

## Aid to two cultural organizations

The Minister recently presented cheques to The Great Canadian Theatre Company, Ottawa's only professional anglophone theatre group, and to Éditions l'Interligne, to assist the two cultural organizations in providing better service to their clients; this is in line with the government's commitment to assist artists and

promote the development of Canada's cultural life.

The funding, under the Program of Cultural Initiatives administered by DOC, will allow the Great Canadian Theatre Company to hire a management consultant to review its operations, with emphasis on increasing

audiences, fund-raising, budgeting and other administrative functions. It will also permit Éditions l'Interligne to purchase a word processor to facilitate the production of *Liaison*, a Franco-Ontarian arts and culture magazine, and streamline the rest of its operation.



Marcel Masse presents a cheque to Peter C. Findlay of the Great Canadian Theatre Company (left) and to members of Éditions l'Interligne (right).

## HELP!

DGIS needs your help to make *Communications Express* topical, informative and interesting. To make it YOUR voice and YOUR window on the department, send us your ideas for articles, or call the editor at 990-4832 or 990-4840. Also, please fill out and return the brief questionnaire included in this issue.

## New government dialing procedures: a change for the better

You may have heard that on June 15, as part of EEWD service, there will be some changes in telephone dialing procedures, and you're wondering: why can't they leave well enough alone?

A good question; but the fact is that well enough just isn't good enough any more.

We have known for some time that, even with normal growth, using five-digit dialing within the government network would

eventually exhaust the supply of new government telephone numbers in the Ottawa-Hull area. The overwhelming response to the introduction of individual numbers for each employee, coupled with the growing demand for telephone lines for data transmission, has greatly accelerated the growth rate, and we must now change to seven-digit dialing. In this way, the first two digits are released for number assignment, ensuring enough new numbers to satisfy future growth, as well as a more

flexible system. And, with touchtone phones, dialing an extra two digits is no problem.

Now, with seven-digit dialing, government numbers will start with "9," so the number "9" can no longer be used for access to the public network. After June 15, you'll dial "8" for calls outside the government network.

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# Official Languages: 15 years of progress

The Official Languages Program of the Public Service of Canada became 15 years old in 1984. It also realized a major objective of its mandate: federal-government employees have not only recognized the importance of according equal status to Canada's two official languages, they have also learned to consider various ways of meeting this challenge.

The language factor is an integral part of all human-resource planning in DOC, as managers try to recruit qualified personnel in a ratio reflecting Canada's linguistic makeup. Since 1980, the proportion of Francophones in the department has increased by two per cent a year, and now stands at 30.6 per cent. A recent survey by DOC's Official Languages Branch (DLO), in co-operation with regional

and district offices, showed that 96 per cent of the Canadians are satisfied with the quality of service provided by the department in the official language of their choice.

Despite this gratifying statistic, DLO does not intend to relax in pursuing its goals. Under the direction of **Suzanne Mauviel**, and supported by senior executives and managers, the branch will continue to develop new means of meeting the language needs and expectations of English- and French-speaking Canadians. If there is a shortage of French-speaking engineers, for example, initiative must be taken to provide the necessary education and training; that is why the French-Language Centres of Excellence Development Program was set up in 1978. New technologies are

rapidly emerging and we must be able to keep up with their development in both of Canada's official languages.

DLO personnel are optimistic about meeting program objectives, as the programs of the Official Languages Branch, promoting the use of both French and English in scientific and technical fields, are in line with the basic protection of the rights and freedoms of Canada's two linguistic communities incorporated in Canada's constitution.

However, while much has been accomplished in this regard, certain obstacles must still be overcome before the aims of the Royal Commission on Bilingualism and Biculturalism and the spirit of the Official Languages Act can be met. Only the full co-operation of every employee can ensure the continuing success of the program at DOC.

