



UPDATE

The mission of BCIT is to provide British Columbians with world-class, job-ready skills for career success.



Luxurious donation

Students in the Automotive program have a new car on which to train, and pretty soon they'll have some spiffy new coveralls to wear while they learn.

Thanks to a generous donation from Lexus, students in the ELTT Toyota Technical Education program are getting hands-on technical training on a new Lexus SC 400. And according to Rob MacGregor, chief instructor of the Automotive Mechanical Group, the car is the largest single value vehicle to ever have been donated.

"Corporate partnerships and sponsorships such as this allow

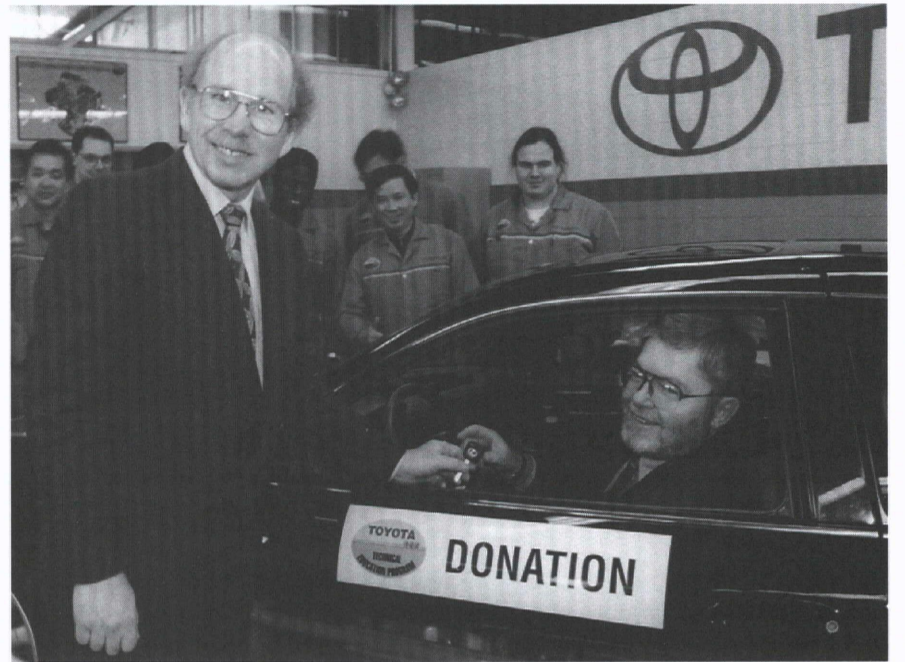
our students to get their hands on the technology that's out there — and allow BCIT to meet industry demands of our graduates," says MacGregor.

"Without generous donations such as this, it is impossible for our training institution to keep up with the constant advances in automotive technology," he adds.

Representing Lexus as the keys were passed to BCIT president Brian Gillespie were, Wayne Jefferey, vice president, Lexus; Munemasa Izumi, senior executive coordinator; Warren Orton, vehicle sales and marketing manager; Douglas

Brooks, parts and service consultant; Amir Ahamed, president, Regency Lexus; Bill Sie, president, Richmond Lexus; and Tony Raybould, general manager, Metro Lexus Toyota - Victoria.

Ron Evans, dean, School of Trades Training thanked Lexus for their generous donation and their ongoing participation in the BCIT training program.



Students in the ELTT Toyota Technical Education program look on as Wayne Jefferey, vice president, Lexus, passes the key to the donated Lexus SC 400 to BCIT president Brian Gillespie.

BREAKFAST SPEAKER SERIES

Vancouver key to profitability and growth



Barbara Amster

The most recent speaker in the BCIT Breakfast Speaker Series to address members of Vancouver's business community was at the

new Downtown campus on March 13.

Barbara Amster, senior vice president, marketing and sales, Canadian Airlines International Ltd., spoke on why Canadian Airlines believes Vancouver to be the key to a return to profitability and growth.

