



**Good chemistry in CCI teamwork page 3**



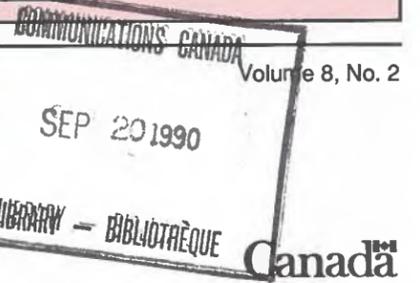
**Department offices are getting greener page 4**



**Retirements page 8**

September 1990

# COMMUNICATIONS EXPRESS



Communications Canada

## New Media Branch balances technology and culture



Réjean Dumochel (right) a computer consultant from Montreal, demonstrates a prototype multi-media atlas of Canada during a recent workshop on new media organized by the Strategy and Plans branch.

by Stephen Rouse

Rapid technological change in global communications means Canada must develop its industrial capabilities in new media to remain competitive economically and culturally, says Richard Simpson, head of the recently created Telematics and New Media Branch.

"This is really the same challenge we faced in the eras of radio and television broadcasting," says Simpson. "New methods of distributing ideas mean we must ensure a Canadian presence in handling that information so that our cultural values are reflected."

New media is a term for the merging of the information-carrying capabilities of telephones, computers, CD-ROM, video and audio into a single digital format, giving users access to a wide range of data.

Research into telematics, technology based on telecommunication networks, is already being conducted at departmental labs and in private industry, notes Simpson. The Telematics and New Media branch will develop policies and co-

ordinate departmental programs for new industries based on advanced computer/communications technology. Policies could cover new database and on-line services, computer software for education and training, and advanced network applications, such as Bell Canada's ALEX service.

Along with technological advances, Canada must prepare for the cultural effects of a global flood of New Media technology, Simpson says.

The emergence of this technology raises questions about who will deliver the information, how will it be packaged, and the integrity of the message, said Arthur Cordell, Special Advisor, Information Technology Policy, who spoke at a new media workshop held by the Strategic Planning branch in July.

A second role for the Telematics and New Media branch will be to develop strategies for policy-makers on the convergence of technology and culture in areas such as electronic publishing and High Definition Television.

## Cultural industries offered financial makeover

The Department's Cultural Industries branch is administering a new fund designed to bolster the capital base of Canadian firms involved in the business of culture.

The five-year, \$33-million Cultural Industries Development Fund targeted at Canadian publishing, sound recording and film and video businesses, will be available April 1, 1991. Funding and support will come from Communications Canada, but will be administered by the Federal Business Development Bank.

The project was created to strengthen the financial basis of companies by providing them with equity loans and offering consultation services in financial management.

Banks often see the Canadian cultural industry as a high-risk sector, says Stéphane Hardy, Policy Analyst, Cultural Industries. The image problem exists because lenders rarely deal with firms in the cultural industry sector, which often have intangible assets that are hard to use as collateral.

"A house, plant or machine is okay, but an intellectual property right for a movie is something difficult for bankers to quantify," explains Hardy.

Hardy says once private lending institutions see the firms have sound business plans and management, as well as government support, investors will be more willing to provide funding.

The Cultural Industries branch is consulting representatives of the publishing, recording and film industries to discuss eligibility criteria.

## Department prepares to manage its own intellectual property

by Susan Hajdu-Vaughn

Communications Canada may license, market and patent its own technology, following the breakup of the federal agency responsible for managing the government's intellectual property.

"The Department is preparing to repatriate its inventions and the entire portfolio of cases that belong to us," says Joseph LeBlanc, Acting Chief of Industrial Research and Development Programs at the Communications Research Centre (CRC). "We'll be in a position to license our own technology and deal directly with industrial clients."

The legislative bill dissolving Canadian Patents and Development Limited (CPDL), expected to be passed in the House of Commons by the end of the summer, was announced in the February 1990 budget speech.

The Department has drafted an operational plan for the transfer of inventory, responsibilities, liabilities and current revenue from CPDL to a new Technology Transfer Office (TTO) at the CRC. The transfer is expected to be completed by November 1.

"The purpose of the operational plan is to lay the groundwork for the orderly transition of

inventions and patent data from CPDL. We will also determine if, from available person-years and anticipated licence revenues, the Department can effectively manage its own intellectual property or if we should give this task to someone else," says LeBlanc.

He says that if CPDL is dissolved, departments that relied on the service will have the choice of managing their own technology or asking another department, such as the National Research Council, to do it for them.

See page 2:  
Intellectual property



Sweet-tooths at Headquarters couldn't resist a table overflowing with homemade baked goods on Charity Day, August 16. Charity Day, organized by the summer students at Headquarters raised over \$2,000 for the Department's National Capital Region United Way/Healthpartners campaign.

## United Way/Healthpartners campaign in motion

by Susan Hajdu-Vaughn

Fundraising activities are under way for the 1990 United Way/Healthpartners campaign.

Canvassing will begin after the departmental kick-off September 11 and continue until the end of October. Communications Canada hopes to contribute \$103,000 toward the National Capital Region's Federal Service Division goal of \$6,550,000.

A sale of original paintings, photographs and crafts donated

by employees is planned for October 23 to 25. "It will be a good opportunity to appreciate the artistic talents of fellow employees," says Jean Bélanger, Co-ordinator of the departmental campaign.

A jail day will be held in October, allowing employees to place co-workers in make-believe cells by purchasing a warrant for their arrest. "If the jailbirds wants out of jail, they

See page 2: Campaign

## YOU ASKED US

**Q:** Is it possible for Communications Canada employees to be overlooked for long service awards even if they are eligible?

**A:** Photos of employees honoured with long service awards often appear in *Communications Express*. Recipients are awarded a plaque for 25 years in the public service; those completing 35 years receive medallions.

Awards are based on the entire public service record of an employee, including time in

the military or RCMP. Since the Department relies on employee records when choosing award recipients, someone can be overlooked if records are incomplete.

"All service counts, but sometimes new employees don't tell us if they had discontinuous service when they returned to work for our department," explains Mariette Gallant, Assistant, Staff Relations and Incentive Awards.

For more information, contact Mariette Gallant at (613) 998-0455.

### Intellectual property continues from page 1

The TTO would be responsible for protecting the Department's inventions, licensing technology to industrial clients, providing administration and control for the program (such as filing, recording and tracking financial transactions), as well as marketing and promoting inventions.

LeBlanc says the Department is currently negotiating

with the Treasury Board to retain the revenue obtained from licence agreements. "Right now we don't have the power to retain that money. We want to be able to keep it so we can pay for expenses, such as patenting and management fees, promotion and marketing, and engineering development costs."

### Campaign continues from page 1

will have to match the amount of money it cost to put them in there," Bélanger says. "We hope a lot of employees participate."

A bake sale and charity day organized by the summer students at Headquarters, held August 16, helped raise money and awareness of the campaign. "It was also a good way to integrate students with the Department and a nice boost for the campaign. The students have

done their share, now it's our turn," says Bélanger.

