



ESTIMATES

Consolidated Index for the 1998/99 DPRs

Canada

Introduction

This consolidated index has been created from indexes provided in 36 of the departmental *Performance Reports* for the period ending March 31, 1999. (The other reports do not have indexes but all the DPRs can be searched using the Search button on the 1998-99 DPR site.) Search the consolidated index by keyword or click on the department or agency name below to move to its index pages.

Click on the department or agency name at the top of each index to open the *Performance Report*. Note that the page numbers beside each word are those printed in the paper version.

Agriculture and Agri-Food Canada	National Energy Board
Canada Industrial Relations Board	National Parole Board
Canadian Environmental Assessment Agency	National Research Council
Canadian Heritage	Natural Resources Canada
Canadian Human Rights Commission	Natural Sciences and Engineering Research Council of Canada
Canadian Transportation Agency	Northern Pipeline Agency Canada
Civil Aviation Tribunal	Public Service Commission of Canada
Environment	Public Service Staff Relations Board
Fisheries & Oceans	Public Works and Government Services Canada
Foreign Affairs & International Affairs	RCMP Public Complaints Commission
Health Canada	Registry of the Federal Court of Canada
Human Resources Development Canada	Royal Canadian Mounted Police
Immigration and Refugee Board	Solicitor General Canada
Indian and Northern Affairs Canada and Canadian Polar Commission	Statistics Canada
Industry Canada	Supreme Court of Canada
Medical Research Council of Canada	Transport Canada
NAFTA Secretariat, Canadian Section	Transportation Safety Board of Canada
National Battlefields Commission	Veterans Affairs Canada

Agriculture and Agri-Food Canada

Citizen Engagement	
• <i>WTO Negotiations</i>	4,8,9
• <i>Rural Partnership</i>	5,22-23,26,27,28-29
Environmental Sustainability	
• <i>Climate Change</i>	16,19,21,49-50, 52
• <i>Biodiversity</i>	19,49,51
• <i>Air</i>	14,16,21,49-50,52
• <i>Soil</i>	14,16,19,20,51-53
• <i>Water Quality</i>	14,19-20,49
Health and Safety	
• <i>Biotechnology</i>	5,15
• <i>Animal Health</i>	12
• <i>Canadian Agriculture Safety Program</i>	25
Rural	
• <i>Rural Partnership</i>	5,22-23,26,27,28-29
• <i>Canadian Adaptation and Rural Development (CARD)</i>	22,24-25,27
• <i>Business Planning for Agri-Ventures (BPAV)</i>	24, 27
• <i>Farm Business Management Program</i>	24
• <i>Canada-Saskatchewan Agreement on Rural Development</i>	27
• <i>Partnership Agreement on Water Based Economic Development</i>	27
• <i>Canada Agri-Infrastructure Program</i>	27
Science and Technology	
• <i>Biotechnology</i>	5,14,15-16
• <i>Scientific Capacity</i>	14,15
• <i>Crop Innovation</i>	17
• <i>Livestock Innovation</i>	17-18
• <i>Value-Added Products</i>	18
• <i>Partnerships (Matching Investment Initiative)</i>	18
• <i>Sustainable Resource Use</i>	19-21
Social Union	
• <i>Farm Income</i>	5,6,22,23-24
Youth	
• <i>Federal Youth Internship Program</i>	29

Canada Industrial Relations Board

departmental overview	1, 7
mandate	5, 7-9
objectives	5, 9, 14
performance measures	1
plans	5, 10, 25
priorities	5, 10, 13
program	8, 10, 13, 14, 25
publication	12, 22, 27
responsibilities	12, 22
role	5, 8, 9, 11, 12, 22



A

Aboriginal Land-Claim and Self-Government Negotiations	9, 11, 25-26, 34, 39
Alternative Dispute Resolution	21, 35
Airport Authorities	31, 34, 36

C

Cabinet Directive on Strategic Environmental Assessment	7, 12, 32, 34
Canada-British Columbia <i>Agreement for Environmental Assessment Co-operation</i>	25, 27
Canada Port Authorities	31, 34, 36
Canadian Council of Ministers of the Environment	11
Canadian Environmental Network	28
Canadian Standards Association	9, 21, 35
Class Screenings	21, 35, 39
Climate Change	11, 32, 34
Commissioner of the Environment and Sustainable Development	10, 22, 29, 48
Communications Office	47
Compliance Monitoring Framework	1, 9, 15-16, 29, 34, 39
Comprehensive Studies	16-18, 30, 34, 38-39, 45-46
Crown Corporations	31
Cumulative Environmental Effects	5, 20, 30
Cumulative Effects Assessment Practitioners Guide	1, 20, 48

E

Environmental Management System	22, 35
---------------------------------	--------

F

Federal Co-ordination Regulations	37
Federal Environmental Assessment Index	24, 33, 39, 47-48
Federal Environmental Assessment Process (overview)	45-46
Financial Performance Overview	39
Five Year Review	5, 11, 15, 24, 28, 30, 32, 39

H

Harmonization	7-8, 11, 25, 34, 37
---------------	---------------------

J

<i>James Bay and Northern Quebec Agreement</i>	8, 39
--	-------

K

Key Results Commitments	3, 13
-------------------------	-------

M

Mission Statement	7
-------------------	---



N

National Environmental Assessment Standard 9, 21, 22, 28, 35, 39
North American Agreement on Environmental Cooperation 9, 25, 34
North Eastern Quebec Agreement 8
No-Waste Program 35

O

Ongoing Monitoring Program 15, 17, 22-24, 39
Organizational Chart 12

P

Participant Funding Program 16, 35, 43
Project-Related Follow-up 31-32, 45
Provincial EA Administrators 28
Public Participation 11-12, 16-17, 22, 26, 35, 43, 46

R

Regional Offices 9, 12, 27-29, 34-35, 39, 47
Regulatory Initiatives 31, 36-37
Regulatory Advisory Committee 8, 28

S

Statistical Summary of Environmental Assessments 38
Senior Management Committee on Environmental Assessment 28
Substitution Agreements 26
Sustainable Development Strategy 34-35

T

Traditional Ecological Knowledge 20, 35
Training and Guidance 1, 7, 12, 14, 16, 30, 34-35, 39
Transboundary Agreements 7, 9, 26, 34

U

United Nations Economic Commission for Europe 7

V

Voisey's Bay Mineral Development Review Panel 1, 5, 16, 18-19, 34, 39, 43, 45, 48
Vision Statement 7

W

Web Site 17, 24, 35, 47

Y

Year 2000 Readiness 33, 39

Canadian Heritage

Aboriginal, 1, 2, 14, 18, 31-33, 36, 38, 43-46, 55, 58, 59, 62

- action plan, 58, 97
- Friendship centres, 38
- National Day, 1, 31
- relations with Parks Canada, 58, 59
- television network, 18
- youth centres, 2, 33, 44

Agreement, 3, 20, 22, 28, 30-32, 41, 46, 47, 53-55, 62, 96, 97

- Canada-community, 31
- contribution, 22, 96
- Nunavut land claim, 54, 62, 96
- transfer, 32

Artefacts, 9, 24, 26, 28

Arts, 1, 5, 8, 9, 11, 14, 16, 22-24, 28, 37, 38, 44, 47

- accomplishments, 22-24

Association, 25, 26, 36, 38, 46, 53

- Canadian Coaching, 36
- Canadian Museums, 26, 28
- Canadian Olympic, 36
- for the Advancement of Women and Sport and Physical Activity, 36

Audio-visual Heritage Alliance, 25

Broadcasting, 11, 15, 16-19, 60, 89

- accomplishments, 16-19

Canada Council for the Arts, 4, 19, 23, 24, 89

Canada Day, 1, 3, 31, 32, 43, 48, 97

Canada Games, 1, 3, 36, 47, 63

Canada Place, 43, 44, 47

Canadian Audio-visual Certification Office, 20, 21

Canadian Broadcasting Corporation, 4, 24, 60

Canadian Conservation Institute, 4, 27, 28

Canadian Film Development Corporation (Telefilm), 4, 17, 19, 21, 89

Canadian Heritage, Department of,

- Act, 1, 88
- mandate, 1, 5, 8, 44
- operating environment, 6-10
- program objective, 16
- portfolio description, 4
- strategic directions, 6, 13-15
- structure, 11, 12

Canadian Heritage Information Network, 4, 25-28

Canadian Identity, 1, 5, 11, 13, 21, 29, 31-34, 36, 44, 56

- accomplishments, 31-34

Canadian Identity, Business Line, 29-36

- financial information, summary, 29
- objective, 29

Canadian Museum of Civilization, 4

Canadian Museum of Nature, 4

Canadian Race Relations Foundation, 4, 89

Canadian Radio-television and Telecommunications Commission, 4, 18, 89

Canadian Television Fund, 2, 16

Children, 26, 33, 43, 56, 57

- Aboriginal, 33

Citizen participation, 2, 5, 6, 10, 14, 32, 34, 36, 43, 97

- Aboriginal, 2, 14
- extent of, 2, 14
- youth, 2, 34, 43

Citizenship and Heritage Week, 3, 43

Corporate Management, Business Line, 11, 37-48

- financial information, summary, 37
 - objective, 37
-

Canadian Heritage (cont'd)

Corporate Services, 37, 41, 60, 61, 65-87
accomplishments, 41
financial performance, 65-87
materiel management, 61
year 2000 readiness, 60

Cultural Development and Heritage, Business Line, 16-28
financial information, summary, 16
objective, 16

Cultural Industries, 1, 3, 11, 13, 16, 19-22, 37
accomplishments, 19-22

Cultural Property Export Review Board, 4, 25

Environment, 14, 40, 47, 49-51, 62-64, 96, 97
Environmental Management System, 51, 63
partnerships, 40, 49, 50, 62-64

Expo 98, 39

Festivals, 22, 23, 48

Financial Performance, 65-87

Games of La Francophonie 2001, 5
Canadian Secretariat for the, 5

Grants and Contributions, 18, 22, 24, 25, 30, 34, 39, 60, 96

Heritage, 1-6, 8, 10, 11, 13-16, 24-28, 30, 31, 38, 42-44, 49, 51-58, 62
accomplishments, 24-28

Health, 9, 30, 33, 41, 55

History, Canadian, 8, 10, 14, 31, 32, 55, 56, 62, 96, 97
Aboriginal, 55
and Canadian unity, 8, 10, 31, 56
and television, 56
and youth, 32, 38, 97
celebration of, 31
diversity of, 55
of women, 55
teaching and learning of, 10, 31, 56, 96

Historic Monuments Board of Canada, 4

Human Rights, 14, 33, 34, 46
and the Credo campaign, 34
and youth, 33, 34
50th Anniversary of the Universal Declaration of, 33, 34, 46

Initiative, 1, 33, 35-37, 41, 43-48, 55, 56, 58, 61, 64
Celebrate Canada!, 1, 31, 32, 48
Family Violence, 35
Global Cultural Diversity Television, 41, 96
New Funding for Sport, 36
Urban Multipurpose Aboriginal Youth Centres, 38, 44
Underground Railroad Joint, 53

International, 3, 10, 13, 14, 18-24, 26-28, 34, 35, 38, 40, 41, 46, 47, 50, 52, 97
Day for the Elimination of Racial Discrimination (March 21), 34, 35, 43, 46, 47
heritage-conservation organizations, 52
network on cultural policy, 18, 19, 40
Year of Older Persons, 3
Institute of Communications, 18, 19, 41

Materiel Management, 41, 61

McGill Institute for the Study of Canada, 31

Multiculturalism, 3, 5, 11, 34, 35, 46
accomplishments, 34, 35

National Archives of Canada, 4, 89

National Arts Centre, 4, 89

National Battlefields Commission, 4

National Capital Commission, 4

National Film Board of Canada, 4, 24

National Gallery of Canada, 4

National Library of Canada, 4

National Museum of Science and Technology, 4

National Parks and Historic Sites, 2, 5, 8, 9, 38, 49-59, 62-64, 90
creation of, 2, 8, 54
ecological and commemorative integrity, 49-52, 62-64
visits to, 2, 8, 53-55

Canadian Heritage (cont'd)

Official Languages, 3, 5, 11, 23, 29-31, 37, 58, 88, 89
accomplishments, 29-31

Parks Canada, 4, 8, 11-13, 41, 49-60, 64, 89, 90, 96
accomplishments, 49-59
creation of Agency, 4, 12, 41, 58
financial information, summary, 49
program objective, 49

Program,

Athlete Assistance, 35
Aboriginal Languages, 32
Book Publishing Industry Development, 19, 20, 96
Canadian Film or Video Production Tax Credit, 20
Cultural Industries Development Fund, 20
Cultural Initiatives, 23
Cultural Resources Monitoring, 51
Indemnification for Travelling Exhibitions, 24
International Exhibitions, 24
Loan Program for Book Publishers, 1, 20
Model Forest, 50
Movable Cultural Property, 25, 96
Multiculturalism, 34, 53
Museums Assistance, 24, 25
National Arts Training Contribution, 22
National Cost-Sharing, 55, 62
National Exchange, 29
No-Waste, 63, 64
Northern Distribution, 18
Official Languages in Education, 29, 30
Parks Canada's National Volunteer, 53
Parks Day, 53
Publications Assistance, 19
Take-A-Hike, 53
Young Canada Works, 4, 37-39, 96

Regions, 42-48

Atlantic, 42-48
Ontario, 42-48
Prairies and Northern, 42-48
Quebec, 42-48
Western, 42-48

Saint-Jean-Baptiste, 1, 31

Sport, 1, 3, 5, 8, 10-13, 15, 32, 35, 36, 38, 63, 89,
90, 96, 97
accomplishments, 35, 36

Status of Women Canada, 4

Statutes, 88-90

Statutory Reports, 88

Strategic Management, 37-40, 42-48, 62-64
accomplishments, 37-40, 42-48
regions, 42-48
sustainable development, 62-64

Sustainable Development, 62-64, 96

Telefilm, see Canadian Film Development Corporation

Tourism, 1, 2, 8, 37, 38, 45, 48, 52, 56

Unity, 10, 36, 56

Youth, 2, 32-35, 37-39, 44, 47, 56, 57, 97
and human rights, 33, 34
centres, 2, 33, 44
education and, 32, 35, 56, 57
employment strategy, 37-39, 47, 57

