

has found that the course has greatly helped her in breaking down a communication barrier with her employees.

It is often necessary for the staffing officer to be innovative in determining the assessment method to be used at the interview in order to give handicapped persons the chance to best demonstrate their abilities. Claire Woolsey, a staffing officer with the Public Service Personnel Branch, has found that a task-oriented interview is best when assessing the qualifications of a person who is deaf or hard of hearing. A task-oriented interview is different from the more common question/answer interview in that it simulates the work situation and gives the individual the opportunity to demonstrate how he/she would perform a particular task.

The Force has a responsibility for ensuring that employees who become handicapped while working with the organization are fully considered for re-employment as soon as medically advisable. Let's face it, the only thing often separating a handicapped person from the rest of us is a twist of fate. Paul Duguay was the senior storesperson in

F.S.S. Stores in Ottawa. One day, while making repairs to his roof, he fell and broke his spine. He is now confined to a wheelchair. Mr. Duguay, being an active person, wished to continue working. A ramp was installed at the Pickering Building enabling him to work in the Property Management Section of the F.S.S. Branch.

Denyse Baizana works as a bilingual clerk/receptionist with the Staffing Section of the Public Service Personnel Branch, also located in the Pickering Building. Denyse has a motorized wheelchair and an M & O Bus, equipped with a hydraulic lift, brings her to and from work. It was not necessary to make any changes to her job description. In fact, Denyse, being an extremely outgoing person is well suited to her position. Visitors and co-workers are often surprised when they see her typing rapidly with one hand.

The Force is examining ways to improve services to the community, taking into account the needs of persons with handicaps. Many of our buildings are presently accessible to persons in wheelchairs. Proposed amendments to the Property Manage-



Gina Njolstad-Plouffe has taken the Basic Sign Language Course developed by the HQ Training Section.



Paul Duguay using the ramp recently installed at the Pickering Building, Ottawa.