The 1990 United Way/Healthpartners campaign is a joint, charitable fundraiser for the 104 agencies of the United Way of Ottawa-Carleton and the Outaouais United Way, as well as 17 national health associations such as the Canadian Cancer Society and the Alzheimer Society of Canada.

## 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, and pictures from all readers. Please call for guidelines.

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## Letters to the editor

I recently participated in a phone survey which elicited my opinion of the *Communication Express*. My response was that I did read it from cover to cover, perhaps skimming over the articles which had less appeal to me, but reading the whole thing.

I find the newsletter interesting and informative, however, my one overall comment is that 90 per cent of the articles are directed to occupants of Journal Tower North. For instance, I have read articles and letters about the elevators, gym equipment and lobby at Headquarters. These items have no interest or importance to those who do not work in that building (i.e. the rest of the country). These articles convey to the reader that this is HQ's newsletter which others are permitted to read.

Two articles from the May 1990 issue prompted me to write. The first article is about daycare for employees in the National Capital Region (Daycare survey planned, page 2). What about the other regions? We have children too! Are there any plans for discussions or surveys for anyone else?

The second article is a promotion for the Ottawa Food Bank (page 3). The other parts of the country also have food banks which I'm sure would benefit from a reminder like this! Why is this directed specifically to the Ottawa Food Bank?

As an employee of the Department of Communications, I would like to feel that *Communications Express* is written for me, regardless of the building I work in or the province I live in. I feel that this newsletter is a vital part of our department and I hope that my input will help the paper broaden its perspective.

C. Stevens  
Pacific Region

*Editor's note: Your concerns about regional representation and too much focus on Headquarters are echoed by others. As for the two stories you mention, we felt they were of sufficient news value to the 1,000-plus employees in the National Capital Region, who do not have a separate newsletter of their own, to merit coverage.*

*If stories of this type arise in your area, please let us know. We are interested in covering them and will try to include them in the paper whenever possible. In the meantime, the balance issue remains a challenge. We hope our new editorial policy (see Editorial policy proposed as result of reader survey, page 4) will begin to address it.*

I was pleased to read your article concerning the Senior Executive Network (SEN) (Volume 8, No. 1). The network provides senior management with a valuable, modern and effective communications tool.

Ms. Elliot Sherwood and her group did an excellent job in developing and implementing the SEN. I was surprised, however, that the story made no mention of the underlying service through which the SEN operates. I am speaking, of course, of the Government Electronic Messaging and Document Exchange Service (GEMDES).

As many of your readers may know, GEMDES is the government's own customized electronic mail and intelligent network service made up of portions of both Envoy 100 and iNet 2000. This collaboration of services is unique to the government of Canada and indeed, some of the GEMDES features are offered to government users only. Developed, managed and marketed by the Government Telecommunications Agency (GTA), GEMDES is either now being used or is being considered for use in a multitude of exciting applications by a host of government departments. For example, efforts are currently under way to make available, electronically via GEMDES, some of the information regularly published in the *Communications Express*.

If any of your readers would like more information regarding GEMDES, they can contact the Client Services Division of GTA at 990-4444.

James Ladouceur  
Telecommunications Analyst  
Government Telecommunications Agency



Communications Minister Marcel Masse and his wife Cécile toured Thetford Mines, Quebec by bicycle after attending the official opening of an exhibition at which the Department had a display.

## Errata

In "People and Places" (July) the notice of Kenneth Gustafson's retirement should have stated that he was a Technologist in the Advanced Devices and Reliability Division of DGCD.

We apologize for the error.

On page one of the French edition of the July issue of *Communications Express*, "Une première prime d'excellence pour le Ministère", Yves Brunet's phone number was listed incorrectly. His number is (613) 990-4524.

We apologize for any inconvenience the error may have caused.



© 1990 Farcus Cartoons™

That's the third smoker we've lost this week!

# Good chemistry in CCI teamwork

by Jim Todd

Creating art can be a solitary pursuit. But scientists from the Canadian Conservation Institute (CCI) rely on teamwork to unlock secrets within a work of art.

The Art Gallery of Ontario recently put a CCI team to work on its behalf when it asked the Institute to perform a physical and chemical analysis of a double-sided oil sketch attributed to Canadian painter Tom Thomson, the authenticity of which had been called into doubt.

"It is impossible from a physical and chemical analysis of a work to be absolutely certain that it's by a given artist," says Ian Wainwright, Senior Conservation Scientist. "What we can do is determine whether there is any material in it that would have been unavailable to the artist."

Thomson, who was closely associated with, though not a member of, the Group of Seven,

was at his creative peak between 1912 and 1917.

Wainwright and five colleagues from the Institute's Analytical Research Services branch (ARS) spent 600 hours analyzing the materials in the work *Spring Landscape with Snow/Northern Mist*, relying on techniques such as infra-red spectroscopy, x-ray diffraction and x-ray spectrometry which identifies chemical elements without having to remove samples or make physical contact with an object.

"The appeal of the project was not the prospect of pronouncing on the legitimacy of a work," says Wainwright. "Rather, it was the opportunity to carry out fresh research that could have a bearing on the conservation of works by other Canadian artists."

To help with the study, CCI borrowed authenticated Thomson paintings from the National Gallery of Canada, along with an

estate stamp used to identify works remaining in Thomson's studio after his death in 1917.

The ARS team reported in its findings that no evidence was found indicating that the "estate stamp was not the one used on all paintings studied," and that "no inconsistencies were found between the materials used for *Spring Landscape with Snow/Northern Mist* and the reference panels from the National Gallery of Canada."

"The results are not a curatorial or artistic opinion of the work," Wainwright cautions. Instead, the analysis will assist curators in interpreting the work, not replace them in that role.

The ability to distinguish the spurious from the genuine also means CCI is often asked by museums and galleries to analyze works implicated in art fraud investigations. For example, scientists at CCI have found modern materials, such as acrylic



The CCI team that worked on the analysis of *Spring Landscape with Snow/Northern Mist*. Back row (from left to right): Ian Wainwright, Gregory Young and Jeremy Powell. Front row: Jane Sirois, Marie-Claude Corbeil and Elizabeth Moffatt.

resins, in works attributed to Rubens and Monet.

"All a criminal has to do to pass off a fraud is to fool one person — someone who may not be experienced with art or who may be quite naive — but many

of these paintings would not fool a knowledgeable curator. What we do in these cases is work with curators to guide our analysis in order to provide hard evidence for the police or criminal courts," Wainwright says.

## Digital Audio Broadcasting: Changing the face of radio

by Michel Vachon

Government and broadcasters must do a lot of work before Canadians can enjoy Digital Audio Broadcasting (DAB).

DAB will bring the sound quality of compact discs to radio, even in cars where reception is often poor. It will also benefit broadcasters, cutting costs by allowing stations to share transmission facilities.

Communications Canada, the CBC and the Canadian Associa-

tion of Broadcasters have borrowed prototype DAB equipment developed for a European project called Eureka-147-DAB. A bus equipped with the DAB receiver visited Montreal, Toronto, Ottawa and Vancouver this summer to demonstrate and test the new technology.