Young Canada Works, 3, 37-39, 96

Year 2000, 41, 60, 61

Accessibility	13
Accommodation	18
Actual	27-30
Age	4 , 10 , 12 , 15 , 19
Amendments	5 , 17 , 18
Anti-Discrimination Programs	6 , 30 , 32
Audits	3 , 4 , 6 , 7 , 20 , 21 , 24 , 28-30 , 32
Authorities	7 , 27-30
Benefits	7 , 32
Canadian Charter of Rights and Freedoms	8
Canadian Human Rights Act	2-5 , 7 , 8 , 10 , 15 , 17 , 18 , 22 , 31 , 32
Colour	4 , 10 , 12 , 15
Communications	20
Complaint	7 , 8 , 10 , 12 , 13 , 15-18 , 27 , 32 , 34-36
Complaints Management Process	10 , 12 , 22 , 34
Compliance	3-7 , 9 , 13 , 20 , 21 , 24 , 32 , 37
Compliance Audit Process	9 , 37
Conciliation	6-8 , 11 , 15-19 , 32 , 35
Conciliator	8 , 10 , 35 , 36
Conviction	4 , 10 , 15
Disability	4 , 10 , 12 , 15 , 17 , 22 , 24
Discrimination	4-8 , 10-12 , 15-19 , 22 , 30 , 32 , 34 , 36
Education	2 , 6 , 22 , 32
Employment	2-10 , 15-17 , 19-22 , 24 , 28-32 , 37
Employment equity	2-9 , 16 , 20-22 , 24 , 28-32 , 37
Employment Equity Act	2-7 , 9 , 20-22 , 24 , 31 , 32 , 37
Equal opportunity	5 , 7
Estimates	27-30
Ethnic origin	4 , 10 , 12 , 15-17
Executive Secretariat	6 , 32
Expenditures	27 , 28 , 30
Family status	4 , 10 , 15
Financial performance	27
Financial requirements	27
Grounds of discrimination	12 , 15 , 17
Health	7 , 17 , 32
Human rights	1-8 , 10 , 14-19 , 22-24 , 27-32 , 34-36
Human Rights Tribunal	3 , 7 , 8 , 10 , 14-19 , 35 , 36
Initiatives	24 , 37
Inquiries	10 , 22 , 34
Justice	1 , 5 , 23
Legal Representation	14
Legal Services	6 , 30 , 32
Legislation	4
Mandate	3 , 4 , 14 , 20 , 21 , 25 , 26

Marital status	4 , 10 , 12 , 15
Mediation	3 , 6-9 , 13 , 32 , 34
Mission	4 , 22
Objectives	15
Organization	6 , 10 , 30 , 32 , 37
Pardon	4 , 10 , 12 , 15
Pay equity	3 , 7 , 8 , 14 , 15 , 22 , 27 , 32
Performance	1-3 , 7 , 10 , 27 , 32
Personnel Services	6 , 24 , 28-30 , 32
Plans	2 , 20
Policy	6 , 13 , 24 , 30-32
Poverty	5
Priorities	5 , 23 , 24
Promotion	6 , 22-24 , 28-30 , 32 , 37
Public	2 , 3 , 5-8 , 10 , 14-17 , 20-22 , 24 , 25 , 32 , 34
Public education	2 , 6
Quality assurance	32
Race	4 , 10 , 12 , 15-17
Regional Offices	6 , 30 , 32
Religion	4 , 10 , 12 , 15-17
Research	4 , 6 , 24 , 32
Review	3 , 5 , 12 , 13 , 15 , 31 , 32 , 36
Safety	32
Secretary General	6 , 32
Service lines	6 , 24 , 28-30
Sex	4 , 8 , 10 , 12 , 15 , 16
Sexual orientation	4 , 7 , 8 , 10 , 12 , 15 , 17 , 18
Spending	7 , 27-30
Tribunal	3 , 7-12 , 14-19 , 34-36
Visible minorities	2 , 4 , 5 , 17 , 20
Women	2-6 , 10 , 15 , 16 , 20 , 24
Year 2000	26

Canadian Transportation Agency

A	
	Accessible Transportation 4, 11, 16, 17
	Administrative Monetary Penalties 10, 23
	Air Transportation 11-13
	Air Transportation Regulations 9, 10, 12
	Annual Report 1, 7-9, 19, 21, 27
C	
	Canada Marine Act..... 1, 4, 20
	Code of practice 1, 5, 9-11, 16
	Consumer Complaints 12, 13
F	
	Final Offer Arbitration 15
G	
	Grain Transportation 1, 18, 19
	Guides, pamphlets 11, 13, 15, 16, 21
I	
	International Charters 9
L	
	Licensing 11, 12
M	
	Marine Transportation..... 1, 4, 20
P	
	Pilotage..... 1, 4, 20
R	
	Rail Transportation..... 14-16
	Rate scale..... 18
S	
	Senior citizen/older persons 5, 10, 16

Civil Aviation Tribunal

Authorities for 1998–1999	19
Average Costs for Reviews and Appeals	14
Aviation Community	16
Cases Concluded Without Hearing	11
Challenges	6
Comparison of Total Planned Spending to Actual Spending	20
Consolidated Reporting	17
Contacts for Further Information	21
Departmental Organization	6
Departmental Overview	5
Departmental Performance	9
Departmental Planned versus Actual Spending	20
Effectiveness	13
External Factors Influencing the Program	16
Financial Information	9
Financial Performance	19
Financial Performance Overview	19
Financial Requirements by Authority	19
Financial Summary Tables	19
Future Plans	3
Government Department	16
Historical Comparison of Departmental Planned Versus Actual Spending	20
International Arena	16
Key Results Commitments	12
Legislation Administered by the Civil Aviation Tribunal	21
Mandate	5
Message	3
Mission	5
New Files per Fiscal Year for Past 13 Years	15
Objectives	6
Operating Environment	5
Organization Chart	7
Other Information	21
Performance Accomplishments	9
Performance Expectations	9
Presentation of Financial Information	9
Reviews and Appeals	11
Reviews and Appeals Concluded with a Hearing	14
Reviews and Appeals Held During Past 13 Years	15
Reviews and Appeals Held Over Past 5 Years	16
Status of Cases	10
Statutory Annual and other Departmental Reports	21
Strategic Priorities	6
Summary of Voted Appropriations	19
Total Cases by Category	14
Vision	5
Year 2000 Readiness	17



Foreign Affairs & International Trade

Beyond Borders: Canadian Businesswomen in International Trade, 16
Biological and Toxin Weapons Convention, 27
Business development missions, 15

Canada Business Service Centres, 15
Canada in the World, 3
Canada-US Trade Relations, 23
Canada World View, 41
CanadExport, 41
Canadian Education Centres, 16
Canadian International Development Agency (CIDA), 24-26, 29, 34
Canadian International Information Strategy (CIIS), 41
Canadian Landmines Fund, 25
Canadian studies, 2, 38
Capital projects, 44
Chemical Weapons Convention (CWC), 27, 51
Child abduction cases, 37
Children in Armed Conflict, 30
Client Service Bureau, 52
Comprehensive Nuclear-Test-Ban Treaty Implementation Act, 28
Consular Assistance to Canadians, 36
Convention on Long Range Transboundary Air Pollution, 34
Convention on the Rights of the Child, 30
Corruption of Foreign Public Officials Act, 51
Cultural sector, 16, 38-40
Customs Tariff, 51

Debt relief, 24
De-mining, 25
Democracy and Deep Rooted Conflict, 29
Department of Foreign Affairs and International Trade Act, R.S.C. 1985, 3

Economic Risk Assessment (ERA), 53
Education 14, 38
Electoral observation, 4, 29
Electronic multimedia information kiosk, 41
Environmental issues, 4, 45, 50
European Free Trade Area (EFTA), 2, 22
European Union (EU), 23



Foreign Affairs & International Trade (cont'd)

Expand Your Horizons management-by-results system, 18
Export and Import Permits Act (EIPA), 51
Export Control List, 29, 51
Export Development Corporation, 6, 17, 23
ExportSource Web site, 15
External migrations, 4

Financial Information Strategy (FIS), 46
Firearms Protocol of the United Nations
 Transnational Organized Crime (TOC) Convention, 26
Fisheries, 31, 34
For the Record---The United Nations Human Rights System, 31
Foreign direct investment (FDI), 15
Foreign investment, 13-15
Foreign Investment Protection Agreements (FIPAs), 24
Foreign Service Development Program (FSDP), 44
Foreign Visitors Program, 41
Forests, 25, 33
Free trade agreements, 2, 14
Free Trade Area of the Americas (FTAA), 15, 21, 23

G-7, 14
G-8, 2, 22, 24, 32, 34
GATS, 19-20
Globalization, 1, 4
Global economy, 4, 13, 19
Global Warming, 25
GO-Team, 14
Gross domestic product (GDP), 19

Heavily Indebted Poor Countries initiative, 24
Heavy metals, 34
Higher education cooperation, 39
Human Resources Strategy, 42, 44
Human rights, 4, 6, 30, 32
Human security, 4, 25, 26

Import Control List, 51
Indigenous issues, 29
Industry Canada's Technology Partnerships program, 23
InfoExport, 15
Information management, 43- 44



Foreign Affairs & International Trade (cont'd)

Information Technology Agreement (ITA), 20
Integrated Management System (IMS), 43, 45, 52
Intergovernmental Forum on Forests (IFF), 33
International Atomic Energy Agency (IAEA), 27-28
International Business Development (IBD), 11, 13-15
International Criminal Court (ICC), 1, 31
International Criminal Tribunal for the former Yugoslavia (ICTY), 31
International Development Research Centre, 6
International Financial Institutions (IFI), 17, 24
International Forestry Partnerships Program, 40
International Joint Commission, 6, 31
International Labour Organization, 30, 33
International Monetary Fund, 22
Internet, 14, 18, 42
Intranet, 18, 44
Iqaluit Declaration, 33
IRIS project, 49

Jobs and economic growth, 4, 13, 19
Jobs, cultural sector, 40

Key Results Commitments, 11-12
Kyoto Climate Change Convention, 1, 33

La Francophonie, 6, 24
Landmines treaty, 1, 5

Links with stakeholders, 9-10

Maritime Confidence Building Measures, 27
Materiel management, 52
Mercosur, 22
Mine clearance, 25
Mines Action Canada, 26
MITNET 2000, 43
Multilateral Agreement on Investment, (MAI), 21
Multilateral trade negotiations, 19

National security interests, 4
National unity, 2
Natural Resources Canada, 33-34
New Exporters to Border States (NEBS), 16



Foreign Affairs & International Trade (cont'd)

New Exporters to South America (NEXSA), 16
Non-governmental organizations (NGOs), 2, 9, 38
North America Free Trade Agreement (NAFTA), 6, 15-16, 22, 39
North Atlantic Treaty Organization (NATO), 26, 28
Northern Pipeline Agency, 6
Nuclear Safety and Control Act, 28
Nuclear weapons, 4, 53

Online international business development programs, 15
Opening Doors: Canada's Market Access Priorities Report, 24
Organisation for Security and Co-operation in Europe (OSCE), 26, 28
Organisation for the Prohibition of Chemical Weapons (OPCW), 27
Organization of American States (OAS), 26-27, 29
Organization for Economic Cooperation and Development (OECD), 21, 23, 39
OECD Convention against Bribery of Foreign Officials, 21
Ottawa Convention on the Prohibition of the Use, Stockpiling, Production and Transfer of Anti-personnel Mines (APM) and on Their Destruction, 25-26
Ottawa Process, 5, 25

Pacific Salmon Treaty, 31
Passport Services, 48-49
Planning, Reporting and Accountability Structure (PRAS), 11
Peacekeeping, 1, 4, 32
Peoplesoft, 45
Pearson Peacekeeping Centre, 28, 30
Performance Measurement Initiative (PMI), 18
Performance standards, 49, 50
Persistent organic pollutants, 33-34
Program for Export Market Development-Investment (PEMD-I), 13, 18
Property and Materiel Management, 45
Public Service Awards, 14, 42

Refugee flows, 4
Regional conflicts, 4
Regional security, 1
Regional trade commissioners, 6
Regulatory Initiatives, 51
Resource Management Committee, 46
Rights of Indigenous Peoples, 29



Foreign Affairs & International Trade (cont'd)

Safe-travel initiative, 36
Sale of Children, Child Prostitution and Child Pornography, 30
SchoolNet, 42
Security, 4, 45, 49
Security Council, see United Nations Security Council
Service standards, 37, 43, 48
Services to Other Government Departments, 47
Signet 2000+, 43, 45
Small and medium sized enterprises (SMEs), 2, 16-17, 29
Small- and Medium-sized Enterprises (SME) Advisory Board, 14
Small arms issue, 26
Stabilization Force (SFOR) in Bosnia and Herzegovina, 29
Status of Women, 33
Sustainable development, 25, 32-33, 45, 50
System Management Software, 43

Team Canada Inc, 2, 14, 15-17, 41
Threat and Risk Assessments, 45
Trade, 13, 14, 18, 51
Trade and Economic Policy (TEP), 19
Trade Commissioner Service, 2, 15-18
Trade relations, 23
Trade Policy Review Body, 20
TravelSafe program, 37

Universal Declaration of Human Rights, 31
United Nations (UN), 24, 30-31, 32-34, 53
UN Commission on Sustainable Development (UNSD), 33
United Nations National Y2K Coordinators Group, 53
UNESCO, 39
UN Framework Convention on Climate Control (UNFCCC), 33
UN Convention against Terrorist Bombing, 34
UN police monitoring mission, 28
UN Security Council, 1, 25, 32
UN Straddling and Highly Migratory Fish Stocks Convention, 34
UN Transnational Organized Crime Convention (TOC), 34

Venture capital, 14, 16
Virtual Campus, 43-45



Foreign Affairs & International Trade (cont'd)

