

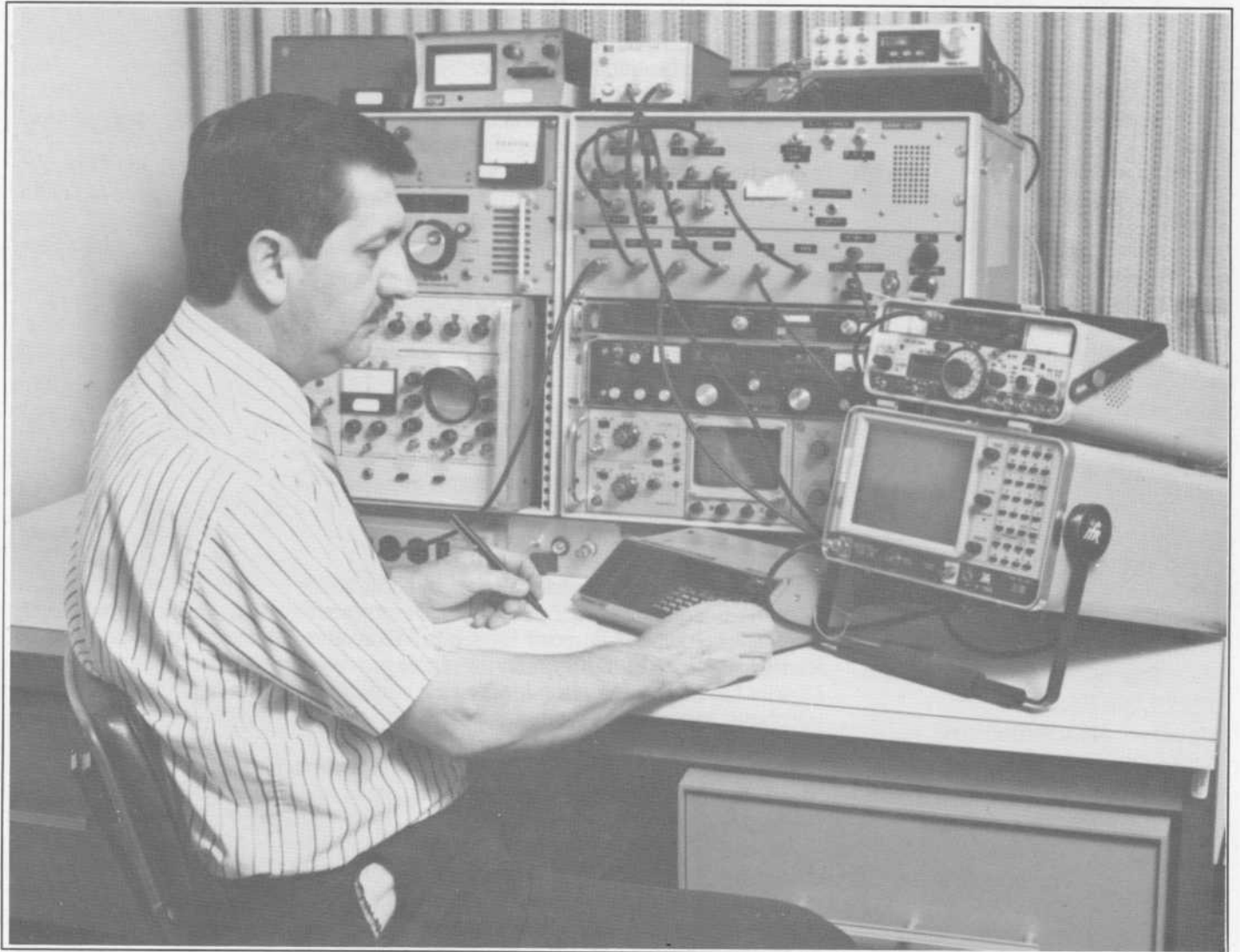
ATLANTIC

# InterComm

VOL. 3

OCTOBER 1992

NO. 2



## Self-sufficient Inspectors-in-Charge

Lloyd Burton, from the Corner Brook Sub-Office is one of five Inspectors-in-Charge involved in Spectrum Management. All of them have learned to work

alone and to rely solely on themselves when a fast and critical decision must be made. See story, page 3.