"DAB is expected to change the current structure and economics of radio," says Royce Trenholm, Head of Planning and Development, Broadcast Engineering Planning and Standards. The successful implementation of

DAB calls for a co-ordinated effort by government and industry to produce the necessary standards and policies, he explains.

"The first major hurdle to overcome will be the World Administrative Radio Conference [an international gathering where spectrum space is allocated on a world basis] in 1992," says Trenholm. "One of the agenda items for this conference is the allocation of spectrum to this service, since, at present, there is no spectrum allocated for the implementation of DAB."

One scenario being considered is a combination of terrestrial and satellite broadcasting which would make effective use of the radio spectrum. "However, the portion of radio spectrum most suitable for implementing terrestrial and satellite transmission in a complementary fashion is either already very heavily used or



This bus, equipped with a Digital Audio Broadcasting receiver visited Montreal, Toronto, Ottawa and Vancouver this summer to demonstrate and test the new technology. The testing is a joint project of Communications Canada, the CBC and the Canadian Association of Broadcasters.

highly sought after by other services," explains Trenholm.

"DAB uses spectrum space much more efficiently than conventional radio and requires less power to provide the same coverage," he says. "It also promises to be very economical because all the broadcasters in a particular area could share the

same site, transmitter, tower and antenna facilities.

Although DAB is expected to replace conventional radio, it will co-exist with AM and FM until DAB receivers are readily available to the public, says Trenholm.

## Archaeological office to protect valuable legacy

by Stephen Rouse

The new Office for Archaeological Resource Management will ensure better protection of valuable archaeological resources on land and beneath waters under federal jurisdiction.

Directed by Elizabeth Snow, the office will implement Canada's first federal archaeological policy, announced by Communications Minister Marcel Masse on May 10.

"Many archaeological resources are threatened by rapid

land development, technological advances in underwater exploration and by international trade in antiquities," says Bruce Jamieson, Senior Policy Analyst.

The first stage in implementing the policy involves drafting legislation and regulations for tabling in the House of Commons this fall or early 1991.

The *Archaeological Heritage Protection Act* would establish a permit and certification system, allowing the office and other authorities that administer federal land to set terms and conditions

for activities in areas of archaeological significance.

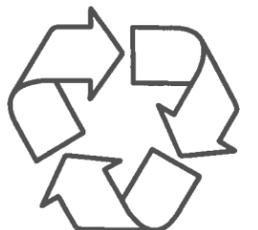
The law will be closely tied to the Federal Environmental Assessment and Review Process and, when necessary, archaeological impact assessments will be required prior to development on federal lands.

In the case of unplanned archaeological discoveries, emergency rescue crews will be dispatched by the office to development sites and will assess potential damage and monitor recovery operations.



The second annual Communications Canada picnic at CRC was held on August 19 under beautiful sunny skies. Children's activities made for lots of family fun. Once again, the bureaucratic games crowned the day, as employees from all sectors tried to outrun, outlast or outwit each other in skill-testing events. Here, Elizabeth Gilmour, Executive Assistant, ADMCM, valiantly strives not to get egg on her face.

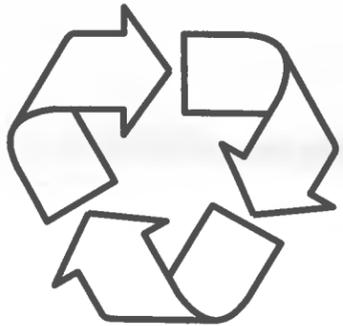
Recycle this newspaper



## Artistic excellence



Winners of the Minister's Painting Competition were presented with special plaques June 7, in recognition of their artistic talent and creativity. Twenty-one employees from all levels and sectors entered their original works of art in the contest, which was judged by fellow employees. Jim Edwards (fourth from left), Parliamentary Secretary to the Minister of Communications, presented plaques to Josée Miville-Dechéne, Information Services; John Watt, formerly of the Cultural Industries Branch; Andreas Thuswaldner, Financial and Regulatory Policy Branch; Robert Taylor, Heritage Policy and Programs; and Katka Selucky, Film, Video and Sound Recording Policy and Programs. Deputy Minister Alain Gourd gave Honourable Mention Certificates to Ninon Charlebois, Information Services; Patrick Julien, Technology, Research and Telecommunications; Gladys Lim, Pacific Regional Office; Heather MacDougald, Kitchener District Office; and Mike Palfreyman, Communications Research Centre.



**This paper contains 50% recycled material**

## Department offices getting greener

Recycled paper will be used in offices at Communications Canada Headquarters next year thanks to the new Environmental Practices Committee.

The volunteer committee, formed by the Department last fall, recently tested recycled, white bond paper in photocopiers and laser printers in Headquarters offices.

"We have received no negative feedback on the paper, which means it was of sufficient quality that no one even noticed the difference," says Colin Taylor, Interim Chairman of the Committee. Since the Department has already purchased its stock for the year, recycled paper won't appear until April 1991, he adds.



Headquarters will also begin a blue-box fine-paper recycling project later this fall through Public Works Canada (PWC). The committee hopes the

familiar blue boxes, popular in many cities, will encourage employees to recycle in the office.

The committee has no mandate to implement policy, but is encouraging PWC and Supply and Services Canada to co-ordinate similar recycling initiatives in other departments and regions.

"Ideally, recycling firms in a city such as Halifax could service the regional branches of all federal departments in that area," says Taylor.

The committee is looking for volunteers and suggestions from all sectors. Anyone interested can reach Colin Taylor at (613) 990-4439, DSCS, Room 826, Journal Tower North.

## New student co-op program reaches Ottawa

by Stephen Rouse

A new co-operative education program offers secondary students in Ottawa valuable work experience and may fill staffing gaps in Communications Canada offices.

Like co-op programs for university and college students, the new program is intended to give high school students experience in the workplace, while providing the employer with a future source of trained personnel.

Secondary school co-operative programs are common in Canada, with 50,000 students participating in Ontario alone, says John Scobie of the Ottawa Board of Education's co-op department.

The Ottawa program, authorized by the Ontario Ministry of Education in conjunction with the

Ottawa and Carleton boards of education, will integrate classroom theory with work experience. Students divide their time between school and the workplace, usually spending half the day with the employer.

**"The program keeps teachers abreast of changing demands in the workplace and can give junior officers a chance to build supervisory skills."**

Carol Laurin, Student Programs Co-ordinator, says the program keeps teachers abreast of changing demands in the work-

place and can give junior officers a chance to build supervisory skills by overseeing the students.

Interested employers meet with teachers to discuss the program and the potential of each office as a learning environment. Teachers then select students, with the final hiring decision resting with the employer.

Teachers and employers monitor the students during the half-year or full-year work terms and conduct regular performance appraisals, Laurin says.

Students are given school credits rather than wages for successfully completing the program and receive \$5 a day to cover personal expenses such as transportation.

Laurin is now fielding inquiries for September. Managers interested in the program can reach her at 990-4516.

## Career centre

### Employees coached in skills for job hunt

The Department is equipping employees who wish to change positions with the skills and know-how to find satisfying new jobs.

