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*CPRN is a national not-for-profit research institute whose mission is to create knowledge and lead public debate on social and economic issues important to the well-being of Canadians, in order to help build a more just, prosperous and caring society.*

## Citizens Portray a Distinct Canada

An exciting experiment in citizen engagement confirms Canada's distinctiveness despite growing global economic and strategic integration.

Canadians participating in an unprecedented dialogue from coast to coast paint a remarkably consistent vision for Canada in the 21st century, whatever their background, region or walk of life.

These citizens were a randomly chosen, representative sample of the population. They took part in one of ten day-long dialogue sessions across the country organized by CPRN and its partner, Viewpoint Learning. In all, more than 400 citizens gave up a Saturday or Sunday to participate.



*Calgary Dialogue: A remarkable consistency coast to coast.*

We asked participants to paint a picture of "the kind of Canada we want" ten years down the road. We then asked them to think about how to achieve that vision and what role individuals, communities, governments and the market should play in bringing it about.

"The result," says Mary Pat MacKinnon, Director of CPRN's Public Involvement Network, "is a restatement of the unwritten 'social contract' that governs how we view our rights and responsibilities as individuals, governments, communities and businesses in today's context."



*Citizens' Dialogue on Canada's Future: A 21st Century Social Contract*, by Mary Pat MacKinnon, Judith Maxwell, Steven Rosell and Nandini Saxena, presents and analyzes the results of the dialogues. Among its highlights:

- Canadians express a more pragmatic attitude to the market as a tool for both economic and social objectives, but a tool with limitations.
- Citizens demand a greater role in public affairs. They want greater accountability from governments, businesses and other institutions and expect to assume more responsibility and accountability themselves.
- Canadians prize diversity, but *within* a core set of Canadian values. Their desire to clarify and sustain those values increases as diversity increases.
- That set of distinctly Canadian values, shared by citizens from coast to coast, differentiates us from our neighbours – with respect to the role of government, the balance between individual and community, our attitude to the rest of the world, and our reliance on social norms rather than legalism and litigation. This is a source of pride and a basis for building our distinctive community in the future.

“Our values have clearly shifted over the past fifty years, but the emerging social contract is still uniquely Canadian.”

There is much more of interest in the results of the dialogues, but content is only part of the story. Equally important is the impact of the dialogue experience on the citizen-participants.

“The dialogue demonstrates the role citizens can play,” says MacKinnon. “These intensive exchanges with other Canadians restored participants’ faith in an inclusive political process. In fact, it whetted their appetite.”

The authors of the CPRN report see the dialogues as a template for citizen engagement in policy formation – an example governments, politicians and policy makers would do well to emulate.

“Canadians may be cynical about the responsiveness of traditional institutions to their views,” says CPRN President, Judith Maxwell, “but don’t assume this reflects a lack of interest in the political process. Quite the contrary.”

“Citizens want an ongoing relationship with their governments that fosters this kind of dialogue. They have never been better equipped to contribute,” Maxwell says. “They expect to be involved and they have much to offer.”

**Project funders: International Development Research Centre, Canadian Heritage, Industry Canada, Human Resources Development Canada, Health Canada and Environment Canada.**

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# Social Cohesion: An Urban Perspective

With Canadians divided on a number of major challenges facing our society, not least of them, our response to the U.S.-led invasion of Iraq, it seems appropriate to take another look at the notion of social cohesion. This is so because social cohesion is closely related to the way a society handles its differences.

“Social cohesion is not a utopia where all is peace and tranquility,” says CPRN President, Judith Maxwell, in a recent discussion of the idea. “Instead, it describes a society that accepts diversity and manages conflicts before they become fights.”

In an article “*What is Social Cohesion, and Why Do We Care?*”, prepared for the Board of Trade of Metropolitan Montreal publication, *Trend Chart* (March 2003), Maxwell looks at social cohesion in an urban context. She examines the growing concentration of poverty in certain neighbourhoods of cities like Toronto and Montreal and the threat it poses to social cohesion. That threat is accentuated when inequality coincides with ethnic or religious distinctions as it often does today in our major urban centres.

