

# Leadership Summit 2008

**Connecting with Canadians**

 *shaping our future*

## Workbook

February 13, 2008

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# Leadership Summit 2008 – Workbook

## I. Introduction

Canadians care deeply about our country and are worried about the future. Today we are bringing together leaders from across Canada to identify what is needed to address the key challenges facing the country. Your perspective and advice will guide CPRN in implementing its new research program, *Connecting with Canadians*, which is being launched at this Summit.

Canadians have told CPRN in deliberative dialogues what they expect from government, business and community organizations, and what they believe we, as citizens, should give back to society. These expectations and obligations are outlined in the vision of The Canada that Canadians Want in Section II (page 2).

In light of what Canadians have told us about the kind of Canada they want, and taking into consideration research by CPRN and others on where we stand in relation to this vision, we have identified five challenges that are critical to achieving the Canada that Canadians want: Citizenship; Diversity and Canadian values; Productivity and skills; Health and aging population; and Environment.

We have held a series of conversations with Canadians in cities from coast to coast. These conversations have confirmed the importance of the five challenges and have identified four overarching themes that affect each of the challenges: the need for leadership; the role of the public sector; the importance of building Canada's place in the world; and the need to address the plight of Aboriginal peoples in our country.

### Purpose of the Leadership Summit

In considering these challenges and themes, we are asking you to identify the most pressing opportunities and barriers that must be addressed to move our country forward. We want your advice about what steps should be taken to shape Canada's response to these challenges.



## II. The Canada that Canadians Want – Expectations and Obligations

This vision of the Canada that Canadians want is based on what Canadians have told us in deliberative dialogues that they expect from government, business and community organizations, and what they believe we should all, as citizens, give back to society.

Our Expectations	Our Obligations
A good job that pays a fair wage	Providing for one's family
Access to quality education and training from early childhood forward	Paying taxes and respecting the law
Quality and timely health care	Investing in your own education, employment and health
Social security for families and individuals	Contributing to community and public life
Safe, secure and supportive communities	Using responsibly natural resources and public services
Good governance and a voice for citizens	Respecting Canadian values as they evolve
A clean, healthy environment for this and future generations	

### A good job that pays a fair wage

Canadians expect the economy to balance the needs of workers – to earn a liveable wage, contribute to society through paid employment, and have the opportunity for personal and career growth – with the needs of business – to be competitive, hire skilled and productive workers, and earn a market-based return. This means:

- An individual who works full-time on a regular basis should be able to live decently.
- People who want full-time work should be able to find it.
- Employers should provide a safe and healthy working environment.
- Workers should have opportunities for learning and advancement, and employers have access to workers with up-to-date skills and training.

### Access to quality education and training from early childhood forward

Canadians recognize that a better education leads to a higher standard of living and that access to affordable education is one of the best ways of providing opportunity throughout the country. At the same time, Canadians recognize that our learning systems must be flexible and respond to the changing demands and demographics of the country. This means that they should:

- Give all Canadians an equal opportunity to learn.
- Be easy to participate in regardless of where you live in the country.

- Provide affordable post-secondary education.
- Offer engaging and relevant curriculum, sensitive to different learning styles.
- Offer our youth alternative pathways to getting a good job, such as through vocational education.
- Meet the needs of the economy for up-to-date skills.

## **Quality and timely health care**

Support for public health care is a cornerstone value of Canadian society. The basic principle of equal access to anyone in need of medical services is so widely held and strongly believed in that it amounts to a “right” of citizenship. This means:

- Public health insurance offering uniform terms and conditions to all Canadians.
- Access based on need, not ability to pay across a wide range of services.
- Timely and responsive care.
- Patient-centred services responsive to individual needs.
- An accountable system that takes responsibility for the consequences of its actions.

## **Social security for families and individuals**

As with health care, Canadians put a high value on a social security system that is comprehensive, fair and accessible. The system, however, is not meant to replace personal responsibility. Rather it is meant to support those citizens with legitimate needs. This means:

- Equal access across the country to social services that meet basic human needs.
- Independent monitoring and evaluation to ensure services are efficiently and effectively delivered, with governments held accountable for the delivery of services.
- Collaborative policy-making across provinces and across ministries within governments to address multiple needs in a coordinated way.