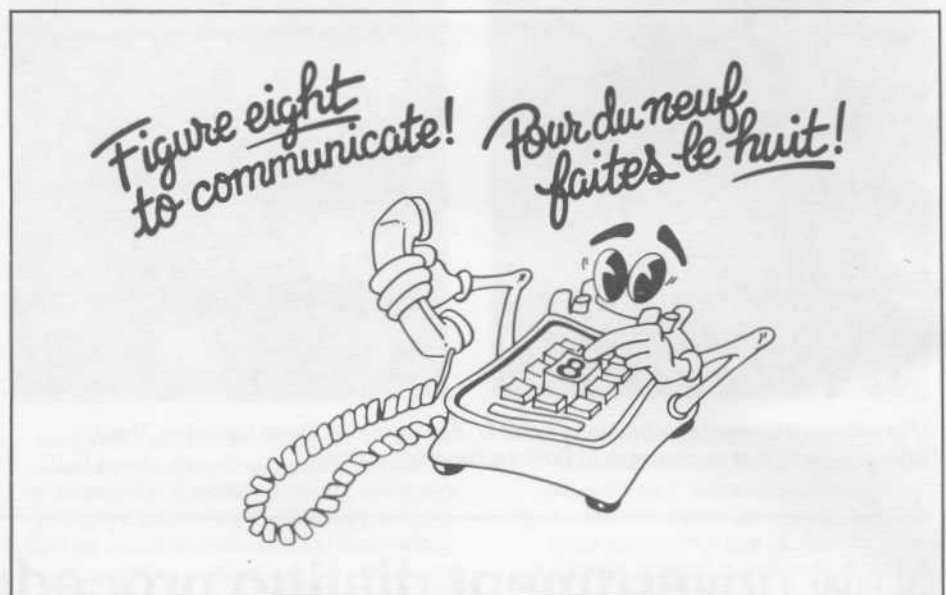
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Also, a new feature called "Intercom" will let you reach 99 numbers within your organization by dialing just two digits.

For most long-distance calls on the government network, the new procedure will be the same as the one you're used to at home: that is, "1" and the area code and seven digits. So you can forget all those special access codes (like "183" for Montreal, "175" for Vancouver, etc.). To call a Montreal number, for example, you'll simply dial "1" and "514" and seven digits for government or non-government numbers. And it won't matter where you're calling from, because the procedure will be the same right across Canada.

This system will also provide a number of advantages for network management, such as permitting full use of automatic route selection. This means that the switching equipment will automatically select the most economical route for an intercity call, resulting in savings in the government's telecommunications bill. In fact, it is estimated that tens of millions of dollars will be saved over a five-year period as a result of this and other related network modernization moves.

To make sure that all telephone users are aware of the new procedures, follow-up training will be given by departments with the help of the GTA and Bell Canada. Complete dialing instructions will appear in the June issue of the government's National Capital telephone directory.



So, to review the changes, as of June 15, to call:

- |   |                          |
|---|--------------------------|
| • within the Ottawa-Hull government network     | Dial: 7 digits           |
| • local calls outside the government            | 8                        |
| • the government operator                       | 0                        |
| • long distance calls on the government network | 1 & area code & 7 digits |

## Sylvie Gravel dies in accident

Friends and former DOC co-workers of **Sylvie Gravel** were saddened by her untimely death February 17, 1985 in a car accident.

Sylvie had been an International Arrangements Officer in DGIR before moving to

Revenue Canada, Customs and Excise as Director, Legislative Affairs in the Program Development Division.

Condolences to Sylvie's family on the tragic loss.

## DOC receives United Way citation

A citation to the department from **A.E. Collin**, Chairman of the Public Service Division of the 1984 United Way Campaign, was recently presented by our DM, **de Montigny Marchand**, to **Roger Beuparlant**, DOC Campaign Chairman.

The citation recognizes the success of DOC's campaign, which exceeded its goal by 13.5 per cent. Thanks to the efforts of DOC organizers, canvassers – and, most of all, the donors – who took to heart the "It's Up To Us" slogan, the more than 75 human-service agencies in the National Capital Region that try to meet the needs of the less fortunate now have an extra \$7,537 to work with.

Well done, everyone!



Our DM, de Montigny Marchand (right), presents a United Way citation to Roger Beuparlant, DOC Campaign Chairman.



Colin Franklin

## A Fellowship for Colin Franklin

On March 7, **Colin Franklin**, Director General, Application Programs, Technology and Industry Sector, was honored by receiving the Fellowship of the City and Guilds of London Institute (FCGI), whose president is His Royal Highness The Prince Philip, Duke of Edinburgh.

The citation for the award lauded Dr. Franklin for "... his outstanding personal contribution to space electronics, through the highly successful Canadian scientific and communications satellite programs, starting with the design and production of Alouette I ... continuing with Alouette II and ISIS ... HERMES ... followed by contributions to the European Space Agency ... important policy and management responsibilities in the Canadian Department of Communications."

A glowing tribute, and a well-deserved honor. Congratulations Dr. Franklin.

