

# CURRENTS

NEWS AND VIEWS FROM COLLEGE OF THE NORTH ATLANTIC



Eight planes landed in Stephenville, rerouted from their American and Mexican destinations. This was the view from Headquarters/Bay St. Georges Campus.

## 9/11 Remembered by Tanya Alexander

Along with the rising sun, early morning September 11, 2001 brought news of the most heinous terrorist attack in North American history to residents of Newfoundland and Labrador. With it descended a heavy fog of helplessness.

The usual 9 a.m. bustle at Bay St. George campus/Headquarters of College of the North Atlantic slowed to a crawl as people trickled in around the lobby television in disbelief. They were watching the aftermath of what was then thought to be a bizarre air traffic accident involving a commercial jet and the North Tower of New York's World Trade Center, when a second commercial jet appeared from nowhere and slammed into the South Tower. As the world watched through live telecast, one tower collapsed, one was ablaze, and the horrendous had turned into the utterly incomprehensible.

Little did students and employees of CNA know at that moment that they would become

a beacon of light in the darkest of hours.

Cyril Organ, Associate District Administrator at Building 432 of the Bay St. George campus, was at work and was paralyzed in horror along with the crowd gathering in the lobby. Then he received a telephone call informing him that up to 27 planes would be landing at Stephenville Airport en route from Europe and other countries to the US (poor weather allowed only eight to land). He quickly sprung into action to ready the college to host the passengers, and the feeling of helplessness began to dissipate.

Organ first cancelled afternoon classes then called a staff meeting to determine team leaders who would arrange for the necessary food and accommodations for the unexpected guests. Next, students were called to the dining hall where the situation was explained and their input was encouraged. Students rose to the occasion. Those from Tourism Studies created an information booth, Cooking and

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Baking students began preparing quality food, Music Industry and Performance and Recording Arts students prepared to perform in and outside the two campus buildings where passengers would be gathered, and many students living in residence offered to give up their rooms.

When the eighth and final plane touched down in Stephenville on September 11, the town of 9,000 rallied to provide food, lodgings and comfort for 1,113 people. After hotels were filled, they turned to institutions in the area including College of the North Atlantic. Some were bussed into Corner Brook.

Wade Pinhorn is the Coordinating Instructor for the Music Industry and Performance program at the L.A. Bown Building of the Bay St. George campus. He was in class when he was informed of the situation. The response was immediate.

"We were informed by the Emergency Measures Organization (EMO) that flights were on the way," he says.

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Passengers and locals kept abreast of developments on September 11 and the ensuing days through television at the campus in Stephenville.

“You saw a lot of really frightened people, and most of them didn’t know where in the world they were - literally!”

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“EMO started things rolling with blankets, pillows and other supplies, then the college kicked into high gear.”

Pinhorn says that lodging, email, and Internet access were some of the intervention offered by the college, along with food, beverages, shower facilities and as many cots as they could fit in the L.A. Bown auditorium. Ensuring that the impromptu visitors were well cared for eased the feelings of helplessness.

“The college had facilities available, and we all felt like we should do something to help. It was partly self-serving, in that we wanted to make ourselves useful, but mostly it was just instinctual.”

Back at Building 432, Elvina Robson had begun her shift in the dining hall. She and her co-workers received news from Cyril Organ about the turn of events later that day. The first thing she did was call her children to see if they were okay.

“They are teenagers, and didn’t really show much interest in the news at first. It wasn’t phasing on them. They just said, ‘yeah Mom, we’re fine’,” she laughs.

“I just didn’t know for sure. You don’t expect something like this to happen so close to home.”

Once she knew her children were safe, the second thing Elvina did was offer her services to College of the North Atlantic for as long as she was needed. By this time, several planes had landed, so the kitchen staff began preparations. However, aircraft remained on the runway until the next day before passengers were allowed to disembark. By this time, everyone at the college was ready and waiting. Elvina and her co-workers had been working through the night to prepare what they thought would be enough food for an undetermined number of people.

When they arrived, Elvina says her heart went out to each and every one of them.