A career information centre, career management program and résumé preparation course are now available for all Headquarters employees. The initiatives were conceived as part of Challenge for Change.

The information centre (room 1518, Journal Tower

North) contains competition posters advertising vacant positions throughout the public service, and reference material for employees who wish to re-orient their careers.

The career management program helps employees identify job markets, develop networks, improve job search and marketing techniques and enhance their interview skills. Employees will be admitted to the program on the recommendation of their man-

ager, says Anne Marie Giannetti, Acting Director, Human Resources Planning and Development.

"In many cases employees need practical skills, such as how to prepare a résumé and how to market themselves, to help them move into more challenging jobs," says Giannetti.

For more information, please contact Rudy Dubois, Chief, Human Resources, at (613) 990-4541.

## Editorial policy proposed following reader survey

Recommendations by readers in a recent *Communications Express* survey will help define a clearer mandate for the bi-monthly employee newspaper.

The suggestions, based on 331 telephone interviews conducted by the Program Evaluation branch in March, include adding a number of employees to the *Communications Express* editorial board, increasing coverage of technology and personnel issues, and exploring more relevant stories from the regions.

More than 80 per cent of readers polled had a positive overall reaction to the newspaper. But some negative com-

ments suggested "the paper lacked a critical, problem-oriented stance" and acted instead as "a vehicle for senior management to communicate an overly positive view of DOC."

Heading the list of recommendations is the drafting of a formal editorial policy.

The policy was suggested, says Erica Claus, Senior Program Evaluation Officer, who wrote the recommendations in the report, to help improve the quality of the paper and make guidelines clearer for employees interested in contributing.

Michael Holmes, Director, Creative Services, said members

of the *Communications Express* editorial board, agree with the need for a more clearly defined policy, and will publish a new policy in the fall.

"I would like to see an editorial policy stating our priorities for coverage, to allow us to meet readers' expectations better," says Holmes.

Limited space forces the newspaper to "strike a balance" among the interests of sectors and regions, and between regions and Headquarters, he says.

A copy of the survey is available from Information Services.

### TIP OF THE HAT

*The Department regularly receives letters complimenting employees on a job well done. "Tip of the Hat" features recent examples.*

Alain Gourd  
Deputy Minister  
Communications Canada

Dear Alain:

On behalf of the Congress 90 Organizing Committee, I want to pass on our sincere thanks to Communications Canada for the Department's support of the Congress through the excellent efforts of Mary Frances Laughton and Roy Marsh.

Mary Frances displayed her excellent organizational and administrative ability by effectively co-ordinating the Congress (which was a very difficult task since the Conference was co-hosted by two associations with different agendas). Roy put together a top-notch program — critique sheets returned by conference attendees universally gave the program an excellent rating.

Communications Canada is to be complimented for having such excellent personnel as members of the Department.

Yours very truly,

T.F. Mulvagh  
Organizing Committee, Congress 90  
Canadian Information Processing Society  
Canadian Advanced Technology Association

# Marine centre a catalyst for business, not competitor

by Stephen Rouse

The Canadian Centre for Marine Communications (CCMC) must still convince some firms in the Atlantic Region that its high-technology research projects are good for business.

"Some companies in the Atlantic Region are concerned that we will become a competitive entity, which is something we're resolutely determined not to do," says Neil Riggs, the centre's Operations Manager.

Located in St. John's, Newfoundland, the non-profit CCMC is one of four Regional Applications Centres established in 1988-89 by Communications Canada to promote the growth of high technology in areas where the economy relies heavily on resource-based industries. Employees at the centre consult with industry on the design, production and marketing of new

technology such as a satellite-based marine communication system for the fishing industry.

Riggs says it is important that businesses recognize the centre as a valuable source for applied research. With a five-year, \$10-million budget, CCMC plans to expand its research facilities and recently signed an agreement with Communications Canada to exchange technology and personnel.

Established research facilities such as the Communications Research Centre have a lot to offer small businesses in regional areas, says Bob Breithaupt, Director General, Communications Technologies Research.

"These firms don't have the luxury of being able to support a whole lot of research. They have some ideas and work hard to find funding, but their research is usually quite limited," he says.

Riggs says the development of a fair and equitable policy for sharing intellectual property is key to successful interaction with the private sector.

One idea the centre is exploring is to have companies who stand to profit from CCMC technology pay royalties to the centre once their product enters the market and is successful.

"I don't think in our first few years we'll be raking in millions of dollars from royalties. But right now that is a serious mechanism we are pursuing," says Riggs.

## Expertise vital to CCMC's success

Secondments and hands-on training programs are a vital part of the Department's role in transferring research to the Canadian Centre for Marine Communications (CCMC), says Operations Manager Neil Riggs.

"What we want to do is transplant a little bit of the high-powered expertise that exists in facilities like the Communications Research Centre (CRC) and make it available in the Atlantic Region," he explains.

An agreement signed by CCMC and the Department in April lays the groundwork for secondments of Communications Canada scientists and engineers to the centre's labs. Work assignments for co-op students and training for CCMC engineers at the CRC and the Canadian Workplace

Automation Research Centre (CWARC) are also available.

An engineer hired by the centre was one of two technicians recently sent to train in Ottawa. He has since returned to the CCMC lab in St. John's and will apply his new expertise to the development of a mobile satellite antenna.

The value of exchange programs lingers long after secondments are over, says Sherman Chow, Manager, Image and Sound Processing, who trained one of the technicians. "Staff exchanges build a personal relationship between labs, so that when someone who has trained with us calls for specific information, they will know who to talk to."

## Department adapts to growing PC use

Individual needs and preferences must be balanced with the Department's corporate requirements to make optimum use of available information-processing resources, says Frank Malick, Director General, Informatics Management.

"We originally intended to standardize the technology used in the Department, but there was resistance from people who have become accustomed to particular systems," says Malick. "They are called personal computers for a good reason."

Managers can choose the systems best suited to their needs, but Malick's branch has released guidelines for users who want access to the Department's corporate software.

"The new approach was needed so that the Department could expand the number of personal computers and use common resources efficiently," says Malick. "Our slogan is one PC per PY."

The popularity of computers that use the disk operating system (DOS) developed for

IBM machines made them the obvious choice for a standard system. "Everything we do has to be compatible with the kinds of machines we already have," says Malick. That choice was reinforced by the overwhelming popularity of WordPerfect and Lotus 1-2-3 software, both of which operate in a DOS environment.

### The new approach could expand the number of personal computers and use common resources efficiently.

Two computer configurations are recommended. The basic configuration is intended for users with simple spreadsheet and word-processing needs. The advanced is for people who need multi-tasking capability and for users of the Executive Information System.

Multi-tasking, the ability to

do more than one thing at a time, is becoming a necessity for computer users at the Department, Malick says. "Many people now use electronic mail, agenda management systems, personal directories and word-processing packages concurrently. You need multi-tasking to get optimum use of your PC in those situations."