## Atlantic Region employee wins Suggestion Award

On January 18, in Halifax, **Rob Gordon**, ADMSM, presented **Lyle S. Bates** with an award for his suggestion that several types of radio-licence application forms be submitted in single copy only. These forms are currently being completed in triplicate, although only one copy is needed with the department's automated licensing system. Mr. Bates' suggestion results in improved efficiency in a procedure used in all five regions. Well done, Lyle.



Rob Gordon (left) presents Suggestion Award to Lyle Bates.

## A rose among thorns!

Every year the department gets many thousands of letters of complaint that must be answered on behalf of the Minister. Occasionally, however, a laudatory one appears. One of these was sent not long ago by the editor of the *Town of Mount Royal Weekly Post* newspaper, congratulating DOC's Spectrum Management Sector on its handling of an interference problem and complaint.

The editor had experienced car-radio interference along the Laurentian Autoroute and had written to the CRTC, which had passed his letter to our Minister. The editor was so impressed by his contact with the department's personnel in the Quebec Regional Office and their prompt location and correction of the problem, that he wrote a lengthy editorial in the newspaper, praising these actions.

Congratulations to our Spectrum Management people in the Quebec Region – and thanks, Mr. Editor, for taking the time to write your up-beat column.

# Comings and goings

## Headquarters

DGBP has confirmed two directors in recent months: **Michael Helm** as Director of Broadcasting Policy, and **Gwen Andrews** as Director for Extension of Services and Special Audiences. **Anne-Marie DesRoches** has joined DGBP as a Policy Analyst, coming from CBC Radio, Ottawa, where she was Assistant Producer of Public Affairs.

**Micheline Desjardins-Chase**, formerly Atlantic Regional Director, has returned from educational leave at the Royal College on Defence Studies in London, England to become Director, Industrial Development in DGIE.

In ADMTI, **Elmer Hara**, formerly Manager of Fibre Optics and Broadband Systems in DGRP, is the new Acting Director of Technology Assessment and Applications Planning. He replaces Orest Roscoe, who joined Telesat Canada.

**Paul Ouellette** left his position as Director of Financial Planning at ADMFM to open his own accounting practice.

**Clair Frayn**, an experimental projects officer with Optical Communications at CRC, retired after 35 years in the Public Service. A Smiths Falls native, Clair joined the Defence Research Board in 1950, following a stint in the Armed Forces. Clair's friends and co-workers feted him March 28, with presentations of a plaque and gifts.

In ADMR, **Audrey Scott** retired after 30 years with DOC and was presented with a certificate and gifts at a ceremony attended by more than 80 friends and co-workers. Audrey worked for John Chapman at CRC for nine years, and then was secretary to a succession of ADMs in the Space and Research Sectors— Alex Curran, Doug Parkhill and Bert Blevis— all of whom attended the farewell gathering.

Several people have retired from the Spectrum Management Sector. **Jean-Louis Guindon**, after more than 37 years in the Public Service, has left his position as Head of the Administrative Support Unit of the Canada/United States Co-ordination Group. **Joseph McNeil** also retired after 37 years of service. His position as Special Service Technologist has been filled

by **Chris Lafkas**, previously a Technical Evaluation Officer. **Hervé Poirier** has retired after 31 years, and is replaced as Interference Investigation Technologist by **Tom Jones**, formerly of the Regina District Office. And December 31, 1984 marked the retirement of **Jacques Fraser** from DOS, after 38 years of service.

In ADMAC, **Johanne Duval**, who was a Parliamentary Intern at the House of Commons, has joined the Program of Cultural Initiatives as a Project Officer. **Brian Kinsley**, a research analyst, has moved to DRIE as a senior research analyst. (While with DOC, Brian was honored by receiving the R.W.B. Jackson Award for the best article in the *Canadian Journal of Education* in 1983. The article, "Functional and Elective Illiteracy in Canada," co-authored by Mr. Kinsley and Frank Graves of Ekos Research Associates, was based on a survey of the reading habits of more than 16,000 Canadians aged 15 years and over, and revealed some surprising and unfortunate statistics.)

GTA welcomed three former employees of the Department of Transport. **John Chu** left Facility Engineering and System Development to become a Superintendent of Data Systems Planning; and former RAMP Project engineers **Victor Leung** and **Angèle Gosselin** have become Systems Engineering Consultant and Superintendent of Data Systems Planning, respectively.

**Gordon T. Watts** moved from Corporate Services where he was Senior Classification Advisor to become Senior Personnel Officer of Unit A at CRC.

