Willoughby and Jim Giovannitti.

Employees active on golf links



Frank Moodie of Administrative and Technical Services (DCAT) at CRC follows through on a swing at the CRC golf tournament in Richmond, August 31. Moodie shared the top spot with Bill Jahn of DCAT. This is the fourth consecutive year Moodie has won the CRC event.

Four recent golf tournaments brought crowds of Department golfers to the links.

The annual Headquarters tournament was held May 19 at the Kingsway Park Golf and Country Club in the Gatineau Hills. The winners were Madeleine Villeneuve (Women's Low Gross, 102); Joe Larocque (Men's Low Gross, 75); Rachelle Galvin (Women's Low Net, 61); and Andy Cobham (Men's Low Net, 47).

Sixty golfers from the Quebec Region attended a tournament at Golf Sportif Champêtre in Hemmingford, Quebec, May 27. The winners were Michel Castonguay and his wife (net score of 76) and Claude Leclaire and Germaine Harvey (Rosaire) with a gross score of 86.

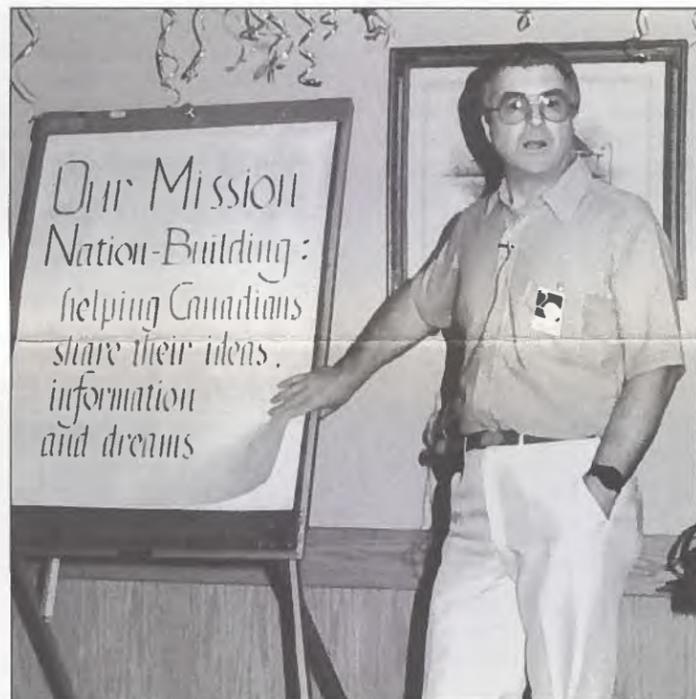
Music, dancing and award ceremonies capped off the Canadian Conservation Institute's tournament July 19. The winning Low Net team, with a score of 62, consisted of Don Hould, Fred Dupuis, John Prok and Stefan Racine.

The Communications Research Centre (CRC) held a successful tournament at the Riverbend Golf and Country Club in Richmond, August 31. The winners were Bill Jahn and Frank Moodie (Men's Low Gross, 80); Joan Thomas (Women's Low Gross, 85); Peter Adamovitch (Men's Low Net, 70); and Francine Boucher (Women's Low Net, 71).



Shown at the United Way campaign opening at CCI (from left to right) are Chuck Gruchy, Director General for CCI; Lorraine Geansonne, from the United Way agency Service d'entraide communautaire pour les aînés; Rachel Laberge, Sector Coordinator for the United Way campaign; Charles McGee, Director General of Museums and Heritage Policy; and Laurent Martin from Service d'entraide communautaire pour les aînés.

Gordon challenges Ontario Region



Assistant Deputy Minister Robert Gordon discusses the Department's Mission Statement during a meeting with Ontario Region staff this summer.

Robert Gordon, Assistant Deputy Minister, Spectrum Management and Regional Operations, challenged the Ontario Region to help make the Department of Communications a more modern organization, during his visit July 25 to the Ontario Regional Office.

Gordon told 125 employees at the special staff meeting in Milton, Ontario, that rapid developments in communications systems make it important for the Department to be up to date and capable of adapting to the new realities of the workplace.

The Mission Statement's operating principles should serve as guidelines to achieve this objective, Gordon said.

Gordon went on to congratulate regional staff, particularly those involved in Spectrum Operations, for their excellent performance, which was recognized in the Auditor General's 1988 report.