Support for computer users has also been decentralized. The calls to Informatics Management had become so numerous that a new position was created in each sector to deal with requests more effectively. "Now if someone needs help they can call their sector representative first."

## MSAT antenna developed for radio direction finding

by Michel Vachon

The need for high-quality, low-cost Radio Direction Finders (RDF) prompted the Automated Spectrum Management division to investigate developing its own.

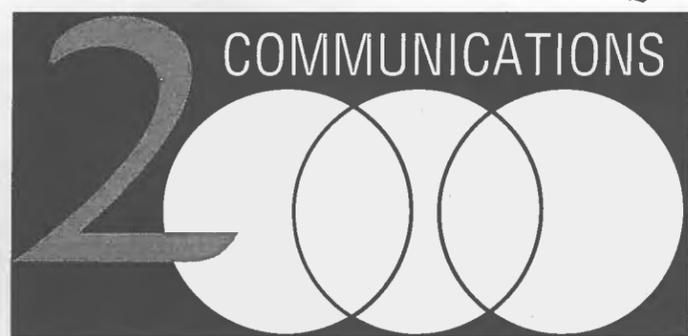
"We had been looking for good low-cost RDF and what we found was that good RDF is anything but low-cost," says the division's Don Paskovich.

A possible solution appeared when Rob Milne, an engineer



Originally developed for the MSAT program, the antenna used in the Radio Direction Finder project is 20 inches in diameter and two inches high.

PUBLIC SERVICE • FONCTION PUBLIQUE



A logo has been designed for the Department's participation in Public Service 2000. PS2000 is a revamping of the federal bureaucracy intended to simplify government operations and improve service to the public. Internally, PS2000 is a continuation of initiatives such as the Mission and Challenge for Change. The logo is an adaptation of the one used for Communications Canada's 20th Anniversary.

## West coast firms show strong interest in MSAT

West coast electronics firms have formed a working group to keep track of developments in the MSAT program.

These firms are interested in developing equipment for the satellite's systems and in some of its technological spin offs, says Joe McNally, Project Manager. "The west coast firms have always shown a lot of interest in MSAT," he explains. "Hardly a week goes by that we don't hear from one of them."

An information briefing by the Department and Telesat Mobile Inc. in 1989, led to more formal arrangements. The working group now meets every second month.

One example of the opportunities available to industry as a

result of MSAT is the market forecasted for Mobile Earth Terminals (METs). The demand for METs is expected to be about 200,000 units in Canada alone by the year 2000.

Some of the new MSAT technology developed at the Communications Research Centre will also produce spin-off benefits. "Enabling technology, like the voice-processing systems that make narrow band widths more efficient, will have applications in other areas," says McNally. Firms that participate in the development of those systems will be in a good position to market products using the new technology to other mobile operators, he explains.

with Communications Satellite Systems, suggested that an antenna he had designed and developed for the MSAT program could be the basis for an RDF.

Responding to a request for proposals, Rohde and Schwarz Canada Inc., was awarded a contract in the fall of 1989 for a proof-of-concept demonstration of an RDF system using the MSAT antenna.

At a seminar held July 19 to announce results, Bernard Brown of Rohde and Schwarz told government, military, police and industry representatives that the hardware for an RDF using the MSAT antenna could cost as little as \$5000.

The project has some limitations, but Paskovich believes it holds more than enough promise to justify further development.

A larger antenna may be required for some frequencies. "Within the frequency band we are using for MSAT, it is possible to build a small antenna only 20 inches in diameter and two

inches high but as you move into lower frequencies, the laws of physics dictate that the antenna must become larger which could restrict it to fixed-location use," explains Milne.

### The project has some limitations, but it holds more than enough promise to justify further development.

Brown says the antenna can be redirected electronically, which makes it an attractive product for development.

"Right now, we are trying to become more familiar with the characteristics of the antenna so that we can better understand the physics of its operation," says Brown. The next step is to improve the frequency coverage and speed of the RDF and to produce a pre-production model, he adds. Production could begin within two years.



## NOTEBOOK

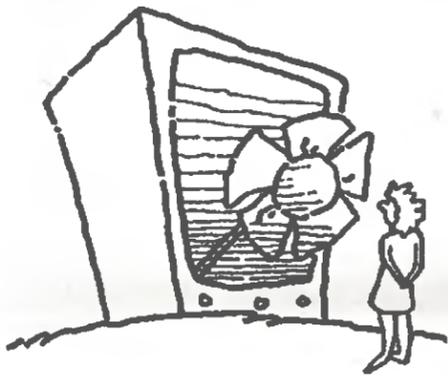
### Department hosts French fact-finding delegation

Delegates from France Télécom gained first-hand knowledge of telecommunications in Canada during a recent fact-finding tour hosted by the Department.

The 20-member delegation, consisting of management and union officials, spent a week meeting a wide cross-section of representatives from Canada's public and private sectors.

"The delegation asked a lot of sophisticated questions concerning industry regulation, work environment and finance," says Raymond Lepage, of the International Relations office.

France Télécom is currently under France's Ministry of Post, Telecommunications and Space, but will soon separate to form a state-owned corporation, allowing it more autonomy in the competitive international telecommunications market, says Lepage.



### New television technology subject of Ottawa colloquium

The latest developments in High Definition Television (HDTV) were high on the agenda of the fourth international colloquium on Advanced Television Systems, held from June 25 to 29 at the Ottawa Congress Centre.

Broadcast and non-broadcast applications of HDTV, production and business issues, such as market forecasts and introductory strategies for the new technology, were covered. Industry representatives also had a chance to express their opinions about the introduction of HDTV at three panel discussions held during the colloquium.

Complementing formal sessions, were a tutorial about HDTV and an exhibition of HDTV systems and equipment. A highlight was a live HDTV transmission between Japan and Ottawa.

### Radio inspectors solve difficult interference problems

Firefighters and police have both looked to the Lower Mainland District Office to solve recent radio interference problems.

The Vancouver Police Drug Squad turned to Radio Inspector Grant Stevens when a major arrest was threatened by interference. Stevens first walked through the streets and then crawled over the roofs of Vancouver with a spectrum analyzer and directional antennas until he located the problem. A mix of paging signals

occurring in a disconnected antenna was the source of the problem.

Neil Callow and Kim Mikkelsen used detective skills instead of technical prowess to solve a problem for the Chilliwack Fire Department. The firefighters had been plagued by pager signals interfering with their transmissions. Callow and Mikkelsen determined which paging company's signals were interfering by calling telephone numbers overheard on the fire department's receivers.

The radio inspectors then helped the company determine which one of its transmitters was causing the problems so that it could be fixed.

### CRC holds third annual technology training seminar

Although organizers admit it is very demanding, the Communications Research Centre's three-day crash course in recent technological developments is still a success with regional and district managers.

Fifteen Communications Canada employees, as well as representatives from the National Research Council and the Canadian Centre for Marine Communications attended the session, held May 7-9 and organized by May Morpaw, formerly with the Department, and Joe Leblanc, Acting Chief of Industrial Research and Development Programs at CRC.