Web sites, 16-17, 32, 40-41, 50, 53

WINdatabase, 40

WIN Exports, 17

Women's rights, 32-33

Women's Trade Research Coalition, 16

World Bank, 23

World Trade Organization (WTO), 1, 19-24

Year 2000 Coordination Secretariat, 5

Year 2000, 4, 42, 45, 52-53

Year 2000 potential failures abroad, 5, 45, 53

Youth programs, 2, 16, 26, 35, 39



Environment Canada

Aboriginal	4, 7, 8, 11, 15, 18, 24, 27, 30, 45, 46, vi
Acid rain	13, 16, 17, 29, 41, xlii
Air quality	2, 7, 13, 14, 16, 17, viii, ix
Alternative Service Delivery	34, 48
Atmospheric Environment Service	5, xxxiv
Benzene.....	18, xxxvii
Biodiversity.....	2, 3, 23, 24, 25, 27, 30, xl
Canada-wide standard.....	3
Canadian Council of Ministers of the Environment	7, 8, 15, 21, 45
<i>Canadian Environmental Protection Act</i>	3, 1, 10, 13, 18, xiii, xviii, xxxvii, xliii
Clean Environment	2, 4, 7, 13, 23, xxiv, xxv, xxviii, xxix, xxx, xxxi, xxxiv
Climate change.....	3, 1, 6, 7, 8, 9, 10, 13, 14, 16, 17, 22, 23, 30, 40, 41, 44, 46, 51, v, vii, viii, xl, xli, xlii
Convention on Biological Diversity.....	24, 26
Dioxins and Furans	xxxviii, xl
Doppler radar	36, 38
Ecosystem initiatives.....	1, 5, 6, 10, 29, 45
Endangered species	23, 24, 26, vi, viii, xliii
Enforcement.....	3, 18, 21, x, xvi, xvii
Environmental Predictions	2, 4, 8, 33, 34, 39, 42, iii, xxiv, xxv, xxviii, xxx, xxxi, xxxii, xxxiv
Great Lakes	29, 31, 33
Green Lane.....	44, 51, ix, xxxvi, xlii
Habitat.....	1, 5, 6, 23, 24, 25, 30, 31, vi, xi, xii
Harmonization Accord.....	21, 45, 46, vi
Human Resources	5, 36, xliii
Hydrology	30, 40, xxxii
Infrastructure.....	5, 20, 33, 36, 42, iii
Internet	4, 10, 28, 41, ix
Kyoto Protocol.....	9, 16, vii, xli
Management, Administration and Policy	2
Meteorology.....	3, 12, 38, 39
Migratory bird.....	5, 6, 26, 48, xi

Environment Canada (cont'd)

Millennium Eco-Communities initiative	10, 44, vii
Nature . 3, 2, 4, 7, 10, 22, 23, 24, 33, 44, 51, iii, v, xxiii, xxiv, xxv, xxvi, xxviii, xxix, xxx, xxxi, xxxii, xxxiv	
North American Waterfowl Management Plan	3, 10, 23, 24, 26, 33
Northern Ecosystem Initiative.....	3, 29, 30, vi
Nunavut.....	50, xi, xii
Ozone	6, 10, 13, 15, 17, 18, 21, 22, 27, viii, xiii
Partnerships.....	5, 11, 17, 30, 42, 43, 44, 45, 49, iv, vi, vii
Performance measurement	14, 39
Persistent organic pollutants	15, 17, 27, vii, xli, xliii
Planning, Reporting and Accountability Structure.....	xxi, xxv
Policy Research Initiative	43, v, vi
Recovery plans.....	23
Service standards	viii
Stratospheric ozone.....	27
Sulphur.....	10, 13, 14, 16, v, xii, xlii
Sustainable development.....	3, 28, 30, 42, 43, 44, 45, 47, iv, v, vi, vii, ix, xlii, xlv
Sustainable Development Strategy.....	3, 20, iv, xlv
Sydney Tar Ponds	22, 23
Toxic Substances	4, 2, 7, 19, 27, 29, vi, xiv, xxxvii, xxxviii
Water	3, 1, 3, 5, 7, 9, 10, 20, 24, 29, 30, 31, 33, 34, 35, 36, 37, 45, 46, 48, 51, v, vi, viii, xii, xviii, xli
Weather.....	3, 1, 2, 3, 5, 8, 10, 12, 20, 22, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, iii, viii, ix, xxxviii
Weather and Environmental Predictions.....	4, 8, 33, 34, 39, 42, iii, xxv, xxviii, xxx, xxxi, xxxii, xxxiv
Wildlife	5, 23, 30, 31, 44, vi, x, xv, xvi, xvii, xl
Year 2000	18, 34, 35, 50, iii, xxii, xxiii, xxiv, xxxi
Youth	1, 11, 37, viii

Fisheries & Oceans

A

Aboriginal Fisheries Strategy, 18
Access to Information and Privacy, 50
Aids to navigation, 35, 80
Aquaculture, 9, 80
Aquatic resources, 1, 2, 12, 17
Arctic, 2, 10, 18, 24, 39, 43, 75, 79, 80
Arctic Sealift, 39
Assessment, 14, 18, 19, 31, 52, 56
Atlantic, 2, 9, 13, 14, 20, 21, 24, 30, 31, 32, 39, 73
Atlantic Canada Opportunities Agency, 13, 14
Automated Identification System, 37

B

Boating safety, 9, 48, 51

C

Canadian Coast Guard, 22, 35, 39, 42, 44, 57, 75
Canadian Code of Conduct for Responsible Fishing Operations, 3, 9, 31
Canadian Environmental Assessment Act, 14, 19
Canadian Fisheries Adjustment and Restructuring Program, 2, 13, 14, 26, 29, 32
Canadian Hydrographic Service, 3, 19, 43, 44
Canadian Marine Advisory Committee, 13
Central and Arctic, 75, 79
Charts, 43, 44
Chemical spills, 77
Climate, 9, 10, 25, 73, 76, 80
Co-management agreements, 9, 29
Commercial shipping, 43
Communications, 8, 16, 37, 40, 41, 51, 78, 80
Conservation, 1, 2, 9, 11, 13, 14, 15, 16, 17, 18, 20, 24, 25, 26, 27, 29, 30, 31, 32, 33, 41, 52, 73, 76, 80
Consultations, 13, 24, 26, 32
Contingent liabilities, 69
Corporate Services, 49, 50, 51, 78

D

Differential Global Positioning System, 36, 43

E

Ecosystems, 9, 10, 11, 14, 26, 27, 52, 80
Electronic charts, 43
Environment, 1, 2, 10, 12, 13, 14, 15, 16, 18, 20, 22, 24, 27, 33, 35, 36, 37, 41, 44, 49, 56, 74, 76, 77, 80
Expenditures, 23, 24, 26, 29, 33, 35, 37, 39, 41, 43, 46, 48, 58, 62

F

Fish habitat, 1, 11, 14, 19, 27, 76, 77, 80
Fish stocks, 2, 9, 24, 30, 31, 73
Fisheries, 1, 2, 8, 9, 10, 11, 12, 13, 14, 16, 17, 18, 19, 20, 21, 24, 25, 26, 29, 30, 31, 32, 33, 41, 48, 57, 58, 69, 71, 73, 74, 76, 77, 78, 79, 80
Fisheries Act, 14, 19
Fisheries and Oceans Science, 8, 16, 19, 24, 25, 78, 80
Fisheries Management, 8, 14, 16, 29, 30, 78, 79, 80
Fisheries resource, 1, 2, 10, 11, 12, 16, 18, 24, 33, 41, 48, 73, 76, 77
Fisheries Resource Conservation Council, 13, 25
Fishers, 14, 30, 44, 69
Fleet Management, 15, 16, 33, 34, 80

G

Global Maritime Distress and Safety System, 38
Great Lakes, 36, 74, 80
Groundfish, 14, 20, 21, 32

H

Habitat management, 27, 80
Habitat Management and Environmental Science, 8, 16, 19, 26, 78, 80
Harbour Authorities, 46
Harbours, 1, 3, 16, 19, 22, 33, 35, 39, 41, 43, 46, 47, 73, 78, 81
Human Resources, 13, 14, 51
Human Resources Development Canada, 13, 14
Hydrography, 16, 43, 78, 80, 81

I

Icebreaking Operations, 1, 16, 39, 80
Ice-covered waters, 39, 80
Information Management, 33, 57
Inland waters, 1, 11, 76
Integrated Fisheries Management Plans, 29
Integrated Management, 26

L

Landed value, 21
Laurentian, 79
Legislation, 71
Licence, 9, 32, 48, 51

Fisheries & Oceans (cont'd)

M

Marine Communications and Traffic Services, 8, 16, 37, 78, 80
Marine conservation, 2, 14
Marine environment, 14, 35, 36, 37, 44, 76, 80
Marine Navigation Services, 8, 16, 35, 36, 80
Marine Protected Areas, 2, 9, 26, 49
Marine safety, 37, 38, 76
Marine services, 11, 13, 15, 76, 80
Marine Services Fee, 39
Marine transportation, 13, 35, 76, 80

N

National Recreational Boating Advisory Committee, 13
Navigable Waters Protection Act, 19
Navigation, 8, 14, 15, 16, 35, 36, 37, 43, 78, 80, 81
Northern settlements, 80
Northwest Atlantic Fisheries Organization, 2, 30

O

Oceans Act, 13, 14, 17, 26, 27, 52
Oceans Management Strategy, 13, 17, 18, 26, 48

P

Pacific, 2, 9, 13, 14, 24, 25, 26, 29, 32, 48, 49, 51, 73, 79
Pacific Fisheries Resource Conservation Council, 13, 25
Pacific salmon, 14, 32
Pacific Salmon Treaty, 2, 9, 29, 51
Partnering, 3, 46, 47, 73
Performance commitments, 1, 4, 5, 6, 7, 8, 16
Plans and strategies, 12
Policies, 1, 2, 11, 14, 31, 32, 51, 57, 76, 78
Policy and Internal Services, 48, 81
Pollution, 17, 19, 41, 42
Pollution emergencies, 41
Priorities, 9, 12, 16, 17, 18, 20, 23, 31, 33, 35, 37, 44, 46, 50, 52, 58, 76, 77, 78, 79
Program improvements, 25, 27, 31, 34, 36, 38, 40, 42, 44, 47
Protection, 2, 14, 15, 18, 19, 20, 24, 25, 27, 29, 30, 31, 33, 35, 37, 44, 48, 76, 77, 80
Public awareness, 9

R

Recreational boaters, 17, 43
Recreational Harbour divestiture, 73
Regional offices, 13
Regulatory initiatives, 17, 53, 54, 55
Rescue, Safety and Environmental Response, 8, 16, 17, 41, 78, 80
Resource Management, 10, 13, 18, 20, 80

S

Salmon, 2, 9, 14, 25, 26, 27, 29, 30, 32, 49, 51, 73
Science, 8, 14, 16, 17, 18, 19, 24, 25, 26, 78, 80
Scientific information, 24, 80
Scientific understanding, 24
Search and Rescue, 42, 75
Service standards, 19, 47, 51
Shellfish, 21
Small Craft Harbours, 35, 73
Spills at sea, 77
Stock assessment, 14, 18
Stock status, 19, 20, 24
Stocks, 2, 9, 24, 30, 31, 73
Sustainable development, 1, 17, 26, 52, 80
Sustainable fisheries, 9

T

Technology, 9, 10, 17, 33, 37, 38, 43, 48, 50, 51, 74, 75, 81

U

United Nations, 9, 10, 48, 49

V

Viability, 2, 14, 20, 21

W

Waterways, 1, 3, 16, 22, 33, 35, 41, 43
Western Economic Diversification, 13, 14

Y

Year 2000, 24, 33, 35, 37, 43, 48, 56, 58
Youth, 17

Health Canada

- Aboriginal 2, 3, 6, 7, 10, 11, 13, 14, 16, 20, 22, 25, 38, 58, 63-70, 79, 83, 87, 88, 96-99, 102, 103, 107
- Aboriginal Diabetes Initiative 66
- Aboriginal Head Start 6
- Aboriginal Health Infostructure 8, 77
- Aboriginal Health Institute 6, 67
- First Canadian Health Management Corporation Inc. 69
- First Nations Health Information System 9, 67, 77
- Indian and Inuit Health Careers Program 6
- National Aboriginal Achievement Foundation 6
- National Telehealth Research Project 6
- Non-Insured Health Benefits Program 67-69
- Procurement Strategy for Aboriginal Businesses 83, 87
- Acts
 - Canada Health Act* 1, 17, 22, 25, 72
 - Canadian Environmental Assessment Act* 37, 89
 - Canadian Environmental Protection Act* 37, 39, 89
 - Department of Health Act* 11, 45
 - Food and Drugs Act* 37, 38, 89
 - Hazardous Products Act* 37, 38, 89
 - Pest Control Products Act* 49, 50, 52, 89
 - Quarantine Act* 42, 45
 - Radiation Emitting Devices Act* 37, 89
 - Tobacco Act* 37
- air pollution 38, 40
- alcohol 59, 107
- biotechnology 12, 24
- blood 4, 5, 27, 32, 35, 36, 39, 42, 43, 53-55, 61, 85, 91, 104
 - Canadian Blood Secretariat 15, 26, 27, 53
 - Canadian Blood Services 4, 35, 53, 85
 - Krever Commission 4, 35, 53-55
 - litigation 55
 - National Blood Safety Council 35, 54
- Budget 1999 1, 7, 29, 66, 77
- Canada Health and Social Transfer 1, 7, 72
- Canadian Health Network 9, 77
- Canadian Institute for Health Information 8, 57, 77, 78
- chemicals 38-40, 88
- children 2, 5, 6, 9, 16, 21, 31, 33, 38, 39, 58-61, 63, 88, 107
 - Aboriginal 6, 16, 63, 67
 - Centres of Excellence for Children's Well-Being 60
 - Community Action Program for Children 21
- Coalition of Cancer Surveillance 4, 43
- consumer products 3, 11, 15, 24, 26, 39, 40, 90
- cosmetics 15, 26, 39
- determinants of health 5, 15, 16, 24, 26, 56, 57, 78, 88



Health Canada (cont'd)

diseases 4, 5, 14-16, 21, 24, 26, 31, 38, 41-44, 55, 61, 63
 asthma 22
 bovine spongiform encephalopathy 32
 breast cancer 6, 58
 cardiovascular 5, 11, 16, 21, 22, 25, 31, 38, 43, 56, 60, 61
 cervical cancer 4, 43
 Creutzfeldt-Jakob 4, 32, 35, 55
 diabetes 5, 7, 16, 21, 22, 31, 61, 63, 65, 66
 Hepatitis B 42
 Hepatitis C 55, 104
 HIV/AIDS 2, 9, 16, 42, 54-56, 58, 61, 107
 prostate cancer 5, 61
 tuberculosis 16, 25, 42, 63, 65
drugs 3, 9, 11, 12, 15, 24, 26, 34, 59, 67, 74, 85, 107
 abuse 9, 16, 56, 59, 78, 107
 medical marijuana 36
 National Drug Utilization Information System 74
 Pharmacare 8, 74
 veterinary 31, 32
emergency services 11, 15, 27, 45, 47, 48, 99
 Federal Nuclear Emergency Plan 89
endocrine disruption 40, 52
environmental health 11, 13, 15, 24, 26, 27, 32, 37, 38, 40, 50, 52, 61, 70, 83, 88, 99
food 3, 4, 5, 11, 14, 15, 24, 26, 27, 31, 32, 33, 35, 45, 46, 49, 52, 59, 90, 91, 99, 100, 107
 bio-engineered 31
 Canada Food Safety and Inspection Act (Bill C-80) 90, 91, 109
 Canadian Food Inspection Agency 90
 Canadian Partnership for Consumer Food Safety Education 4
 Safe and Nutritious Food Program 29
gene therapies 12
Health Information Roadmap 8, 78
Health Infostructure Support Program 77
Health Infoway 8, 77, 107
Health Transition Fund 2, 6, 8, 22, 73
home and community care 6, 8, 73, 74, 78, 79
housing 16, 57, 63, 70
Laboratory Science Review Committee 29
medical devices 3, 15, 24, 26, 34, 35, 85, 86
mental health 59, 67, 78, 107
natural health products 29, 35
nutrition 31-33, 60, 91, 99, 107
occupational health 11, 15, 18, 24, 27, 44, 81, 98, 99, 106
Office of Consumer Affairs and Public Involvement 88
pest control products 11, 15, 26, 28, 49-52
 Pest Management Advisory Council 29, 50, 88
 Pest Management Regulatory Agency 28, 30, 49, 89, 98, 99, 106



