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Canada's Public Service Magazine

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it's **my** day



Public Service jobs

across Canada and
around the world

Canada

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Jeremy Stewart aboard the
Louis S. St-Laurent.



A message from the Deputy Ministers of Foreign Affairs and International Trade Canada

Welcome to the third issue of *it's MY day*, a magazine that showcases the diversity of rewarding careers in the federal public service and aims to attract a new generation of public servants.

It is appropriate, therefore, that this issue of *it's MY day* coincides with the Public Service post-secondary recruitment campaign. Many departments are participating, looking for the dedicated public servants of the future: exactly the types of individuals that are featured in this magazine. We invite you to read the profiles in this issue to learn more about the variety of Public Service jobs—across Canada and around the world.

Anyone joining Foreign Affairs and International Trade Canada (DFAIT) as a result of this year's campaign will be arriving as we celebrate our 100th anniversary. In 1909, the department began with a handful of employees above a barbershop on Sparks Street in Ottawa. When the department was first created, Canada was a dominion of the British Empire, and we were considered a colony of Britain on the international scene. Today, we number nearly 10,000 employees in Ottawa, in 17 regional offices across Canada and through our network of over 160 embassies, consulates, and trade offices in 110 countries. We promote the interests of Canadians in a rapidly changing world.

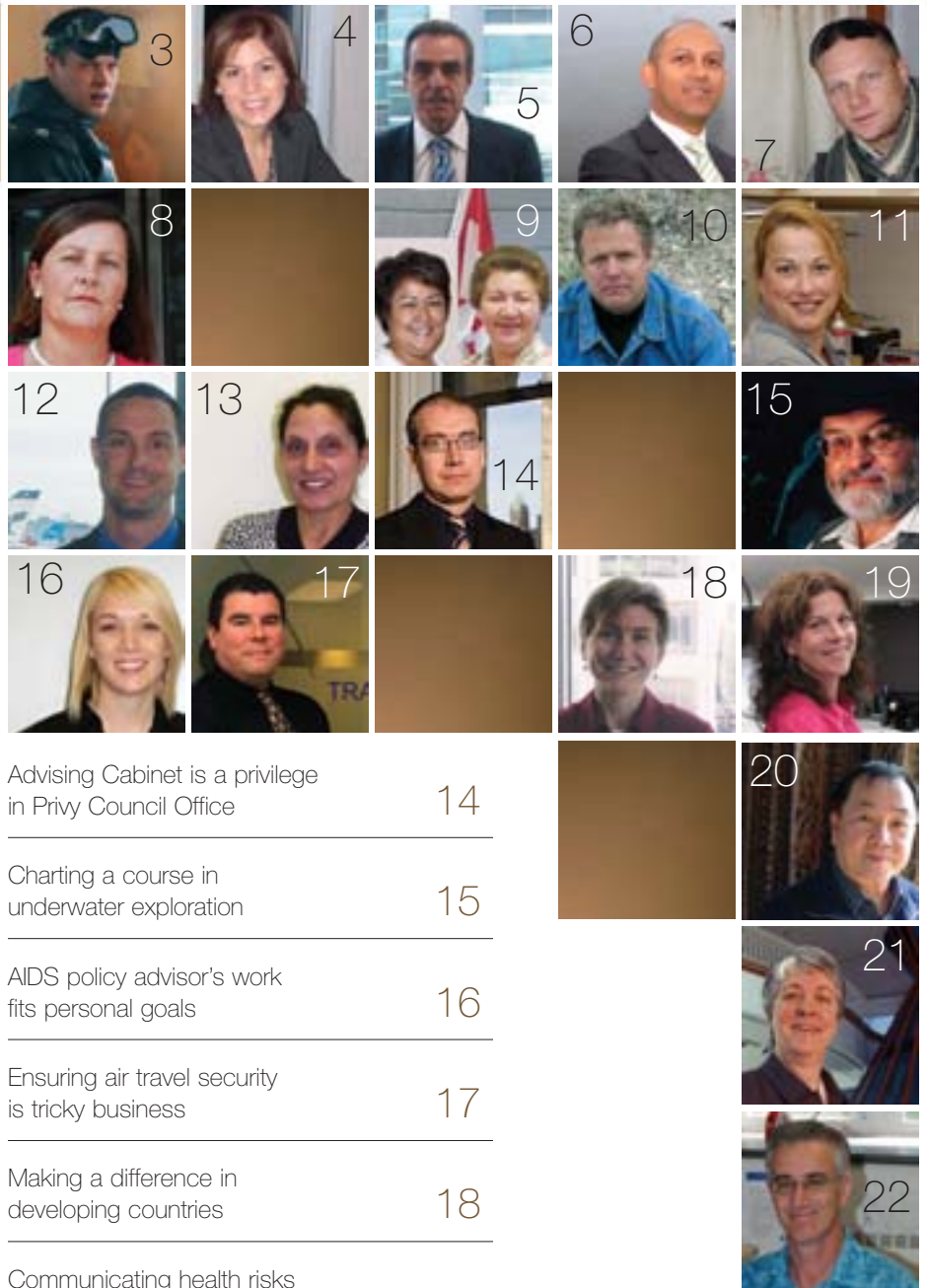
As you will see in this issue's profiles, the Public Service promotes the interests of Canadians around the globe in a rapidly changing world. We collaborate actively with the international community on major issues such as defence and security, humanitarian affairs and consular services to Canadians. Canada's international trade priorities are defined by DFAIT's Global Commerce Strategy, which aims to secure a prosperous future for Canadians in a highly competitive global economy.

Just as DFAIT has enjoyed a rich and distinguished history, so has the Public Service of Canada over the past 140 years. We've come a long way indeed, and we look forward to a challenging and rewarding future. We invite you to join us as we progress toward that future.

Marie-Lucie Morin
Deputy Minister, International Trade

Leonard Edwards
Deputy Minister, Foreign Affairs

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We welcome your feedback.

E-mail us at: itsmyday@cpsa.gc.ca





Jeremy Stewart

Diving safety is a full-time concern

Photo by Paul Nicklen for National Geographic.

Nobody takes the plunge at Fisheries and Oceans Canada (DFO) without a nod from Jeremy Stewart. As National Diving Safety Program Coordinator for DFO, Jeremy has the job of ensuring that any DFO employee who spends time underwater returns to dry land safely.

“There is health and safety legislation that governs federal employees who dive for work,” Jeremy explains. “I ensure that all regional employees who dive for work are doing it safely and effectively. Nationally, my role is to help shape policy and procedures and build partnerships.”

Annual recertification required

Jeremy points out that, although the underwater world can be an interesting and inviting place, it can be dangerous if procedures

“I’ve been all over Canada. One interesting thing I do is dive under sea ice in the Arctic.”

aren’t followed. It’s his job to ensure that both divers and their equipment are shipshape, which requires annual recertification. Jeremy

and his six regional DFO coordinators give the OK to more than 100 DFO divers every year.

He might be a stickler for the rules, but Jeremy’s vigilance has meant no accidents under his watch, which began last year. In 2007, for instance, DFO divers made 2,898 forays into the deep blue sea, returning safely every time.

Diving under sea ice

Jeremy’s job isn’t all regulations and testing others. He enjoys diving and adds his

DID YOU KNOW?

Canada’s ocean estate covers a surface area of approximately 7.1 million square kilometres. This represents an area equivalent to about 70 percent of Canada’s land mass.



expertise to expeditions that are usually engaged in scientific research.

"I've been all over Canada," Jeremy says. "One interesting thing I do is dive under sea ice in the Arctic." When the water gets warmer, he



Photo by Paul Nicklen for National Geographic.

can be seen aboard a Coast Guard vessel in the northern reaches of Canada, either diving himself or supervising teams from around the world.