23 years of service, innovation and creativity



Communications  
Canada

### **Atlantic InterComm**

is the internal newsletter for Communications Canada, Atlantic Region.

It is published three times a year and is produced thanks to the volunteer participation of our staff throughout the region. The production is coordinated by the Atlantic Region Internal Communications Committee (ARICC) under Public Affairs.

#### ARICC members for 1992:

Paul Soucy	Moncton
Josanne Léger	Moncton
Cathy Rogers	Moncton
Paul Trasher	Halifax
Linda Harrigan	Saint John
Ghislaine Didham	St. John's
Mary Clare Butler	Charlottetown
Serge Martin	Moncton
Diane Chapman	Moncton

Also: Monique Comeau, Co-op student, who contributed in the writing, editing and the laying out of this issue.

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#### Deadlines for future issues:

January 11, for February '93 issue;  
May 10, for June '93 issue.

The views expressed in this newsletter are those of individual employees and do not necessarily represent the official views of the Department of Communications.

A Word from the  
Halifax District Director

## **Changing Times**

Having recently completed a three-day pre-retirement seminar with my wife, Anne, I have been reflecting on how much things have changed.

Looking back over a career in the civil service that has already spanned over thirty years, there are a few highlights that stand out.

My first impression: Edmonton 1958, Jeff Williams, then Regional Director, Western Region, Department of Transport, saying to two fresh 18-year-old radio operators from Newfoundland, "What's this 'sir' business? Call me Jeff". Such a casual approach, perhaps ahead of its time, was not reflected in the office environment of the early sixties.

Picture the Edmonton office on a hot summer's day: inspectors were required to wear a shirt and tie and were not permitted to remove their suit coats or jackets. Women who wore pant suits were the exception and certainly got a second and sometimes third look.

Centralization was the working model of the day. Training, for the Inspectors, I don't recall anything other than on-the-job training for the female staff members, was all done in Ottawa. Likewise, all decisions and direction came from the Capital. By today's standards, it seems so bureaucratic.

Two things that changed my working life significantly seem to have happened around the same time: unionization, in 1967, and the creation of the Department of Communications, 1968.

Since then, time and change seem to be in a race to some distant finish line. Looking around I see so many faces and so many activities that have changed: seven Regional Directors / Director Generals / Executive Directors since 1970; three District and five Sub-Offices serving whole provinces where once there were eight District Offices each serving local areas; consultation and advice-giving over the telephone instead of on-sight problem solving; and involvement in exciting departmental activities that were once the exclusive domain of headquarters people.

Decentralization, regionalization and empowerment are words we have all heard. But they are more than words, they mean real change and real opportunity in our working lives.

When I look at what was, and what is now, I feel a little sad to be so near retirement. I truly feel that although time seems to have speeded up and we never seem to have enough of it to complete tasks to satisfaction, there are now more opportunities than I can ever remember! There is real dialogue between levels to allow the expression of ideas and to remove irritants. There is increased inter-activity mobility to pursue special interests and the delegation of decision-making so that we no longer simply feel the impact but will be part of the driving force.

I think the jackets are off, women are wearing pant suits and doors that were once closed are now open. The challenge to each of us is to welcome change, not fight it and to seize our opportunities to make the best of them.

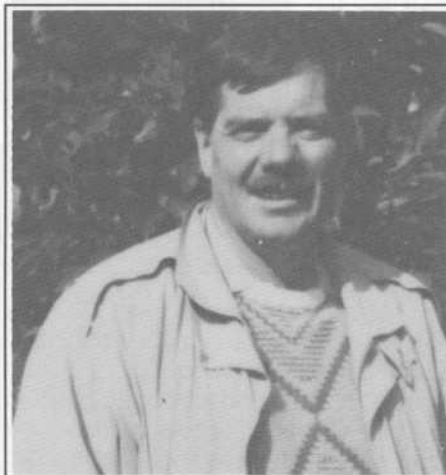
*Ron Wilcox*



*Ron Wilcox, Halifax District Director.*

# Self-Sufficient Inspectors-in-Charge

by Monique Comeau



Jim Fournier, Inspector-in-Charge in Bathurst sub-office.