"Accomplishing those things that are required of us to improve our services to Canadians is essential. And it is necessary that we include regional perceptions when

defining our policies and services if we wish to pursue this objective," said Gordon.

He added that the Department should use the communications expertise it has acquired across the country to improve operations, providing an environment for staff conducive to the pursuit of excellence.

The Mission Statement should serve as a reference guide for management and staff well beyond the celebrations of the 20th anniversary of the Department, Gordon said.

"Everyone should feel responsible for improving the work environment and contribute to the quality of the service we offer. Management must find time to communicate effectively with staff and recognize personnel achievements."

Gordon also reviewed the Department's agenda for the coming months and spoke to staff about a number of issues, such as the high cost of living in the Metropolitan Toronto area and the resulting high turn-over rate of staff.

People and Places

SADM

Helen McDonald and **Shelley Borys** were respectively appointed Senior Program Evaluation Manager and Program Evaluation Manager in the Program Evaluation Division.

Benoît Gauthier, Acting Director of the Program Evaluation Division, has left the Department to join private industry.

Eon Fraser, formerly a private sector consultant, has joined the Federal-Provincial Relations Branch as a Communications Policy and Liaison Advisor.

Micheline Steals, previously from the office of SADM, has transferred into the position of Secretary to the Director General, Information Services Branch.

Patricia Duff-Endemann has accepted a two-year secondment from the Bilateral Telecommunications, Planning and Development Division of DGIR to External Affairs Canada as a Science and Technology Officer.

Patricia Dumas has undertaken a two-year assignment with Environment Canada as Chief of Staff.

Anna Biolik, previously with the Secretary of State, was promoted to Director of the Cultural Policy and Liaison Division of DGFP.

ADMCM

Danielle Fournier has transferred from Health and Welfare Canada to the Staff Relations and Compensation Division of DGHR into the position of Compensation and Benefits Training Officer.

Micheline Danis-Bisaillon, previously with the Human Resources Planning and Development Division, has accepted a nine-month secondment within DGHR as Administrative Clerk with the Official Languages Division.

Julianna Chahal, formerly with Revenue Canada, Taxation, has transferred to the Informatics Planning Division of DGIM to assume the position of Director, Informatics Planning.

Diane Maloley has transferred from Supply and Services Canada to the Sector Management and Departmental Co-ordination Division into the position of Secretary to the Director.

Claudia Thibault, previously with Transport Canada, has transferred to the Staff Relations and Compensation Division to assume the position of Receptionist.

Lise Gray has transferred within DGHR into the position of Personnel Assistant.

Carole Laurin, formerly with Agriculture Canada, has accepted a transfer to the Personnel

Operations Division of DGHR as Personnel Assistant.

Anne Richardson has been appointed on an indeterminate basis to the position of Pay and Benefits Clerk in the Staff Relations and Compensation Division.

Suzanne Marleau has transferred within the Personnel Operations Division into the position of Chief, Management Category.

Lyne Knight, previously with Revenue Canada, Taxation, has transferred to the Staff Relations and Compensation Division into the position of Pay and Benefits Clerk Trainee.

Louise Dubois has transferred from Environment Canada to the Personnel Operations Division into the position of Personnel Advisor.

Cliff Turner has transferred from the Canadian Space Agency to the Administrative and Technical Services Branch as an Instrument Maintenance Technician.

Jacqueline Gascon, formerly with the Canadian Import Tribunal, has transferred to the Informatics Management Branch into the position of Branch Support Clerk.

Francine Boucher was named Administrative Assistant with the Security and Communications Support Services Division of the Sector.

Josette Laperrière, Administration Officer with the Personnel Operations Division, has been seconded for a one-year period to the Department of Justice as Chief, Policies and Evaluation.

Moira Law, Director, Human Resources Planning and Development, has left the Department to assume the position of Assistant Chief of Training, Development and Human Resources Planning at the Bank of Canada.

Jean-Claude Bouchard, Director General, Human Resources Management Branch, has accepted a promotion to Director General, Human Resources Sector with Energy, Mines and Resources.

Lynn Ducharme, Administrative Clerk, Financial Planning and Resource Utilization Division of DGFM, has left the Department to join the private sector.

Don Hodgert, Pay and Benefits Clerk, Staff Relations and Compensation Division of DGHR, has transferred to Health and Welfare Canada.

ADMCM

Gloria Langis has been appointed Operator/Receptionist for the Canadian Heritage Information Network of DGMH.