In 2002, Jeremy joined forces with one of the world's finest underwater photographers, Paul Nicklen, to produce a feature for *National Geographic* titled "Breaking the Ice."

Nowadays, Jeremy and his dive team are playing a big part in a \$40-million research project—the International Polar Year's (IPY) Circumpolar Flaw Lead System Study. Its purpose is to learn more about the ecology of Canada's polar region and help predict the impact of climate change.

Jeremy was also invited to the IPY diving workshop in Norway to represent Canada on an interdisciplinary panel. He shared his knowledge with other experts and, together, they came up with new strategies for diving in polar environments.

Passion becomes exciting career

Looking back, it seems that joining the Public Service helped transform a youthful passion into an exciting career.

"I have been diving since I was 12," Jeremy says. "I started working for DFO when I was in university. My experience in the Public Service has been great. There are so many opportunities for having rich experiences and for career development and advancement."

Martine St-Germain

Business advisor helps firms hit the ground running

Martine St-Germain makes sure businesses in Canada stay fresh, innovative and competitive in markets around the globe.

As an employee of the *Economic Development Agency of Canada* for Quebec Regions, Martine is an advisor at the *Montréal Business Office* on Montréal's South Shore. She provides assistance to fledgling enterprises in the area, including both financial aid and business counselling.

"We help businesses that are mostly in the manufacturing sector," says Martine. "We help them market or export their products, or improve their business processes and become more productive. It's financial aid to help them become more innovative."

"When we see a business triple its profits in three years, that's gratifying."

Close contact

Martine comes in direct contact with private firms. On a typical day, she'll field calls from interested businesses, meet with them in person and analyze detailed information they send her.

"Sometimes we receive direct calls from people wanting to know about what sorts of finance programs we offer," she says. "Other times it's our partners or other government organizations who call us to refer businesses."

"My work is to go and meet the businesses, find out their situation and assess it. They send us all the documentation on their market and financial situation, and I have to assess it according to our economic criteria to see if it fits in with our programs."

"For example, we analyze their management structure, their market potential and their commercialization or development strategies."

Sowing seeds of success

Martine says one of the most rewarding aspects of her job is seeing Canadian enterprises succeed before her eyes. Some have done very well, she says.

"What's interesting to me is to see a business grow. Let's say they needed financial aid to explore foreign markets. When we see a business triple its profits in three years, that's gratifying."

Business spirit

Martine is blessed with a natural talent for running an enterprise. Both her parents owned their own companies, something the young Martine wanted to do as well. But ultimately, a series of internships for the *Montréal Business Office* convinced her otherwise.

"I did an internship here and I found it very interesting," she says. "We deliver programs and contact businesses. For me, it was something concrete."

The job offers a nice combination of things that appeal to her, she adds. "My work as an advisor with the Agency lets me strike a balance between my interest in analyzing economic conditions and administration, and dealing with clients."



Jean-Pierre Laframboise

Consular job full of adventure and discovery

When you are travelling outside Canada and you run into trouble, your first call may be to Jean-Pierre Laframboise. He is one of many consular officers stationed in countries around the world to assist Canadians, whether they are travelling for business or pleasure.

As a consular officer with *Foreign Affairs and International Trade Canada*, it's Jean-Pierre's job to help Canadians who are in trouble overseas—whether they're suffering from an illness, coping with a natural disaster or being detained in a foreign prison.

Jean-Pierre was on call, for instance, during the Canadian evacuation of Lebanon in the summer of 2006 and the aftermath of the tsunami that devastated coastal areas of Southeast Asia in December 2004.

Worked in 11 countries

Jean-Pierre is currently posted to Bogotá, Columbia. So far, he has worked in 11 different countries around the globe.

"Although there have been some tough assignments along the way, with difficult living conditions or unfriendly governments, I now have only fond memories of all of these places and, in particular, of our local employees who are so dedicated," Jean-Pierre says.

And he has been in the business for a long time. "I have seen huge changes and successes in many countries that I have visited years later after finishing an assignment," he says. "The China of today is a far cry from when I first worked there in 1979. The Baltic countries of Latvia, Lithuania and Estonia

"I have fond memories of all of these places and, in particular, of our local employees who are so dedicated."

have improved immensely since gaining independence from the former Soviet Union in the early 1990s."

Variety of situations

A consular officer's work can involve a variety of roles and situations. "There are days devoted entirely to complicated consular cases," Jean-Pierre says. "This could mean visiting and helping a hospitalized Canadian, arranging for the repatriation of the remains of a Canadian—natural death most of the

time, but occasionally as the result of an accident—visiting a Canadian in jail to provide advice and assistance, or working on a child-custody case."

A Public Service job abroad offers many rewards, Jean-Pierre says. First of all, he likes "the excitement when arriving in a country for a new assignment—that feeling of adventure and discovering new people and places."

He's had some rough years, he admits, but adds, "I'd be happy to do it all over again."

Best part of job

The best part of his work, though, is "being able to help people in distress." When Jean-Pierre feels the gratitude of Canadians he helps, he knows he's doing his job.

"There are, of course, many consular cases that are not so pleasant. But I'm amazed at how many Canadians write to us even after an unpleasant incident or difficult moment to express their gratitude for our help."



Canada has diplomatic and consular offices in over 260 locations in approximately 150 foreign countries.





Nadir Patel

Opening up the skies with tough negotiations

Nadir Patel's job is to open up the skies to Canadians. It's a tough assignment, but years of experience in the Public Service have honed Nadir's skills as a shrewd negotiator.

Nadir's mandate, as Canada's Chief Air Negotiator with *Foreign Affairs and International Trade Canada*, is to negotiate treaties with other countries that permit airlines to operate to, from or over Canada and Canadian air carriers to fly to, from or over other countries.

Air agreements are critical to growth in Canadian trade, investment and tourism. Not only do these agreements provide Canadian travellers and businesses with a wider range of flexibility in travel destinations, lower air rates and transportation costs, but they also expand access in foreign markets, cargo traffic and a multitude of other business links. In short, these agreements are worth billions of dollars to Canada's economy.

The best possible deal

"Other countries are determined to employ all their negotiating skills to exploit whatever economic, political or public relations they can to favour their national concerns," says Nadir. "My job is simple: to get the best possible deal for Canada."

Since his appointment in the fall of 2006, Nadir has led the implementation of Canada's Blue Sky policy on international air transport, which seeks open skies agreements with other countries when it's in Canada's best interest. Nadir has already held bilateral discussions or negotiations with more than 50 countries and concluded 16 new air agreements. He has also launched negotiations with the European Union to establish a single open skies framework with 27 countries.

"Basically, my job is to provide the best framework for air services to operate," says Nadir. "We currently have a total of about 80 air transport agreements."

Gruelling negotiations

Nadir says the negotiations can be gruelling, and he often handles negotiations with several countries at the same time.

"We could have 20 or so informal negotiations ongoing at a given time," Nadir says. "I could be dealing with one issue this morning and another issue with a different country tomorrow morning."

Manage the disputes

"I manage all bilateral disputes or any other issues related to air services—anything to do with bilateral air transport relations."

However, he notes, "it makes for a very diverse work environment."

Nadir's Public Service experience has prepared him for the challenge. After joining in the early 1990s, Nadir rose steadily in a variety of positions, from tax auditor at the Canada Revenue Agency to senior policy advisor to the Clerk of the Privy Council.