Angelo Costantino, Inspector-in-Charge in Sydney sub-office.



Numa Bellefleur, Inspector-in-Charge in Moncton sub-office.

If there is one word that describes the sub-offices' Inspectors-in-Charge in a nutshell, it may very well be "independent".

All four, who are involved in Spectrum Management, have learned to work alone, to rely solely on themselves when a fast and critical decision must be made. To their credit, they have developed a sense of humour to get over the lonely times.

"You're alone, you're constantly speaking to yourself and to the portable computer and that can become monotonous. At least no one talks back to you," half-jokes **Jim Fournier**, who works out of the Bathurst sub-office.

On the other hand, Jim likes the fact that radio inspections allow him to get out of the office frequently. He also enjoys being able to make up his own schedule as long as the work gets done.

**Angelo Costantino**, based in Sydney, couldn't agree with Jim more. "You learn to schedule and arrange your own workload without too much intervention from the district office." Though he too, concedes to the major disadvantage of being so far removed from the centre of decision-making. "You've got no one locally to ask opinions of, so there is a certain breakdown in the flow of communication."

**Lloyd Burton**, who is based in the Corner Brook sub-office, has such a

large region to cover that the time spent in the office is certainly rare. He covers all of Labrador and western Newfoundland. Being an employee of DOC since 1976, Lloyd remembers the time when there were three inspectors plus clerical support in the office.

Gradually, the group diminished until only he was

left. He has, perhaps understating the reality, learned to communicate long-distance. "Communication is getting better all the time with computers," but he knows new employees will not be able to adjust very easily to his situation. "It's only difficult when I need someone to come in to replace me, the responsibilities can be quite overwhelming for a person who is not used to working here."

**Numa Bellefleur**, working out of the Moncton sub-office, cannot speak of the advantages and disadvantages of being located at a physical distance from the regional office even if he does work alone. In fact, his office is located on the same floor of the same building as most of DOC's regional employees although he still has to answer to the district office in Saint John first.

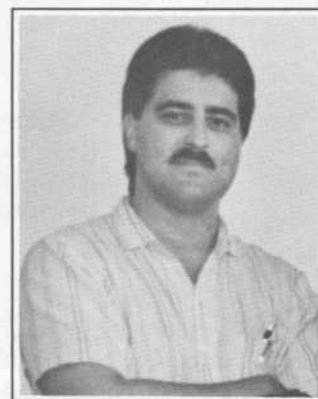
But he no longer finds this to be a problem since he figured out how the system works. He only sees the major advantage he has over his colleagues from the other sub-offices. "I have direct access to all information, so I don't seem to be at any real disadvantage."

Actually, none of them dwell on their disadvantages. Like real troopers, they accept their situation and make the best of it. For the most part, they spend their time travelling throughout their territory carrying out investigations of the

(continued on page 5)

## At the Charlottetown Sub-Office...

*The Charlottetown sub-office was not overlooked for this article. It was not included because **Jacques Hébert** only recently filled the position of Inspector-in-Chief there. We'll update you on his new job in an upcoming issue.*





# New Faces in the Atlantic Region

by Monique Comeau

This is the perfect opportunity to set the record straight. Understandably, there seems to have been some confusion over whether my last name is Dionne or Comeau. Well, it is **Comeau**, and no, it is not a pseudonym or nom-de-plume. I simply married Tim Comeau, on August 28 of this year. Hence the new name (one of those major compromises of marital life - actually, I don't mind the change).

I'm from Grand Falls, N.B. but have been in Halifax for the last seven years attending university there. I obtained a B.Sc. in Psychology from Dalhousie University in 1990. Since then, I have been enrolled in the Public Relations cooperative education program at Mount Saint Vincent University.



This is my third and final four-month work term. I will be graduating for good in September of 1993. At that time, I will finally be able to join Tim in Fredericton on a permanent basis.