In attendance was John Watson, vice chair of the board of directors for the Vancouver International Airport Authority — the first corporate sponsor in the Breakfast Speaker Series.

Amster began by discussing the difficulties of survival in the airline industry, which she described as "cyclical in nature with more losing years than winning years." She attributed this to expensive capital needs (aircraft run between \$30

million and \$150 million), high labor needs and costs and strict regulations regarding routes, pricing and capacity.

In her review of the last months in 1996, Amster said that while Canadian Airlines realized they had a potentially profitable commodity, they had to make changes to survive in a cost conscious marketplace.

As a result Canadian Airlines analysed every possible destination and decided that their business could thrive in Asia. Based on a geographical positioning on the great circle route to Asia, the new terminal and runway and a positive growth rate in Asian travel, Vancouver became the key to Canadian Airline's return to profitability and growth.

And part of their future planning involved an important partnership with American Airlines — the single largest North American carrier, which has virtually no rights to fly into Asia.

"American Airlines is a wonderful partner for us, making Vancouver the Asian gateway for Canada and all of North America," added Amster, who went on to explain that while Canadian air traffic is extremely seasonal, the partnership with American Airlines allows them to carry good volumes year round.

As a result the scheduling people from Canadian Airlines and American Airlines sat down together last July to find out which routes they should be flying. And according to

Amster the results are positive — every trans-border flight they have has become profitable.

While the improvement and planning impacted their bottom line by \$60 million in cost savings and revenue generation, Amster says they were still \$140 million short of the needed cost savings. "That's when we approached our shareholders and employees as was covered in the media," she says, adding that while it was an uncomfortable time, the result has been \$150 million annualized savings.

"I am quite confident we've done what we needed to do to make the company profitable," concluded Amster. Looking at the future, she's optimistic that success in Asia will keep Canadian Airlines viable.

ASI event highlights two BCIT "firsts"

On March 11 the BCIT Technology Centre participated for the fourth year in a row in the ASI EXCHANGE. ASI is the BC Advanced Systems Institute, a nonprofit foundation working in partnership with companies, universities and governments to help BC's high technology industry grow.

The ASI EXCHANGE is an advanced technology swap meet. It is a gathering of industry and university innovators who do research in advanced systems areas or use these technologies to create marketable products and services. The event enables participants to exchange ideas, and explore possible collaborations.

The BCIT Technology Centre was represented at two of the more than 270 booths, in the Robson Square Conference Centre.

BCIT's participation at the event highlights two BCIT firsts. Traditionally, all ASI fellowships were granted to professors at the BC universities, and all students presenting at the event were post-graduate students of the BC universities. In 1993, Stefan Joseph of the BCIT Applied Research in Computer Systems (ARCS) Lab, became the first ASI fellow not associated with a university, and, this year, Radek Burkat became the first student not



Brent Sauder, ASI executive director and BCIT student Radek Burkat at the Technology Centre booth at the ASI EXCHANGE.

associated with a university to present his work at the ASI EXCHANGE.

Burkat is a BCIT Electronic Engineering Technology student. He has just finished his

Industry Sponsored Student Project, in which he has developed a low cost hand-held data collection unit to be used by BC Transit personnel on SkyTrain stations and trains.

The Technology Centre booth featured Burkat's project, along with work conducted by the ARCS Lab and the Media Studio.

Also featured at this year's EXCHANGE was the Technology Demonstration Network (TDN). The TDN is an ASI initiative to establish a provincial network linking companies and students in the area of advanced technologies for the purpose of promoting technology development through industry-sponsored student projects. The program is funded by ASI and the National Research Council (NRC), and is co-ordinated by the BCIT Technology Centre.