<i>% of residents with low income in selected cities in 1995</i>					
	Montreal	Ottawa	Toronto	Vancouver	All Cities
	(average)				
Children under 15	50	40	37	36	30
Youth 15-24	51	43	33	41	31
Recent immigrants	68	64	53	53	52

<i>% of poor families living in very poor neighbourhoods</i>		
	1980	1995
Toronto	15	30
Montreal	30	40
Vancouver	7	14
Ottawa	28	28

<i>Ratio of income of top 5% of families to bottom 5% in 1995</i>	
Toronto	41
Montreal	3.9
Vancouver	3.0
Ottawa	3.0

Social cohesion depends on addressing the economic inequality in our cities by creating access to social supports, training and jobs. But it also depends on opening up our political institutions and processes to different cultural voices, assuring them of genuine participation in the decisions that affect their community futures.



# Fresh Ideas Campaign: BCE and Bell Canada Step Up to the Plate

It only takes one to get the ball rolling and CPRN is pleased to announce that **BCE** and **Bell Canada** have jointly made a financial commitment of \$375,000 to CPRN's *Fresh Ideas Campaign*. This is the largest financial contribution from a Canadian corporation in CPRN's eight-year history and it is the first lead gift to the *Fresh Ideas Campaign*.

"This major financial contribution demonstrates BCE and Bell Canada's recognition of the importance of CPRN's high quality, independent research on economic and social policy issues in Canada," says **Courtney Pratt, the Chair of the Campaign** on hearing the news. "We are delighted that BCE and Bell Canada have stepped up to the plate."

BCE's contribution of \$250,000 over five years is designated to CPRN's *President's Innovation Fund* – a fund that gives CPRN the most flexibility in its research endeavours and the ability to respond to the emerging public policy issues facing Canada. With BCE's commitment, \$465,000 is committed to this Fund which brings the total raised in the Campaign to \$620,000. Other contributors to this Fund include members of CPRN's board of directors and senior management, many individuals and several corporations including **COGECO Inc., Scotiabank** and **Power Corporation of Canada**.

The commitment of \$125,000 over five years makes Bell Canada the new anchor funder for the Work Network's Web-based initiative on *Quality of Employment Indicators* in Canada. The project, [www.jobquality.ca](http://www.jobquality.ca), provides user-friendly information on the quality of work in the Canadian labour market. In addition to the dozens of indicators, visitors can read one-on-one interviews with labour market experts, see what the media has been writing on workplace issues, and participate in on-line surveys. Since the launch of this Web site in September 2001, there have been over 110,000 visitors with monthly visits doubling over that time to 8,000 a month. This project received seed funding for the past three years. New funders, through the *Campaign*, include **Bell Canada, Business Development Bank of Canada, Ouimet Cordon Bleu inc.** and the **Canadian Labour Congress**.



**"CPRN's work on human resources issues, specifically its [jobquality.ca](http://www.jobquality.ca) Web site, has been one of the foci of our involvement with CPRN since 1996. That's because any company is only as good as the people who make it go and we are no exception. Our ability to simplify our company, and simplify complex technologies for our customers is totally dependent on the commitment of our employees. The insights we gain from CPRN are helping us earn that commitment".** **Stephen Wetmore, Executive Vice-President, BCE and Vice-Chair, Corporate, Bell Canada.**

The *Fresh Ideas Campaign*, named in recognition of CPRN's role in creating innovative ideas for the future of Canada, is raising \$4 million from supporters across Canada. For more information on the Campaign, please contact **Pamela Miles, Vice-President, Development** at 613-567-7472 or [pmiles@cprn.org](mailto:pmiles@cprn.org)