P.S. If any of you know of someone looking for a Public Relations practitioner in Fredericton, please let me know.

**Paul Leblanc** is Project Officer for Government Consolidated Management Systems (GCMS) with GTA in Moncton since June. Since the beginning of September, he has been working there part-time while attending the University of Moncton, also part-time.



Serge Martin



**Chantal Ward** joined the Moncton Regional Office on August 10 as Records Clerk/Receptionist. She will be with us until the end of March 1993.

**Lee Pederson** joined the GTA team in the Regional Office as Junior Telecommunications Officer on April 1 of this year.



Serge Martin

**Paul Mazerolle** filled the vacancy of Regional Financial Advisor in Moncton on September 1. He has already spent 12 years with the federal government, working for Veterans Affairs, Transport Canada and most recently, Agriculture Canada.



Monique Comeau



Almost 10 years ago, **Megan Williams** left a job directing the Newfoundland and Labrador Crafts Development Association to accept a position with the Canada Council in Ottawa. At the Council, she was Explorations Officer for the Atlantic Provinces and the North. Says Megan, "I am very pleased with my new position as Cultural Development Officer at the Halifax Regional Office since I can use my experience in arts administration to good advantage."

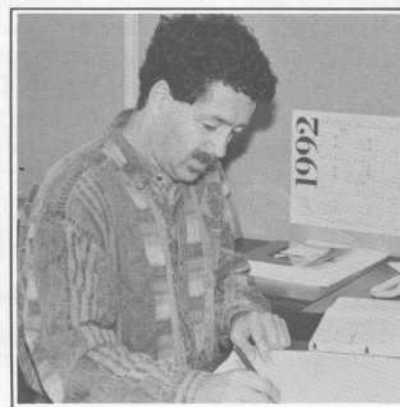
**Raymond Provencher** was Regional Operations Officer (RADO) in Moncton from March 28 to September 30. He came to us from Ottawa where he was Liaison Officer with the SMAQ Sector. From what he told us, he didn't mind spending a few months in this part of the country.



Serge Martin

"I especially appreciated the warm welcome I received from my colleagues at work as well as from others in the region. We must continue to be proud of our team in the Atlantic provinces."

Before joining the Department of Communications as a Cultural Development Officer, **Jean-Claude LeBlanc** worked for the Conseil provincial des sociétés culturelles (CPSC, provincial council of cultural societies), whose office is located in Moncton. During his three years with the organization, he served as assistant to the director, membership services officer and coordinator of the network of entertainment event organizers.



Monique Comeau

# DG Award to Four Regional Employees

The DG Award was presented to four Atlantic employees recently. **Denise Mazerolle** and **Dale Snowdon** of the Moncton Regional Office as well as **Peter Hill** and **Leslee Patriquin** from the Halifax District Office were recognized for their contribution to the planning,



organizing and hosting of the IT&T Conference, held in Halifax, on June 12, 1992. Congratulations to all of you!

Left, Pierre Boudreau, Executive Director, presents Leslee Patriquin with her award. Peter Hill was absent during this presentation. Below: from left to right: Dale Snowdon, Denise Mazerolle and Pierre Boudreau during the award presentation at the Regional Office on August 12.



Paul Soucy

## Self-Sufficient Inspectors...

(Continued from page 3)

general public's use of radio communication; conducting sample inspections of land, air and sea radios; issuing examinations for radio licenses and responding to complaints of careless use of certain radio frequencies by performing occasional surprise inspections. They also do their own clerical work and make time to respond to emergencies.

To many, handling all these responsibilities in the SUB-offices sounds like a job for SUPER Inspectors-in-Chief. But for these veterans of DOC, it's simply another day all alone at the office, or out in the field.

## Farewell to an Old Friend

by Leo-Paul Drisdelle, Eileen Rafuse and Numa Bellefleur

After 28 years of service to the Government of Canada, **Al Dionne** retired on July 11, 1992. In 1964, Al joined the Royal Canadian Air Forces and was there until 1974, when he finally "saw the light". And for the last 18 years, he had been with DOC. During this time, Al worked in various operational areas, including Finance, Procurement, Records Management, GTA, Engineering and Operations.