Unique appeal

Nadir says his work has a unique appeal. "I wanted something that had an opportunity with some international exposure and a business dimension to it," he says. "What other employer can offer such an incredible range of opportunities that contribute to positively affecting the lives of Canadians?"

Mentorship is a fundamental part of Nadir's job. Now he is preparing the next generation of negotiators to pound the table on Canada's behalf. "I've had some amazing opportunities. I feel I have a responsibility to give back."

"I could be dealing with one issue this morning and another issue with a different country tomorrow morning."

Barry Pitcher

Mountie trains Afghan police — and saves lives



Each morning, *Royal Canadian Mounted Police* (RCMP) Corporal Barry Pitcher rises at the crack of dawn and heads to a bomb-proof office to read the overnight police reports. When he heads out on patrol, he wears a helmet and flak jacket, carries a military weapon and rides in a light-armoured vehicle.

On assignment as a police training officer with the Afghan National Police (ANP), Barry is stationed at Camp Nathan Smith, a military base in war-ravaged Afghanistan's Kandahar district.

“Having been both a soldier and a police officer, I can tell you that there is no greater calling than serving your fellow Canadians.”

Barry explains his assignment: “We assist in building the capacity of the Afghan National Police and enable them to stand on their own as a credible police force. We also help to monitor and train Afghan police officers in operational police techniques.”

The training includes everything from handcuffing suspects and searching buildings, vehicles and people to establishing and maintaining vehicle checkpoints, building police substations and performing advanced first aid.

Unique challenge

Barry's assignment is a far cry from his regular RCMP duties at his base in St. John's, Newfoundland and Labrador. Not only is there the constant danger of insurgents' attacks, but working in Afghanistan also means dealing with an infrastructure that has been hobbled by years of internal strife and economic upheaval.



Taken at the home of a family in the Kandahar district.

DID YOU KNOW?

Over the past two decades, Canada has deployed more than 2,500 police to 50 missions around the world.

Instead of being discouraged by obstacles, however, Barry embraces the challenge. “The best part of being a police officer abroad is that you have the chance to make a considerable impact on so many people at any given time.”

No shoes and four bullets

“Many ANP officers I met barely had a shirt on their back, no shoes and an AK-47 with four bullets in it. They were, however, the most attentive students I’ve ever had. When you know that what you have passed on to other police officers will eventually save lives, then that is a great feeling.”

Barry is well trained to handle a posting in a battle zone. After high school, he attended military college and later became an infantry officer before joining the RCMP.

“Having been both a soldier and police officer, I can tell you that there is no greater calling than serving your fellow Canadians,” Barry says. And he is certain that Canadian police have a role to play abroad. “By participating in international peace operations, Canadian police are passing on valuable skills to help indigenous police organizations combat insurgents and criminal organizations,” Barry says.

Meaningful moment

Barry says that his work in Afghanistan has provided one of the most meaningful moments in his career.

“My most memorable moment was seeing an ANP officer in the desert who had been shot a number of times, yet was still on duty. He could not afford to pay a doctor to treat him so he came back to his post. This motivated me to organize a trauma first-aid program with the military, and I gave the Afghan police some lifesaving skills. At the time, the ANP never had such a resource or the equipment to deal with injuries.”

“At the very first course we ran at the camp, the students were so excited to have received the training,” Barry recalls. “When they got their certificates, first-aid pouches and Red Cross badges, it was as if they had each received a million dollars. Many of them embraced us before heading back to their police stations.”

“Knowing you made a difference like that in someone’s life is what makes being a public servant worthwhile.”

Kristine Stolarik

A fruitful exchange for an executive director

As the Executive Director of the Corporate Secretariat Branch of the *Canadian Food Inspection Agency*, Kristine Stolarik takes care of such things as the regulatory and legislative items, relationships with the provinces, territories and industry and planning and performance reports.

A fruitful exchange

At least that’s what she used to do. Now on an exchange with TELUS through the Government of Canada Fellows Program, Kristine is finding out what useful lessons the public sector can take from a large private enterprise.

“I’m working on a project team that’s developing a national public sector marketing strategy for TELUS,” she says. “It’s going to give them a road map of what the public sector looks like at the municipal, provincial and federal levels—what their priorities are, what keeps them up at night and what their informatics needs are.”

“We’re also looking at what their competitors are doing and where TELUS has opportunities for new clients, new ventures and new partnerships with government departments.”

On the international level, Kristine says she hopes to learn what is working for other countries. “We’re looking at best practices from around the world,” she says. “We’re looking at what the European Union is doing in e-government, what the U.S. is doing in e-government. Basically, we’re looking at the international environment to see who is leading in what areas.”

Dropped on Mars

Things are very different on the other side of the fence, she has discovered since she began her exchange at TELUS. “It was like I was dropped on Mars,” she exclaims. “They have a different philosophy on working.”

Kristine says government can learn a great deal from the telecom giant. “TELUS has a lot of ways of doing things more quickly and effectively and of using technology as an enabler.”

At the same time, she says the private sector should pay attention to how her agency operates. “We have a much more detailed planning framework. They can also learn a lot about the best practices in some other areas, for example, in our policy development and economic analysis field.”

True calling

Kristine’s career in the Public Service has been a long and successful one, stretching back two decades. During her studies in business administration and commerce, she became interested in the way the government developed and carried out legislation and policies.

“I’ve always been fascinated by public policy issues, whether it’s health care, social services, education or public safety and security. That’s always fascinated me.”

Public service “really is a calling,” she says. “Something you want to do and are passionate about.”



“It was like I was dropped on Mars. They have a different philosophy on working.”

Elsa Jacobson/Christine Firth

Agents brave Arctic blizzards for outreach services



Most of us get to work by car, by bus, by bike, or on foot—but what about by plane?

On the second to last Wednesday of every month, either Elsa Jacobson or Christine Firth—citizen service agents with the Inuvik Service Canada Centre—travels 150 kilometres by plane to the shores of the Arctic Ocean. Here, at the northernmost edge of Canada, they offer outreach services to the 900 residents of Tuktoyaktuk—or “Tuk” as it is known to locals. They also provide outreach services to the communities of Aklavik, Sachs Harbour, Tsiigehtchic, Ulukhaktok, Paulatuk and Fort McPherson.



The goal of *Service Canada* is to provide one-stop service to all Canadians,

whether by Internet, fax, telephone or in person. Elsa and Christine ensure that residents in these northern regions have access to a full range of government services and benefits, including social development, employment and passports.

Reaching these remote communities can be hazardous, particularly in the winter months. “In the winter, Tuk gets blizzards that last for days,” Elsa says. “My return flight can get cancelled, and then I’m stranded there. There are no hotels in the community, but luckily I lived there for 18 years, so I know everybody.”

Hardships of the North

The North presents other hardships, including limited daylight for three months. But this doesn’t faze Elsa, who has lived in the North all her life. In fact, she barely notices. In the summer, the going doesn’t get that much easier. Heavy fog can roll in off the ocean, making flights impossible.

“In the winter, Tuk gets blizzards that last for days. My return flight can get cancelled and then I’m stranded.”

Elsa says she loves her job despite the hardships. “I like that we’re helping people. They can be so grateful, especially some of the elders who don’t know how to read or write and need help with different forms.”

Frequent requests

The most frequent requests in Tuk are for Employment Insurance, Social Insurance Numbers, the Child Tax Credit, Canada Pension Plan and Old Age Security benefits, the Guaranteed Income Supplement and passports.

The recent launch of the Common Experience Payment (CEP) program has made the Service Canada office in Inuvik a lot busier. Elsa says both the outreach site in Tuk and the Inuvik office have been swamped. The CEP is a component of the Indian Residential Schools Settlement Agreement, which provides payments to former students of the Indian Residential School system.