Health Canada (cont'd)

physical activity 5, 6, 9, 58
Population Health Fund 5, 58, 60
Population Health Institute 22, 77
privacy 8, 9, 77, 79
quarantine measures 11, 15, 26, 42, 45
radiation 4, 11, 15, 26, 39, 86
Regulations
 Consumer Chemicals and Containers 38
 Cosmetic Products 38, 39
 Food and Drug 36, 90, 91
 Human Pathogens Importation 45, 108
 Pest Control Products 50, 92
 Potable Water 108
 Tobacco (Labeling) 39, 92
 Tobacco (Promotion) 39, 93
 Tobacco (Reporting) 39, 93
research 1-4, 8, 12-14, 16, 17, 21, 22, 25, 28, 29, 32, 33, 36, 38, 40, 41, 43,
 52-54, 57, 59, 60, 63, 67, 70, 74-79, 107
 Canadian Health Services Research Foundation 2, 77
 Canadian Institutes of Health Research 77
 National Health Research and Development Program 22, 77
risk management 21, 27, 28, 32, 37-39, 41, 42, 47, 49, 50, 53, 54, 88
Science Advisory Board 29
seniors 2, 5, 21, 59, 60, 86, 107
 International Year of Older Persons 2, 5, 59
smoking 5, 16, 63
 Tobacco Control Initiative 58
Special Operating Agency 21, 27, 45
suicide 16, 25, 59, 63
surveillance 4, 15, 21, 22, 24-26, 28, 32, 33, 37, 39-44, 53, 54, 67, 70, 77, 88
 National Health Surveillance System 9, 77
sustainable development 13, 14, 24, 37, 52, 61, 70, 83, 88
telehealth 6, 8, 67, 77, 79
therapeutic products 15, 26, 27, 34, 85
toxic substances 14, 40, 52, 88
water 11, 15, 24, 26, 38, 39, 45, 70, 84
 Drinking Water Materials Safety Act (Bill C-14) 89, 109
women 4, 6, 8, 11, 22, 43, 58, 60, 61, 67, 78, 79, 107
 Centres of Excellence for Women's Health 78
 pregnant 5, 60, 88
 Women's Health Strategy 8, 78
xenotransplantation 35, 36, 91
Year 2000 4, 23, 79, 82, 84-86



Human Resources Development Canada

Aboriginal, 4, 5, 10, 13, 15, 17, 18, 35, 54

Regional Bilateral Agreements, 18

Canada Labour Code, 4, 8, 11, 32, 33, 34, 35, 58

Canada Pension Plan, 4, 6, 8, 9, 11, 12, 36, 37, 38, 39, 40, 42, 43, 47, 49, 51, 54, 56, 58

CPP Disability Program, 37, 38, 39, 40

Disability, 5, 8, 10, 11, 13, 15, 17, 18, 36, 37, 38, 39, 40, 49, 54, 55, 56, 61

CPP Disability Program, 37, 38, 39, 40

Opportunities Fund, 17, 55

Education, 5, 7, 11, 12, 15, 17, 18, 20, 21, 22, 40, 51, 54, 60, 61

Canada Student Loans, 7, 9, 11, 12, 21, 43, 44, 51, 53, 55, 60, 61, 62, 63, 65

Registered Education Savings Plan, 21

Employment

1998 Employment Insurance Monitoring and Assessment Report, 16, 26

Employability Assistance for People with Disabilities, 11, 17, 49

Employment Benefits and Support Measures, 7, 16, 18, 20, 22, 55

Job Bank, 24, 58

Labour Market Development Agreements, 4, 15, 16

Youth Employment, 11, 15, 22, 23, 54

Youth Internship Canada, 23

Youth Service Canada, 23

Evaluations, 6, 17, 19, 23, 55-56

Fisheries, 19, 51, 54

Health, 17, 30, 32, 33, 54

Government Employees' Compensation Act, 32, 34, 54

Materiel Management, 57

Partnerships, 4, 10, 13, 15, 16, 17, 19, 20, 22, 23, 30, 31, 35, 37, 40, 54, 55

Program Integrity, 27

Recovery of Monies Owed to the Crown, 28, 43

Senior Citizens, 4, 5, 8, 9, 11, 12, 36, 37, 38, 39, 40, 41, 42, 43, 44, 49, 51, 54, 56, 58, 66

Old Age Security, 4, 6, 8, 11, 12, 36, 37, 38, 39, 40, 42, 51, 58, 66, 67

Service

Client service, 6, 8, 11, 39, 40

Quality service, 4, 5, 6, 28, 30, 32, 37, 39

Service Delivery, 4, 8, 11, 18, 20, 27, 34, 40, 41, 54, 58

Social Insurance Number, 5, 26, 28, 29

Social Union, 10, 14, 16, 54

Specified Purpose Accounts, 45

CPP Account, 37, 38, 47, 49, 51

Employment Insurance Account, 7, 14, 15, 25, 27, 46

Sustainable Development Strategy, 58-59

Technology, 4, 15, 23, 24, 28, 37, 41, 42

Year 2000, 9, 11, 42

Youth, 5, 11, 13, 15, 17, 18, 22, 23, 40, 54, 55

Youth Employment, 11, 15, 22, 23, 54

Youth Internship Canada, 23

Youth Service Canada, 23

Immigration and Refugee Board

- A -

Actual spending	35, 36
Age of pending inventory (Refugee Division)	14
Age of pending inventory (Appeal Division)	19
Alternative dispute resolution for sponsorship appeals	18, 27
Annual Reference Level Update	35
Appeals finalized	18
Assignment courts	26
Average processing time (Refugee Division)	15
Average processing time (Appeal Division)	20

- B -

Business Line Structure.....	9
------------------------------	---

- C -

Case management	13, 25, 26
Chairperson	8, 9
Claims finalized	13
Claim-related Information from Refugee Claimants	29
Code of Conduct	30
Consultative Committee on Practices and Procedures (CCPP)	30
Core Learning Program	27
Corporate Management and Services	9
Cost per case	24
Cost per appeal	20
Cost per claim	15

- D -

Department of Citizenship and Immigration	7, 11, 29
Deputy Chairperson	9

- E -

Executive Director	8
--------------------------	---

- F -

Federal Court Decisions	16, 21, 24
-------------------------------	------------

- I -

Immigration Act	6, 7, 40
Immigration Legislative Review	8, 29
Inquiries and Detention Reviews finalized	23
Inter Governmental Consultations (IGC)	28
International Association of Refugee Law Judges (IARLJ)	28

Immigration & Refugee Board (cont'd)

- L -

Lead cases	17, 29
Liabilities	38

- M -

Minister of Citizenship and Immigration	7, 29
---	-------

- N -

National Learning Framework	27
New Policy Framework	29

- O -

Offices	39
Oral Decisions	11, 25
Organization Chart	10
Organization-Wide Performance Accomplishments	25

- P -

Planned Spending	35, 36, 37
Planning, Reporting and Accountability Structure (PRAS)	9
Pre-hearing conferences	27
Portfolio management	7, 27
Professional Development	27
Public complaints	30

- R -

Reports	41
Regulations	40
Research Directorate	28
Report on Plans and Priorities (1998-99)	11

- S -

Size of pending inventory (Refugee Division)	14
Size of pending inventory (Appeal Division)	19
Size of pending inventory (Adjudication Division)	23
Stakeholders	30

- U -

United Nations Convention on the Status of Refugees (1951)	6,7
United Nations High Commissioner for Refugees (UNHCR)	30

- V -

Videoconferencing	25
-------------------------	----

- W -

Website	28, 39
---------------	--------

- Y -

Year 2000	32
-----------------	----



Indian and Northern Affairs Canada and Canadian Polar Commission

A	
Aboriginal	1-15, 17-20, 22-27, 29-30, 32, 34-36, 38, 40, 48
C	
Children	8, 14, 29
E	
Economic Development	1-3, 11-13, 17, 23-25, 27-28, 30, 43, 46, 48, 54-56
Education	1-5, 12, 14, 15, 18-19, 31, 34, 36, 52
Employment	2, 5-6, 8-10, 13-15, 17, 32, 35, 53, 54
Environment	3-4, 8, 10, 16, 23, 27, 29-32, 34-36, 39-41, 53, 57
H	
Health	1-2, 8, 10-11, 13-16, 18, 20, 25, 31-32, 40, 53
I	
Infrastructure	1-4, 10, 12-13, 15-17, 28, 38, 52
Inuit	1-3, 5, 10-14, 18, 20-22, 29, 32, 34, 39, 41-46, 48, 50-52, 55
M	
Métis	9, 32
P	
Partnership(s)	1-3, 5-6, 9-10, 12, 17-20, 24, 26, 28, 30-32, 34-36, 40
R	
Resource Development	30, 32
S	
Small Business	17, 43, 55
Sustainable Development	3, 10, 15, 23, 27, 29-30, 32, 39-40
Y	
Youth	8-9, 14, 29

Industry Canada

A Guide on Retailing on the Internet	14	<i>Atlantic Fisheries Restructuring Act</i>	71
Aboriginal Business Canada.....	21, 48	Audit and Evaluation Branch	41
Aboriginal Business Development Initiative.....	45	Automotive Competitiveness Review (ACR).....	12, 38, 86
Aboriginal Business Development Program	73	Bank of Montreal	28
Aboriginal Business Loan Insurance Program	73	<i>Bankruptcy and Insolvency Act</i>	23, 27, 70, 82, 83
Aboriginal Business Map	14, 45	Bay Area Multimedia mission	32
Aboriginal Business Service Network	34, 45	<i>Bell Canada Act</i>	71
Aboriginal Digital Collections (ADC)	21, 45, 81	Bill C-17 (<i>An Act to amend the Telecommunications Act and the Teleglobe Canada Reorganization and Divestiture Act</i>).....	22
Aboriginal Economic Program.....	68	Bill C-20 (amendments to the <i>Competition Act</i>)	22, 82
Aboriginal Trade and Market Expansion Initiative.....	39, 86	Bill C-32 (an Act to amend the <i>Copyright Act, 1997</i>).....	23, 82
Advanced Applications Development Program (AADP).....	74	Bill C-53 (<i>Canada Small Business Financing Act</i>)	23, 82
Advisory Council on Science and Technology (ACST)	11, 79	Bill C-54 (<i>Personal Information Protection and Electronic Documents Act</i>)	19, 80
Aerospace and Defence Branch	14	Bill C-91 (<i>Patent Act Amendment Act, 1992</i>)	23, 54, 82
Africa Telecom 98	32	<i>Bills of Exchange Act</i>	70
Agreement Between the Government of Canada and the European Communities Regarding the Application of Their Competition Laws	24, 82	Biosafety Protocol.....	53
<i>Agreement on Internal Trade Implementation Act</i>	70	<i>Boards of Trade Act</i>	70
Agreement on Internal Trade	31, 85	<i>British Columbia Telephone Company Act</i>	71
<i>Agricultural and Rural Development Act</i>	71	<i>Budget Implementation Act</i>	70
Agriculture and Agri-Food Canada.....	11, 30, 37, 43	Bureau of Economic Analysis	30
Air Carriers Loan Guarantees.....	68	Bureau of Labor Statistics	4
APEC Telecom Working Group (APEC TEL)	39, 86	<i>Business Development Bank of Canada Act</i>	70
APEC Industrial S&T Working Group.....	13	Business Development Bank of Canada.....	1
Asia-Pacific Economic Cooperation (APEC) 12, 37, 39, 40, 86		Business Diagnostic and Benchmarking Tools (DBT)	14
<i>Atlantic Canada Opportunities Agency Act</i>	71	Business Intelligence Express	14, 47
Atlantic Canada Opportunities Agency	1, 71	CA*Net 3	74
		Campus WorkLink : NGR	45
		Campus WorkLink	45

Industry Canada (cont'd)

CAN2K Campaign	15, 51	Canadian Federation of Independent Business	17, 30
<i>Canada Business</i>		Canadian Governments On-line.....	16, 18, 80
<i>Corporations Act</i>	47, 50, 53, 56, 70	Canadian Heritage	20, 23
Canada Business Service		Canadian Imperial Bank of Commerce	28
Centres (CBSCs).....	6, 43, 46, 50	Canadian Industry Statistics	7
Canada Community Investment Plan.....	34, 85	Canadian Institute for Advanced Research (CIAR)	73
<i>Canada Cooperatives Act</i>	70	Canadian Intellectual Property Office (CIPO).....	7, 24, 27, 48, 49, 51, 55, 60, 67
<i>Canada Corporations Act</i>	70	Canadian Internet Registration Authority.....	20
Canada Economic Development		Canadian Patent Database.....	47
for Quebec Regions.....	1, 71	Canadian Radio-television and Telecommunications Commission (CRTC)	25, 83
Canada Foundation		Canadian Rural Partnership	50
for Innovation	9, 10, 62, 65, 66, 70	<i>Canadian Space Agency Act</i>	70
Canada On-line.....	16, 17, 80	Canadian Space Agency	1
<i>Canada Small Business</i>		Canadian Tourism Commission	38, 40, 86
<i>Financing Act</i>	23, 48, 70, 71, 82	Canadian Tourism Exchange	39
Canada's Digital Collections	21, 81	CANARIE (Canadian Network for the Advancement of Research, Industry and Education)	10, 12, 21, 52, 74, 81
Canada-Israel Industrial Research and Development Foundation	12	CanConnect.....	46
Canada-Ontario Business Relief Assistance (COBRA) program	50	Canshare	28
Canada-Ontario Business Service Centre	50	Chief Information Office	41, 51
Canada-Ontario Infrastructure Works (COIW) program	34, 85	CITEL (Inter-American Telecommunication Commission).....	37
Canada-Ontario Infrastructure Works (COIW) program Management Committee	34	Code of Conduct on Incentives	31
Canada-United States Mutual Recognition Agreement.....	24, 82	CommunicAsia	32
Canadian Advanced Technology Association	13	Communications Branch.....	41
Canadian Airlines Corporation.....	68	Communications Research Centre (CRC).....	13, 51, 79
Canadian Association of Career Educators and Employers	45	Community Access Program	9, 17, 75, 80
Canadian Biotechnology Strategy	11, 79	Community Futures Development Corporations (CFDCs)	34, 45, 75, 77
Canadian Business Environmental Performance Office	14, 48, 49	<i>Companies' Creditors Arrangement Act</i>	70
Canadian Business Map	7	<i>Competition Act</i>	70
Canadian Company Capabilities	7, 47	Competition	
Canadian Content On-line	16, 21	Bureau.....	7, 22, 25, 26, 28, 48, 49, 83
Canadian Electronic Commerce Strategy	19, 80	<i>Competition Tribunal Act</i>	70
<i>Canadian Environmental Protection Act</i>	23	Competition Tribunal	1
Canadian Environmental Solutions	53	Comptroller's Branch	41