## **Safe, secure and supportive communities**

Canadians have a strong attachment to the streets and neighbourhoods where they live, and they expect their communities to be safe, inclusive and a good place to live and raise a family. This means:

- Safe and healthy neighbourhoods with low crime rates.
- Learning and recreational opportunities that are available in the community.
- Help for groups who are isolated, such as seniors, immigrants, and newcomers.
- Bottom-up, community-based economic development, with local leaders working in partnership with governments and business.

- Collaborative approaches to meeting community needs, with senior governments ensuring that municipalities and community groups have sufficient resources to deliver needed services.

### **Good governance and a voice for citizens**

The principles and values of parliamentary democracy are fundamental to Canadian society. Canadians believe strongly that government is accountable to the public, but increasingly feel disconnected from government and political decision-making. Canadians expect:

- A voice in public decision-making with more say in decisions that affect their lives.
- More three-way dialogue (citizen to citizen, and citizens with governments) as a part of the regular way of conducting public business.
- Democratic systems that encourage greater participation and strengthen the role of the Member of Parliament/Legislatures.
- Greater accountability for governments and elected officials.
- Efficient governments that work together for the public good.
- Better civic education that equips people to become active citizens.

### **A clean, healthy environment for this and future generations**

Canadians believe that all citizens of the world share in the stewardship of the environment, and that more needs to be done through responsible actions by consumers, business and government. A healthy environment is considered essential to our quality of life, and all of society should be working to achieve a sustainable environment. This means environmental policies that:

- Ensure clean air, water and soil by reducing pollution and using effective waste management practices.
- Take action on climate change to protect the future health of the environment and the well-being of our communities and future generations.
- Show leadership in the use of green technologies, alternative energy sources, pollution and waste reduction, and help society adapt to the impacts of climate change.
- Hold government and business accountable for their environmental practices.
- Educate the public about the environmental impact of various lifestyle choices.

### III. Guidelines for Dialogue

Our meeting today is designed to be a dialogue. Dialogue is a special kind of conversation that draws on a diversity of points of view to develop insight and build common ground.

#### Debate versus Dialogue

Debate	Dialogue
Assuming that there is one right answer (and you have it)	Assuming that others have pieces of the answer
Combative: attempting to prove the other side wrong	Collaborative: attempting to find common understanding
About winning	About finding common ground
Listening to find flaws	Listening to understand
Defending your assumptions	Bringing up your assumptions for inspection and discussion
Criticizing the other side's point of view	Re-examining all points of view
Defending one's views against others	Admitting that others' thinking can improve one's own
Searching for weaknesses and flaws in the other position	Searching for strengths and value in the other position
Seeking an outcome that agrees with your position	Discovering new possibilities and opportunities

#### Ground Rules for Dialogue

1. The intent of dialogue is to understand and to learn from one another (you cannot “win” a dialogue).
2. Be open and listen to others even when you disagree, and suspend judgment (try not to rush to judgment).
3. Search for assumptions (especially your own).
4. Listen with empathy to the views of others: acknowledge you have heard the other, especially when you disagree.
5. Look for common ground.
6. Express disagreement in terms of ideas, not personality or motives.
7. All points of view deserve respect and all will be recorded (without attribution).

## Process

At the Leadership Summit 2008, we are seeking your ideas about the most pressing opportunities and barriers that must be addressed to move our country towards the Canada that Canadians want. In the morning group session, the participants are to choose which of the five challenges they wish to discuss and join that group. Each group will be discussing what their Challenge means for Canada and what the evidence (provided in the next section) implies.

- **Consider where Canada is headed and how that differs from the Canada that Canadians want (in section II).**
- **What are the barriers that need to be overcome?**
- **What are the opportunities that need to be realized?**

In the afternoon group session, the participants return to their Challenge group to:

- **Identify the top three to five priorities, and**
- **Explain why these priority areas are the most important.**

## Roles and Responsibilities

### *Facilitators*

A facilitator has been pre-selected for each of the five break-out sessions. The role of the facilitator is to:

- Create an open and accepting environment where everyone can express their views;
- Facilitate dialogue and deliberation by ensuring everyone understands the purpose of the discussion, focuses on the task at hand and listens and contributes respectfully; and
- Help the group achieve the goal of the discussion in the time available, and to ensure someone is ready and able to report back to the plenary on the highlights of the discussion.