— from Stefan Joseph

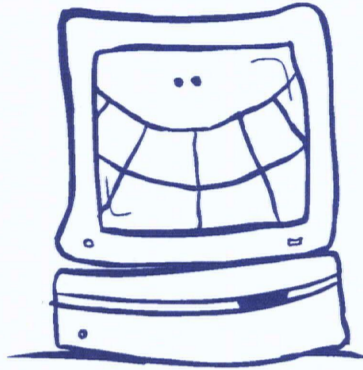
Seeking cyber-input

The BCIT Virtual Library (<http://www.Lib.bcit.bc.ca>) is moving into the next level of information delivery and needs your help. These products will let you search for articles in magazines and newspapers, and when you find something you like, you can download or print the article right at your personal work station. Currently we are running tests of periodical indexes with full text databases. Examples of these are:

- ProQuest Direct - Indexes about 2500 of the most popular general, business and academic magazines. About

1100 of these are offered in full text complete with photos, graphs, and charts.

- Computer Select - Indexes about 150 Computer periodicals, of which 100 are



in full text. This current test also includes other business and health related databases.

We need your help evaluating these and future test products. We need users to try out these products and to send us a response so we can evaluate the products. Please visit our web site and help us evaluate these products. Please provide your response to Brigitte Peter-Chemeff (profs bpeterch) or Frank Knor (profs fknor or email fknor@bcit.bc.ca) Your responses will be appreciated.

— from Tony Kelly

Tips for service excellence

When dealing with people, be ready to react to the actions of different personalities. Here are some examples:

Dealing with the aggressor, who is intimidating, hostile and loves to threaten. What to do: Listen to everything the person has to say. Avoid arguments and be formal, calling the person by name. Be concise and clear in your reactions.

Dealing with the underminer, who takes pride in criticism and is sarcastic and devious. What to do: Focus on the issues and don't acknowledge sarcasm. Don't overreact.

Dealing with the unresponsive person, who is difficult to talk to and never reveals his or her ideas. What to do: Ask open-ended questions and learn to be silent — waiting for the person

to say something. Be patient and friendly.

Dealing with the egotist, who knows it all and feels and acts superior. What to do: Make sure you know the facts. Agree when possible and ask questions and listen. Disagree only when you know you're right.

— from Business Marketing Reference Manual, by Tom Lapham

Did you take a Pension Refund at some point in your career?

Where a pension refund was taken from the College Pension Plan, Municipal Pension Plan, the Public Service Pension Plan, the Teachers' Pension Plan or the Workers' Compensation Board Superannuation Plan, you may be eligible to reinstate the former service in the previous plan. Some exceptions apply. New information received on the College Pension Plan is as follows:

Reinstatement - all service prior to Jan. 1, 1998: A plan member who is interested in reinstating a lump sum refund can apply in writing to the Superannuation Commission. The application

for reinstatement should contain the following information: name of applicant; former name(s) of applicant, if any; social insurance number and birth date; approximate dates of former period of service including date of refund; approximate date of final contribution before refund; name(s) of former employer(s), and former employee number(s), if any.

Note that you must apply for reinstatement before Jan. 1, 2003, or within 5 years of your return to work, whichever is later. If you receive a lump sum refund after Jan. 1, 1998, you

will not be able to reinstate that refund.

If you left your pension contributions on deposit with the Superannuation Commission, your former service will be reinstated upon resumption of contributions to the Plan. There is no action required on your part.

Your Human Resources advisor can assist you in working with the Superannuation Commission if you are interested in pursuing reinstatement.

— from Susan Ney



Evelyn Jacks (L) with Bookstore manager Michael Stewart (R).

Jacks on tax

BCIT Bookstore hosted noted taxation and financial planning expert Evelyn Jacks at a presentation on Feb. 27. There were more than 125 BCIT staff hanging on to Jack's every word regarding income tax and long-range fiscal planning.

There was a book signing in the bookstore immediately afterwards, where very astute

BCIT staff slipped in financial planning questions amid autographing the best-selling *Jacks on Tax* and her other books.

Jacks says she was so impressed by the enthusiasm of the audience that she is looking forward to seeing us this time next year.