Applicants for the CEP have been keeping Elsa and Christine busier than usual. “We had a line right out the door!” Elsa says.



Service Canada’s Common Experience Payment (CEP) Outreach Team en route to Deline, N.W.T.

QUOTES FROM CANADIANS

“Your prompt reply is fantastic, hope the rest of the world follows your example.”

Service Canada



Inspecting a site containing an unexploded ordnance.

Dan Sonmor

Protecting Canadians from hazardous substances

Everyday, Dan Sonmor puts his education and his passion for environmental sciences to work protecting Canadians and his colleagues from potential hazards.

As a senior environmental specialist with *Public Works and Government Services Canada* (PWGSC), Dan has the task of investigating and cleaning up government-owned contaminated properties in Canada's Western region.

"My main functions revolve around remediating federally owned contaminated sites in Western Canada," Dan says. "This can include such issues as hydrocarbon and heavy metal impacts, unexploded ordinances and the environmental assessment of seized properties."

The Environmental Services section of PWGSC, where Dan works, handles property issues for all other federal departments. Part of that responsibility involves determining the environmental condition of properties, including indoor air quality, mould and asbestos investigations and upgrades to ventilation systems.

"I know that what I do really does make a difference."

Environmental safety

"We ensure that the facilities and properties that our colleagues work in are environmentally safe and are not contributing harmful substances to the environment," Dan explains.

One of Dan's biggest clean-up projects began in 1995 on large tracts of land PWGSC inherited from National Defence near Churchill, Manitoba. "I started working with environmental assessments to determine the extent of known contamination on the lands. This allowed us to remediate the property and transfer it to the Province of Manitoba.

"Although most of the contamination issues dealt with hydrocarbons, a couple of the properties had much more interesting

challenges. One was unexploded bombs ranging from 50-pound mortars to 2,000-pound aeriels left over from the Cold War. The other was an unconfined dump being used by the local community."

Proud of successes

Dan takes pride in his team's success at the site so far. "Although I have one parcel of land left to remediate in the Churchill area, I am very proud of the work that my colleagues and I have been able to accomplish."

Dan, who has a bachelor of science degree in environmental management and a diploma in environmental and water resources engineering, estimates that he spends about one-third of his time in the field.

"When I'm in the field, I am very hands-on, so that means I will be there collecting soil, water and air samples, digging test pits, inspecting facilities, interviewing people—you name it. Very rarely do I sit back and watch others work—even when I am supposed to. It is not in my nature."

Loves the travel

Dan says that "the best part of my job is the opportunity to see parts of Canada that are not accessible to a large majority of Canadians. The geography, scenery, people and wildlife that I have been exposed to are awesome."

Dan's main source of job satisfaction, however, is knowing that he is protecting Canadians from hazardous substances.

"I know that what I do really does make a difference," he says, "be it cleaning up a minor fuel spill at a remote nursing station or hiring a contractor to go in and clean up the mould in a facility. The words of thanks I get from the people and workers in the communities help keep the drive alive."

DID YOU KNOW?

Since April 1, 2004, all major federal building projects have been required to meet advanced environmental performance standards.



Sabrina Drake

Electronics technician helps keep Canada's naval fleet afloat

Although repairing ships and submarines may not be a career choice for most people, Sabrina Drake jumped on board when she saw the job advertised on the Public Service website.



“The diversity that I have each day and the opportunity to learn something new is the best part of my job.”

After working for several years in the private sector as an electronics technician, Sabrina was intrigued by the challenging work environment and the excellent compensation and benefits that were offered in the Public Service.

Now, working as a civilian electronic systems specialist with *National Defence*, Sabrina sails around the world repairing ships and submarines for the Canadian Navy.

Serves naval fleet

Sabrina and three other technicians are assigned to a mobile repair party based at the

Fleet Maintenance Facility (FMF) Cape Scott in Nova Scotia. Sabrina's duties are to service and maintain the electronic control and indication systems aboard Canada's naval fleet. On an average day, she might be asked to repair systems related to propulsion, steering, damage control, black- and grey-water treatment, power generation, liquid-level management and helicopter recovery. One example of a recent repair assignment involved a trip on the *HMCS Calgary* between Italy and Croatia.

Another part of Sabrina's job is participating in sea trials that allow her and fellow technicians to observe the results of repair and maintenance performed on a ship's system. This is a quality-control check that tests the vessel's reliability under full operation. Sea trials generally last one day and sometimes overnight.

Sabrina works in a fast-paced, high-pressure environment that requires alertness and precision. Her job description

changes dramatically from day to day. "The diversity that I have each day and the opportunity to learn something new is the best part of my job," she says. "I'm never bored!" And she adds, "With lots of responsibility comes lots of job satisfaction."

Better opportunities

Sabrina says that the Public Service offers much greater career opportunities than can be found in the private sector. "Knowing that my career is always evolving and having access to so many opportunities for technical and professional development makes my job different from one in the private sector."

After completing a two-year electronics program at Nova Scotia Community College, Sabrina worked in private industry for 13 years as an electronics technician before joining the Public Service in December 2006.

Her immediate focus is to continue to improve and refine her skills in her current position. She looks to her colleagues as mentors who can pass on valuable knowledge learned on the job. Practical training and self-directed learning have also improved Sabrina's knowledge and skills. She recently completed a three-month integrated machinery control system maintainer's course, which she says can help her find solutions in everyday troubleshooting.

Future learning

In the future, Sabrina looks forward to greater responsibilities and to building her leadership skills, while learning more about operations.

She and her colleagues want to ensure that FMF Cape Scott continues to be a trusted and efficient repair facility for Canada's Navy. "I believe we play a significant role in maintaining the safety and security of Canadians and our allies by assisting our fleet whenever and wherever required," Sabrina says.

Sabrina also expects to get a lot of personal satisfaction from her job. "National Defence is an equal opportunity organization where I am treated with respect and can take pride in my contribution to the security of Canada."

Geoff Greenfield

Working abroad to protect Canada's borders

Geoff Greenfield works in London, England, to make sure that Canada's border is secure.

Geoff is one of 55 officers of the *Canada Border Services Agency* (CBSA) who are stationed at 45 locations overseas to intercept travellers with improper documents before they arrive in Canada. The overseas officers work to "push out" Canada's borders by monitoring flights bound for Canada to identify imposters and to stop illegal migration.

"This job re-invents itself every day. You have to be flexible, strategic and ready to adapt."

Deploy officers overseas

Last year, about 4,500 people without proper documents were intercepted on their way to Canada. Based on the success of our approach, other countries have followed our lead and have deployed their own officers overseas.

Geoff explains his role in simple terms. "We're stationed here to serve Canada's interests."

There is no such thing as a typical day in his line of work, Geoff says. "This job re-invents itself every day. You have to be flexible, strategic and ready to adapt."

Solving puzzles

"Every case is a new puzzle to solve. How has the forger altered this passport? What is the real purpose of this person's travel? Each time I'm able to solve one of these puzzles, it's extremely satisfying."

With 300-plus direct flights from his assigned region to Canada each week, Geoff can't monitor all of the flights on his own, so training others is a critical component of his job. He teaches airline staff, security agents

and law-enforcement officers about Canadian visa requirements, and trains them to detect false documents and identify imposters.

He also works to build a strong rapport with local authorities. He liaises with airport officials to share intelligence and conducts investigations to help with visa applications. He also feeds information back to airlines, responds to information requests from CBSA and immigration officers in Canada, captures data and analyzes statistics.

Crucial to security

Information gathered from migration integrity officers is crucial to Canada's security. Visa offices, consulates and CBSA intelligence officers can use it to identify organized patterns of fraud, spot passport abuses and get advance information that may help in other investigations.