The role of the facilitator is not to participate in the group discussion, act as an expert resource or steer the discussion in a particular direction. Their role is to help the participants to bring out their best thinking and collectively respond to the questions as stated.

### *Note-Takers*

A note-taker has been assigned to each break-out group and is responsible for recording the key ideas and messages of the group. This will not be a transcript of the session, but will capture the essential points and themes raised by group members and the conclusions arrived at by the group.

## **Rapporteurs**

At the beginning of the break-out session, each group is asked to identify a *rapporteur* for the group. The *rapporteur* will be responsible for summarizing the main ideas and conclusions of the group for the benefit of all the participants during the afternoon plenary session. The *rapporteur* should be at ease speaking in front of a large group and have an ability to accurately and briefly summarize the essential ideas of the group.

## **Opinion Leaders**

Five people have been invited to introduce each of the five challenges because of their specialized knowledge in that area. These opinion leaders have been asked to speak briefly to the challenge with which they are most familiar to assist participants in selecting their preferred break-out session for further discussion. The opinion leaders' in-depth knowledge of the issues will allow them to challenge us and broaden our thinking about the issues at play. Opinion leaders will participate in the break-out sessions similar to other participants.

The five opinion leaders are:

- *Citizenship*: Peter MacLeod, Principal of MASS LBP
- *Diversity and Canadian values*: Shakil Choudhury, Program Manager, Anima Leadership
- *Productivity and skills*: Susan Williams, Assistant Deputy Minister, Workforce Supports, Alberta Employment, Immigration and Industry
- *Health and aging population*: Cathy Fooks, President and CEO, The Change Foundation
- *Environment*: Michael Buzzelli, PhD, The University of Western Ontario and Director Housing and Environment, CPRN

## IV. The Challenges

Mapping the future requires a starting point and a clear sense of where we want to go. As outlined above, Canadians have identified a vision for the country: a set of expectations of governments, businesses, and community organizations coupled with the reciprocal obligations that Canadians have to their country, community, and family.

Based on an extensive analysis of CPRN and other research about where Canada stands in relation to this vision, CPRN has identified five key challenges facing the country. We have tested them in recent conversations with Canadians held across this country.

Participants in these conversations are leaders in their communities who care deeply about Canada. They want to see action to achieve a more prosperous and inclusive society and they are personally committed to such action.

There was general support for the vision of the Canada that Canadians had articulated and for the importance of the five policy challenges that CPRN had identified.

Participants felt that CPRN could play an important role in addressing the challenges, and urged it to be innovative and pro-active in conducting and disseminating its research to bring issues to the attention of elected officials, senior public servants, community and business leaders, media and the general public.

### Cross-Cutting Themes

The conversations with Canadians also identified four cross-cutting themes that need to be addressed in order to move forward on the five challenges.

- **Leadership** is needed, particularly by governments, so that action is taken in areas where the issues and policy options are well documented. Participants expressed disappointment in government policy-making on issues such as productivity, skills development and training, and health care reform. They noted that these and other issues had been intensively studied, but concerted and effective action by governments to address these challenges had yet to take place.
- Participants also placed a high value on **the role of the public sector**. Major issues like climate change, congestion, and Aboriginal poverty cannot be dealt with through individual responsibility alone. Rather, they require leadership from the public sector in enabling meaningful solutions.
- Participants were conscious of the importance of **Canada's place in the world**. The values that drive its domestic policy decisions reflect on Canada and its place and role in the international community. Addressing the five challenges requires an "international lens" in terms of the policy directions that are developed and implemented. Further, the policy responses to the challenges need to consider globalization as a continuing and powerful economic and social force.