— from Michael Stewart

Ski club update

The first trip of the BCIT ski club was held at Blackcomb on March 23. All agreed that the day of spring skiing in the sunshine was an auspicious beginning to the club's success. The board of directors met at the Hard Rock Café after an awesome day to consider the constitution and bylaws.

Moved and passed unanimously:

- ⊗ Nachos and beverages to be served at all events
- ⊗ Sunshine skiing mandatory
- ⊗ Maximum fun and laughter seekers only need apply

If you would like to participate and agree not to violate the bylaws, prof Mike Thomas at mthomas or call 8240.

Lunch and Learn:

Laser refraction surgery

Since 1988 when first clinical trials were carried out, the excimer laser has been used to treat refractive errors thereby eliminating the need for glasses and contacts. More than a million treatments have been carried out and the safety aspects have been confirmed above expectations. The process has improved so that the worst case scenario for most people undertaking the procedure is now a small percentage chance they would need an enhancement procedure at some stage in

the following few months. Is it possible to eliminate the need for glasses or contacts in all normal eyed people? The answer is yes, with certain provisos. To learn more about this procedure, you are invited to attend this April Lunch and Learn Session featuring Dr. Hugo Sutton, medical director of the Broadway Eye Surgery Centre Ltd.

Time: 1200 to 1300
Location: SW 1 Room 1015
Date: Wednesday April 23

Join the BCIT community for a celebration of difference.

Diversity Day

Wednesday, April 16, 1997

1100-1500

The Great Hall - SE 2

Diversity:
A point or respect in which things differ; difference; unlike in kind.

Everyone is invited!

This event will demonstrate and highlight the many groups and initiatives on campus supporting diversity.

Safety first

The WCB Occupational Health and Safety Regulations require a workplace such as BCIT to establish one or more Joint Occupational Health and Safety committees. Due to its size and complexity, BCIT has no less than nine Occupational Health and Safety committees serving all of the buildings and

common areas of Burnaby, Sea Island and Pacific Marine Training Campuses. The seven Burnaby campus committees are separated according to the areas they service. Sea Island and PMTC each have their own Health and Safety committees.

Committee #	Areas Inspected	Committee Chair
Main	All common areas including parking lots, walkways, roadways, tunnels and hallways	Terry Fletcher Local 8202
1	NE1, NE2, NE4, NE6, NE8, NE10, NW1, NW3	Gino Simeoni, Local 7058
2	NE12, NE16, NE18, NE20, NE21, NE22, NE23, NE24, NE25, NE26, NE27, NE28, NE30, NW4, NW5, NW6	Sharon Toorenburgh, Local 8787
3	SE1, SE2, SE4, SE6, SE8	Dale Kearnon, Local 8575
4	SE6.1, SE6.2, SE9, SE10, SE12, SE14, SE16	Abdul Said, Local 8652
5	SW1, SW3	Bryan Fair, Local 7109
6	SW3, SW5, SW8.1, SW8.2, SW8.3, SW9	Ian Mattheie, Local 5205
7	Sea Island campus	Dave Mitchell, 278-4831
8	PMTC	Sam Mulligan, 985-0622

The membership lists for Burnaby campus committees are posted on the Occupational Health and Safety committee boards. They are located in:

NW1 - main hall
NE1 - second floor near café
SW1 - outside 1001

SE12 - near TNT
SE14 - outside Library

The membership for Sea Island campus and PMTC committees can be obtained through the reception area of each campus.

What do these committees do?

The committees promote health and safety throughout the campus and encourage participation to make BCIT as safe as possible. The committees meet once a month to review any health and safety concerns and make recommendations to maintain a healthy and safe workplace.

The committees also complete safety inspections and look at areas including, fire safety, housekeeping, hazardous chemical use and storage, eyewash stations, condition of equipment, machinery and tools, ergonomics, personal protective equipment and ventilation. The committee post a copy of their inspection results in the area (on distinctive pink paper) and also forward a copy to Safety and Security.