Many of his co-workers took the opportunity to wish Al well during a retirement luncheon held in his honour at the Cafe at Keddy's Brunswick Inn on July 8.

Rumour has it that the industrial cordless drill, presented to Al during the luncheon, has been used to near extinction. It seems Al has been busy working on major renovations to his home. And no, he hasn't been spotted on the "group retirement bench" at Highfield Square contrary to what Al, himself, predicted. In fact, he has never worked so hard in his life.

During the farewell luncheon, **Pierre Boudreau**, Executive Director, presented Al with the Director General Achievement Award for his many years of dedication as regional coordinator for the United Way campaign. Al was also recognized for his many (over 80) blood donations to the Red Cross.

Al was a real contributor as an employee and as a human being. We already miss his expertise and wit. We will no longer hear that familiar phrase "Y-oust-étais?" (où étais-tu? - where were you?) when, on the rare occasion, one of us would return late after lunch or break.

We all sincerely wish Al, Jackie, Monique and granddaughter, Natalie the best in the years to come. Farewell, old chum. Keep in touch.



Serge Gaudet presents a gift to Al on behalf of DOC employees in the region.







# A Rare Book for the Bell Archives

by Megan Williams

In early September, Jack Stevens, Superintendent of the Alexander Graham Bell Historic Site, accepted a copy of a rare book entitled *Pioneering the Telephone in Canada* for the Bell Archives. Maritime Telephone and Telegraph purchased the volume, which was presented by **Gordon Pole** of the Government Telecommunications Agency on behalf of GTA and Communications Canada.

Gordon, who has a scholarly interest in the history of the telephone, discovered this book in a used book store in Halifax and recognized its archival significance for the Bell collection. *Pioneering the Telephone in Canada* is a collection of the reminiscences of A. Melville Bell, father of Alexander Graham Bell, who was given the Canadian rights to market the invention. It was privately published in 1926. This particular volume is of special interest because of its provenance. The inscription of the flyleaf, dated August 11, 1937, indicates that it was presented to Bell's associate, Casey Baldwin, by Ludlow Haskell, then assistant vice-president of Bell Canada, to commemorate his visit to Beinn Breagh.

In his notes for the presentation,

Gordon says: "While this book is not a technical discussion of the telephone system the first-person account gives us



Jack Stevens, on the right, accepts *Pioneering the Telephone in Canada* from Gordon Pole.

some insight into its development in Canada and a better understanding of the difficulties that were encountered. It is worth noting that the Canadian telephone system developed as a regulated monopoly, sheltered from market-driven forces. As a result, we now have a reliable telephone system in Canada that is second to none in the world."

When asked about the country of origin of the telephone, Bell's diplo-

matic answer was that "it was conceived in Canada and born in Boston." Bell's association with Canada did not end with that significant conception; he returned to Baddeck to spend much of the rest of his life at his estate, Beinn Breagh, across the bay from the present location of the Alexander Graham Bell National Historic Site. While at the "Beautiful Mountain", his experimentation took such diverse forms as salt water distillation, the design and building of hydrofoils and the famous flight of the Silver Dart. These experiments were carefully documented in a series of journals which form the core of the archival collection at the Historic Site.

Bell would be intrigued to know that the current custodians of his work are designing a way of making the archives available through the use of laser discs. When the project is completed, scholars and researchers will have access to such information as the contents of Bell's journals and a catalogue of the entire collection, including an entry for a small volume entitled *Pioneering the Telephone in Canada*. There is no end to the evolution of human communication.

## New Atlantic Regional Internal Communications Committee Members

Three individuals have recently become members of the Atlantic Region Internal Communications Committee (ARICC). **Diane Chapman**, Public Affairs Clerk at the Regional Office works regularly on the development of each issue of the Atlantic InterComm. **Cathy Rogers**, who is Regional Operations Officer and newcomer to the Moncton office, will represent the GTA section in Moncton. And **Linda Harrigan**, archives clerk, will represent the Saint John District Office.