Geoff is very proud to represent Canada overseas. "Whether I'm analyzing regional migration trends or facilitating the travel of a Canadian in distress, this job allows me to meet people from all walks of life and to make a real contribution to my country."



Amarjit Mundi

Senior auditor makes accountability a top priority

Amarjit Mundi works painstakingly to ensure that internal audits in government show the full picture.

In a 25-year climb through the ranks of the Public Service, Amarjit has acquired valuable insight into management and accountability challenges in government operations. That insight helps her now to ensure efficiency, effectiveness and value for money in her role as a senior internal auditor with *Western Economic Diversification Canada*.

Detail oriented

Amarjit's job is complex, involving work on large long-term projects where the little details are critical. At every stage, she must be very careful to get things right.

"If I'm starting a project, then most of my time is spent on research and analysis," she says. "If I'm in the middle of the project, then I'm focusing more on the field work, getting evidence and interviewing people. And if I'm finished the project, I'm focused on how to present it to the management audit committee."

Sharing health information

At her previous job with Health Canada, Amarjit worked on a groundbreaking and innovative project known as Canada Health Infoway, an initiative that aimed to integrate health information in provinces and territories across Canada. This work earned her and her team a Queen's Golden Jubilee Award in 2002.

"Before the new initiative," she notes, "the provinces could not share health information with one another. Now, however, if a person is seen by a doctor in Ottawa, that information can be shared in B.C."

The distance factor

Amarjit's first job with the Public Service was in 1982 as an error inspector for Revenue Canada in B.C. as she was studying accounting at the British Columbia Institute of Technology.

She went on to work in several government departments—including positions as an unemployment insurance claims inspector at Human Resources Development Canada, an auditor and program officer at Revenue Canada, a program manager at Health Canada and a program auditor and evaluator at Infrastructure Canada.

Now based in Vancouver with Western Economic Diversification Canada, Amarjit notes that Public Service employees outside the



National Capital Region face a particular challenge caused by the distance factor. "Working in the regions," she says, "is quite different from working in Ottawa because one is so far from the political nerve centre that drives policies and program development."

"All you need is access to the mainframe. You don't really need day-to-day interaction."

Flexible workplace

She congratulates Public Service managers, however, for embracing new technologies that have reduced the challenge of working from a distance. "All you need is access to the mainframe," she says. "You don't really need day-to-day interaction."

Recalling the move she made to Ottawa back in 2001, Amarjit says, "perhaps the key factor in smoothing the transition was the people I worked with. Working for managers who recognized the importance of work-life balance made the transition easy. My extended family remained in B.C., and my superiors provided some flexibility, allowing me to work remotely for several weeks at a time."

Simon Kennedy

Advising Cabinet is a privilege in Privy Council Office



“It's an organization that's full of very bright people—very highly motivated.”

committees. I was responsible for running a number of Cabinet committees dealing with economic, social and environmental policy. I also was secretary to the Cabinet Committee on Operations, which handles fast-moving issues, crisis management, parliamentary strategy and communications.”

“My role was to work with departments and facilitate their business, help resolve problems and reach decisions, while at the same time providing the Prime Minister with independent advice,” Simon says.

Non-partisan advice

After spending the first part of his Public Service career at Transport Canada and the Canadian Coast Guard working in various communications and policy positions, he moved to the Privy Council Office in 1997, where he stayed until joining Agriculture and Agri-Food Canada in 2000. He returned to PCO in 2004. He enjoys being involved in the decision-making level of the Canadian government.

“It's a real privilege to support Cabinet as it deliberates on the key issues affecting the future of Canada,” he says.

He says the most rewarding part of his job is providing non-partisan policy advice. “You have to really think through the advice you give. You need to set aside your own biases and avoid the all-too-human temptation

to tell ministers only what they want to hear,” he says. Otherwise, I would lose my value as an advisor.”

Lots of meetings

A typical day for Simon is hectic and involves lengthy consultations with senior officials. “A lot of time is spent in meetings and working with staff,” he says. But although his job isn't always easy, it's immensely rewarding.

It's not only the challenge of the work that Simon enjoys; he also appreciates the high calibre of his colleagues in the Public Service. PCO is an organization that's full of very bright people—it challenges me and keeps me motivated.”

Simon himself is a rising star in the Public Service. In 2007, he was honoured as one of the recipients of Canada's Top 40 Under 40™.

Simon has recently been posted to a new job in the PCO—Deputy Secretary to the Cabinet (Plans and Consultations). “It's just down the hall,” he says.

Focus on priorities

The new post comes with responsibility for the government's priorities and planning, macroeconomic policy, and communications and consultation across Government. The work includes paying particular attention to the federal Budget, the Speech from the Throne and other special or priority issues.

Simon looks forward to the new challenges and opportunities of the job. He says that working for the Public Service gives him a sense of satisfaction he couldn't find anywhere else.

“I like the idea of serving the public and participating in our democratic process. It's good to know that the work you're doing is trying to make Canada a better place and helping the Government make the best decisions possible.”

When Simon Kennedy offers advice, people in the highest reaches of government listen.

For the past four years, Simon has been working in the *Privy Council Office* (PCO) as part of the Public Service team that assists the Prime Minister and Cabinet in planning and implementing policies, and directing government operations.

In his previous post as Deputy Secretary to the Cabinet (Operations), Simon provided advice to the Prime Minister, the Cabinet and the Clerk of the Privy Council on a wide range of domestic policy and program issues.

Works closely with ministers

“I worked very closely with ministers and their deputies,” he says. “A lot of items have to come forward for decision in Cabinet

Steve Blasco

Charting a course in underwater exploration



As one of the world's pre-eminent experts in charting underwater geology, Steve Blasco is routinely on the road—or, more precisely, aboard ship.

Steve, who works as a marine engineering geophysicist with *Natural Resources Canada* (NRCan), is specifically renowned for his work in using multibeam sonar for mapping resources. A multibeam sonar is a highly sophisticated instrument that uses multiple sonar beams to create accurate images of the sea floor.

The recipient of several awards and honours, including the Order of Canada in 2001, Steve's research these days focuses on advancing our knowledge of the effects of climate change and global warming on the world's coastlines.

Another career planned

Globetrotting, filmmaking and charting underwater geology are hardly what Steve had in mind back in the late 1960s, when he enrolled at Queen's University in Kingston, Ontario.

The Toronto native had planned a career as an explosives expert until failing eyesight intervened. From birth, Steve had only light

“No one knows what the ocean floor looks like, so I am no worse off than anyone else.”

sensitivity in his right eye. While studying at Queen's, he began to lose sight in his left eye. Although his peripheral vision was saved by experimental laser surgery in 1970, today he has only six-percent vision.

Always one to take a positive outlook, Steve says of his current profession, “No one knows what the ocean floor actually looks like, so I am no worse off than anyone else.”

His expeditions over the last 30 years with NRCan's Geological Survey of Canada have taken him to the Great Lakes, the Canadian Arctic, Russia, Japan, China, Norway, the Caribbean, Bermuda—and even the North Geographic Pole.

Giant mud volcanoes

While working in the waters of the Beaufort Sea, Steve helped discover giant

DID YOU KNOW?

Scientists can establish temperatures back tens of thousands of years by analyzing the gases found in ice cores from the Arctic and Antarctic.

underwater mud volcanoes called pingos on the ocean floor. He has also found ways to assess the stability of the sea floor under offshore drilling rigs, and he performed the role of a scientist during the production of the 1995 IMAX movie *Titanica*.