*Stephanie Sykes, Senior Consultant, Careers for BCE Corporate Services, Ron Saunders, the Director of CPRN's Work Network and Alain Bilodeau, Senior Vice President of BCE Inc. and President of BCE Corporate Services Inc. discussing the latest research posted on [www.jobquality.ca](http://www.jobquality.ca)*



# Fresh Ideas Campaign: A 'Dialogue' With a Few Friends

Discussion – or shall I say ‘dialogue’? – was not a problem at the three CPRN dinners held this Spring – two in Toronto and one in Calgary. The platform for the dinner discussions was the findings of CPRN’s report: *Citizens' Dialogue on the Future of Canada: A 21st Century Social Contract* (see cover story).

Judith Maxwell, our President, reviewed the findings of last Fall’s citizen’s dialogue. Four hundred randomly selected citizens participated in ten cities across Canada. The dinner guests discussed the implications of the citizens’ vision for Canada in the year 2012. The dinners were also an opportunity to share with these community and corporate leaders the important role CPRN has in policy development in Canada.



*Calgary dinner – from left to right: Bud and Ann McCaig, Arthur Kroeger, Evelyn Main, Judith Maxwell and Jim Dinning.*



*Purdy Crawford and Courtney Pratt, the official hosts of the Toronto CPRN dinners with Judith Maxwell, President of CPRN, Mary Pat MacKinnon, Director of CPRN’s Public Involvement Network, Pam Miles, Vice-President of Development and Arthur Kroeger, Chair of CPRN.*

Jim Dinning, a CPRN board member and a member of the *Fresh Ideas Campaign* committee, his wife Evelyn Main and Bud and Ann McCaig hosted the Calgary dinner attended on April 15<sup>th</sup> by forty-four guests. Courtney Pratt, the Chair of the *Campaign* and Purdy Crawford, the Honourary Chair, co-hosted the dinners on May 13 and June 3<sup>rd</sup> for twenty-eight guests from the Toronto area.

“Many new friendships were made for CPRN this Spring, which we hope will blossom into something special for CPRN,” expressed Courtney. “Public policy across the country bears CPRN’s imprint and the dinner guests were given a taste of the kind of impact Judith and her team’s excellent policy research can have.”

– Pamela Miles



*Guests at the Toronto dinner on May 13<sup>th</sup> included: (from left to right) Fred Kaufman, Arthur Kroeger, Donna Kaufman and Avie Bennett.*



*"Working dinner" in Toronto: (from left to right) Fred Kaufman, Don McCutchan, Sonja Bata, Arthur Kroeger and Susan Pigott.*



# Public Education in Canada: Measuring Success

Canadians care about the quality of public education. It is key to the success of future generations, to our international competitiveness and to our overall quality of life.

But the debate over educational options and priorities takes place largely at the expert level.

A new series of “Progress Reports” on the quality of public education in Canada hopes to change that, and widen the debate to include parents and the public at large.

“Schools, educators and governments aren’t the only ingredients of success,” says Judith Maxwell, President of Canadian Policy Research Networks, and a partner in the project. “Parents and communities also play a vital role and must be part of the conversation.”

The progress reports are the brainchild of The Learning Partnership in collaboration with CPRN. The first report in the series, *The Quality of Public Education in Canada*, raises the questions of how we measure success, what we measure, and what we need to know to improve results. “Looking at existing national and international measures, we have much to celebrate,” says Veronica Lacey, President and Chief

Executive Officer of The Learning Partnership.

In fact, nationally, the writing skills and mathematical problem-solving skills of Canadian 13- and 16-year-olds have improved over the past decade, as has science achievement among 16-year-olds.

Internationally, Canada’s 15-year-olds,

- Rank second (behind Finland) in reading,
- Rank third (behind Korea and Japan) in mathematics, and
- Rank fourth (behind Korea, Japan and Finland) in science.



“The suggestion that Canada’s academic achievement has been declining doesn’t match the facts,” Lacey says.