The event consisted of 13 seminar presentations on CRC technology, six laboratory visits and lectures about the government's technology transfer programs. "We give people a good idea of what has been accomplished in the past, with some indications of what is going on in the present and a few hints about the future," says Leblanc.



### Managers attend update session

Departmental managers from across Canada gathered in Ottawa June 13 to discuss future directions for the Department and the public service.

Deputy Minister Alain Gourd briefed managers about future plans and programs and announced the recent departmental reorganization.

Gourd also spoke of the work done by the PS2000 Management Category Task Force of which he is Chairman. A copy of the first draft of the task force report was presented for comment.

## Group achievement awards



The Ontario Region personnel services group received a DM Group Achievement Award for its high level of service in 1989. Left to right: former Assistant Deputy Minister, Spectrum Management and Regional Operations, Rob Gordon (co-presenter), Kathy Mathews, Penny Taylor, Carolyn Rankin, Alain Gourd (co-presenter), Donna Dean, Isaac Rashid, Wanda Qaqish, and co-presenter, David Lyon. Missing: Sarah Brooks and June Deifel.



A volunteer group from the BC/Yukon Region received a DM Group Achievement Award for researching and developing a regional employee feedback program called "Speakout". Left to right: Denyse Mercier, former Assistant Deputy Minister, Spectrum Management and Regional Operations Rob Gordon (who made the presentation) and Marguerite Gobeil. Missing: Mike Krenz, Ron Renneberg, Dave Sinclair and Rose Sirois.

See page 8:  
Group Achievement

## Long Service Awards

### 25 Years

The Department recently presented a number of employees with 25-year long service plaques.

**Robert Gordon**, former Assistant Deputy Minister, Spectrum Management and Regional Operations.

**Jean-Pierre Raymond**, Video Systems Manager in the Information Processing Research Division of DGBT.

**Guy Bédard**, Planning Officer in the Official Languages Division of DGHR.

**Jean-Pierre Bisson**, Radio Equipment Technologist in the Certification and Engineering Bureau of DGEP.

**David Majaury**, Property and Project Officer in the Planning and Coordination/Facilities Management Division of DGAT.

**Marie-Christine Seigneur**, Executive Assistant in the Office of the Assistant Deputy Minister, Quebec.

**Stewart McCormick**, Director of the Radio Communications Technologies Division of DGRC.

**Carol Brooks**, Staff Relations Officer in the Staff Relations and Compensation Division of DGHR.

**Garth Roberts**, Director, EMC Analysis and Consultation, DGEP.

**Ernie Matt**, Technologist, Mobile Satellite Communications, in the Satellite Communications Division of DGRC.

**Gerald Jolicoeur**, Director, Informatics Operations, in DGIM.

**George McLaughlin**, Assistant Director to DPF in DGFM (presently on secondment).

**Merv McGrath**, Craftsman Machinist, Mechanical Shop, Administratives and Technical Services at CRC.

### 35 Years

Medallions for 35 years of service were recently presented to four employees.

**Robert Larkman**, Radio Inspector in the Northern B.C. District Office.

**Carl Buckley**, Chief, Operations, in the Information Systems Division of the Canadian Heritage Information Network.

**Clifford Williams**, Driver Operator in the Garage and Transport Section of Administrative and Technical Services at CRC.

**Iyla Biron**, Head, Application and Certification, in the Broadcast Applications Engineering Division of DGBR.

# People and Places

"People and Places" this issue covers the period from May 1, 1990 to June 30, 1990 and does not reflect the new organizational structure of the Department.

## MINO

**Line Renaud** has been appointed to the position of Secretary in the Minister's Office.

**Denise Mallen** has been appointed on an indeterminate basis to the position of Correspondence Clerk.

## SADM

**Marie-Josée Lévesque** has been appointed to the position of Parliamentary Business Officer in the Priority Planning and Government Business Division of DGSP.

**Alain Desfossés**, Director General, Strategy and Plans, has left the Department to join the Canadian Radio-television and Telecommunications Commission as Secretary General.

**Joanne Têmi** has transferred from the Strategy Policy Planning Division to DGSP as Secretary to the Director General.

**Marie Villeneuve** has been appointed to the position of Secretary to the Director, Spectrum and Orbit Policy, in DGTP.

**Charles Ouellette** has transferred from Supply and Services Canada to the Policy Sector Planning and Co-ordination Division as Network Administrator and Systems Support.

**Louise Singer**, Acting Director, Planning and Co-ordination, in DGFP, has been seconded for six months to Industry, Science and Technology Canada.

**Christianne Poirier**, Senior Systems Manager, Microcomputer Systems, in the Policy Sector Planning and Co-ordination Division, has left the Department to join the Treasury Board of Canada.

## ADMCM

**Carmen Centofanti** has been appointed to the position of Training Officer in the Human Resources Planning and Development Division of DGHR.

**Suzanne Séguin** has been appointed on an indeterminate basis to the position of Secretary in the Assistant Deputy Minister's Office.

**Michèle Santerre-Hébert** has joined DGHR as Assistant to the Visiting Director.

**Linda Casey** has transferred from the Public Service Commission to the Personnel Operations Division of DGHR as Chief, Management Category Program.

**Louise Lappa** has been appointed to the position of Employment Equity Co-ordinator in the Human Resources Planning and Development Division of DGHR.

**Isabelle Seckler**, previously with Public Works Canada, has been appointed to the position of Co-ordinator, Text Revision and Co-ordination of Translation Requests Services in the Official Languages Division of DGHR.

**Rudy Dubois** has been appointed Chief, Human Resources, in the Human Resources Planning and Development Division of DGHR.

**Michel Scott** has been appointed to the position of Personnel Advisor in the Personnel Operations Division of DGHR.

## ADMCM

**Stéphane Hardy** has been appointed on an indeterminate basis to the position of Policy Analyst in the Cultural Industries Branch.

**Michel Normandeau**, previously Senior Policy Analyst, was promoted within the Broadcasting Branch to the position of Chief, French Language Private Broadcasting.

**Francine Lacelle** has been appointed on an indeterminate basis to the position of Secretary to the Director, Broadcasting Policy - English Language.

**Vanessa Modeste-Doherty** has been seconded for six months from the Secretary of State to DGMH as Secretary to the Director, Heritage Policy and Programs.

## ADMTR

**Michael Gareau** has been promoted to the position of Supervisor, Regional Directories in the Telecommunications Systems Management Division of DGGT.

**Suzanne Carpentier**, formerly in the Minister's Office, has transferred to ADMTR as Secre-

tary to the Assistant Deputy Minister.

**Kent Powley**, formerly with the Alberta Environmental Centre, has been appointed to the position of Analyst, National Data Systems in the Telecommunications Systems Management Division of DGGT.

**Lyne Giroux-Hill** was promoted to the position of Administrative Assistant, Shared Messaging Services in the Telecommunications Systems Management Division of DGGT.

**David Rogers**, previously with the COMSAT Laboratories in the United States, has been appointed to the position of Group Leader, Earth Space in the Radio Propagation Division of DGRC.

**Lewis Scott** was confirmed as Manager, Advanced Informatics Technologies, in the Informatics Application Division of DGCP.