Along the coast of Bermuda, he helped uncover evidence that the sea level was once about nine metres lower than today. He also solved the mystery behind a small stand of 7,300-year-old submersed cedars, a story that is told in the film *Oceans in Motion*.

Understanding Mother Nature

These days, Steve's scientific focus is the effect of climate change and global warming. His research on rising sea levels will be invaluable to future infrastructure on our coastlines. For example, higher sea levels mean that hurricanes can reach further inland and cause greater devastation.

“To protect the coastlines, we need a clear understanding of what Mother Nature is doing,” he says. “Engineers and planners can use our research to build roads and buildings that take into account the changes we're observing and predicting.”

Steve's study of the Great Lakes raises a new scientific question. Rather than rising, water levels dropped in these freshwater lakes. His research shows that the lake levels decreased by 50 metres in the last 7,500 years. Steve and his associates are examining not only the scientific impact of these findings, but also their implications on ecological sustainability.

Sharon Peake

AIDS policy advisor's work fits personal goals

Sharon Peake's commitment to the global response to HIV/AIDS made her decide to go public—into the Public Service, that is.

Sharon works as a policy advisor for the International Affairs Directorate at *Health Canada*. "I provide strategic policy advice related to the government's global engagement in the response to the HIV/AIDS epidemic," she says.

But Sharon's interest in HIV/AIDS began while she was still an undergraduate at the University of Toronto. She studied African development for her bachelor's degree in peace and conflict studies, and then focused on AIDS in Africa for her master's degree at Carleton University's Norman Paterson School of International Affairs. As part of her master's program, she spent three months in Uganda researching the role of religious organizations in the domestic response to this epidemic.

Post-graduate degrees

Sharon joined the Public Service through the Recruitment of Policy Leaders Program, a program to recruit people with graduate degrees and extensive policy and leadership experience.

"I chose to join the Public Service to gain experience and knowledge of the federal response to HIV/AIDS," Sharon says. "I have experience in the not-for-profit sector, as well as with international organizations, and I felt that I needed to understand and contribute to the government perspective. I am very much focused on HIV/AIDS and the dimensions that surround it, like the social determinants of health. I'm lucky to have been able to find a good 'fit' for my interests and skills. It is also a pleasure to work with people who have similar commitments."

A typical working day for Sharon involves researching current events, trends and issues related to HIV/AIDS and consulting with other government agencies involved in Canada's response to the epidemic. She also spends time writing briefing notes and proposals for strategic engagement priorities.

International travel

Sharon's team coordinated the Canadian government's engagement in the AIDS conference in Mexico City in August this year. The team also coordinated the Minister of Health's participation in the event. "I was a

"The best part of my job is seeing my education and previous experience influence decisions that will benefit people living with HIV/AIDS around the world."

graduate student at AIDS 2006," Sharon recalls, "and I was excited to attend AIDS 2008 and view it from a different, more experienced, perspective."

Best part of the job

"The best part of my job," she says, "is seeing my education and previous experience influence decisions that will benefit people living with HIV/AIDS around the world."

Sharon says she is also impressed by the cohesiveness in the Canadian government's approach to the global response to HIV/AIDS.

"All government departments working on the response to HIV/AIDS are in very close collaboration, and I work daily with colleagues from across the government. Intersectoral action is an ingrained part of the government's response to HIV/AIDS."





Steven Barker

Ensuring air travel security is tricky business

inspectors. While oral counselling is an option, we can take enforcement action for serious violations. Ultimately, our goal is to get industry to play by the rules.”

Steven’s security experience dates back to 1999 when he joined Transport Canada in a developmental position designed to train individuals to be full inspectors. At the time, Steven worked in Edmonton, but in the aftermath of the terrorist attacks of September 11, 2001, he was relocated to Winnipeg.

“I am proud of the impact my work may have on community and global security.”

Steven Barker leads a team that works to ensure Canada’s air transportation system remains one of the safest and most secure in the world. As *Transport Canada’s* Manager of Security Operations for the Prairie and Northern Region, Steven is committed to strengthening the security of Canada’s air transportation system.

Based in Winnipeg, Steven and his team of transportation security inspectors work tirelessly to enhance aviation security. They conduct a variety of security inspections on a regular basis to make sure that passengers and their baggage are being screened properly and that airport areas with restricted access are being monitored appropriately.

Play by the rules

“I’ve got a team of eight inspectors,” says Steven. “They go out and inspect different airports. They make sure that the industry is following the regulations and they promote voluntary compliance through a variety of education and awareness initiatives.”

“When we identify non-compliance, there are a variety of tools available to security

Detect security gaps

The main task for Steven and his team is to proactively work with the aviation industry to ensure that gaps in security are limited. Much of Steven’s work involves interpreting legislation and applying it to air carriers and airport operations.

“I still get the chance to go out in the field,” Steven says. “It’s one of my favourite aspects of the job, because it keeps me fresh in applying laws while allowing me to contribute to team discussions.”

Another part of Steven’s job is his involvement with the International Civil Aviation Organization’s Security Audit Program. He has travelled to Japan and Romania to conduct security audits and he has also conducted security inspections in the United States.

“It was awesome to go to both those spots,” says Steven of his trips to Japan and Romania. I am proud of the impact my work may have on community and global security.”

“When it comes to security,” he adds, “Canada is one of the leaders in the world.”

Grew up in First Nation community

Steven grew up in Ochiichagwe’babigo’ining First Nation, a community near Kenora in northwestern Ontario. Proud of his Ojibway culture and heritage, Steven has worked with Transport Canada’s Diversity Committee.

“I am happy to be part of the federal public service,” Steven says. “I am committed to making a difference. It’s challenging work, but rewarding.”

Provide opportunities

Steven has plans for his future, one day, aiming to reach the director level in the Public Service.

But for now, he wants to provide his employees the same opportunities that he had—through coaching and mentoring.

Changed overnight

Things changed quickly after 9/11. Airport security became a top priority for Canada and other governments around the world.

“Aviation security changed instantly with the tragedies of September 11,” says Steven. “This day completely changed our world—the amount of oversight, the programs, the amount of screening that takes place. And many other levels of protection ‘behind the scenes.’”

“It’s intricate work,” he adds. “As an organization, we’re trying to stay one step ahead of threats to aviation security. Managing security means identifying and mitigating risks and threats before occurrences happen, and while we’re doing this well, there will always be future changes and challenges.”

Steven worked as an inspector at the Winnipeg Airport until February 2003, when he became the Acting Manager of Security. In 2006, Steven left the airport to take on his current management role.

Sue Szabo

Making a difference in developing countries

Working behind the scenes, Sue Szabo of the *Department of Finance Canada's* International Trade and Finance Branch has done a lot to enhance Canada's reputation on the international stage.

First as a senior advisor for the Development Policy group, and now as the Chief of the Development Institutions group, Sue has worked in many areas of international assistance, taking the initiative in numerous projects. In this capacity, she is part of the helping hand that Canada extends to the developing world.

One of her most notable achievements in recent years was her work on the Advance Market Commitment (AMC) for pneumococcal disease. The AMC is a new model for obtaining financial commitment by donor countries like Canada to buy a vaccine if and when it is successfully developed. This creates a viable market for the private sector companies, who in turn guarantee to supply the vaccines at low and sustainable prices after the donor funds are used up.

Pneumococcal disease is a devastating disease that can develop into pneumonia or meningitis. It kills more than 1.6 million people every year in developing nations. Vaccination is one of the most cost-effective ways to fight it, but the private sector currently invests little in vaccines because developing countries have a limited ability to buy them.