The committees are also involved in incident and accident investigations. With the assistance of the department heads, investigations of work-related accidents are done to determine what preventive actions can be put in place in order to ensure that accidents do not recur.

How do I report a hazardous condition?

As an employee it is your responsibility to report any hazardous conditions or incidents of which you are aware. Report all hazardous conditions or incidents to your immediate supervisor or the area supervisor, who will ensure action is taken to correct the condition and/or to prevent a reoccurrence of a similar incident.

If the hazard cannot be resolved to the satisfaction of both the supervisor and the employee, the matter should be referred to the appropriate Occupational Health and Safety committee or to Safety and Security (8318 or 8797). All reports made to Safety and Security will be recorded and the employee will receive a response as soon as possible.

All imminent hazards should be immediately reported to Safety and Security and the department supervisor so corrective action can be taken.

The committees will only work with the full participation and cooperation of the BCIT community. So bring any problem to the attention of the committee, assist with corrective actions in your area or join a committee.

— from Helen Chandler

Campus Crime Stoppers

BCIT Campus Crime Stoppers was initiated with funds from the Ministry of Education's "Safer Campus Initiative" and is directly affiliated with Greater Vancouver Crime Stoppers (GVCS).

Administered by a Board of Directors comprised of six staff and four students, the program was officially started at BCIT on February 16, 1996.

The program's major goal is to create a greater awareness of what is happening within the campus community to ensure that our campus remains a safe and secure place to work and study. Students and staff are invited to attend board meetings to raise specific issues of concern regarding security.

BCIT Campus Crime Stoppers was designed to enable campus members to report suspicious activities incidents or crimes by calling 669-TIPS with *strict anonymity*. The Supreme Court of Canada ruled on Feb 6, 1997 that police are not required to reveal in court any information supplied by callers to the program. All TIPS and resulting cash awards are handled through GVCS. A cash award of up to \$2,000 is offered to callers whose tip(s) lead(s) to an arrest or charge.

TIPS relating to the BCIT campus are dealt with jointly by Burnaby RCMP and BCIT Campus Security, which serves as a key resource for information and investigation of crimes on campus.

Initiatives to date:

- Creation of a web page www.bcit.bc.ca/~sa/cs/ that includes information about the program as well as statistics on campus crime.
- Re-enactment of crimes on video produced by Broadcasting students are shown in high traffic areas during special events such as Open House or Orientation Week.
- Distribution of "Protection of Equipment" information booklets, which include information on computer protection, a list of emergency phone locations, a copy of BCIT's policy #7525 on "Protection of Equipment, Property and Information," safety Tips for Women and a Campus Crime Stoppers Fact Sheet.
- A "Recent Crime" sheet, with educational tips relating to the crime, is produced on a bi-weekly basis, posted throughout the campus and broadcast on radio station CFML. Look for these posters on our large STOP signs on campus with our slogan, "If You See It, Why Not Report It!"
- Information sessions held and special events for fund raising are being planned to provide TIPS reward money.
- Security will *engrave all of your equipment* with an identification code. BCIT's assigned number is readily available to law enforcement officials for quick and easy

reference. This service has been supported through the Solicitor General, under a program called "Operation Provident."

- Information on Campus Crime Stoppers is included in student orientation material and Tech Reps have been informed of the program to create a greater awareness amongst students.

You can help by taking an active role in minimizing crime on campus to ensure a safe environment for everyone. If you, or anyone you know, have seen suspicious activity or witnessed a crime, or if the crime is in process, immediately call 669-TIPS or Campus Security at 451-6856. Do not jeopardize your own personal safety.

If you have any questions, need more information about board membership, or would like to volunteer to help out the program, please call the manager of Support Programs, Student Association, at 432-8549 or the director of Safety & Security at 432-8507.

The President of BCIT fully supports BCIT Campus Crime Stoppers and recommends discussing the program and other security issues at departmental meetings on a regular basis. A member of the Campus Crime Stoppers' board would be happy to attend to answer any questions or provide more information, if required. Thank you for your support.