Industry Canada (cont'd)

Computers for Schools.....	17, 75, 80	Executive Services	41
Conflict of Interest and Post-Employment		Exit Interview Program.....	42
Code for Public Office Holders.....	40	<i>ExportSource</i>	6, 38, 40, 43, 44
Conflict of Interest Public Registry	47	Facilities Management	41
Connecting Canada to the World	16, 18, 80	FedNor (Federal Economic	
Connecting Canadians	5, 10, 15, 16, 42	Development Initiative in	
Connecting Canadians Days.....	42	Northern Ontario)	7, 34, 44, 45, 74, 85
Consumer Aware.....	44	Financial Information Strategy.....	51
Consumer Connection	7, 44	First Union Commercial Corporation.....	68
<i>Consumer Packaging and Labelling Act</i>	70	Fisheries and Oceans	11
Contact!.....	7	Fourth Protocol to the General	
<i>Contraventions Act</i>	27, 83	Agreement on Trade in Services.....	23, 82
<i>Copyright Act</i>	23, 70	Francommunautés virtuelles	
Copyright Board Canada	1, 70	program	21, 75, 81
<i>Corporations and Labour Unions</i>		Free Trade Agreement.....	35
<i>Returns Act</i>	71	Free Trade Agreement of the Americas	36
Corporations Directorate	7, 48	Free Trade Agreement of the Americas	
Deceptive Telemarketing Prevention		Negotiating Group.....	24
Forum	2, 28	Geomatics Virtual Technology Roadmap.....	48
Department of Finance Canada	13, 31, 38	<i>Government Corporations</i>	
Department of Foreign Affairs and		<i>Operation Act</i>	70
International Trade (DFAIT) ..	11, 12, 13, 30,	Government of Canada Public Key	
31, 32, 37, 38, 39		Infrastructure Task Force.....	20, 80
<i>Department of Industry Act</i>	60, 70, 71	<i>Government Organization Act,</i>	
Deputy Ministers Country Champions		<i>Atlantic Canada, 1987</i>	71
Campaigns Program	33, 85	Green Driver program.....	53
Distribution, Mail and Records Services	41	GTEC Distinction '98 Awards	47
EFTA/EEA (European Free Trade		Guide to Canadian Industries (GCI).....	7
Association/European Economic Area).....	37	Head of the Public Service Award	37
Electrical Trade Virtual Network	14, 47	Health Canada.....	11, 24
<i>Electricity and Gas Inspection Act</i>	70	Human Resources Branch.....	41
Electronic Commerce Market		<i>Income Tax Act</i>	56
Growth and Business		<i>Industrial and Regional</i>	
Development Strategy.....	20, 80	<i>Development Act</i>	58, 71
Electronic Commerce	16, 19	Industrial and Regional Development	
Electronica 98.....	32	Program (IRDP).....	58, 60
Emergency Telecommunications Section.....	29	<i>Industrial Design Act</i>	70
Emergency Telecommunications Team	28	Industry Canada	1
<i>Employment Support Act</i>	71	Industry Portfolio Assistant	
<i>Enterprise Cape Breton Corporation Act</i>	71	Deputy Ministers Committee	
Enterprise Development Program	60, 68	on Climate Change	13
Environment Canada.....	11, 13	Information Highway Science	
Ethics Counsellor	41	and Entrepreneurship Camps.....	76
		<i>Integrated Circuit Topography Act</i>	23, 70, 82

Industry Canada (cont'd)

Interactive Business Planner.....	46	NetCorps Canada International (NetCorps).....	46, 76
International Business Development (IBD) strategy	35, 36	Network of Innovative Schools	76
International Business Opportunities Centre (IBOC).....	38, 39, 40, 44, 86	Networks of Centres of Excellence (NCE)	10, 12, 79
International Telecommunication Union (ITU).....	18, 27, 37	Network+Interop 98	32
International Trade Centres (ITCs).....	32, 36, 38, 43, 86	New Exporters to Border States.....	38
Internet World 98	32	North American Free Trade Agreement (NAFTA)	30, 32, 33, 35, 37
Invest in Canada	32, 85	Northern Ontario Economic Development Fund	74
Investment and Services Working Group.....	37	Not-For-Profit Fund	74
<i>Investment Canada Act</i>	70	OECD Ministerial Conference on Electronic Commerce.....	18, 80
Investment Partnerships Canada (IPC).....	2, 32, 33, 85	Office of the Ethics Counsellor	7
Jobs and Growth Agenda	iii, v, 3, 77	Office of the Superintendent of Bankruptcy	7, 47, 48
Kyoto Protocol to the UN Framework Convention on Climate Change	13, 79	Ontario Community Futures Program	77
Loan/Investment Fund Loss Reserve	75	<i>Ontario Energy Competition Act</i>	25
Lobbyist Public Registry	47	Organisation for Economic Co-operation and Development (OECD).....	4, 10, 13, 18, 31, 53, 85
<i>Lobbyists Registration Act</i>	70	Panel on Smart Communities.....	17
Lobbyists Registration System.....	7	Partnership for Peace	28
Lobbyists Remote Registration System	47	<i>Patent Act</i>	70
MacKay Task Force on the Future of the Canadian Financial Services Sector	25, 83	Patented Medicines (Notice of Compliance) Regulations	23, 54
Management Consulting Centre.....	41	<i>Pension Fund Societies Act</i>	71
Measurement Canada	7, 48	People Management Plan	42
Multilateral Agreement on Investment.....	31, 85	Petro-Canada.....	28
National Aerospace Skills Symposium.....	11	PRECARN (Pre-Competitive Applied Research Network)	10, 12, 77
National Emergency Telecommunications Committee Symposium.....	28, 83	<i>Precious Metals Marking Act</i>	70
National Graduate Register (NGR)	45	Pre-Commercial Fund.....	74
<i>National Research Council Act</i>	70	Program for Export Market Development (PEMD).....	32, 85
National Research Council Canada	1	Program for Export Market Development (PEMD)-I.....	32
NATO Civil Mutual Aid.....	28, 83	<i>Public Documents Act</i>	70
NATO (North Atlantic Treaty Organization).....	28	<i>Public Officers Act</i>	70
Natural Resources Canada	11, 13	<i>Public Servants Inventions Act</i>	70
<i>Natural Sciences and Engineering Research Council Act</i>	70	Public Works and Government Services Canada (PWGSC).....	61
Natural Sciences and Engineering Research Council of Canada.....	1	Radio Advisory Board of Canada.....	24
Net Gain: Doing Business on the Internet	46		

Industry Canada (cont'd)

Radio Spectrum Management and Telecommunications	7	Standing Committee on Industry	15, 51, 54
<i>Radiocommunication Act</i>	70	<i>Statistics Act</i>	71
Regional Corporate Services	41	Statistics Canada.....	1, 4, 17, 30
<i>Regional Development Incentives Act</i>	68, 71	Stentor.....	13
Regional Trade Networks.....	36, 40, 43	Steps to Competitiveness	7, 46
Research, Technology and Innovation	7	Steps to Growth Capital	7
Retailing on the Internet.....	46	Strategic Environmental Assessment	53
Revenue Canada	13, 50	<i>Strategis</i> ..6, 7, 18, 20, 26, 41, 43, 44, 46, 47, 80	
Royal Bank of Canada	28	Supplemental Guarantee Program	68
SchoolNet.....	2, 9, 17, 76, 80	Sustainable Development Strategy.....	51, 52, 53
SchoolNet Multimedia Learnware and Public Access Applications Program	21, 76, 81	Swiss Air.....	29, 83
Science and Technology Strategy.....	77	Systems 98	32
Scientific Research and Experimental Development Tax Credit Program.....	13, 79	Taking Action Committee.....	11
<i>Seals Act</i>	70	Task Force Year 2000	7
Sector Competitiveness Framework series.....	38	Task Force Year 2000 Secretariat.....	15
Sector Competitiveness Frameworks	86	Team Canada Inc	2, 36, 37, 38, 40, 43, 44, 86
Services 2000	44	Technology Partnerships Canada (TPC)	2, 7, 13, 53, 77, 78, 79
Simon Fraser University.....	28	Technology Roadmaps	7, 12, 79
<i>Small Business Investment Grants Act</i>	71	<i>Telecommunications Act</i>	70
<i>Small Business Loans Act</i>	9, 23, 34, 60, 68, 82, 85	<i>Teleglobe Canada Reorganization and Divestiture Act</i>	70
Small Business Loans Administration	2, 34	Telephone Pioneers.....	17
Smart Communities	16, 17, 76, 80	<i>Telesat Canada Reorganization and Divestiture Act</i>	70
SMAU 98	32	Telesat Canada	25, 83
Social Science Support (SI) Bridging Program	42	<i>Textile Labelling Act</i>	70
<i>Social Sciences and Humanities Research Council Act</i>	71	Third Party Cellular Policy.....	25
Social Sciences and Humanities Research Council of Canada.....	1	<i>Timber Marking Act</i>	70
Softworld 98	32	Toronto-Dominion Bank.....	28
Solutions for Advanced Manufacturing	14	Tourism Fund	75
SOS 2000	15, 51	Trade Data Online.....	7
Sources of Financing.....	7	Trade Niagara	43
<i>Special Areas Act</i>	71	Trade Team Canada Sectors (TTCSS).....	36, 39, 43, 86
Spectrum Management program	23, 49, 51	<i>Trade Unions Act</i>	70
Spirit of Aboriginal Enterprise	45	<i>Trade-marks Act</i>	70
Standards Council of Canada	1	Treasury Board	20
<i>Standards Council of Canada Act</i>	71	Treasury Board Secretariat	51
		Ultramar Diamond Shamrock.....	28
		United Nations (UN)	3, 53
		University Recruitment and Development Program.....	42

Industry Canada (cont'd)

VolNet National Advisory Committee	17
Voluntary Sector Network	
Support Program (VolNet)	17, 76, 80
<i>Weights and Measures Act</i>	48, 70
<i>Western Economic Diversification Act</i>	71
Western Economic Diversification	
Canada.....	1, 71
WIN Exports.....	38, 40, 44
<i>Winding-Up and Restructuring Act</i>	70
Winning Retail	14
World Economic Forum	32, 85
World Intellectual Property Organization	
(WIPO) Copyright Treaty	20
World Intellectual Property Organization	
(WIPO) Performances and Phonograms	
Treaty.....	20
World Intellectual Property Organization's	
General Assembly meeting	24
World Radiocommunication	
Conference (WRC 2000).....	37, 38, 86
World Trade Organization	
(WTO).....	22, 36, 37, 86
WTO Council for Trade-related Aspects	
of Intellectual Property Rights	24
Year 2000 First Step program.....	15, 51
Year of La Francophonie	6
Youth Employment Strategy.....	46
Youth Internship Initiative	74

Medical Research Council of Canada

Agency Reports	45	population health,	23
Antibiotics	19	psychosocial health issues	23
Appropriations	40	Research Ethics Boards	35
assessing research performance ..	3	research funders	7
Attributing Responsibility	13	Research on Health Priorities	21
Breast Cancer	21	Return on Investment	13
Canadian Health Scientists	29	Strategic Priorities	6
Canadian Institutes of Health		training	3
Research .. 2, 4, 8,		Transfer Payments	43
32		Value for Money	13
Canadian Medical Discoveries Fund		Vision	5
.....	27	Web Site	45
CBC television	20	World-Class Health Research	15
Challenges	8	WorldHeart Corporation	28
collaborative research activity	9	Year 2000	37
Commercialization	27		
Commitments and Expected Results			
.....	12, 13		
Contact List	44		
continuous passive motion	24		
Cross Canada Sweep	26		
Economic Benefits	27		
efficient	16		
employment	3		
Ethical Standards	35		
Executive Summary	1		
Expenditures by Province	46		
federal investment	2, 3		
Financial Data	11		
Financial Tables	39		
funding	1, 3, 8		
graduate students	29		
Grants and Awards	47		
health services	23		
HIV/AIDS	22		
Improving Health through Research			
.....	24		
international benchmarks	15		
International Collaboration	36		
International Excellence	17		
International prizes and awards ..	17		
internationally comparable investment			
.....	9		
Legislation	45		
lines of investigation	3		
Mandate	5		
Mission	5		
Neurotrauma Research	32		
Objectives	6		
Operating Environment	6		
Organization of the Agency	10		
Council	10		
Secretariat	10		
selection committees	10		
Standing Committees	10		
Ottawa Heart Institute	28		
Partnerships	31		
per capita investment	1		
performers	7		
Planned and Actual Spending	41		