What’s more, national results hide the above average achievement of

Alberta (best in the world in reading, with Finland), and Alberta and Quebec (best in the world in math, with Japan and Korea, and best in the world in science, with Japan and Finland).

The progress report also highlights two other dimensions of success: the extent to which academic progress is shared among *all* students, regardless of socio-economic background, and the trend in high school dropout rates.

Canada, along with Finland and Japan, shows less variation than other countries between test scores of

students from high socioeconomic status families and those of students from less well-off families.

As for high school dropout rates, considerable progress has been made in reducing them over the decade of the nineties. Still, rates for boys remain high, at a national average of 15%, compared to girls at 9%.

“There’s much here to be pleased with, as well as room for improvement. But what are our other goals for education?” asks Maxwell. “There is much we still do not measure. What importance should we attach to knowledge of Canadian history, the ability to think critically, or problem-solving skills, for example? This is where public participation in the discussion is needed.”

A better understanding of all the factors that contribute to good educational outcomes is also needed. Future progress reports will address such questions as;

- Does class size matter?
- What is the role of technology in the classroom?
- How can parents help their children to achieve their best?
- What is the role of early childhood education in preparing children for school?
- How do communities and business contribute in individual schools?
- How do we improve educational opportunities for Aboriginal children?

“We hope these reports draw parents and a wider public into this important national conversation,” says Lacey. “We want to identify the ingredients of success and the part each of us can play in providing the best public education possible for our children.”



## CPRN Launches its New Web site

It's been a long time coming, but the day many of us have been waiting for has finally arrived!

When you visit [www.cprn.org](http://www.cprn.org) be prepared for a pleasant surprise. The site sports a new look and a whole range of new features. Most important of all, it is going to be far easier to lay your hands on the information you are looking for, whether it be a publication, a news release, a presentation or simply information on one of our research initiatives. You can search by word, key word, author, title, research network, and still other criteria. It should be a breeze!

Our new publications list is annotated as are our links. The site is fully integrated and you'll be able to move from one part to another with a simple click. The end result we hope will make your visits more rewarding and enjoyable. Please give it a spin and see for yourself.

There are parts of the site that are not yet fully operational. Please bear with us. We will have those up and running in short order. We will also be experimenting with new features in the months ahead that we think will make CPRN an even more valuable research source. Watch us grow. Throughout, we welcome your comments and suggestions. Please let us know what's working and what isn't and we'll do our best to respond.

*Fresh Ideas for Canada's Future  
Idées nouvelles pour l'avenir du Canada*

## On the Web and In the Media

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The number of annual discrete visitors to [www.cprn.org](http://www.cprn.org) reached more than 493,000 in May, up 73% over a year ago. May also set new records for downloads of CPRN publications, with more than 621,000 in the past 12 months, a 68% increase in a year. We now have 42 publications recording more than 5,000 downloads apiece, led by Linda Duxbury and Chris Higgins' paper (Work Network), ***Work-Life Balance in the New Millennium: Where Are We? Where Do We Need to Go?*** with almost 30,000 downloads. Other rising stars include Joseph Michalski (Public Involvement) ***Quality of Life in Canada: A Citizens'***

***Report Card – Background Report*** (12,600), Neil Bradford (Family Network) ***Why Cities Matter: Policy Research Perspectives for Canada*** (10,700), Cathy Fooks et al. (Health Network) ***Health Human Resource Planning in Canada*** (10,300), and our ***Annual Report 2001-2002*** (21,800).

Our special Web site on workplace indicators, [www.jobquality.ca](http://www.jobquality.ca) is setting new records with annual visits now over 86,000.

*Continued on page 11*



# Improving Nursing Workplaces: The Blueprint is Here

With health care reform on everybody's lips, it is a sad fact that nurses have to put up with some of the unhealthiest workplaces in the country.

A higher percentage of nurses than any other group of workers rate their own health as poor. Absenteeism rates among nurses are double the average for all workers, as are days lost to illness or disability.