— from Brian Gillespie,
Donna Montgomery

Reducing theft of personal property

Do not leave your office unlocked for even a few minutes. A computer, purse or any other theft can take place in as little as 30 seconds.

Maintain a list of personal property, including credit cards and identification numbers.

Challenge strangers in your area with the following: May I help you? This lets them know they are in a restricted area and that they are recognized as strangers.

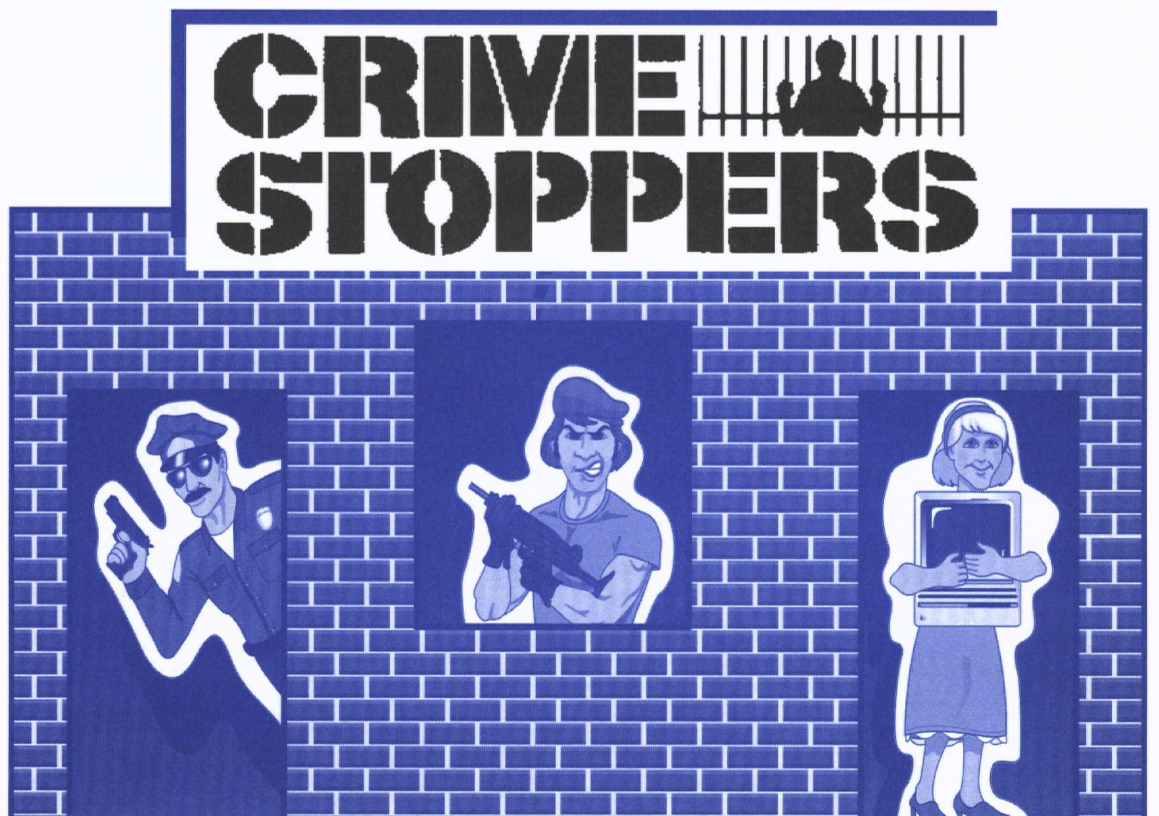
Report suspicious activities and criminal acts to the administration and to the police.

Recent Crime:

What:
Theft of HP calculator, model 48G from office

When:
March 17 between 1600 and 1800

Where:
SW3 — Room 309



PROFILE

A comfortable fit

Ingrid Friesen's new job as administrative assistant in Labour Relations was at first so hectic it took almost two weeks to see the bottom of her in-basket.

