
Clearinghouse on violence set up

National Health and Welfare Canada has established a clearinghouse on family violence.

The National Clearinghouse on Family Violence aims to provide information, consultation and technical expertise and to undertake research in the field of family violence. Until now there has been no national program to collect and make available such information throughout Canada.

"We need to get in touch with those who are working on programs or with victims of family violence and find out how we can assist them," said Dr. Susan Lee Painter, the newly appointed head of the clearinghouse.

Besides answering requests, the clearinghouse is planning workshops for professionals, a national newsletter, speakers, reading lists and research.

Plans for the clearinghouse were announced by the federal government last fall in response to recommendations made in *Towards Equality for Women*, the federal government's national plan of action on the status of women.

Business travel increases

The importance of business travel to the industry has greatly increased in recent years. While pleasure travel still accounts for the bulk of revenue in the industry, business travel has provided a much more steady source of revenue.

In 1972, for example, 8 per cent of visitors from the United States to Canada came only for business reasons, while in 1980, about 14 per cent came for that purpose. About 11.5 per cent of the 1.4 million Canadians travelling to the United States in 1980 went on business.

Approximately 15.9 per cent of Canadians going abroad, and 15.4 per cent of overseas visitors to Canada, make their trips entirely or partly for business reasons. Domestically about 16.4 per cent of travel is for business.

New services

To meet the growing business demand, many segments of the industry are developing special services and marketing approaches tailored exclusively to the business person.

Business class — a combination of the first-class and regular economy fares — has been introduced by virtually every

major Canadian airline. Various bus and rail lines offer special business services, and car rental companies offer business discounts.

Travel agencies have also begun to specialize in many larger agencies in metropolitan areas, business travel represents 50 to 70 per cent of the volume.

Hotels too have been gearing services towards the needs of business travellers. Some offer larger rooms with desk space or secretarial and courier services. Corporate room rates, once offered only to a select few, have been extended to most regular business travellers.

Hotels catering to business people usually are located in city centres and have large meeting and convention rooms.

An emphasis on speed and efficiency is a major factor in the new business travel services. Airlines promise faster check-in and priority baggage service. Hotels offer simpler registration procedures and one-stop check-out.

Computers make learning easier

An Ottawa firm has entered the new field of computer-assisted learning by developing computer-based courses for schools, adult education, and business training programs.

The courses will eventually be used on home computer systems, Telidon terminals, in classrooms and in offices.

"The initial thrust will be into the business market but the potential for



Information is entered into computer at Bailey & Rose Limited.

home education after that is just phenomenal," said Ken Tongue, president of Bailey & Rose Limited, a computer consulting firm.

Education centre

His firm plans to set up a regional computer education centre in Ottawa in the next year or two. The centre would act in two ways. Consumers, who wanted to learn, for example, how to fix the plumbing in their homes could dial up the service over their Telidon terminals, ask for a course on plumbing and take the lessons at their own speed. It would also act as a kind of "computer publishing house" enabling consumers to buy a variety of courses for use on their home computers. The firm's subsidiary, Pedacomp Limited, has developed ten courses so far — mostly on language and grammar — and are working on dozens more.

The company's research, backed up by other studies, indicates that students who take a good computer-assisted course retain information better, learn faster and become more involved in their learning than with conventional teaching methods.

The classroom courses, which are being marketed by the Ottawa firm, are called multi-media and keep students interested by using music, computers, audio-visual presentations and written material with frequent questions and answers.

Funds combat piracy

Canada will contribute \$150 000 to the United Nations High Commissioner for Refugees (UNHCR) for a program to combat piracy against Vietnamese refugees in the international waters of the Gulf of Thailand.

The objective of the program is to support and strengthen the anti-piracy efforts of the government of Thailand. It provides for regular patrol of the Gulf of Thailand and will ensure more effective enforcement and prosecution of those caught engaging in piracy.

The Canadian contribution is being made by the Department of External Affairs in response to a humanitarian appeal by the UNHCR for \$3.6 million (U.S.) to fund the program.

The program has been developed jointly by the UNHCR and the International Committee of the Red Cross. The Thai government will be responsible for the operational aspects.

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