Good quality health care in Canada depends on addressing those signs of distress in the profession, and the best route to that is through improvements in the workplace.

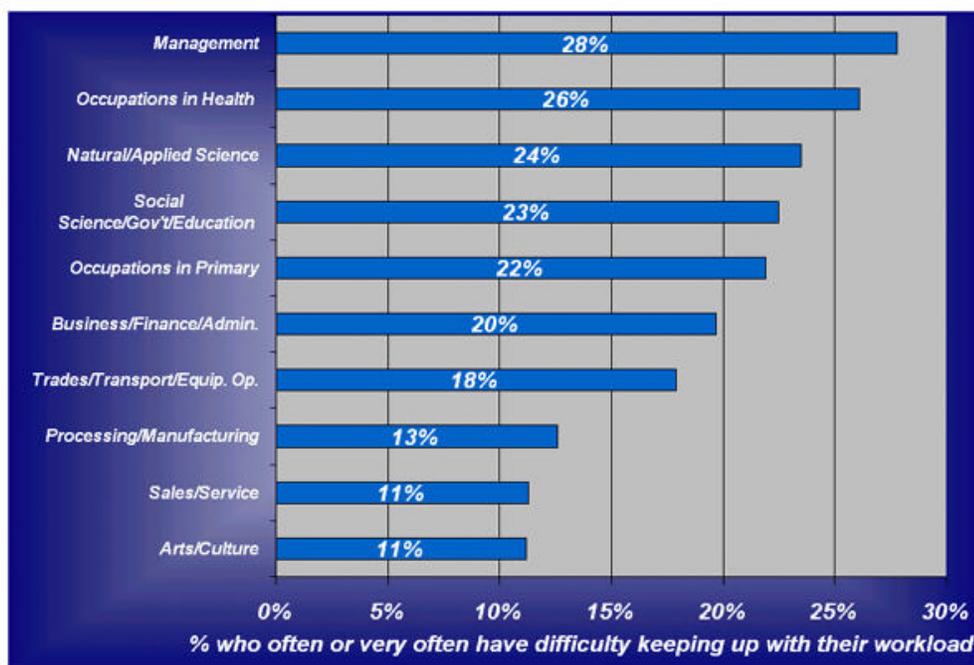
In a recent presentation to the Nurses 21st Century Leadership Conference in Halifax, CPRN's President, Judith Maxwell, drew on a number of CPRN synthesis papers to sketch out a blueprint for change.

In *Nurses and their Workplaces: The Policy Drivers Matter*, Maxwell describes three "parallel pathways" to improving the health care workplace;

- System-wide change in health human resource planning by governments, educators and stakeholders.
- Institutional and workplace change to improve the conditions of work nurses face.
- New forms of health care delivery that alter the way nurses contribute to health care.

She reviews what is required by each of these, assesses the chances of success, and calls on those responsible to commit themselves to all three paths.

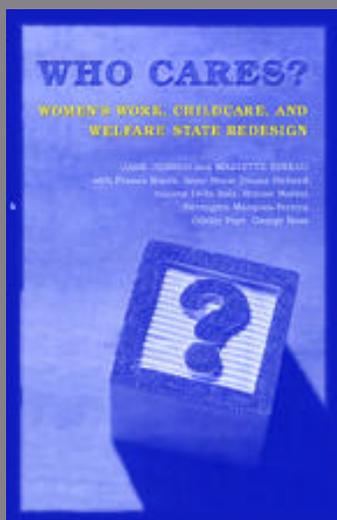
## Work Overload: Managers And Those In Health Occupations Most Likely To Feel Overworked



# Childcare Book Now in Paperback

*WHO CARES? Women's Work, Childcare, and Welfare State Redesign*, edited by Family Network Director, Jane Jenson and Mariette Sineau, is now available in paperback from the University of Toronto Press.