- Many participants expressed concern at the lack of significant progress made on **Aboriginal** issues. They recognized the failings of government and communities to find workable policy solutions to support Aboriginal peoples and communities. CPRN was urged to incorporate Aboriginal issues into its research agenda.

**The full Synthesis Report from these conversations can be found in the information kits at the Leadership Summit 2008.**

On the following pages, we present the five challenges: Citizenship; Diversity and Canadian values; Productivity and skills; Health and aging population; and Environment, along with information to inform our dialogue at the Summit. While reviewing them, it is worthwhile to keep in mind the lenses offered by the cross-cutting themes: leadership, the role of the public sector, Canada's place in the world, and Aboriginal issues.

## Challenge 1. Citizenship: “Canadians are tuned out and turned off by government.”

Canadians want to be able to trust their governments. They are looking for credible information on how governments are living up to their commitments and providing quality services to citizens. Canadians also want to have a meaningful voice in civic affairs and to participate in developing solutions to problems facing the country and their communities. But Canadians, especially our youth, feel disconnected from government and political decision-making.

### Key Facts and Trends: Citizenship

- The principles and values of parliamentary democracy are fundamental to Canadian society. However, the Canadian electorate is disconnected from political parties – they are four to five times more likely to declare a total absence of partisan ties than Americans or the British. **Voter turnout reached a low of 61% in the 2004 federal election, rising to 65% in 2006.** The people who are least likely to vote are the poor, the less-educated, youth, Aboriginals, and immigrants.
- Young Canadians recognize citizens’ role to act responsibly. However, **since the 2000 election, voter turnout among those 18 to 35 has been below 40%.** Young Canadians are turning to other forms of participation, such as petitions, political demonstrations, “buycotting” and boycotting. They are also looking for changes to political practices and institutions to foster more public participation.
- Canadians expect a more citizen-centred government where they can become more informed about public issues and play a larger role in shaping decisions about how public funds are spent. They expect unaffiliated citizens – not only interest groups – to have a say in decisions that affect their lives. However, **Canadians know less about Canadian history, politics, and the basic workings of government than they did 10 years ago.**
- Community organizations (in the voluntary/non-profit sector) often take responsibility for building bottom-up responses to local problems. They are often the conveners and facilitators for networks that cut across all sectors of society. About six in 10 Canadians over the age of 15 belong to a group or organization. However, **community organizations are under stress. A combination of financial insecurity and staffing instability undermines their capacity to innovate and to respond to the growing needs of the communities they serve.**
- Canadians expect governments at all levels to work collaboratively to deal with issues. This, in turn, demands a new kind of leadership, new models of accountability and a serious effort to build social trust. However, **the relationships are often highly politicized and tensions often run high.** There is a growing consensus that Canada’s political and bureaucratic institutions are, for the most part, averse to change at a time when carefully designed reforms are vital.
- The federal and provincial governments have the mandate and the tax base to finance comprehensive social and environmental programs. However, **they often lack the local knowledge for “place-based” policies – policies that address issues at the community level.** The Organisation for Economic Co-operation and Development (OECD) has pointed out that Canadian governments still have a disjointed approach to addressing place-based issues.



## Challenge 2. Diversity and Canadian Values: “The Canadian mosaic is many hued, but are we sure it can fit together?”

Canada has an increasingly diverse population, especially in our major cities. This rich diversity of Canadians needs to be recognized within a framework of respect for Canadian values. Systems are needed to work through differences that arise in a multi-ethnic, multi-racial democratic society. Ultimately, Canadians expect their communities to remain inclusive and vibrant.