“You saw a lot of really frightened people, and most of them didn’t know where in the world they were - literally!”

Many passengers were from Mexico and Great Britain, says Elvina, and had never even heard of the province, let alone known where it was on the map.

“Once they knew they were in a safe place, they relaxed a little.”

In fact, the college became like another home. Parents looked to kitchen and other college staff for things like help with making baby formula, and sitting with the small children while they ate.

There was a language barrier, says Elvina,

but they worked through it. She says the kitchen staff is accustomed to an occasional contingent of international visitors, and were able and willing to accommodate vegetarian and kosher meals, and the cultural differences, even in English.

“We have fries listed in our menu, but we know that in England they say chips. Even those from Mexico who didn’t speak English would recognize the word chips, so that’s what we used.”

By the time Elvina looked up, she had spent over 24 hours at work feeding some 400 people. That’s when Cyril Organ insisted she go home.

“I had gone home, gotten cleaned up and rested a little, and when I returned Elvina was still there. Now that’s dedication,” says Organ.

“In fact, I would say the highlight of those four days was the exceptional service in the dining hall. If any one moment was evidence of what we had to offer, it was found there.”

He says faculty and support staff were equally dedicated, along with students.

“Everybody did the right thing for the right reasons. Enough said.”

### Another beacon

It happened that some of the flights expected in Stephenville were routed to other areas. The Gander campus of College of the North Atlantic received a call that morning from college President Pamela Walsh, putting the campus on alert to assist in the crisis. Mac Moss, Associate District Administrator for the Gander campus, helped with organizing teams to provide basic services like food and water, accommodations, telephone and Internet services, and luggage storage.

Later that evening, the local Emergency Response Centre advised Moss that of the 38 aircraft lined up on the tarmac, the campus would be receiving 234 passengers from an Air France 747 aircraft. Within the hour, instructors, support staff, and the cafeteria food service operator, Western Catering, were ready to roll.

A Commercial Cooking program had started a few days before, and Coordinating Instructor Barry Steele and Instructional Assistant Elizabeth Moss offered their services to get things ready for the passengers. They headed straight out to grocery stores to gather food.

“By the time the passengers arrived at 9:30 p.m., our cafeteria, which is normally equipped for 150 students, was equipped to handle the 234 Air France passengers,” says Elizabeth.

“The first night we could only make quick things, but a couple of days into it, we were

preparing very nice meals.”

She says that when they revealed a full course meal including stuffed chicken breast – something akin to what you would see catered at a wedding - the guests were amazed.

“Some were on their way home to New York after a holiday in Paris, and said that they had not eaten as well there as they did here! They really appreciated the efforts we made.”

Other things were appreciated as well, says Elizabeth.

“Our staff arrived ready for the long haul with overnight bags, and some stayed for up to 30 hours at a stretch.”

There was someone on all shifts, including security for the luggage room, because many passengers were lugging all of these possessions everywhere they went.

“We tried to make them feel at home and offered to look after their luggage so they could move around freely. At first they didn’t understand that in Newfoundland, it’s so safe, you don’t even lock your doors.”

In retrospect, Elizabeth says she is very happy to have helped these people in need, and she would do it again without hesitation.

“I think everybody gained from it. It makes you stop and think... the world is not as secure as we thought it was,” she says.

“You have to put yourself in their shoes – dropped down in the middle of nowhere with very scanty information. It could have been any of us.”

Mac Moss says the success of those few days was due to a community effort. Local businesses donated toiletry items to the Salvation Army, which prepared basic survival kits for the thousands of passengers, including those at the college.

On the morning of September 14, Gander campus had just said goodbye to the Air France group and were putting the campus back in order to resume classes when they received another call.

“Passengers from a Lufthansa flight were staying at a church camp where the wells ran dry. We immediately recalled our staff and by the time the passengers arrived at 4:20 p.m., we were set up again to provide basic services.”

The flight was called for departure later that evening and by 10 p.m. they were on their way back to Germany.