The book compares the national experience with childcare in Belgium, France, Italy, Sweden and the European Union. It provides information on recent child care policies and a clear perspective on thinking about welfare state redesign. The contributors examine how public policy choices over the past three decades have been fashioned by specific understandings of the gendered division of labour.



For more information, visit: <http://www.utppublishing.com/detail.asp?TitleID=2228>

## CPRN Welcomes New Board Member

CPRN is pleased to announce the appointment of **The Honourable Margaret Norrie McCain** to CPRN's Board of Directors.

The Honourable Margaret Norrie McCain received a B.A. with honours from Mount Allison University, and a B.A. in social work from the University of Toronto. She is a recipient of Honorary Doctor of Laws degrees from the University of New Brunswick, Mount Allison University, St. Thomas University, University of Moncton and University of Toronto. In 1994 she was invested as Dame of Grace in the Most Venerable Order of the Hospital of St. John of Jerusalem.



Throughout her career, Mrs. McCain has been active in organizations which promote education, music and the arts at the provincial and national level. She was a member of the Mount Allison University Board of Regents from 1974-1994 and served as Chancellor of the University from 1986-1994. She is active in promoting the elimination of family violence through public education and research as a founding member of the Muriel McQueen Fergusson Foundation in New Brunswick and the creation of the Family Violence Research Centre in partnership with the University of New Brunswick. In 1994 Margaret was appointed Lieutenant-Governor of the Province of New Brunswick – the first female to hold this position and served in that role until April 1997.

As a member of the board of directors for the National Ballet School, she is currently spearheading a major fundraising campaign for the School. She is also Honourary Colonel of the Governor General's Horseguards and serves on the Boards of Women's College Hospital Foundation; Voices for Children and Havergal College. She is on the Advisory Council of the Canadian Women's Foundation and York University's Centre for Women's Studies and Feminist Research.

In April 1998 Mrs. McCain was appointed by the Children's Secretariat, Government of Ontario, Co-chair of the "Early Years Study." In 2002 she co-chaired a Commission on Early Learning and Child Development for the City of Toronto.

She is married to entrepreneur G. Wallace F. McCain of Florenceville, N.B. They have four children and eight grandchildren.



# Workshop for Parliamentary Journalists in Bosnia-Herzegovina

In May, CPRN took part in a training session for journalists covering the national Parliament of one of the world's newest federal states – Bosnia-Herzegovina (BiH).

Peter Puxley, Director of Public Affairs, was one of three Canadian trainers invited by the Organization for Security and Cooperation in Europe to run the workshop.

Participants came from all ethnic groups in BiH and from all branches of the media. They explored the role of the media in an emerging democracy, the relevance of the Canadian experience of covering parliamentary politics, and journalistic craft issues.



*Peter Puxley (centre) at a workshop for parliamentary reporters in Sarajevo, BiH.*

## Honorary Degree Recipient



Arthur Kroeger was honoured with the degree of Doctor of Laws, *honoris causa*, and delivered the Convocation address at the Convocation Speakers and High School Teaching Awards Ceremony on June 12 at Carleton University.

This degree is offered in recognition of Mr. Kroeger's distinguished career as a public servant, and his outstanding service to, and support of Carleton University. He has been Chancellor for the past 10 years and is the leading figure behind Carleton's Kroeger College. Well-known and respected in the nation's capital, Mr. Kroeger is often referred to as the "Dean of Deputy Ministers", having served six key federal departments as deputy minister in a public service career that spanned more than three decades. After leaving the government, he continued to pursue public policy from an academic perspective in a number of advisory roles. He is also the recipient of the Public Service Outstanding Achievement Award and is a Companion of the Order of Canada.

Mr. Kroeger is Chair of CPRN's Board of Directors.