Cathy Rogers,  
Moncton, N.B.



Diane Chapman,  
Moncton, N.B.



Linda Harrigan,  
Saint John, N.B.



# Improved Communication Skills Help Women at Work

by Monique Comeau

"Traditionally, men are raised from birth to take charge of their lives, to hold positions of leadership and power, to become providers for their families," stated Rachel Léger, Chair of the Atlantic Region Advisory Committee to Women at DOC.

This is a reality that men have taken for granted since the beginning of time. But young girls, to their great disadvantage, are simply not given the same opportunities to develop these skills.

But this reality is not one women should simply accept, emphasized Rachel, during a presentation at DOC's regional office in Moncton. Women who are currently in the workforce may not have developed these leadership skills while growing up but, by the end of the presentation, those in attendance realized that it is not too late to find within themselves these same abilities that have the potential to be developed and to flourish.

As a rule, people lend more credibility to those who can deliver a message clearly and effectively. The presentation was thus an exercise in improving communication skills in women. It consisted of eight separate blocks each dealing with a different ingredient of effective communication. One of these blocks dealt with developing self-awareness, others emphasized the development of a positive self-image and the ability to reach a resolution in times of conflict.

Rachel addressed a group of 13 women in Moncton, plus others from the region's district offices who were in attendance courtesy of the teleconference systems, during a two-hour session. All participants were invited to offer feedback throughout the presentation and left the session with an evaluation form to be returned to Rachel at a later time.

In a pilot project introduced this summer, Rachel attended a similar seminar with the condition that she would share what she learned with DOC's women in the region. In sharing this information, she gave these women some fundamen-

tal tools in the art of communication.

If this presentation proves to be a success, Rachel and others from the region will be sent to attend other seminars in the future so that they may develop their own skills and spread the word on effective communication and, ultimately, on the empowerment of women in the workplace.



Rachel Léger addresses the group at the Regional Office.

Serge Martin

## An Abbreviated Canoe Trip

by Keith Anderson

It sounded easy enough, a 50-kilometre canoe trip over three days, down the Chiputneticook Lakes along the Maine/New Brunswick border. Not exactly the Amazon, but a chain of picturesque lakes remote enough to require gear and food for three days and two nights of canoe/camping.

And, of course, an expedition of such magnitude required months of detailed planning, led by Al Daly. The team of six, consisting of Al Daly/Martin MacLellan, Roland Richard/Pat Phelan and Kevin Ball/me, Keith

Anderson (Crocodile Dundees, one and all), was finally assembled at the starting point in Fosterville on June 4.

The first day was picture-perfect, warm and sunny, with a slight westerly breeze to our backs. The evening was equally pleasant as we settled into our campsite. Marty and Al, no strangers to "roughing it" in the wild, prepared their evening meal, complete with red tablecloth, candles and a prized bottle of Chateau de MacLellan.

We should have known it couldn't last.

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Kevin Ball and Keith Anderson (a.k.a. Crocodile Dundees) on the beautiful Chiputneticook Lakes.

Roland Richard

## See You Soon Mac!

A farewell dinner was held for **Mac Chafe**, St. John's District Office, on the evening of Friday, September 25. During the dinner, Mac was presented with a fishing rod and reel as well as a message from the Prime Minister. Mac and his wife, Kay, are spending most of the month of October on vacation in Ontario.



Top: Mac admiring his new fishing rod. Right: Mac and his wife Kay.

## A Gentleman Retires

A retirement dinner in honour of **Gordon Pole** was held in Halifax on October 5. During the evening, Gordon was recognized by his colleagues at DOC, the vice-president of MT&T and representatives of local telecommunications organizations. Also on hand were Joan, Gordon's wife, two of their children and spouses.

The Staff Benefit Fund presented Gordon with a framed photograph of the Cabot Trail while **René Guerrette** presented the guest of honour with a gift on behalf of DOC employees in the Atlantic region. **Pierre Boudreau**, Execu-



René Guerrette, GTA's Acting Regional Director, (Sitting), Gordon Pole, our Gentleman, and Ron Wilcox, Halifax District Director.

tive Director, also presented Gordon with a certificate from the Prime Minister.