### Key Facts and Trends: Diversity and Canadian Values

- By 2017 half the population of Toronto and Vancouver will be racially visible putting “visible minorities” no long in the minority. Other cities, like Ottawa and Calgary, will also experience sharp increases in diversity. Yet **all cohorts of the ethnically and racially diverse Canadian society are not treated equally. Examples of systemic unconscious bias and racism in Canada have been documented** with racial profiling within the police system, differential treatment by health care workers, and an education system that is failing many non-white students.
- Almost 30% of Canada’s total population lived in Toronto, Montreal and Vancouver in 2006. These cities are home to nearly 70 % of recent immigrants. Recent immigrants bring valuable market savvy and new ideas which give Canada a “**diversity advantage.**” However recent immigrants are **often disadvantaged compared to other Canadians if their credentials are not recognized, or if they face discrimination in accessing a job, a home or other services.**
- The 2006 Census found that immigration accounts for about two-thirds of Canadian population growth. One in five people in the population were not born in Canada. Immigration accounts for 70% of the net growth in our potential labour force. Recent immigrants to Canada are better-educated than was the case for newcomers to Canada in past decades because our immigration system evaluates potential newcomers on a point system that favours education and qualifications. Yet **recent immigrants are twice as likely to be unemployed as people born in Canada and are disproportionately employed in low wage jobs.**
- Diversity adds to the social and economic dynamism of our cities. At the same time newcomers from different parts of the world tend to cluster together while poor populations are concentrated in underprivileged neighbourhoods, creating the challenge of “poverty by postal code.” **Thirty-five percent of newcomers who arrived in 1991 or later were living below the poverty line in 2001.** In these poor areas, housing is overcrowded, public services are overtaxed, and environmental quality and personal safety are at risk.
- There is a growing use of temporary foreign workers in Canada to address labour shortages in certain areas. These workers are not always temporary, many stay. **These temporary foreign workers do not have the same rights and access to services as other immigrants or Canadian workers.**



### **Challenge 3. Productivity and Skills: “With a more slowly growing labour force, it is more important than ever that everyone have the opportunity to fully develop their skills.”**

In the global economy, Canada’s strength lies not primarily in its endowment of natural resources, but in the skills and knowledge of its people, and its capacity to innovate. The key to our continued competitiveness and prosperity, as well as to social inclusion, lies in ensuring that all Canadians are able to realize their full potential to contribute to the economy and to their communities. Canadians expect that we all have access to quality learning opportunities throughout our lives, from early childhood to adulthood.

#### **Key Facts and Trends: Productivity and Skills**

- Canada’s real GDP grew at a rate equal to that in the United States from 2000 to 2006. However, Canada’s productivity (GDP per hour worked) grew by only 1.04% per year over this period, well below the American rate of 2.42% per year. **Canada’s productivity lags even further behind the OECD top performers of Norway, Belgium and France.**
- Early interventions have a powerful impact on a child’s future well-being. However, Canada is making only slow progress on access to early childhood education. Meanwhile, **28% of Canadian children are not ready to learn at age 6 because they lack essential social or cognitive skills.**
- The rate of completion of high school is much higher now than it was 20 years ago. On average, only 11% of 20 to 24 year olds (13% for males) have not completed high school (excluding those still in school). However, **in the poorest urban neighbourhoods and on reserves, drop-out rates can exceed 50%.**
- The employment rate for those who complete high school (without obtaining a higher educational credential) is 22 percentage points greater than that for high school drop-outs. However, **Canadians with a high school diploma have fewer occupational skills than those in other OECD countries.**
- Twenty-nine percent of 20 year olds were enrolled in universities in 2005/2006, while 18% were enrolled in colleges, a relatively high overall rate of participation in post-secondary education. However, **participation rates in post-secondary education remain much lower than average for children from low-income families.**
- Completion of a post-secondary degree or diploma program provides, on average, clear benefits in terms of employment rates and earnings. However, in the United States and **in Canada, one-third of employed 25 to 29 year olds with a post-secondary diploma/degree have a low-skill job – the highest ratio among OECD countries.**



## Challenge 4. Health and Aging Population: “There are still gaps in health care and in the integration of health care and support services.”

Canadians have access to “universal” coverage for hospital and medical services, based on their need rather than their ability to pay. But access to quality health care is about access to a full continuum of care that includes preventative services, primary health care, home care, community-based social services, etc. These elements are all inter-related. Canadians expect that the efforts of families, employers, communities and governments will be combined to build self-reliance and provide the necessary services to those in need. With the aging population, community services and family members will be called upon more. But these resources are already overstretched and unprepared for the increase in demand over the next decade.