# People



*Smiles all round!*

*Staff from Public Affairs and Informatics celebrate the launch of CPRN's new Web site. From left to right – front row: Gisèle Lacelle, Kevin Timms, Louise Coupal Jauvin. Back row: DJ Sethi, Peter Puxley, Paul Macneil.*

*Congratulations to Lisa Maslove, Researcher, Health Network, CPRN and to René Kirkegaard, a graduate student at the University of Aarhus, Denmark. They were married on April 13, 2003 .*

## CPRN Board of Directors

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## On the Net and In the Media

*(Continued from page 7)*

Our *print* media monitoring service tells us that in the past 12 months CPRN has appeared in daily newspapers, community newspapers and magazines on 293 occasions, reaching a potential cumulative audience of almost 36 million readers.

The past three months have seen CPRN in the news frequently in all media – print, electronic and on the Web – with more than 50 mentions. Of particular interest was a report from the Public Involvement Network on a series of citizens' **dialogues on Canada's unwritten social contract**, the Work Network's **survey of professional charitable fundraisers**, and interviews with Family Network Director, Jane Jenson on, among other things, **the need to redesign the "architecture" of Canada's social policy and programs**. There has also been a steady growth in the dispersion of CPRN's publications on list serves of related organizations on the Web.

## Transformations and Visions

There are two kinds of time in policy analysis: long periods of stability like the post-war period, and spells of disruption, leading to a break in organizing principles for public policy.

The European social analyst, Gosta Esping-Andersen, points out: “More than 100 years have now elapsed since Bismarck launched modern social policy, and over a half-century has passed since the welfare state emerged from war-torn Europe. In both instances, visionary thinkers and practitioners of bold statesmanship redefined public responsibilities and social justice. . . . Today, Europe stands at a crossroads.”

And so does Canada.

Globalization, new technologies, North American integration and urbanization are transforming Canada. But so have the changing roles of women and men, ageing of the boomers, and a wave of immigration from new parts of the world. The net effect is a new Canada, as described in the *Globe and Mail* series in June.

This crossroads presents a golden opportunity for Canada’s visionary thinkers and bold leaders to establish the new organizing principles for a new Canada.

The dominant social policy thinking in the 1990s was short-term efficiency.

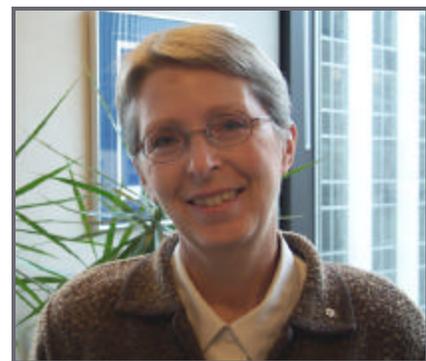
Federal and provincial governments reduced public

spending by targeting social programs to a narrow band of people deemed to be needy.

- Lone parent families are “needy”, but the parent is also expected to work.
- Mentally ill and homeless adults are not needy, except on cold winter nights.
- Recreation is a commercial service for which the user must pay.

Through this streamlining of their own costs, governments shifted costs and risks to citizens, who now have the choice of paying their own way or going without. They are also expected to pay a much greater share of the costs of becoming self-reliant – through child care, post-secondary education and adult training – unless they live in Quebec, where the province has seen these services as investments.

This new streamlined definition of social justice is not what Canadians want for their country. Their vision (in CPRN’s recent *Citizens’ Dialogue on Canada’s Future: A 21st Century Social Contract*) is a Canada where governments are the guardians of the public interest (as well as the public purse). They have a strong social role to invest in people, a strong regulatory role to manage environmental and health risks, and a more nuanced facilitator role in economic matters.



Canadians see corporations in a new light as well. They value business as the creator of wealth and as a helpful social partner in their communities.

These Canadians have moved far beyond the short-term efficiency thinking of the 90s. Their organizing principles for the 21st century see economic well-being and social justice as reinforcing each other. Investing in people through education and social supports is part of the solution to our economic challenge in a North American economy. Investing in people is the way we can build a stronger country.

*Judith Maxwell*  
*President*