"It's not that the job is complicated, but it is very procedure-driven," says Friesen, who joined the Labour Relations team after seven years in the School of Health Sciences and five months in Electrical and Electronic Technology.

Friesen says what she loves most about her new job are the people. "This is a very good group — they have made me feel very comfortable. Already I feel like I am fitting in."

A mother of two very active boys, Max age five-and-a-half and Chris age four, Friesen returned to full-time work in May of 1996. "The boys are now well adjusted to the day-to-day routine of the Friesen household," she says.

Friesen, whose husband Randy is BCIT's associate registrar,



Ingrid Friesen enjoying a game of hockey with sons Max (L) and Chris (R).

says they manage to balance family with two full-time jobs because of their partnership. "Our day-to-day life right now is very scheduled, but it works because we each carry the load."

The two get some quiet time together during the daily commute to Langley. "Actually, I sleep while he drives," she laughs. "Even though the commute is a headache, getting

out to the peace and quiet of the country is something I am not ready to give up yet."

As their boys get older, the whole family has become involved in in-line skating and swimming, and hopefully one day golfing. "We live on a half-acre, and I spend a lot of time in our garden. I am just really enjoying life right now."

— from *Crystal Sawyer*

BC Telecom chairman to receive honorary degree

BC Telecom chairman and CEO Brian Canfield has been named this year's recipient of an honorary degree from the B.C. Institute of Technology.

A BC Tel installer who rose through the ranks to lead the company, Canfield will be conferred with an honorary BCIT Doctor of Technology degree at a ceremony in June.

BCIT's selection committee praised Canfield's vision in leading BC Telecom to meet today's telecommunications challenges. "But above all, Brian Canfield has been untiring in his efforts in contributing to the educational

development and excellence of students throughout British Columbia," noted BCIT president Brian Gillespie.

"I feel very privileged and honored to be singled out for this recognition," said Canfield, who started with BC Tel in 1956. "I am delighted to receive such a prestigious award from such a leader in technology training."

BCIT's honorary doctor of technology degree is awarded in recognition of outstanding contributions to higher education, skills training and the community.

— from *Stephen Barrington*

Classy Finds

For Sale: 1990 Sunbird convertible, loaded, four cylinder, turbo, automatic, excellent condition. Asking \$8500. Call Terry at 540-2642 or Susan at 8868.

For Sale: Antique, oval, solid oak drop leaf table with carved legs. 26 inches wide x 43 inches long with leaves dropped (43x56 extended). Asking \$390. Call Linda at 7189 or 331-1175.

For Sale: Eight used wardrobe boxes for sale, hanger bars included. Asking \$7 each or \$50 for all. Call 942-4309.

For Sale: Remodelled one bedroom condo. Large wrap-around balcony on quiet NE corner with view. Includes kitchen pantry, mirrored dining room wall and excellent rec.

facilities. Near Lougheed Mall. Asking \$106,900. Call 421-3550.

For Sale: Dorland wood-burning airtight stove, small model. Never used, bit of easily cleaned surface rust from storage. Few chimney components incl. Asking \$100. Call 8300 days or 263-7600.

For Sale: Robert Bateman's Dozing Linx Limited Edition. Tastefully mounted and framed. Asking \$3000 obo. Call 944-8481 (leave message).

For Sale: 1985 Excellence (not a KIT car, just like Excalibur) Grand Marquis Chassis Ford 302 V8. White with red leather, two-door convertible. Asking \$2100. Call Terry at 888-5550.