### Key Facts and Trends: Health and Aging Population

- Public health care in Canada provides “universal” coverage for hospital and medical services. However, **one-third or more of Canadians have limited or no access to primary health care. Some citizens (17%) cannot find a family doctor.**
- Other increasingly important services – prescription drugs, long-term care and home care – are not universal, leaving a patchwork quilt of public and private coverage. Poor and disadvantaged Canadians experience the greatest obstacles to care. **Only 13% of low paid workers in Canada have access to supplementary insurance for drugs, dental and other services.**
- Canadians believe in a medical system that provides equal access across the country that meets basic human needs. However, **where individuals live, their employment status and their income can often determine their access to necessary kinds of care.** The share of total social spending going to the poorest families and individuals (lowest quintile) declined between 1981 and 2001, while more has gone to those with modest and average incomes. Marginalized populations in inner cities and in rural and remote settings appear to be the most at risk.
- Waiting for health care has become an issue for many Canadians from all walks of life. Since 2004, the federal government has prioritized wait-time management and allocated money to improve it. Slow but significant progress is being made. For example, wait-times for cataract surgery in Ontario have been cut in half since August 2005. However some people are not willing to wait and **private delivery (new, for-profit agencies that provide diagnostic services such as MRIs) has been rising in recent years.**
- Most OECD countries have enjoyed large gains in life expectancy over the past decades, thanks to improvements in living conditions, public health interventions and progress in medical care. **Life expectancy in Canada is 1.5 years above the OECD average; however Canada’s infant mortality rate is slightly below the OECD average.**
- The health of Canadians has improved significantly over the past 15 years. Life expectancy is now 78 years for men and 83 years for women. Infant mortality is 5.4 deaths for every 1,000



## Challenge 5. Environment: “We mainly agree on the problem; we need consensus on the solutions.”

Canadians believe that consumers, business and government need to do more to safeguard the environment: take action on climate change, use green technologies, reduce pollution, and adopt effective waste management practices. Governments also need to help society adapt to the impacts of climate change. The challenge is to encourage Canadians to go green while taking into account economic and social goals. Throughout Canada, all levels of government are investing to protect the environment and addressing climate change. Innovative initiatives are underway in many jurisdictions. However, there remain significant challenges to address.

### Key Facts and Trends: Environment

- Air pollution is estimated to directly cause about 6,000 deaths per year in Canada. When we add the millions of cases of air pollution-related illnesses, **we spend billions of dollars on associated health care and lose billions in productivity each year.**
- While the burden of death from contaminated drinking water is low, the burden of illness and cost to health care is high. The Canadian government estimates that **contaminated drinking water causes 90 deaths but also causes 90,000 cases of illness a year.** Aboriginal communities have been directly affected in far greater proportion to others.
- **Canada’s landfills are reaching capacity** and it is becoming more difficult to find new sites. Landfills produce 25% of Canada’s methane emissions, a powerful greenhouse gas.
- In 1997, Canada signed the Kyoto Protocol, formally committing to reduce greenhouse gas (GHG) emissions by 6% below 1990 levels by 2010. However, **Canada is 27th out of 29 OECD nations when GHG emissions are measured on a per capita basis.**
- The fossil fuel industry's GDP grew by 52% between 1990 and 2004 with a 192% rise in net energy exports. This has brought growth in employment to some regions. However, GHG emissions also increased as a result. **GHG emissions associated with these energy exports increased by 123% over the same period.**
- **Urban development patterns, particularly those that separate home from work, are attributed with about 51% of Canada’s demand-based GHG emissions.** Effort is needed to address existing urban and spatial development processes and outcomes. Canadians are becoming aware of this issue and starting to demand greener outcomes.
- A December 2007 poll shows that according to Canadians, the environment is the most important issue facing the country. **Yet Canadians are losing confidence in governments largely because they are not pleased with how they have addressed environmental issues.**
- Environmental awareness is at an all-time high. As a result, Canadians are changing their life styles. For example, they have reduced water use in recent years. Select examples of government and corporate responsibility can be found. On balance, however, **Canada still has a long way to establish long-term sustainable practices.**



Thank you for participating in the Leadership Summit 2008!



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