Enter the AMC

The AMC, as a binding financial offer from donors, can spur the development of vaccines, specifically those that prevent diseases common in developing countries. This innovative approach can save millions of lives by getting vaccines developed and distributed to those who would benefit most from them.

As one of the driving forces behind this international venture, Sue is helping to bring this innovative development tool to the world. And it's practical too. The AMC is completely market-based and cost-effective—the AMC does not pay unless a firm develops a safe effective vaccine that developing countries want to use.

"I'm continually amazed by how much creativity one can have in the Public Service."

From the drawing board to the marketplace

Sue did not have an easy task in taking the AMC from a promising academic concept to a functional program. Innovative projects like the AMC are hard to get off the ground because it's difficult to show donors exactly how they will be implemented. It's understandable that donors would be hesitant to take a chance on something that is untested. The G8, for example, initially welcomed the AMC concept, but a few months later donors were pulling back from making any tangible commitments.

Eventually, thanks in part to Sue's untiring efforts, Canada was the first to make a financial commitment to the pilot AMC. At the G8 summit in St. Petersburg the Prime Minister announced a substantial Canadian contribution. Often one to set an example in world affairs, Canada then nudged other countries to follow suit.

Sue has raised the profile of Canada and its public service with her drive to make the world a better place.

Shaping how money is spent

"Countries spend a lot of money on their development aid," says Sue. "There's a lot that people can do in terms of shaping how that money is spent."

Sue has made a career of helping developing countries, first with multilateral and non-government organizations (NGOs) and, later, in the Public Service. "I've worked at the World Bank; I've worked at a large international NGO. I know those worlds and that there's a lot one can contribute through such organizations."

She's equally optimistic about the potential to make a difference in developing countries as



a member of the Public Service. "I'm continually amazed by how much creativity one can have in the Public Service. The AMC is just one example. I have many examples of interesting things I've been able to work on in the federal government."

DID YOU KNOW?

The Department of Finance constantly tracks and analyzes information about the economy and also studies the economies of our major trading partners.



Sophie Pitre-Arseneault

Communicating health risks to Canadians

Sophie Pitre-Arseneault helps Canadians stay safer by keeping the lines of communication open.

Sophie works for *Health Canada* in the Maritime provinces, advising different levels of government on communications strategies. She also acts as liaison with the industry and the public at large.

The risk business

“As a regional risk communications, public involvement and outreach officer, I see this position as the link between government, stakeholder groups and the general public,” says Sophie. “This is a very exciting role since you meet and talk with so many different people, internally and externally.”

Her job involves gathering the broadest amount of information from a range of sources to make good communications decisions.

“As part of my job, I travel in all four Atlantic provinces and sometimes across other provinces in Canada. I gather input and recommendations on various topics, trends and issues from a wide range of stakeholder groups and the general public.

“I have chosen a career in the Public Service because I strongly believe in the greater good.”

“This mass of information is analyzed to formulate options on risk communications and public involvement activities, which is then used to advise senior management on how to proceed.”

Two-way communications

Today’s government is becoming more and more responsive to the needs of Canadians. And it’s offering them more

opportunities to make their voices heard. For Sophie, listening to the public is a major part of the job.

“Stakeholders want to be engaged in discussions,” she says. “They have tremendous insights, practical advice and information to share.”

“We need to continue to provide a forum for Canadians to be involved in the decision-making processes. Public involvement, outreach and risk communications certainly are the effective tools to accomplish this task.”

Broad background

Sophie’s job requires someone with many different talents. And, judging by her educational background, she fits the bill.

“My education includes a bachelor’s degree in sciences with a major in nutrition, and a master’s in public administration,” she says.

Like so many others, Sophie says she took a job with the Public Service to make a difference in the lives of Canadians.

“I have chosen a career in the Public Service because I strongly believe in the greater good, looking at Canadians as a community and other countries as our neighbours.”

QUOTES FROM CANADIANS

“I really appreciate that you can offer these resources. It is my first year teaching health classes and I think that these items will really be useful to me in teaching.”

Health Canada

Andrew Lam

Canada's agri-food ambassador opens doors in India

Maple syrup producers in Eastern Canada and Prairie wheat farmers have probably never heard of Andrew Lam. Nevertheless, he's working for their interests—in India.

Andrew is one of 34 officers working for *Agriculture and Agri-Food Canada* (AAFC) in key strategic markets around the world to increase Canada's share of the trade for agricultural and food products. And Canada's agri-food can be a complex job because of the fiercely competitive global marketplace.

Based in Canada's mission in New Delhi, Andrew works as a counsellor and trade commissioner. "I provide service to Canadians by pointing to marketing opportunities, referring appropriate Indian contacts to them and explaining Indian regulatory requirements to both Canadians and Canadian government officials," he says.

Defused a trade dispute

Andrew's work often draws on his diplomatic skills. In 2002, for instance, he helped defuse a potentially damaging trade dispute with China. After the Canadian

government had insisted that all wood packaging materials from China be fumigated or heat-treated to destroy any insects in the wood, the Chinese government threatened trade actions against Canada. Andrew worked closely with Chinese officials and Canadian experts to resolve the problem by suggesting feasible fumigation and heat-treatment programs.

In India, one of Andrew's major challenges is ensuring that Canadian products meet Indian "sanitary and phytosanitary" standards, that is, that they are free from pests and disease. In some cases, he says, an importing country can have unreasonable restrictions; it's his job to negotiate such issues. He also makes sure that exporters play fair in foreign markets.

"If you have a clear sense of what you want to achieve, persistence and dedication will always pay off."

DID YOU KNOW?

Agriculture and Agri-Food Canada has 19 research centres spread across the country, with 600 scientific staff and research professionals.

Promotes and increases exports

On a broader level, Andrew advises Foreign Affairs and International Trade Canada, the Canadian Food Inspection Agency and, of course, the AAFC on trade issues, and he helps to organize trade and ministerial missions to India. He is constantly looking for ways to promote and increase exports of Canadian agricultural and food products.

Andrew says he sees Canadians benefit directly from the work he does on their behalf. "I do make a tangible contribution to Canadians by helping them to explore opportunities in India and China."

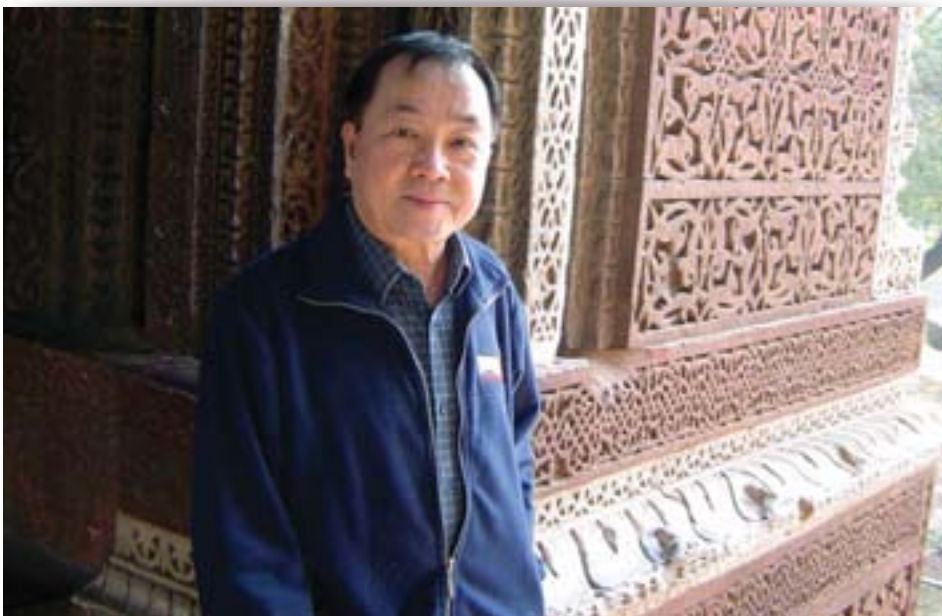
After earning a bachelor of agriculture from an Australian university, a master's degree in science and another master's degree in business administration, Andrew worked for three years as a high school teacher before joining the Public Service.