Despite a lot of good-natured ribbing that went on, one word kept popping up. That word was "gentleman". Whether it be at work or in a social environment, that is what Gordon was and is.

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At some point during the night, we sensed that something had changed... no, not Kevin. SomeTHING, like the wind. By morning it was obvious that we would have to paddle directly into a brisk wind if we were to make it back to the vehicles - not a rosy prospect. To top it off, what we thought would be a 100 metre portage turned out to be a one kilometre portage, a real killer given all the "necessities" Marty and Al insisted on bringing along.

By nightfall, we were glad to see the only campsite for miles... there was just one problem - the site was closed due to nesting eagles. Figuring we were closer to extinction than the eagles, we decided to quietly share their habitat for the night.

The weather was even worse the next day, with rain threatening. Reality finally set in, we were not going to make it without help. A quick dash across the lake followed by a few-mile trek brought us to a friendly outfitter who ferried us back to the vehicles, quietly bringing to an end the canoe trip that might have been. Humbled but not defeated, we, the intrepid explorers, will begin to do in November what we do best - plan next year's canoe trip.



The national GTA-GCMS (Government Consolidation Management System) team met in Moncton recently for initial training on the GCMS. Front row, left to right: Ted Campbell, Ian Wilson, Ron Cobb, Janusz Kijek. Second row, l. to r.: Raymond Lauzon, Stephen Crowther, Gwen Harmen, Denise Lalonde, Donna Bentley, Paul LeBlanc, Norman Boudreau. Back row, l. to r.: Pierre Beaulieu, René Roy, Rémi Givogue, Al Trask and Lee Pederson.

# An Overview of Management Services for the Region

by Monique Comeau

The region's Management Services unit plays a major role in the daily lives of DOC's regional employees. It does so through its three sections. For example, when any sort of purchase is made, the **Finance** team is involved. And the distribution of our precious pay cheques is courtesy of **Administration**.

Meanwhile, **Informatics** maintains the quality of all forms of communication by computer, such as electronic mail or the in-house system that keeps track of daily correspondence.

**Serge Gaudet**, Director of Regional Management Services admits that he is a busy person juggling the responsibilities of all three sections, "I don't have time to be lonely. The days go by quickly and that's the way I like it."

Indeed, there is a lot of coordination and time management involved in Serge's position. Even with the constant evolution of his job, he continues to enjoy what he does. In fact, the federal government is currently introducing major changes (Single Window Initiative, Single Operating Budget, PS 2000 and others) so that its programs and services are delivered in a more user-friendly and cost-efficient manner and Serge is looking forward to getting involved in some of these changes.

## Finances

Meanwhile, a recent change within the Finance section in Moncton came in the form of a new employee. In September, **Paul Mazerolle** became the new Regional Financial Advisor, a position that had been vacant for five months. Having worked in Finances with the federal government since 1978, Paul feels relatively at ease in his new job at DOC. He started out with Veterans Affairs, moved on to Transport Canada in 1985 and found himself most recently with Agriculture Canada.

The end result is basically the same in each department but Paul has noticed some differences in the process, "You

always want to get from point A to point B but the road you take is different for each department." Paul points out, as an example, that accounts are coded differently. So, each time he makes a move to a different department, he is forced to learn new codes.

This, however, is not a problem for Paul who is still excited about the relatively small size of Communications Canada. "In the short time I've been here, I have had a chance to interact with many people." In doing so, Paul has made some essential contacts. "I al-

ing and Control System.

Upon last check, Paul appears to be pleased with his work at Communications Canada. "I plan on being here for a while."

That is exactly the wish of **Germaine Bernard**, Financial Clerk, since she and **Lucille Belliveau** have been forced to pick up the slack while Paul's position was vacant. Germaine, who is the veteran of the Finances group, is in the process of guiding Paul through the ways of the department.