## Atlantic Region

At the Moncton Regional Office, **Jacques LeBlanc** has been appointed Regional Program Analyst, and **Alain LeBlanc** was promoted to Programmer. **Claudine Daigle** has left her position as Text Reviser to become Program Co-ordinator for the Official Languages Program at the Regional Office of the Department of the Solicitor General. **Rachid Djellat**, a Radio Inspector, is leaving Charlottetown District Office to go into private enterprise.

**Carmen Comeau-Anderson**, former Assistant Regional Director at Secretary

of State in Moncton, has been appointed Chief of Program Development and Policy Analysis. **Elmer Wade**, Project Engineer, has moved to Fisheries and Oceans.

## Quebec Region

Staffing continues at the Canadian Workplace Automation Research Centre (CWARC). **Richard Lalonde**, appointed Director of External Collaboration, comes to us from Energy, Mines and Resources where he was Regional Director for Quebec. An Engineering graduate from RMC, he has an MBA from l'École des hautes études commerciales of Montreal. **Marcel Drouin**, Marketing Support Officer in DGIE at Headquarters, has been seconded to CWARC for two years on CAP assignment. He will be Assistant to Gilbert De Couvreur, Director of Integrated Systems.

## Ontario Region

**Steve Mori**, who joined the department as a Junior Consultant in 1981, is now GTA's Superintendent, Operational Services. **Brian Quigg**, a University of Toronto graduate and a member of the Ontario Association of Professional Engineers, has joined DOC as a Systems Engineer; he worked previously at CNCP Telecommunications. In Spectrum Control, **Bernadette Cernavez** is promoted to Technical Clerk. **Mary Anne Barkhouse**, from Energy, Mines and Resources, joins the Toronto District Office as Technical Clerk. **Lynn Letch** has become a Belleville District Office clerk, coming to DOC from Revenue Canada, Taxation.

## Pacific Region

**Cindy Howat** is leaving her clerical position in the Engineering Section to take an electronics course at the Vancouver Vocational Institute.

The new Vancouver District Manager is **Ian Rutherford**. **Jim Laursen** joined the Victoria District Office as an electronics technician; **Michael Sun** is an electronics technician at the Langley site of the Vancouver District Office; **Harley Rae** was promoted to Superintendent, Operational Services in the Vancouver GTA office; **Eric Goh** has joined computer services in the Vancouver Regional Office; and **Gwen Adamson** is the new Materiel Management Clerk in that office.

## Bill Tigges retires



Bill Sawchuk (left), DGTS, presents a plaque to Bill Tigges at his retirement ceremony.

On January 24, the department said "farewell" to **William Tigges**, an electronics technologist with Information Technology Research and Development at CRC, who retired after more than 30 years in the Public Service. Some 120 or more of Bill's co-workers and friends gathered at CRC to present him with a plaque, a medallion, and gifts such as a digital multimeter. The multimeter will certainly be well-used because, while Bill has left the government, he has not "retired" his expertise, having accepted a position with Canadian Astronautics Ltd. here in Ottawa.

## G.L. "Patch" Laferrière retires

After 35 years in the telecommunications industry, **G.L. "Patch" Laferrière**, Regional Manager – National Capital Region (GTA), has retired. More than 150 friends from DOC, other departments, and the private sector gathered at the Gloucester Officers Mess, December 17, 1984 to extend their best wishes.

**Guido Henter**, Director General, GTA, presented "Patch" with a certificate from the Prime Minister, an engraved medal, and various gifts from his friends and co-workers. Various telecommunications memorabilia, including a headset, operator's chair, and a cordless telephone were presented by Telecom Canada and CNCP.

"Patch" came to DOC 10 years ago from CNCP and his expertise and gentleman-like approach to business matters will certainly be missed.

We all thank "Patch" for his valuable contribution and wish him well.



Guido Henter (right) makes presentation to "Patch" Laferrière and his wife, Lorena.

## ... and Brigitte Komocki

Friends and co-workers gathered in the Briefing Centre in March to say farewell and present suitable gifts on the retirement of **Brigitte Komocki**, an International Development Officer in DGIR since 1981. From the Rhineland in Germany, Brigitte came to Canada in 1952 and to Ottawa in 1972, after living in Toronto and Montreal. Before joining DGIR, she was personal assistant to Bernard Ostry for seven years, at Museums Canada and Secretary of

State. Brigitte says she will now *try* to relax, but has "lots of plans," including travel and volunteer work with committees – and other things.

**Bill Montgomery**, DGIR, makes a presentation to Brigitte Komocki at her retirement party.