**Michel Gigault** was promoted to the position of Manager in the Research and Technology Policy Division of DGCP.

**Louise Szabo** has transferred within the Systems Development Division of DGIM into the position of Project Manager. She was previously Senior Applications Maintenance Analyst.

**Lucille Sauvé** has been promoted within DGCP to the position of Administrative Officer.

**Alain Naubert** has transferred from Indian and Northern Affairs Canada to the Systems Development Division of DGIM as Analyst/Programmer.

**Raymonde Lalonde** was confirmed as Office and Data Entry Clerk in the Finance and Administration Division of DGGT.

## SMAQ

**Sonia L'Italien**, previously Co-ordinator, Personnel Services at CWARC, has transferred to Public Works Canada.

## ADMSR

**Andrew Cobham**, Manager, Operational Policies, Procedures and Programs in the Spectrum Management Operations Directorate of DGRR, has joined SPECTROCAN Engineering Inc. to be Senior Spectrum Management Advisor for one year under the Scientific and Industrial Exchange Program.

## Atlantic Region

**Paul Thériault**, formerly with the Province of New Brunswick, was appointed Museum Consultant in the Moncton Regional Office.

**Bernice Sears**, previously Administrative Services Clerk, was promoted to the position of Administrative Assistant within the Saint John District Office.

**Paul LeBlanc** was promoted to the position of Systems Technologist, Spectrum Management in the Moncton Regional Office. He was previously Inspector-in-charge of the Moncton Sub-office.

## Ontario Region

**Danielle LeBlanc**, Financial Assistant in the Finance, EDP and Administration Division of the Regional Office has transferred to Consumer and Corporate Affairs.

**David Whittle** has been appointed on an indeterminate basis to the position of Telecommunications Analyst in the Government Telecommunications Division of the Regional Office.

**Sarah Brooks**, Personnel Assistant in the Personnel Division of the Regional Office, has resigned to pursue other interests.

**Jack Holt**, previously Communications Technologist in the Spectrum Control Division of the Regional Office, was promoted to the position of Section Head, Spectrum Control, in the Toronto District Office.

**Mike Lee**, Radio Inspector with the Toronto District Office, has left the Department to join the private sector.

**Margo Reid** has been appointed on an indeterminate basis to the position of Financial Assistant in the Finance, EDP and Administration Division of the Regional Office.

**Marc Mineault**, Radio Inspector-in-training in the Toronto District Office, has left the Department to join the private sector.

**Gulam Ramsi**, formerly with the private sector, has been appointed on an indeterminate basis to the position of Radio Inspector-in-training in the Toronto District Office.

**Wade Kuhl** has been appointed on an indeterminate basis to the position of Radio Inspector-in-training in the Kitchener District Office.

**Rita Patenaude**, General Office Assistant in the Hamilton District Office, has transferred to Consumer and Corporate Affairs.

## Central Region

**Kyla Spry** has joined the Grande Prairie District Office as Operations Clerk.

**Bernard Ries**, Radio Inspector-in-training in the Saskatoon District Office, was promoted through the EL Underfill Program.

**Ed Rokosh**, Regional Manager, Engineering, in the Regional Office, is participating in an Exchange Program with Manitoba Telephone Systems.

**Gordon Smith**, from Manitoba Telephone Systems, is assuming the position of Deputy Director, GTA in the Regional Office.

**Pat Grant**, previously Program Development Officer in the Communications and Culture Division of the Regional Office, has transferred to Customs and Excise, GST.

**Ron Tonita**, Radio Inspector-in-training in the Regina District Office, has been promoted through the EL Underfill Program.

## Pacific Region

**Mayur Kothary**, Radio Inspector in the Lower Mainland District Office, was promoted through the EL Underfill Program.

**Mark Armstrong**, previously Central Records Clerk in the Vancouver Regional Office, has resigned to pursue other interests.

**Cindy Howat** was promoted to the position of Regional Services Supervisor in the Government Telecommunications Division of the Vancouver Regional Office.

**Carl Munn**, Radio Inspector in the Vancouver Island District Office, was promoted through the EL Underfill Program.

**Ena Gaensbauer** was appointed on an indeterminate basis to the position of Central Records Clerk in the Regional Office.



## Retirements

**Arne Lillemark**, Senior Consultant, Networks, in the Systems and Networks Research Division of DGBT, has retired after 14 years of service.

**Denise Bowles**, Secretary to the Executive Director, Museum and Heritage Policy and Programs, has retired after 10 years of service.

## Ont pris leur retraite

**Arne Lillemark**, conseiller principal en matière de réseaux à la Division de la recherche des systèmes et réseaux de la DGBT, a pris sa retraite après 14 années de service.

**Denise Bowles**, secrétaire du directeur exécutif, Politiques et programmes des musées et du patrimoine, a pris sa retraite après 10 années de service.



Raymonde Turcotte, Assistant, Information Services (middle), has retired after 15 years. She enjoys a gift box, along with her husband, Séraphin Turcotte and Phil Kinsman, Director General, Information Services (left).

Raymonde Turcotte, adjointe à la Direction générale de l'information (au centre), a pris sa retraite après 15 années de service. Elle reçoit ici un cadeau, en compagnie de son époux, Séraphin Turcotte et de Phil Kinsman, directeur général de la Direction générale de l'information (à gauche).



Joan Thomas, Computer Programmer in the Radio Propagation Division of DGRC, is presented with a momento after 31 years of service by Don Ross, Manager, MF/UHF Propagation.

Joan Thomas, programmeur d'ordinateurs à la Division de la propagation radioélectronique de la DGRC, reçoit un certificat soulignant ses 31 années de service des mains de Don Ross, gestionnaire de la propagation MF/UHF.



Glen Tahirali, Manager, North Asia, in the Technical Marketing International Division of DGCP (right), has retired after 38 years of service. He was presented with his retirement certificate by Paul Wilker, Director, Technical Marketing International.

Glen Tahirali, gestionnaire, Asie du nord, à la Division du soutien international à la commercialisation de la DGCP (à droite), a pris sa retraite après 38 années de service. Paul Wilker, directeur de la Division du soutien international à la commercialisation lui remet ici son certificat de retraite.



(left) Jim Whiteside, Director, Okanagan District Office (left), receives a retirement certificate after 33 years of service from Bruce Drake, Deputy Director General, Pacific Region.

Jim Whiteside, directeur du bureau de district d'Okanagan (à gauche), reçoit son certificat de retraite, après 33 années de service, des mains de Bruce Drake, directeur général adjoint de la région du Pacifique.

(right) John Borutski, Structural Civil Designer and Estimator, Administrative and Technical Services (CRC), has retired after 36 years of service. Borutski (centre), shares a celebration toast with Ron Smith (left), Supervisor, Shops and Trades, DCAT and Joe McKinnon, Chief, Plant Engineering Services, DCAT.

(à droite) John Borutski, concepteur de structures et estimateur, services administratifs et techniques (CRC), a pris sa retraite après 36 années de service. M. Borutski (au centre) porte un toast en compagnie de Ron Smith (à gauche), superviseur des ateliers et métiers, DCAT et Joe McKinnon, chef des services des installations du Centre, DCAT.