NAFTA Secretariat, Canadian Section

A	Actual Spending	16,22,23,24
	Accounts Payable Services	12
	Alternative Services Delivery	11
	Appropriation	10
	Authority	16,22,23,24
B	Background	6
	Binational Secretariat	6
	Business Line	15
C	Canada-Chile Free Trade Agreement (CCFTA)	1,2,3,5,6,7,9,13,18
	Canada-Israel Free Trade Agreement (CIFTA)	1,2,3,5,6,7,9,13,18
	Canada Communications Group Inc	12
	Chilean national Section	9,20
	Client Satisfaction Survey	2,3,14,16,17,18,19,20
	Co-delivery Partners	11,12
	Co-location	12
	Competition Tribunal	12
	Consolidated Reporting	21
	Contracting	12
	Contacts	25
	Corporate Objectives	8
	Cost-recovery	12
D	Departmental Outputs	17
	Departmental Performance	16
	Dispute resolution/settlement process	1,2,3,4,8,9,18
	Dispute Settlement Provisions, Chart of	7
E	EDP Equipment	12
	Endnotes	26
	Executive Summary	1
	External Factors	11
	Extraordinary Challenge Committee (ECC)	13,17
F	Financial Information Strategy (FIS)	12
	Financial Performance	16,22,23,24
	Foreign Affairs and International Trade, Dept. of	13, www.dfait-maeci.gc.ca
	Free Trade Agreement (FTA)	6
	Free Trade Agreement of the Americas (FTAA)	1,10,20, www.ftaa-alca.org
	Full Time Equivalents	12,23
H	Hearing rooms	12

NAFTA Secretariat, Canadian Section (cont'd)

I	Information technologies/systems	2,8,9,21
	Israeli national Section	10,20
M	Mandate	4
	Mandated Responsibilities Structure	5
	Mexican national Section	2,3,4,5,6,7,9,13,21
	Minister's Message	3
	Mission Statement	6
	Motions and Orders Research Database	1,9,19
N	NAFTA	www.nafta-sec-alena.org
	NAFTA Co-ordinating Secretariat	10,20
	Non-responsible Revenues	23,24
O	Operating Context	10
	Operating Environment	6
	Other Information	25
P	Performance Accomplishments/Expectations/Results	16,17
	Personnel services	12
	Planned Spending	16,22,23,24
	Program Objective	7
	Public Works and Government Services Canada	23
R	Reach	13
	Registry Information System	1,9,19
	Resources	10
	Results	14
	Results Commitments, Chart of Key	2,16
	Revenue Canada	13
S	Shared Services	12
	Softwood Lumber Agreement	1,2,3,6,17
	Stakeholders	13,14,18
	Stakeholders' feedback	2,15,17
	Strategic Priorities	9
T	Tax Court of Canada	12
	Treasury Board Secretariat	14,23
	Trilateral Financial System	1,9,19
U	United States national Section	2,3,4,5,6,7,9,13,21
W	World Wide Web	2,3,9,19, www.nafta-sec-alena.org
Y	Year 2000	9,19,21

National Battlefields Commission

A	
Anticipated performance	19
Accomplishments in terms of performance	20
Acts and related regulations.....	31
C	
Capital Spending by Business Line.....	31
Challenges	15
Comparison of Total Planned Spending to Actual Spending	27
Comparison with the former structure	18
Consolidation of Reports.....	24
D	
Departmental Overview.....	10
Departmental Performance	19
Description of sectors of activity.....	16
F	
Financial Performance	25
Financial Performance Overview	25
Financial Summary Tables.....	26
H	
Historical Comparison of Total Planned Spending to Actual Spending.....	28
M	
Mandate, vision and mission.....	10
Messages.....	7
Message from the Minister of Canadian Heritage	7
Message from the President of the	
National Battlefields Commission.....	9
N	
Non-Respendable Revenues	30
O	
Objectives	15
Operating framework.....	11

National Battlefields Commission (cont'd)

Organization of the National Battlefields Commission	16
Organizational Structure	17
Other information	32

P

Presentation of Financial Information.....	23
--	----

R

Resource people	32
Resource Requirements by Organization and Business Line	29

S

State of Preparedness for the Year 2000.....	24
Statutory Annual Reports	24
Strategic priorities	15
Summary of Voted Appropriations	26

T

Table of primary commitments in terms of results	6
--	---

U

Use of site	14
-------------------	----

W

Web site.....	32
---------------	----

National Energy Board

AEC Suffield Pipeline *11,22*
Alberta Natural Gas Pipeline
(ANG) *6*
Alliance Pipeline *6,11,23,30*
Annual Report *17,32*
Assurance of Voluntary Compliance
(AVC) *14*
BC Gas *11,23*
Canada Nova Scotia Offshore Petroleum
Board *14*
Canadian Energy Pipeline Association *11*
Canadian Environmental Assessment
Agency *6,30*
Comprehensive Study Report *11*
Construction *iv,1,4,6,13,15,29*
Fisheries & Oceans Canada *11,30*
Detailed Route Hearings *iv,15,16,21,22,23*
Dial-in *iv,17*
Electric Power Industry *7*
Electronic Regulatory Filing *17,31*
Environment *iv,1,5,10,11,12,13,30*
Environmental
Assessment *iv,1,3,5,6,11,12,30*
Environment Canada *11,30*
Environmental Committee *12*
Environmental Inspections *8,12*
First Nations *10*
Foothills Pipe Lines Ltd. *6,11,29*
Hearings *iv,3,4,10,15,16,17,20-23*
Injuries *1,13*
Internet *16,17,19,34*
Investigation *8,14,29*
Landowners *iv,1,6*
Maritimes & Northeast Pipeline
Management Ltd. *iv,22,23*
Memoranda of Understanding *16,29,30,31*
Non-hearing Applications *10,11*
Northstar Energy Corporation *11,20*
Coleman Pipeline *11*
Nova Gas Transmission Ltd. *6,11*
Occupational Health & Safety *12*
Onshore Pipeline Regulations *13,32*
Ontario Energy Board *17,31*
Pipeline Incidents *1,12,29,31*
Pipeline Projects *iv,v,6*
Pipeline Ruptures *12,13*
Portland Natural Gas Transmission *iv*
Protection *iv,1,2,4,10,12,15,30*
Public Hearings *3,4,17,20-24*
Public Information *16,17*
Public Service Alliance of Canada *7*
Regulations *iv,8,11,12,13,30,32-33*
Regulatory Agenda *17*
Regulatory Mandate *4*
Sable Offshore Energy Inc. *14,22*
Safety *iv,1,2,3,4,5,6,8,12,13,14,15,19,29*
Supply and Demand Report *v,15,16*
TransCanada PipeLines Limited *6,11,21,22*
Trans Québec & Maritimes
Pipeline Inc. *iv,6,21*
Transportation *v,6,11,15,29*
Vector Pipeline *11,23*
Web Site *iv,17,19,32*
Westcoast Energy Inc. *11,23*
Y2K *15,19*

National Parole Board

A

Aboriginal peoples, 11
accelerated parole review, 38
accountability,
 framework, 7
 openness and accountability, 15

B

business line
 description, 17
 financial summaries, 18, 27
 resource requirements, 36

C

charges for serious offences, 19
chart of key results commitments, 10
clemency, 18, 31
clemency and pardons
 business line, 18
 financial summary, 27
commitment to quality, 15
conditional release
 business line, 18
 financial summary,
continuous learning, 15
corporate
 strategies, 15
 management, 18

D

day parole, 19-21, 37
decision registry, 5, 26, 27
diversity, 11
detention, 38

E

environment factors, 11
effectiveness, 15
efficiency, 15

F

fiscal constraints, 12
financial performance, 34
full parole, 19-23, 37

G

Government priorities, 11

H

I

Information sharing and technology, 12

J

K

L

legislation, 11, 37
legislative review, 11

M

Mandate, 7
Mission, 7

N

National Parole Board (cont'd)

O

observers at hearings, 5, 26
organization composition, 8, 32
outcomes of conditional release, 20,21
openness and accountability, 15 24

P

pardons
 applications, 28, 38
 granted, 29
 revocations, 29
 processing times, 30
parole, 4, 19-23, 37
partners for business line delivery, 8
planned spending, 35
post-warrant expiry recidivism, 22, 23
public attitudes, 12

Q

R

S

statutory release, 19-23, 27

T

temporary absences, 37

U

V

victims, 5, 26
Vision, 11, 13

W

XYZ

Year 2000, 16

National Research Council

A

Aboriginal, 27, 31
Aerospace, 7, 9, 11, 12, 19, 20
Assessment, 12, 18, 22, 23, 32
Audit, 23

B

Biotechnology, 7, 9, 10, 11, 14, 20
Biotechnology Research Institute (BRI), 15, 20

C

Canada Institute for Scientific and Technical
Information (CISTI), 5, 8, 14, 28, 29,
Canadian Hydraulics Centre, 29
Canadian Technology Network (CTN), 5, 8, 12, 28
Centre for Surface Transportation Technology, 29
Competitiveness, 6, 7, 9, 20
Construction, 7, 19, 21
Core Research, 7

E

Entrepreneurship, 9, 12

H

Herzberg Institute of Astrophysics (HIA), 23

I

Industrial Materials Institute (IMI), 15, 19
Industrial Research Assistance Program (IRAP), 5,
8, 10, 12, 14, 25, 26, 27, 28
Industry Partnership Facilities, 17
Information and Communications, 7, 11, 14, 15, 16
Innovation, 6, 7, 8, 9, 10, 11, 14, 25, 28
Institute for Aerospace Research (IAR), 11, 20
Institute for Biodiagnostics (IBD), 10, 11, 15, 20
Institute for Biological Sciences (IBS), 15, 22
Institute for Chemical Process and Environmental
Technologies (ICPET), 15, 18
Institute for Information Technology (IIT), 10, 15,
16
Institute for Marine Biosciences (IMB), 9, 11, 15,
20
Institute for Marine Dynamics (IMD), 22, 23
Institute for Microstructural Sciences (IMS), 10, 15,
23
Institute for National Measurement Standards
(INMS), 21

Institute for Research in Construction (IRC), 19, 21
Integrated Manufacturing Technologies Institute
(IMTI), 15, 16

M

Manufacturing, 7, 11, 14, 17, 18, 19, 21

N

National Research Council Act, 5, 6, 46

O

Ocean Engineering, 7

P

Peer Review, 23, 24
Plant Biotechnology Institute (PBI), 15, 19
Program Evaluation, 23

R

Regional Initiatives, 9, 10

S

Spin-offs, 10, 12, 22, 23
Steacie Institute for Molecular Sciences (SIMS),
16, 17

T

Technological Development, 6
Thermal Technology Centre, 29
Training, 18

V

Vision to 2001, 6, 9

W

Wealth Creation, 9, 25
Weights and Measures Act, 5, 6, 46

Y

Year 2000, 31, 32
Youth Employment Strategy, 27

Natural Resources Canada

A

Aboriginal issues, 5, 6, 15, 21, 22, 32, 41, 46, 50
Aboriginal/Industry Partnership Strategy, 22
Agreement on Internal Trade, 20
Alternative fuels, 36, 48, 53

B

Biotechnology, 49, 64

C

Canada Lands Surveyors Act, 32
Canada–Argentina Project for Technology, 1, 20,
40
Canada–Brazil Project for Sustainable
Development in the Minerals Sector, 40
Canada–Nunavut Geoscience Office, 21
Canadian Council of Energy Ministers, 28
Canadian Council of Forest Ministers, 19
Canadian Industry Program for Energy
Conservation (CIPEC), 17
Canadian Spatial Reference System, 11, 32, 47
CANDRILL water-powered rock drill, 16
Chart of Key Results, 6-8
Climate Change Action Fund, 2, 12, 24, 25, 51, 54,
55, 57, 69
Climate Change Information Project, 10
Climate Change National Implementation Strategy,
2, 12, 24, 51
Climate Change Secretariat, 12, 25, 68-70
Commercial Building Incentive Program, 25, 39
Community Capacity Building Strategy, 21, 22
Community Energy System, 17, 22, 26
Comprehensive Nuclear Test Ban Treaty, 33
Costa Rica-Canada Initiative, 19
Cost recovery, 4, 34

D

Department-Wide Mission Critical Systems, 37

E

EnerGuide, 25, 42, 66, 67
Energy Innovators Initiative, 17, 39, 42
Energy Technology Futures Project, 24, 41
Environmental assessment, 29, 43, 48
Excellence, 35
Explosives regulations, 5, 7, 30, 33, 47, 69, 71
EXTECH, 17

F

Financial Performance, 54-62
Fire Monitoring, Mapping and Modelling System,
2, 30, 31, 43
First Nation Forestry Program, 22, 50
Fleet Management, 36, 48, 53
Forest fires, 2, 30, 31, 43
Forest management, 13, 14, 19, 27, 31, 41
Froth Treatment Pilot Facility, 17

G

GeoConnections, 2, 10
Geomatics Professional Development Program, 35
Global Positioning Systems, 11, 32
Government-Wide Mission Critical Systems, 37
Greenhouse gas emissions, 2, 14, 17, 23, 24, 36,
41, 42, 46, 67
Guide to Good Management, 35, 47

H

Honours and Awards, 63-67

I

International Business Strategy, 19, 40
International Forest Convention, 19
International Forestry Partnerships Program, 19

Natural Resources Canada (cont'd)

K

Kyoto Protocol, 7, 23, 24, 46, 51

L

Latin American Trade Office, 1, 12, 19

M

Metals in the Environment (MITE), 28
Mine Environment Neutral Drainage
(MEND) 2000 Program, 27, 28, 71
Mines Ministers of the Americas (MMA), 39
Minister's Message, 1-2
Model Forest Program, 14
Modern Comptrollership, 37

N

National Contingency Planning Group, 37
National Energy Code, 25
National Energy Use Database, 11
National Forest Strategy, 13
National Geoscience Mapping Program
(NATMAP), 18
Natural hazards, 5, 7, 30, 31, 47, 49

O

Oceans Monitoring Workstation, 28
Offshore Occupational Health and Safety
Regulations, 33
Organization Chart, 68

P

Partnerships, 4, 5, 19, 50, 51, 69
Performance Measurement Framework, 6, 8, 41-
48
Pest Damage and Control, 27
Program of Energy Research and Development
(PERD), 24

R

RADARSAT, 20, 24, 30
Radioactive waste, 29
Renewable Energy Deployment Initiative (REDI), 17
ResSources, 10
RETScreen™, 22

S

S&T Internship Program, 35
S&T Management Framework, 8, 35, 44, 47
Seismic Monitoring, 33, 37
SoftAccess, 10
Spruce Budworm Decision Support System, 27, 42
State of Canada's Forests report (1997-98), 6, 11, 70
State of Energy Efficiency in Canada (1998), 6, 7,
11, 70
Sustainable Communities Initiative, 22
Sustainable Development Strategy, 6, 7, 36, 38-43

T

Taxation, 16, 71
Technical Committee on Business Taxation, 16
Topographic maps, 30, 52, 68
Trade Missions, 1, 12, 19

Y

Year 2000 readiness, 32, 37

Natural Sciences and Engineering Research Council of Canada

C

Career i, iii, 8, 9, 12, 29, 30, 31, 32
Clients 6, 7
Collaboration 10, 12, 17, 19, 20, 21, 33