Francine Anglehart, previously with the Montreal Regional Office, was promoted to Secretary in the Cultural Initiatives Program Division of DGAP.

Jan Vuori was appointed Conservator with the Canadian Conservation Institute.

Johanne Chartrand and **Chantal Charette**, Secretaries with the Cultural Initiatives Program, have been appointed on an indeterminate basis.

Edna Foley has transferred from Secretary of State to the Museum Assistance Program of DGMH as a Museum Consultant.

Claudette Lacasse has accepted a one-year secondment from the Canadian Heritage Information Network of DGMH to the Canadian Centre for Management Development as Assistant to the Vice Principal, Management and Development.

Robert Soucy was appointed on an indeterminate basis to the position of Film and Video Certification Officer in the Film, Video and Sound Recording Policy and Programs Division of DGBP.

ADMMSD

Lise Ladouceur, Project Officer with the Summits and Development Sector, has taken a one-year leave of absence for personal reasons.

ADMTR

Henry Ober has been promoted within DGGT to the position of Staff Officer, Telecommunications Planning, in the Telecommunications Planning and Coordination Division.

Steve Cheng, formerly with the Development and Engineering Division of DGGT, has been promoted within the Branch to Superintendent, Data Systems Planning.

Brian Edwards was promoted to Manager, Government Telecommunications Planning, in the Telecommunications Planning and Coordination Division of DGGT.

Hélène Gravelle has been promoted within the Management and Plans Division to Manager, Resource Management.

Donald McLachlan, formerly with CGI Intellitech Canada Ltd., was appointed Computer Systems Programmer in the Radio Communications Technologies Division of DGRC.

Pierre Taillefer and **Bev-Anne Lenardon**, previously with GTA, were promoted to Telecommunications Analysts in the Client Services Division of DGGT.

Robert Millar has transferred from the Canadian Space Agency to the Radio Communications

Readers question accuracy of "People and Places"

Readers frequently complain about the timeliness and accuracy of "People and Places". Although we are aware of the problem, it's a difficult one to solve. The information included in this feature is received from more than 14 different sources within the Department and must reach us six weeks prior to publication. Therefore, when a deadline is missed, the information may be three months old by the time it is published.

Because of the great number of term positions, interim appointments and secondments, it has been our policy since the January issue (see Letters to the Editor) to report only indeterminate appointments and secondments of over six months.

Technologies Division of DGRC as Manager, Analysis Modelling.

Karen Vineberg, a recent graduate of McMaster University, has joined the Optical Communications Technologies Division of DGCD as a Research Scientist.

Claudine Guérin-Lajoie, Supply Clerk, and **Sylvie Perreault**, Word Processor Operator, both with the Administrative Services and Special Projects Management Division of DGRI, have left the Department.

Gaston Dallaire was promoted to Director of the Network Policy and Standards Management Division of DGTP.

Phil Forand, Procurement and Accounts Certification Head, Administrative and Technical Services Division of DCAT, has left the Department to assume a new position with Agriculture Canada in the Maritimes.

Steve Moore, Telecommunications Analyst, Client Services Division of DGGT, has left the Department.

ADMMSR

Roger Faubert was promoted to Certification and Technical Information Services Officer within the Broadcast Applications Engineering Division of DGBR.

Heather Smith accepted a promotion to Planning Officer within the Sector Policy, Planning and Assessment Division.

Denise Duchesne was promoted to the position of Head, Administrative Support Unit within the Spectrum Management Operations Directorate of DGRR.

Loan Tran accepted a promotion within the Spectrum Engineering Division of DGEP to the position of Junior Engineer, Space Systems Engineering.

Monique Ricketts was promoted to Publications Clerk within the Spectrum Management Operations Directorate of DGRR.

Louise Dorey was seconded for a one-year period from the Human Resources Management Branch to the Sector Policy, Planning and

Assessment Division as Human Resources Co-ordinator.

Pacific Region

Mike Krenz transferred from the Lower Mainland District Office to the Vancouver Island District Office into the position of Radio Inspector.

Denyse Mercier, formerly with the Communications and Culture Division, accepted a promotion to Administrative Assistant in the Director General's Office.

Jane Wiebe has transferred from the Health and Welfare Canada Office in Victoria to the Vancouver Island District Office to assume the position of Office Manager.