(left) Al Wastle, Standards Officer in the Spectrum Control Division of the Winnipeg Regional Office has retired after 34 years of service. He is seen here with a carving of a loon, presented to him at a reception held in his honour.

(à gauche) Al Wastle, agent des normes à la Division du contrôle du spectre, Bureau régional de Winnipeg, a pris sa retraite après 34 années de service. Il est photographié ici avec le huard sculpté qu'on lui a offert lors d'une réception en son honneur.

### Richard Crysler

Richard Crysler, of the Engineering Programs Branch in the Spectrum Management sector, died July 14. He had been with the Department for almost 20 years.

A native of Font Hill, Ontario, Crysler began his career at the CBC on a co-op education program while studying engineering at the University of Waterloo.

Crysler was the Manager of the Fixed Services Group and represented Canada on several international committees. He is survived by his parents and two brothers.

Richard Crysler, de la direction des programmes techniques, Gestion du spectre, est décédé le 14 juillet. Il comptait près de 20 ans de service au Ministère.

Natif de Font Hill en Ontario, M. Crysler avait débuté sa carrière à Radio-Canada, dans le cadre d'un programme d'éducation coop, alors qu'il était étudiant en génie à l'université de Waterloo.

M. Crysler était gestionnaire du Groupe des services fixes et était membre de plusieurs comités internationaux, à titre de représentant du Canada. Il laisse dans le deuil ses parents et deux frères.



**Group achievement continues from page 6**  
**Prime pour réalisation suite de la page 6**



The Spectrum 20/20 '89 symposium brought together a broad cross-section of national and international representatives to discuss spectrum management issues and challenges. Members of the organizing team received a Group Achievement Award from Deputy Minister Alain Gourd (sixth from left). Left to right: Gilles Migneault, Gerry Chan, Jean-Guy Beaupré, Douglas Sward, Garnet Stanzel, Michel Gaudreau, Nisar Ahmed, Robert McCaughern, Felice Diamente, and Murray Hunt.

Le symposium Spectre 20/20 1989 a permis à des représentants de nombreux secteurs d'activités nationales et internationales de se réunir pour discuter des problèmes rattachés à la gestion du spectre. Les membres du comité organisateur ont reçu du sous-ministre Alain Gourd (le sixième à partir de gauche) une prime pour réalisation collective. De gauche à droite : Gilles Migneault, Gerry Chan, Jean-Guy Beaupré, Douglas Sward, Garnet Stanzel, Michel Gaudreau, Nisar Ahmed, Robert McCaughern, Felice Diamente et Murray Hunt.

The Regulatory Policy and Planning Group received a DM Group Achievement Award for drafting the *Radiocommunication Act*, which had not been revised since 1938. Deputy Minister Alain Gourd made the presentation. Left to right: Elizabeth Gilhooly, Edward DuCharme, Robert Jones, Dave Dawson, Alain Gourd, Johanne Serafin, Eve Poulin, Marguerite Pearson. Missing: Allan Collier.

Le Groupe de la planification et des politiques de la réglementation a reçu une prime du sous-ministre pour réalisation collective pour son travail de rédaction de la *Loi sur les radiocommunications*, qui n'avait pas été revue depuis 1938. C'est le sous-ministre Alain Gourd qui a fait la présentation. De gauche à droite : Elizabeth Gilhooly, Edward DuCharme, Robert Jones, Dave Dawson, Alain Gourd, Johanne Serafin, Eve Poulin, Marguerite Pearson. N'apparaît pas sur la photo : Allan Collier.



A workshop called "Let's Communicate" was deemed a success by Central Region participants. Based on the operating principles of the Mission Statement, the program teaches the importance of effective two-way communication. Creators of the workshop were presented with a DM Group Achievement Award by Rob Gordon, former Assistant Deputy Minister, Spectrum Management and Regional Operations. From left to right: Dawna Csatari, Louise Dureault, Rob Gordon and Rick Gensiorek.

Selon les participants de la région du centre, l'atelier intitulé « Let's Communicate » s'est avéré une réussite. S'inspirant des principes opérationnels de l'Énoncé de Mission, le programme insiste sur l'importance du dialogue. Les initiateurs de cet atelier ont reçu une prime du sous-ministre pour réalisation collective des mains de Rob Gordon, ex-sous-ministre adjoint, Gestion du spectre et opérations régionales. De gauche à droite : Dawna Csatari, Louise Dureault, Rob Gordon et Rick Gensiorek.



Employees who run Communications Canada's amateur radio station VY9CC were honoured with the DM Group Achievement Award. Left to right: Ross Ritchie, Ken Holt, Ken Duncan, Alain Gourd (who made the presentation), Ron Powers, Robert Scharf and Guy Lavoie. Missing: Andy Cobham.

Les employés responsables de la station VY9CC, la radio amateur du ministère des Communications, ont reçu une prime du sous-ministre pour réalisation collective. De gauche à droite : Ross Ritchie, Ken Holt, Ken Duncan, Alain Gourd (qui a fait la présentation), Ron Powers, Robert Scharf et Guy Lavoie. N'apparaît pas sur la photo : Andy Cobham.

Quebec Region employees were left with a giant magnet on wheels after a power surge during an interference investigation magnetized a Department vehicle and its sensitive equipment. Employees were presented with a Group Achievement Award by Deputy Minister Alain Gourd (second from right) for their efforts to demagnetize the car. From left to right: Alain Cournoyer, Richard Cyr, Christian Déry, Fernando Gutierrez and Michel Roberge. Missing: Joseph Rosso.



Les employés de la région de Québec se sont trouvés aux prises avec un aimant géant sur roues après qu'une décharge électrique, qui s'est produite au cours d'une enquête sur les parasites, eut magnétisé un véhicule du Ministère et ses délicats équipements. Les employés ont reçu des mains du sous-ministre Alain Gourd (deuxième à partir de la droite) une prime pour réalisation collective reconnaissant leurs efforts pour démagnétiser la voiture. De gauche à droite : Alain Cournoyer, Richard Cyr, Christian Déry, Fernando Gutierrez et Michel Roberge. N'apparaît pas sur la photo : Joseph Rosso.

District offices across Canada received an electronic face-lift thanks to three employees from the Atlantic Region who developed the Electronic Rolodex System. The team received the DM Group Achievement Award. From left to right: Neil Parent, Jacques Leblanc, Rob Gordon, former Assistant Deputy Minister, Spectrum Management and Regional Operations (who presented the award), and Jim Wade.

Les services électroniques des bureaux de district du Canada ont été grandement améliorés grâce à trois employés de la région de l'Atlantique qui ont conçu le système électronique Rolodex. L'équipe a reçu une prime du sous-ministre pour réalisation collective. De gauche à droite : Neil Parent, Jacques Leblanc, Rob Gordon, ex-sous-ministre adjoint, Gestion du spectre et opérations régionales (qui a remis la prime) et Jim Wade.