E

Education i, 6
Employment iii, 32, 45
Environment i, 10, 26

I

Infrastructure 11, 35
Innovation i, 5, 6, 9, 10, 11
International iii, 6, 10, 11, 12, 14, 17, 19,
...21, 23, 27, 44

J

Jobs i, iii, 10, 12, 16, 29

P

Partners 6, 8, 9, 11, 12, 19, 22, 23, 44
Partnership iii, 5, 9, 10, 11, 12, 14, 22,
...33, 43, 44
Patents 10, 17, 20
Prizes 17, 21
Products and processes 10, 17, 25, 26
Publications 17, 18, 19, 20

R

Research and development 3, 6, 17, 23,
...31

S

Spin-off companies 17, 23, 43
Success stories 17, 27, 28
Service iii, 10, 11, 14, 15, 16, 17, 23, 33,
...44

T

Technology transfer 15
Training i, 5, 9, 10, 15, 16, 17, 29, 31, 43
...44, 45

Y

Y2K 33, 35
Young people i, 5, 6, 9, 12, 29

Northern Pipeline Agency Canada

Aboriginal 7
Agreement *1,3,4,6,9,11*
Alaska Highway Gas Pipeline Project *1*
Alaska Natural Gas Transportation Act *4*
Alaska Natural Gas Transportation System (ANGTS) *1,3*
Alaskan Gas 5
Alaskan North Slope 6
Appropriations *13*
Beaufort Sea 5
British Columbia *7,16*
Canadian Gas *17*
Compliance *3,4,9*
Consortium 6
Consultation *6,9*
Contacts *16*
Cost recovery *11,12,16*
Contingencies *11*
Councils 7
Crown Land 9
Eastern Leg *1,5,9*
Economic recession 5
Environmental factors *4*
Environmental protection 6
Expenditures *11,13,14*
Exports *1*
Fixed costs *11*
Flow Capacity *1,6*
Foothills Pipe Lines Ltd. *1,4,6,9,11*
Hearings *4*
Indian and Northern Affairs Canada (INAC) *9,11*
Indian Reserves 9
Legislation *4,16*
Mackenzie Delta *1,5*
Northern Pipeline Act *1,3,4,6,12,16*
Opportunities 5
Pacific Rim 6
Phase I 5
Phase II *5-7,11*
Pipeline safety 6
Prebuild *1,5,6,11*
Recoverable costs *9,12*
Regulations *9,11,16*
Regulatory *3,4,9*
Revenues *13-15*
Route *1,5*
Routing issues 4
Socio-economic *4,16*
Technical design 4
Terms and Conditions *3,4,16*
Variable costs *11*
Western Leg 5
Y2K *10*
Yukon *7,9*

Public Service Commission of Canada

A

Accelerated Executive Development Program, 25
Accomplishments, 1, 18
Accountability
 Initiative, 41
 Staffing Delegation Agreement, 21, 41
Achievement reported in the PSC's 1998-99 DPR, 5
Activities and Accomplishments, 24
Adaptation and Innovation of the Public Service, 11, 19
Agreement
 Staffing Delegation and Accountability, 21, 41
Assistant Deputy Minister Pre-Qualification Process, 25

B

Business lines
 Corporate Services, 15, 44, 50-51
 Description, 20, 31, 35, 37, 44
 Financial Allocation, 18, 20, 30, 34, 37, 44
 Learning, 15, 30-34, 49-52
 Objective, 20, 31, 35, 37, 44
 Performance Accomplishments, 18-46
 Performance Expectations, 17, 21, 24, 25, 27, 29, 31, 32, 34, 35, 37, 38, 39, 41, 44, 45, 46
 Policy, Research and Outreach, 15, 37-44, 50-51
 Recourse, 15, 34-36, 50-51
 Resourcing, 15, 20-30, 50-51

C

Canadian Centre for Management Development, 12, 13, 29, 31, 40
Career Assignment Program, 25-26
Challenges
 and Accomplishments, 1
 for Executive Programs, 26
Chart
 of Key Results Commitments, 5
 Organizational Structure, 15
Clients, 12-14
Communications and Outreach, 40
Community
 Communications, 33

Comptrollership, 32
 Human Resources, 32
 Middle Manager, 32
Consultation, 35
Contacts for Further Information, 53
Corporate Development Programs, 25-26
Corporate Services
 Business Line, 44-46, 50-51
 Components
 Finance, 45
 Human Resources Management, 44
 Information Technology, 45
 Internal Audit, 46
 Description, 44
 Financial Allocation, 44
 Objective, 44

D

Departmental
 Contacts for further information, 53
 Organization, 15
 Overview, 9-15
 Performance, 17-46
 Reports, 54
 Annual, 54
 <http://www.psc-cfp.gc.ca/annrept/ann9798e.htm>
 Departmental, 54
 <http://www.tbs-sct.gc.ca/rma/dpr/97-98/9798dpre.html>
 <http://www.tbs-sct.gc.ca/tb/estimate/pub3e9900.html>
 Use of authority, 22
 Website, 53
 <http://www.psc-cfp.gc.ca/>

E

Education, 36
Employment
 Equity, 23-24
 Systems Reviews, 19, 24, 30, 42-43
Exclusive and Non-exclusive Responsibilities, 9, 10
Executive Programs, 24-27
Executive Summary, 1-3
Expectation from the 1998-99 RPP
 Corporate Services
 Finance, 45
 Human Resources Management, 44
 Information Technology, 45
 Internal Audit, 46

Public Service Commission (cont'd)

Learning

Horizontal Management of Learning, 31

Needs of Functional Communities, 32

Use of Modern Technology, 34

Policy, Research and Outreach

Information Management and Review, 41

Resourcing Policy and Legislation, 38

Research, 39

Strategic Policy, Planning and

Coordination, 38

Recourse

Consultation, 35

Organizational Renewal, 35

Resourcing

Corporate Development Programs, 25

Executive Programs, 24

Personnel Psychology Centre, 29

*Recruitment and Development Programs
(below EX), 27*

Staffing Reform, 21

F

Finance, 45

Financial Allocation

Corporate Services, 44, 50-51

Learning, 30, 50-51

Policy, Research and Outreach, 37, 50-51

PSC, 18

Recourse, 34, 50-51

Resourcing, 20, 50-51

Financial Performance, 49-52

Financial Summary Tables, 49-52

Functional Communities, 32-33

H

Horizontal Management of Learning, 31

Human Resources

Community, 32

Management, 44

I

Increased Delegation and Flexibility, 22

Information

Management, 28, 43

Management and Review, 41-44

Technology, 45

Technology/Management, 28

Interchange Canada Program, 26

Internal Audit, 46

International Programs, 26

K

Key

Partners and Clients, 12-14

Priorities of the PSC, 11-12

Results Commitments, 5

L

Language Training, 33

Language Training Canada, 33

Leadership Network, 12-13, 31

Learning

Advisory Panels, 31, 32

Business Line, 30-34

Description, 31

Financial Allocation, 30, 49-52

Horizontal Management of Learning, 31

Language Training, 33

Needs of Functional Communities, 32

Objective, 31

Other Activities, 33

Program Directorate, 31, 34

Resource Network, 34

Use of Modern Technology, 34

Legislation Governing the PSC, 54

M

Management Trainee Program, 29

Mandate, 9

Marketing Strategies, 28

Matching People with Work, 28

Middle Manager Community, 32

Mission, 9

Monitoring the Health of Staffing in the Public
Service, 11, 19

N

Needs of Functional Communities, 32

Public Service Commission (cont'd)

O

Objectives, 11
Operating Environment, 11-14
Organizational Renewal, 35
Organizational Structure, 15
Other Activities, 33
Other Information, 53

P

Partners and Clients, 12-14
Performance Accomplishments, 18-46
 Corporate Services, 44-46
 Departmental, 18-20
 Learning, 30-34
 Policy, Research and Outreach, 37-44
 Recourse, 34-36
 Resourcing, 20-30
Performance Expectations
 Corporate Services
 Finance, 45
 Human Resource Management, 44
 Information Technology, 45
 Internal Audit, 46
 Learning
 Horizontal Management of Learning, 31
 Needs of Functional Communities, 32
 Use of Modern Technology, 34
 Policy, Research and Outreach
 Information Management and Review, 41
 Resourcing Policy and Legislation, 38
 Research, 39
 Strategic Policy, Planning and Coordination, 38
 Recourse
 Consultation, 35
 Organizational renewal, 35
 Resourcing
 Corporate Development Programs, 25
 Executive Program, 24
 Personnel Psychology Centre, 29
 Recruitment and Development Programs (below EX), 27
 Staffing Reform, 21
Performance Measurement, 17
Personnel Psychology Centre, 29-30
Policy, Research and Outreach
 Business Line, 37-44
 Components
 Communications and Outreach, 40
 Information Management and Review, 41-44
 Research, 39

Resourcing Policy and Legislation, 38
 Strategic Policy, Planning and Coordination, 38
 Description, 37
 Financial Allocation, 37, 50-51
 Objective, 37
Post-Secondary Recruitment Program, 27-28
President's Message, 7
Priorities, 11-12
Privy Council Office, 12-13, 31
PSC
 Accomplishments, 20-46
 Business Lines, 15
 Department Performance, 17-46
 Financial Allocation, 18
 Mandate, 9
 Mission, 9
 Objectives, 11
 Operating Environment, 11-14
 Organizational Structure, 15
 Partners and Clients, 12-14
 Performance Expectations, 17
 Performance Measurement, 17
 Priorities, 11-12
 Responsibilities, 9-11
 Vision, 9
Program
 Accelerated Executive Development, 25
 Career Assignment, 25
 Corporate Development, 25-27
 Executive, 24-25
 Interchange Canada, 26
 International, 26
 Management Trainee, 29
 Post-Secondary Recruitment, 27-28
 Recruitment and Development (below EX), 27-29

R

Recourse
 Business Line, 34-36
 Components
 Consultation, 35
 Education, 36
 Organizational Renewal, 35
 Description, 35
 Financial Allocation, 34, 50-51
 Objective, 35
Recruitment and Development Programs (below EX), 27-29
Redesign of the Management Trainee Program, 29
Renewal
 of the Public Service, 11, 19

Public Service Commission (cont'd)

of the Recourse Process, 35

Report

Annual, 54

<http://www.psc-cfp.gc.ca/annrept/ann9798e.htm>

Departmental, 54

<http://www.tbs-sct.gc.ca/rma/dpr/97-98/9798dpre.html>

<http://www.tbs-sct.gc.ca/tb/estimate/pub3e9900.html>

Repositioning the PSC, 11, 18

Research, 39

Resourcing

Business Line, 20-30

Components

Corporate Development Programs, 25-26

Employment Equity, 23-24

Executive Programs, 24-25

Personnel Psychology Centre, 29-30

Recruitment and Development Programs

(below EX), 27-29

Staffing Reform, 21-22

Description, 20

Financial Allocation, 20, 50-51

Objective, 20

Resourcing Policy and Legislation, 38

Responsibilities

Exclusive, 9

Non-Exclusive, 10

Review

Employment Systems - PSC as a

Department, 19, 43

Employment Systems Review: PSC's

General Recruitment and Priority

Administration Systems, 19, 42

External Review of Selected Instruments of

the PSC's Personnel Psychology Centre,

19, 30, 42

Upward Mobility in the Public

Service, 19, 42

S

SmartShops, 21

Staff Development and Training Fund, 51-52

Staffing

Delegation and Accountability

Agreement, 21

Reform, 21-23

System Studies, 42

Workshop, 21

Strategic Policy, Planning and

Coordination, 38

Streamlined Recruitment Process, 27-28

Statutory Annual Report and Other

Reports, 54

<http://www.psc-cfp.gc.ca/annrept/ann9798e.htm>

<http://www.tbs-sct.gc.ca/rma/dpr/97-98/9798dpre.html>

<http://www.tbs-sct.gc.ca/tb/estimate/pub3e9900.html>

T

The Learning Network, 12-13, 31

The Learning Resource Network, 34

Training and Development Canada, 31

Training Revolving Fund, 52

Treasury Board Secretariat, 12-13, 31

V

Values

in Staffing, 21

in Staffing Workshop, 21

Vision, 9

W

Websites

<http://www.psc-cfp.gc.ca/>

<http://www.psc-cfp.gc.ca/annrept/ann9798e.htm>

<http://www.tbs-sct.gc.ca/rma/dpr/97-98/9798dpre.html>

<http://www.tbs-sct.gc.ca/tb/estimate/pub3e9900.html>

Y

Year 2000, 47

Public Service Staff Relations Board

Arbitration boards 6
Audit 16, 17
Canada Labour Code Part II 5
Certification 6
Client satisfaction survey 9, 12, 15
Collective bargaining 6, 19
Conciliation boards 6, 18
Conciliators 6
Designating positions - safety or security 19
Designation review panels 19
Expedited adjudication 9, 20
Grievance adjudication 18, 19
Grievance mediation 12, 14
Grievance mediation pilot project 6, 9, 15
Information management and production services 17
Interest arbitration (suspension) 6
Judicial review 14
Legal services 14
Management control framework 16
Management information technology 17
Managerial or confidential exclusions 6
Mandate 5
Mediation and conciliation services 5, 15
Mission statement 5
National Joint Council 6
Operations Services 12, 13, 15
Organization chart 7
PSSRB Decisions 13
Parliamentary Employment Staff Relations Act 5, 6
Planned spending 8



Public Service Staff Relations Board (cont'd)

Pre-hearing Conference 9
Preventive mediation program 14
Public Service Staff Relations Act 5, 7
Strike 7
Successor rights 6
Teleconferencing 9
Training session (dispute resolution) 15
Universal classification standard 6
Yukon Education Act 5
Yukon Public Service Staff Relations Act 5
Video conferencing 9
Volume of cases 18
Website 12, 16
Year 2000 (Y2K) 17, 20

Public Works and Government Services Canada

Aboriginal business, 18-19
Accounts of Canada, 1, 10, 20
Accrual accounting, 10, 20-21, 40
Accommodation, 3, 5, 9, 12-13, 15, 49, 51, 53, 55, 58
Alternative Forms of Delivery, 14
Alternative Service Delivery, 24
Canada Site, 4, 35
Canada Gazette, 10, 33, 35
Central Services, 9
Compensation, 1, 5, 10, 23-24, 36
Construction, 3, 42
Consulting and Audit Services, 1, 10, 28, 56
Contracting, 1, 3
Contracts Canada, 17
Depository Services Program, 10
Direct deposit, 10, 21-22, 43
Electronic commerce, 4, 10-11, 25-27
Electronic directory, 4, 27
Electronic delivery, 10, 25, 27
E-mail, 26
Federated infrastructure, 10
Financial Information Strategy (FIS), 20, 24, 40
Interpretation Services, 1, 10, 31
Partnership, 11, 14, 21
Procurement, 9-10, 16-18, 33
Reference Canada, 33
Small business, 17
Telecommunications, 3-4, 10, 22, 25-26, 39-40, 50-51, 53, 56, 64
Termium, 31
Translations Services, 1, 3-4, 10, 31, 56
Surplus assets, 9, 16
Sustainable development, 9-10, 14, 29, 41-45
Year 2000, 1, 4, 10, 14, 17, 22, 25-26, 29, 35
Waste management, 42, 45