Central Region

Brenda Tarasiuk, previously with Indian and Northern Affairs Canada, has joined the Saskatoon District Office as Supervisor, Administration Services.

Richard Singbeil transferred from the Authorization Division of the Regional Office in Winnipeg to the Manitoba District Office to assume the position of Radio Inspector.

Steve Williams transferred from the Engineering Division of the Toronto Regional Office to the Edmonton District Office as Microwave Technologist.

Ontario Region

Yagoda Bulat, formerly with the Authorization Division of the Toronto Regional Office, was appointed on an indeterminate basis to the position of Financial and Administration Assistant with the Toronto District Office.

Susan Anderson transferred from the Toronto District Office to the London District Office into the position of Technical Assistant.

Sharon Oake, Telecommunications Analyst with the Government Telecommunications Division of the Toronto Regional Office, has left the Department to join the private sector.

See page 7 : People and Places

People and Places continued from page 6

Paul Lajoie transferred from the Toronto District Office to the London District Office as Radio Inspector.

Alison Barclay, Telecommunications Analyst with the Government Telecommunications Division, has left the Department.

Teresita Jesswani has accepted an indeterminate appointment as Telecommunications Services Assistant with the Government Telecommunications Division.

Dan Martyn was promoted to Telecommunications Analyst with the Government Telecommunications Division.

Allen Nixon, District Supervisor with the Belleville District Office, has transferred to External Affairs Canada.

Quebec Region

Denis Colbert, formerly with the Montreal District Office, was promoted to Regional Advisor in Authorization with the Authorization Division of the Montreal Regional Office.

Atlantic Region

Eugène Aucoin, formerly with Employment and Immigration Canada, has transferred to the Moncton Regional Office to assume the position of Manager, Personnel.

Wally MacLeod, Radio Regulations Inspector with the Halifax District Office, has transferred to

the Transport Canada office in Halifax.

Paul Soucy, formerly with the Secretary of State, is the new Public Affairs Manager with the Moncton Regional Office.

Long Service Awards

25 years

Alfred Dionne, Supervisor, Central Registry, Finance, Administration and EDP, Moncton Regional Office.

Dale Snowdon, Regional Superintendent, Spectrum Engineering, Moncton Regional Office.

Anne Senior, Telecommunications and Personnel Policy Analyst, Telecommunications Planning and Co-ordination Division of DGGT.

Michel St-Amand, Chief, Staffing and Evaluation with the Personnel Operations Division of DGHR.

Frank Vigneron, Director, Space Mechanics with the Space Technologies Research Sector (Canadian Space Agency).

35 years

Vern Stroud, District Inspector, Kitchener District Office.

Elizabeth Tracy, Incentive Awards Program Coordinator, Staff Relations and Compensation Division of DGHR.

Pat Owens, District Inspector, Kitchener District Office.

John Tyralla, Guard, Site Security and Safety (CRC) with DSCS.

Al Keddy, Director, Telecommunications Systems Management Division of DGGT.

Peter Robinson, Special Advisor for DGIR.

Harvey Jones, Telecommunications Consultant with the Government Telecommunications Agency Division of the Edmonton District Office.

Retirements

Fernand Lachaine, Standards Officer, Authorization, Montreal Regional Office, after 31 years of service.

Doug Verge, Radio Regulations Inspector, Authorization, Halifax District Office, after 28 years of service.

John Palmer, District Director, Halifax District Office, after 35 years of service.

Kenneth Larson, Special Advisor, Emergency Telecommunications Planning,

Regulatory Policy and Planning Division of DGRR, after 35 years of service.

Ray Webb, Monitoring and Grievances Officer, Personnel Operations Division of DGHR, after 31 years of service.

Jack Gavigan, Spectrum Maintenance Technologist, Spectrum Control, Toronto Regional Office, after 15 years of service.

Gilles Picotte, Radio Inspector, Montreal District Office, after 27 years of service.

Ivan Poulos, Telecommunications Consultant, Client Services Division of DGGT, after 35 years of service.

Jean Wilson, Secretary, Plant Engineering Services, Administrative and Technical Services Division of DGAT, after 14 years of service.

Réjeanne Bourgeois, Communications and Operations Coordinator with the Communications Development Branch (now DGIE), after 30 years of service.

Donald Fraser, Conference Officer for DGIR, retired after 45 years of service.

Bill Clarke, Consultant, Client Services, Government Telecommunications Division of the Vancouver Regional Office, after 12 years of service.