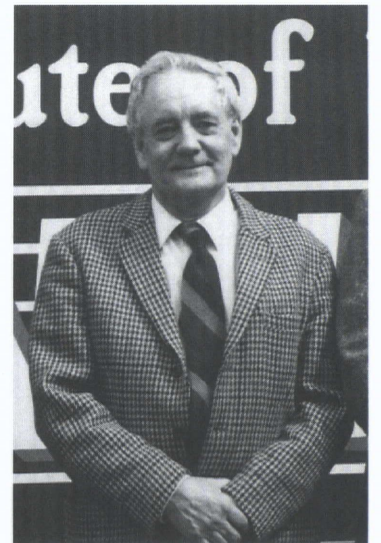
Staff news

Ron Bushell

Later this month the School of Electrical/Electronics Technology, Electrical Trades will say farewell to long time instructor/chief instructor **Ron Bushell**.

Bushell has served BCIT (originally BCVS and PVI) with 36 years of continuous service. He holds the distinguished "iron man" award by not having used any sick days during his term of employment.

The Electrical Trades department will be hosting a "farewell day" for Bushell on Wednesday, April 30 between 1400 and 1600 in the Staff Room of the J.W. Inglis (NE-1) building. An invitation is



Ron Bushell

extended to all of Ron's friends and acquaintances on campus to drop by and say "goodbye".

Bob Merriam

The Education Council said a fond farewell to former chair **Bob Merriam** at the March 5 meeting. Merriam, who ran and was elected chair twice during the first two-year period of EDCO, has been involved from the time when it was an advisory council to the president. The new EDCO came about with the amendment to BILL 23 in March 1995.

Merriam is described by fellow Council members as "totally committed" and believes that EDCO has got to be a continuing component of BCIT's governing structure.

"EDCO has a very important role to play with most of the emphasis in the area of educational policy, but also with an eye on the future and what is important for the institute," he says.

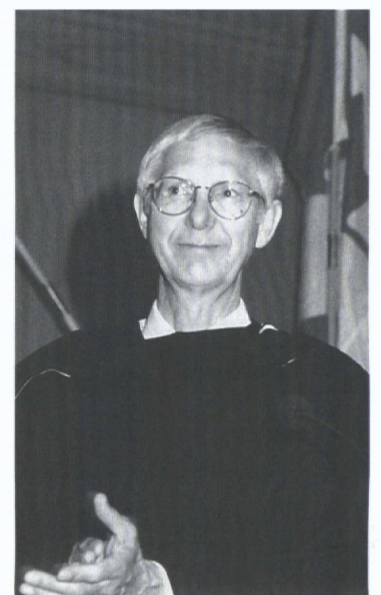
Ray Walton

The School of Trades Training cordially invites the institute community to a fun-filled evening to commemorate the impending retirement of **Ray Walton**, Special Projects and dean, School of Trades Training.

For Rent: Small one bedroom cottage in Surrey (near 64th & Scott); suitable for single person; quiet on private property with trees. Asking \$500/mo. Available May 1, 1997. Call Susan at 432-8868.

Wanted: ASAP, a pick-up truck or van for summer job in the \$1200 to \$1500 range. Must be mechanically sound. Call Paula at 8586 or pager 686-6270.

Wanted: to housesit, share house or rent small room near BCIT/Metrotown. Prof. Woman recently relocated back to Burnaby from Alaska, working at BCIT. N/S, no pets. Experienced housesitter. Through end of July. Call Lynda at 434-7055.



Bob Merriam

This August Merriam will retire from the institute, where he has worked since 1986 and says that the list of things he wants to do is quite large — but perhaps most of all, he'll enjoy setting his own agenda!

Join master of ceremonies Tom Kozar on Friday, April 25 from 1700 to 1800 in the Rix Club (no host bar) with dinner at 1800. Tickets are \$28 and are available in the School of Trades Training Office, NE1 Room 307.

Singular sensation

BCIT employees are eligible for a corporate discount on tickets to A Chorus Line at the Queen Elizabeth Theatre. The discount is available from April 15 to 20, \$6 off all seats on Wednesday, Thursday and Sunday nights and Saturday and Sunday matinees. To receive a discount call TicketMaster at 280-4444 or visit any TicketMaster location and mention the BCIT corporate discount.

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