RCMP Public Complaints Commission

A

Authorities, 9, 20,22

C

Communications, 6, 16

Chair, 2, 4, 7, 9, 11, 12, 13, 14, 16, 22

F

FTE, 20

H

Human resources, 18

M

Management, 18

Mandate, 1, 2, 3, 4, 5, 6, 16

N

Net cost, 20

O

Objective, 6, 10, 17

Offices, 16

Operating Environment, 6

Organization structure, 4, 7, 9, 18

P

Personnel, 7

R

RCMP, 1, 3, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14,
15, 19, 21, 22

Resources 10, 18

Role and responsibilities, 6

S

Strategies

Communications, 6, 16

Receipt and review of complaints, 6,14

V

Vice-Chair, 7, 14

Registry of the Federal Court of Canada

Access to the Court	5, 9, 11, 16
Accomplishments	9, 10, 13
Case Management	1, 2, 5, 6, 10, 12, 13, 14, 15, 16
Consolidated Reporting (Year 2000 Issues)	20
Employment Equity	17, 27
Facilities, Resources and Equipment	17
Financial Performance	21
Informatics and Technology	16, 17
Key Results Commitments	1, 10, 13
Legislation Administered by the Court	26
Mandate and Mission	3
Official Languages	8, 16, 18, 19, 28
Organizational Structure	6
Performance Expectations	10
Performance Measures	15
Quality Service Standards	4, 10, 16
References	24
Rules of the Court	5, 7
Staff Training	6, 10, 17
Universal Classification System	14

Royal Canadian Mounted Police

A

Aboriginal, 36
accountability
 framework, 2
 to Minister, 5
 to Parliament, 1
achievements, 12-14
acronyms, ii
Anti-Smuggling Initiative, 18
attribution of outcomes, 11
accomplishments, 12-14

B

business lines
 chart, 7
 Contract Policing, 5
 descriptions, 5-6
 Federal Policing, 5
 National Police Services, 5-6
 Peacekeeping, 6

C

Canadian Police College (CPC), 41
Canadian Police Information
 Centre (CPIC), 39
challenges, 4
Chart of Key Results Commitments, 10
Commissioner's Introduction, v
commitments, 9-10
community policing, 20-27
complaints, public, 31
consolidated reporting, 45-47
contacts, 58
Contract Policing, 5, 16-136
costs, see resources
crime, 11, 15-22, 26-36
 economic, 21
 high technology, 21
 overall, 28
 property, 29
 violent, 33
 youth, 34
criminal intelligence, 16, 23, 40
Canadian Criminal Intelligence Service
 (CISC), 40

D

DNA, 38
drugs, 20

E

Endnotes, 61
Executive Summary, iii

F

Federal Policing, 5, 15,-25
federal statutes &
 agreements, 59-60
financial performance, 48
financial resources, 12, 15, 16, 37, 42
financial tables, 49-57
firearms, 39
Forensic Laboratory Services, 38

G

government priorities, 2-3

H

horizontal initiatives, 12-13

I

Interpol, 25
inputs, 14, 17-44

K

Key Results Commitments, 9
key reviews, 17, 18

L

liaison officers, 25

M

mandate, 2
March West, v, vii, 12

materiel management, 47
Minister's Message, v
mission, 2

N

National Police Services, 5, 37-41
Nunavut, v, vii, 13

O

objectives, 2
operating environment, 2-4
 external pressures, 4
 internal challenges, 4
organization
 organizational chart, 5
 of RCMP, 5-8
organized crime, 3, 13, 15-25
outcomes, 14, 17-44
outputs, 14, 17-44

P

partners, 3
peacekeeping, 13, 42-44
performance
 accomplishments, 10-11
 expectations, 9
 consolidated reporting, 45-47
 financial, 48-57
 interpreting, 11
 RCMP accomplishments, 12
 measurement, 11
 reporting, 14
priorities
 Government, 3
 Minister's, v, 3
 RCMP, 2-3
proceeds of crime, 17

Q

quality
 delivery, 4, 15
 service, 4, 15

Royal Canadian Mounted Police (cont'd)

R

RCMP Act, 1
Report on Plans & Priorities, 9
reporting model, 14
resources
 RCMP, 12
 inputs, 12, 15, 26, 37, 42
restorative justice, 27
results
 attribution, 11
reviews, 17, 18,
 interpreting, 11
 measurement, 11
 performance accomplish-
 ments, 12
road safety, 30

S

satisfaction of clients, 32
service
 delivery, 6
 lines, 5-7
 organization of, 7
smuggling
 contraband, 18
 migrants, 19
Solicitor General Canada, v, 1-3, 5
strategic direction, 2
strategic priorities, 2-3
strategies
 Contract Policing, 26-27
 community policing, 26-27
 Federal Policing, 15-16
 organized crime, 16
sustainable development, 46
Swissair 111, vii, 13, 38

V

vision statement, 2

W

Web sites, 58

Y

year 2000 readiness, 45

Solicitor General Canada

A

Anti-Smuggling Initiative, 13

C

Canada Public Safety Information Network, 1, 18
Canadian Police Information Centre, 1, 14, 19
Canadian Security Intelligence Service, 2, 5, 22, 37
Chart of Key Results Commitments, 5, 7
citizen engagement, 1, 5, 6, 7, 11, 19
Correctional Service of Canada, 2, 3
Corrections and Conditional Release Act, 1, 5, 15, 37
crime prevention, 7, 11, 20, 21, 22
Criminal Records Act, 15, 37

D

DNA, 6, 14

F

Federal-provincial-territorial partnerships, 19
Financial Systems, 24
First Nations Policing Policy, 5, 21

G

Gathering Strength Initiative, 16
governance and training for police services, 7, 11, 21

I

Integrated Proceeds of Crime, 13
integrating justice information, 1, 5, 11

L

La Relève, 24

N

National Counter-Terrorism Plan, 17
National Parole Board, 2, 3, 16, 25
National Police and Peace Officers' Memorial Day, 14
National Police Services, 14

O

Office of the Correctional Investigator, 2, 3, 9, 23
Office of the Inspector General, CSIS, 9, 22
organized crime, 1, 5, 7, 11, 12, 13, 14, 19

P

Public Education, 24

R

RCMP External Review Committee, 2, 3, 9, 23
RCMP Policing Services, 14
RCMP Public Complaints Commission, 2, 3, 9, 23
Royal Canadian Mounted Police, 2, 5, 37

S

Suspicious Transaction Reporting, 13

T

Transfer of Offenders Act, 15, 37
Tripartite policing agreements, 7, 11, 21

Y

Year 2000 Readiness, 25

Statistics Canada

A

Aboriginal Peoples 4, 6, 25
Accessibility 2, 14, 33
Accuracy 2, 4, 14, 28
Auditor General..... 4, 41

B

business lines..... 4, 13
Business Register 27, 30, 45

C

Census of Population 2, 4, 11, 12, 17, 31, 35, 39,
41, 44, 50, 52, 53
Classification Systems 42, 43
Client..... 9, 14, 35, 36, 39, 40
Coefficients of Variation 2, 30, 31
Coherence..... 2, 4, 14, 42
Connecting 25, 37
Coverage 2, 30

D

Data Gaps II 16, 21

E

Economic Growth 4, 6, 22
Education Statistics 17, 56
Employee..... 2, 14, 21, 22, 46, 47

G

Global Challenges and Opportunities..... 4, 6, 24

H

Harmonized Sales Tax 4, 6, 7, 28
Health Statistics 16
Human Development 24
Human Resource Development..... 4, 6
human resources..... 15

I

Internet2, 4, 14, 20, 34, 36, 38, 40
Interpretability 2, 4, 14, 41

K

Knowledge Based Economy..... 4, 6, 16, 21

L

Labour9, 10, 14, 22, 29, 30, 31, 33, 43, 44, 45, 55,
58

M

mandate4, 7, 8, 40
Media8, 14, 34
meta data14, 41
mission4, 7, 14, 19, 29, 42, 48

P

Partnerships14, 37
Policy Decision making2, 14, 17
Policy Research Committee21, 24
Policy Research Initiative16, 21
Project to Improve Provincial Economic Statistics
.....4, 27

Q

Quality 2, 4, 7, 8, 13, 14, 15, 17, 24, 28, 29, 30,
41, 42

R

relevance8, 13, 15, 26, 32, 33, 56
respondent burden 14, 43, 45
response burden 15, 44, 45

S

Service..... 11, 20, 39, 40, 45, 46, 58
Services Statistics16
Social Cohesion4, 6, 23
standards8, 9, 13, 14, 15, 29, 39, 42

T

Timeliness2, 14, 32, 33

W

Web.....34

Y

Year 2000.....2, 19, 48

Supreme Court of Canada

A

Access	1, 2, 6, 8, 10, 11, 12, 13, 23
Appeal Process	3, 4, 5

B

Business Line	6, 8, 9, 17, 21, 22
---------------------	---------------------

D

Departmental Organization	6, 7
---------------------------------	------

C

Case Management System	1, 2, 8, 9, 12, 13, 17
------------------------------	------------------------

E

Economic Factor	11
-----------------------	----

I

Independence of the Court	6, 11, 12
Information Base	6, 8, 12, 13
Internet	4, 10, 13, 17, 23

J

Judges	3, 4, 7, 9, 10, 17, 18
<i>Judges Act</i>	11, 23
Judgments	1, 4, 9, 13, 17
Jurisdiction	3, 10

L

Legislative Factor	10
--------------------------	----

M

Mandate	3, 6, 8, 12
---------------	-------------

O

Objective	6
Office of the Registrar	1, 3, 6, 8, 12, 17, 21, 22

P

Political Factor	11
Professional Factor	11

Supreme Court of Canada (cont'd)

R

Registrar's Message 1

S

Social Factor 10

Supreme Court Act 10, 11, 12, 23

T

Technological Factor 1, 13

Transfer Payments 17, 22

W

Workload 1, 6, 9, 10, 11, 17

Y

Year 2000 1, 11, 16

Transport Canada

A

Air Pollution · 24

C

Canada Marine Act · 19
Canada Ports Corporation · 10, 19, 60
Canadian Transportation Agency · 9
Civil Aviation Tribunal · 9
Climate Change · 24

E

Environmental Assessments · 25

F

Financial Information Strategy (FIS) · 34

G

Grain Transportation · 18
Ground Transportation Strategy · 17

H

Highways and Bridges · 23

I

Information Management / Information
Technology · 36

J

Jacques Cartier and Champlain Bridges Inc. ·
10

L

Land Remediation · 25

Lease Review of Local Airport Authorities · 21

M

Marine Atlantic Inc. · 10
Marine Quality Assurance Program · 31
Modernization of Comptrollership · 34

N

National Airports Policy · 20
National Marine Policy · 22

P

Public Service Renewal · 35

R

Rail Safety Direction 2006 · 29
Recruitment and Retention
(technical inspectors) · 35
Regulatory Reform · 32
Research and Development · 33
Road Safety Vision 2001 · 27

S

Safety and Regulatory Oversight · 31
Safety of Air Taxi Operations Task Force · 30
Security and Emergency Plans · 31
Strategic Planning and Performance
Framework · 27
Sustainable Transportation Strategy · 23

T

Transportation Safety Board of Canada · 9

V

VIA Rail Canada Inc. · 10, 48
VIA Rail Review · 18

Transportation Safety Board of Canada

Air	1, 3, 4, 7, 10, 11, 13, 16, 19, 22
Challenges	6, 8, 26
Cooperation	1, 5, 18, 21, 36, 40
Internet	6, 17, 21, 36, 37, 39, 42
Investigation Process	13, 20, 36-38
Key Results	24
Key safety issues list	17, 39
Legislation	3, 5, 20, 34, 35
Marine	1, 3, 4, 10, 13, 16, 19, 22
Occurrence Classification Policy	13, 37
Operating Environment	4
Organization	2, 3, 5, 8, 9, 36, 42
Performance Expectations	10
Pipeline	3, 4, 8, 10, 13, 16, 19
Priorities	6, 10, 11, 18, 26, 29
Program Review	10, 11, 20, 23
Rail	1, 3, 4, 8, 10, 13, 16, 19, 21
Recommendations	1, 3, 6, 8, 10, 13-19, 35
Reflexions	17, 35
Service to Canadians	10, 13
Swissair	1, 2, 6, 7, 11-13, 17, 18, 20, 21, 24, 26, 27, 29-33, 38
Transportation occurrence	2, 3, 5, 6, 8, 37
UCS	12, 18, 20, 24, 26, 27, 29
Year 2000	8, 28

Veterans Affairs Canada

Benefits and Services Business Line	13, 20
Commemoration Service Line	14, 15, 18, 21, 35
Health Care Service Line	13, 15, 21, 32
Pensions Advocacy Service Line	13, 15, 21, 30
Pensions and Allowances Service Line	13, 15, 21, 26
Business Lines	7, 13
Benefits and Services	13, 20
Corporate Administration	13, 40
Veterans Review and Appeal Board	13, 43
Business Renewal	3, 7
Benefits Redesign Project (BRP)	23, 70
Client-centred Service Approach	3, 7, 22
Corporate Services Infrastructure Review	3, 7, 40
Client Service Delivery Network	3, 23, 47, 70
Clients	3, 8-10
Disability Pension	26
Key Results Commitments	2, 15-18
La Relève	41
Modern Comptrollership	41
Organization Chart	12
Partnerships	6, 15, 16, 25, 33, 39, 42
Quality Service	3, 25, 41, 49
Strategic Priorities	7
Business Renewal	3, 7
Commemoration Initiative	7, 10, 36
Health Care Coordination Initiative	7, 33, 42
Knowledge Economy Partnership	7, 42
Review of Veterans' Care Needs	7, 33
Transfer of Ste. Anne's Hospital	7, 35
Veterans Organizations	7, 25
Year 2000 Readiness	7, 41, 47, 48
Sustainable Development	55-58
Universal Classification System	41