Serves the common good

And now, 31 years later, Andrew is proud that he turned down a competing offer from a major pharmaceutical company for a career with the government. "I chose a career in the Public Service because of my desire to serve the common good, the variety of career opportunities and the possibility of growth within the system."

Andrew has some advice for those who aspire to a career in the Public Service.

"Working in the Public Service can be challenging because it is a complex system with many rules and players," he says. "But if you have a clear sense of what you want to achieve, persistence and dedication will always pay off."



Cathy Sproule

Building winning relationships with Aboriginal treaties

When Cathy Sproule joined the *Department of Justice Canada*, she never imagined she would one day be flying to a remote Saskatchewan community to be greeted by a shotgun salute, hoop dancing and singing.

“Hearing fourth graders sing ‘O Canada’ in Dene—that was one of the most outstanding and memorable moments of my career,” Cathy recalls of the English River First Nation’s Treaty Day signing ceremony. She attended the ceremony as part of her legal work on treaty land entitlement in the department’s Aboriginal Law Services portfolio.



Photo by Calvin Fehr Photography.

That’s just one example of the exciting opportunities available to lawyers in the Justice department, Cathy says. “Most people have no clue about the breadth, importance and variety of work available here.”

Perfect fit of interests and ideals

Cathy was first exposed to the variety of the department’s legal work as an articling law student. She did mandatory rotations through several key legal portfolios—Tax Law Services, Civil Litigation and Advisory Services, Federal Prosecution Services and Aboriginal Law Services. The last portfolio proved to be a

“It’s wonderful to be involved in implementing an agreement. We are making a difference—we are changing the map of Saskatchewan.”

perfect fit with Cathy’s interests and ideals, and clinched her decision to stay with the department when she became a fullfledged lawyer.

“It’s possible to make a difference,” Cathy says adamantly. “Not just as a litigator, but also as a solicitor because you have the luxury of pursuing win-win relationships. Either way, the work here is incredibly interesting and challenging. And it is complex legal work.”

Based in Saskatoon with the department’s Prairie Region, Cathy works on implementing treaty land entitlement and specific claims. “I

deal with all of the issues around adding land to reserves as promised under treaty, in a modern context,” Cathy says. “There are land use issues, *Indian Act* issues, and issues related to the economic development and future plans that First Nations have for the land.”

Handshakes are critical

And it’s the personal contact that makes Cathy’s work so rewarding, she says. “Each time I make a personal connection, it makes it easier to move things forward. These face-to-face interactions are critical to me—it’s how I approach my work.”

“It’s wonderful to be involved in implementing an agreement. We are making a difference—we are changing the map of Saskatchewan. And it’s rewarding to see the impact that treaty land entitlement has made. I’ve seen significant capacity developing within many of the First Nations I work with. That’s exciting, because that’s so critical to moving together as a people, a joined people, in Saskatchewan and in Western Canada.”

Excellent work environment

Cathy credits her successes to the mentorship of senior counsel in the department, and to the organization’s collaborative team approach. She also praises the department’s work environment, which includes flexible leave and work arrangements and the promotion of work–life balance.

“The managers here are wonderful and accommodating. They’ve allowed me to explore my career. And the recognition of family values by the Public Service is a major drawing card,” says Cathy, who currently works part time so that she can spend time with her two children and work on the Ness Creek Music Festival that she co-founded in 1991.

Cathy strongly encourages aspiring lawyers to consider a career with the federal public service. “It is possible to make a difference. Give it a whirl. You’ll be pleasantly surprised.”

Steven Campana

Shark researcher works on cutting edge

Some scientists might be a bit nervous with a research subject that has seven sets of razor-sharp teeth.

But Steven Campana, head of the Canadian Shark Research Laboratory in Dartmouth, Nova Scotia, isn't bothered by it. The laboratory is part of the Bedford Institute of Oceanography at Fisheries and Oceans Canada.

He and his team run the only shark research laboratory in Canada. They're on the front line of education and conservation—the first people to seek out these creatures, study them and pass on knowledge about them to others.

Travelling around the world

"The best part of my job is that I'm discovering new information that could change the world through conservation, preservation and smart fishing practices," Steven says. "Not to mention that I get to travel around the world working with these incredible animals."

While the very word "shark" creates feelings of panic in some people, Steven likes to keep things in perspective. They aren't quite the biggest predator in the sea, after all.

"Sharks are quite different from what you see in the movies," he says. "They're now endangered all around the world. It's quite possible that the great white shark could go extinct in our lifetime."

Special place in his heart

The study of these ancient creatures remains a passionate interest for Steven. While he works on other fish-related projects, it's sharks that hold a special place in his heart.

"I wear three hats in my job," he says. "One is assessing the number of East Coast fish to develop quotas. The second one is using the otolith—part of the ear of a fish—to develop new methods to determine the age and growth of fish. The third one—and the one I'm most excited about—is research about sharks."

Currently, his team is putting satellite tags, a handy new scientific gadget, on several different species of sharks that visit Canadian waters. These tags will provide vital data on their behaviour and movements over the next year.

Like Christmas morning

"After the tag releases from the shark, which it does automatically after a certain period, it floats to the surface, transferring all the data to us by satellite feed," says Steven. "When that information comes in, it's like Christmas morning around here!"

QUOTES FROM CANADIANS

The one thing employees seem to have in common is that they believe that their work makes a difference."

Fisheries and Oceans Canada



Examining a live shark which has been satellite tagged to provide data on behaviour and movements.

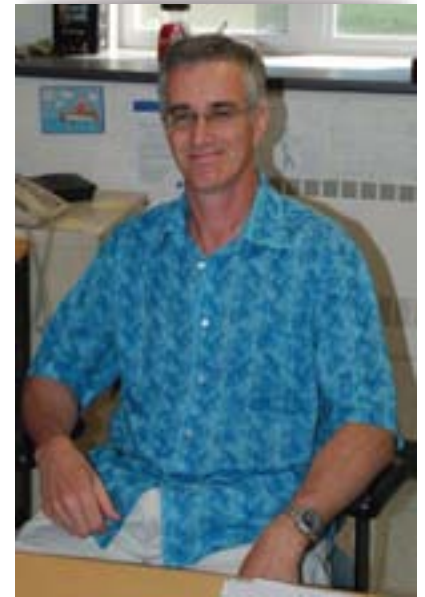
Steven has been in the marine business a long time. In the early 1980s, he was poised to take a fellowship with an American university under a supervisor who specialized in sharks. But at the last moment, the supervisor opted to drop out of shark research because of safety concerns. So, instead, Steven decided to continue with his PhD in the field of fisheries biology.

Ironically, this change of heart actually pushed him closer to shark research later in his career. In 1998, Steven was offered the chance to set up the Shark Research Laboratory on Canada's East Coast. He jumped at the opportunity.

Best possible thing

"In retrospect, it was the best possible thing that could have happened," says Steven. "It gave me a more generalized skill-set before I specialized in shark research."

He says he's confident he made the right decision. "I'm exactly where I've always wanted to be. Joining the Public Service was the best choice. I'm doing my dream job. Except for the seasickness, of course," he adds.



"Sharks are quite different from what you see in the movies."

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