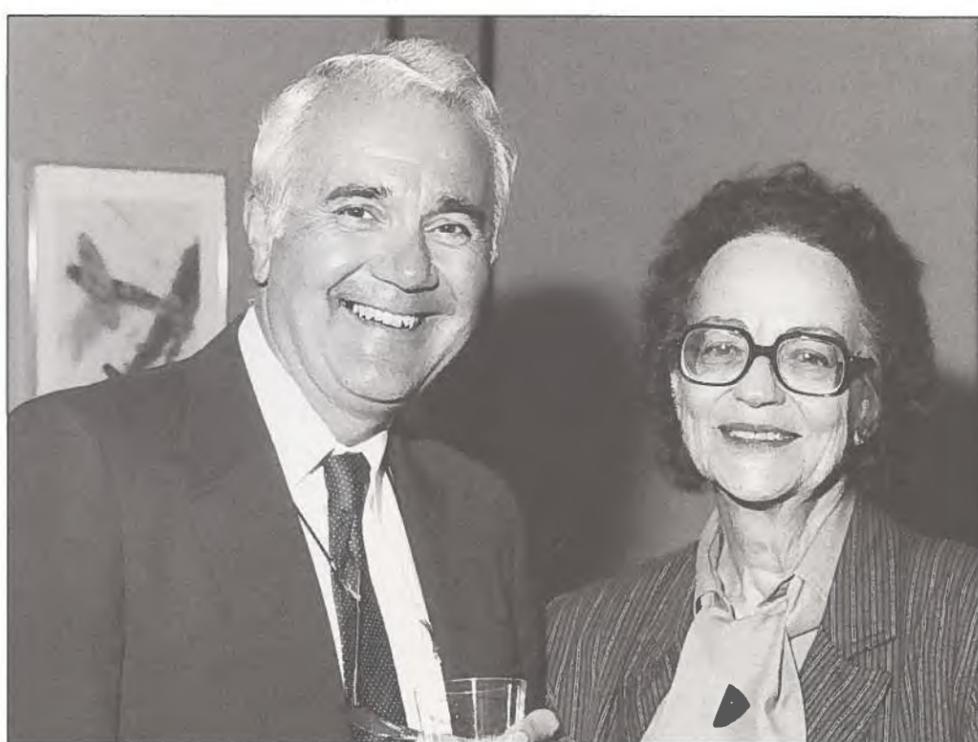
Alice (Doll) Jasinski, Clerk, Allocation and Accounts Certification, Administrative and Technical Services at CRC was presented with a cartoon on the occasion of her retirement after 15 years of public service.



Yvon Gautreau (right), Manager, Personnel in the Moncton Regional Office has retired after 30 years of public service. He is seen here with Pierre Boudreau, Director General of the Atlantic Region at a reception held in his honour.



Angèle Bourgeois, Communications Development Officer, Communications and Culture in the Moncton Regional Office has retired after 12 years of service. She was presented with a Certificate of Appreciation for her contribution to the cultural community in the Maritimes by Pierre Boudreau, Director General of the Atlantic Region.



Zelda Heller, Senior Planning Officer, Priority Planning and Government Business in DGSP has retired after 15 years of service. She is seen here with Senior Assistant Deputy Minister Ken Hepburn, at a reception held in her honour.



Alex Winsor, Chief, Terrestrial Licensing System, Spectrum Management Operations Division of DGRR demonstrates the proper use of a personal floatation device at a luncheon held on the occasion of his retirement. Winsor was also presented with his 35-year service award and retirement certificate.



Jack Anderson, District Director for Vancouver Island recently presented Marlene Orchin, Office Manager of the Vancouver Island District Office with a certificate on the occasion of her retirement after 14 years of service.



Rita Oakley, Administrator, Systems Procedures, Automated Applications Division of DGRR received a camera and other gifts from her colleagues on the occasion of her retirement after 32 years of service. She is seen here with Larry Thivierge, Manager, Systems Procedures.



Yves Lavallée, (left) Director of the Official Languages Division of DGHR has retired after 32 years of public service. He is seen here with former Director General, Human Resources, Jean-Claude Bouchard.



After 38 years of public service, Lorne Furnell (left), District Supervisor, Control in the Victoria District Office, is retiring. At a reception held in his honour, former Pacific Region Director General John Quigley presented Furnell with his retirement certificate.