The rest of her time these days is



from left to right, first row: Brenda Cormier, Lucille Belliveau, Chantal Ward, Allain LeBlanc. Second row: Léo-Paul Drisdelle, Lucille Léger, Shelly Furze, Serge Gaudet, Eileen Rafuse, Paul Mazerolle, Jacques LeBlanc. Missing: Germaine Bernard.

ready know who the major players are."

It is also because of the smaller size of the department that Paul's job description has changed somewhat from being a specialist to a generalist. Besides other duties, he routinely ensures that funds are available before a purchase is actioned and that payments are made after the purchase by sending cheque requisitions to Supply and Services Canada via the Allotment Report-

devoted to training **Lucille Léger**, whose function is to offer Financial and Administrative support; working on the new COOPERATION Agreements with Nova Scotia and Newfoundland; and working through the accumulated back log. "We should be back on track soon, not by year's end though, but probably within six months," says Germaine hopefully.

(Continued on page 12)



# An Overview of Management Services for the Region...

(Continued from page 11)

## Administration

**Léo-Paul Drisdelle** of Administrative Services looks out for the needs of his fellow regional employees. If a section indicates a need for certain equipment, services or supplies, it is Léo-Paul, with the help of **Shelly Furze** and **Eileen Rafuse**, who ensures that this need is met.



*Germaine Bernard, Financial Clerk.*

And for major purchases, there is a capital committee that analyzes the global situation of the region. Equipment is purchased according to the Long Term Capital Plan and to what the budget allows. But since April, the District Offices have been given the authority to make their own capital purchases. In such cases, because of this decentralization, Léo-Paul acts as a consultant.

Many of the major service and equipment suppliers are located in Central Canada, but Léo-Paul makes an effort to satisfy DOC's regional considerations by establishing contracts with companies in Atlantic Canada. "We need many services and we try to give these contracts to the regional companies to help them grow and develop." Administration is also the section that concerns itself with employee safety and security issues. Things such as proper work environments and accommodations as well as other safety standards in the region fall within the realm of Léo-Paul's duties.

A third major component of Administration's responsibilities is the effective operation and maintenance of the archives. All documents received by Regional Office are coded before being distributed. The codes allow employees to establish the location of the documents.

Léo-Paul may oversee the organization of these documents and files, but it is **Brenda Cormier** from Records/Archives along with **Chantal Ward** who deal with them every day. If an employee needs a particular document, it is simply a matter of supplying Brenda or Chantal with one or more of the document's search fields (folio number, date sent, date received, etc.).

Brenda and Chantal also issue official receipts for various radio licenses and maintain the cash blotter.

Brenda has been with DOC's regional office for two years now but still sees each day as a challenge. "I normally come in every morning thinking that it is my first day on the job wanting to make a good impression."

Certainly, Brenda has a better impression of her own job since the introduction in December of 1991 of the Regional Correspondence Control System (RCCS) which offers much more efficiency. "This is a system that is used to keep track of all incoming correspondence and faxes that are to be placed on file. It also keeps track of BFs (brought forwards) plus it has some other features," explains Brenda.

This system was made possible by **Jacques LeBlanc**, Regional Manager of Informatics.

## Informatics

Jacques, along with **Allain LeBlanc**, is responsible for the informatics aspect for the whole Atlantic region. The RCCS, for example, facilitates the search for correspondence and ensures that the mail is delivered much more quickly. What used to take up to a couple of days to reach its final destination, now takes two hours.

Jacques is also involved in both the purchase and installation of computer systems. He offers support to regional, district and sub-offices on a regular basis.

But if there is trouble with the system in a specific district, Jacques and Allain may not always be called upon. "We have people in the districts who make up our front line of action. But if they need assistance, we're here to help."

In anticipation of the Regional Office's move across the street, Jacques and Allain have been conducting tests of the networks. "These tests are necessary to avoid any nightmare situation on our first day in our new location."

Despite the fact that the Management Services unit is entrenched in our daily lives as DOC employees in the Atlantic Region, we do not always appreciate the wide scope of the challenges it faces. Yet, Management Services employees keep plugging away, quietly carrying out their duties. This is certainly a tribute to them. Without this group of devoted people who are content to work behind the scenes, the rest of DOC would not be able to function effectively, if at all.