### Unexpected Gifts

While passengers were at Gander campus, they took up a collection and donated approximately \$3,500 toward a scholarship fund. Since last September, a total of approximately

\$16,000 has arrived at the Gander campus from these passengers, along with a plaque of appreciation.

In May of 2002, Mac Moss was part of a delegation from Gander and Halifax that was flown to Frankfurt, Germany to witness the christening of a new aircraft in honour of the two towns. Frankfurt Mayor Petra Roth was one of the passengers stranded in Gander, and personally met with the delegation in Germany and treated them to an honorary dinner at City Hall.

ABC’s *Prime Time* came to Gander last year and filmed a documentary on the event, and returned again in July when two women who had been stranded in Gander on September 11 returned to the college to visit the volunteers who assisted them. Some of the footage will be aired during a day-long special hosted by Peter Jennings on the anniversary of the tragedy.

The campus has also been approached by CBC, CTV and NBC for interviews in connection with 9/11 which will be aired on the anniversary.

### Pain and passage

As the one year anniversary arrives, the world’s thoughts undoubtedly drift back to the events that changed a nation. Ruth and Ronald Hardey have reason to reflect. They were two of the many thousands who were stranded in Newfoundland and Labrador on September 11. They were on their way home to New Orleans, Louisiana from a vacation in Europe. The couple had no idea why their plane was being rerouted, and they say they weren’t extremely worried at first.

“We had no idea what had occurred,” says Ruth.

“As time went on, and we were kept in the plane, I decided to get some sleep. Then we found out we were going to be guests of College of the North Atlantic.”

At that point, they had been grounded for many hours, and were apprehensive, anxious and fatigued, all further exacerbated by a body search.

“We didn’t know why we were being searched,” says Hardey.

“It didn’t really bother me, but I was perplexed.”

Once settled in to Building 432 of the Bay

St. George campus (students had kindly given them a room), they were well taken care of.

“It was a remarkable kind of experience.

We were given our own room and access to telephones and Internet so we could contact our loved ones, we were entertained and we were fed,” says Hardey.

“We were fed very well.

In fact – and we laughed at ourselves about this – we ate constantly. When we were worried, we ate. When we were bored, we ate. When in doubt as to what to do, we ate,” she laughs.

When they finally departed Stephenville, it was with mixed emotions – they were so moved by the warm

and genuine care they received at the college, but were anxious to return home at last. When they touched down in the US, they were pleasantly surprised by the welcome.

“When the plane touched down in Atlanta, we noticed a large crowd gathered outside waving American flags and “Welcome Home” banners,” says Ruth.

She says that from the moment they left the plane until they reached the luggage carousel, they were hugged and welcomed by these strangers.

“We were stunned once we realized they were there for us. Then someone thrust a small flag in my hand, and I just sobbed.”

It’s been a challenging year, says Ruth. One filled with sorrow for those who lost their lives, a fierce patriotism for their beloved country, and a gratitude unending for the little remote province that kept them safe from harm.

“There’s not a day goes by, where we don’t speak of you all. We’ve told countless people of your generosity,” says Ruth.

And it goes beyond that, she says.

“There was a touching of human beings that transcended boundaries, politics... everything. It was human and humane what you people did, and we’ll never forget you.”

As we look back on what happened on September 11, 2001 in New York, USA, we remember it as a tragedy, and a crime against all human kind. But the elements of honour, kindness and courage have brought us through and will continue to sustain us.

The fog has lifted.



Passengers of Air France flight 004 sent Gander campus of College of the North Atlantic a plaque of appreciation after returning home.



Photo: Shannon Quesnel/The Beacon  
JOYFUL VISIT – Two former 9/11 passengers receive a warm welcome from Mac Moss, Associate District Administrator at Gander campus, on the college lawn, July 25.

# Old college friends return

by Shannon Quesnel/The Beacon, reprinted with permission

**S**ue Ricardelli and Maureen Murray, both of New Jersey, were just two of the thousands of airplane passengers stranded in Gander during the Sept. 11 crisis.

They, along with other passengers of Air France Flight 004, had stayed at the College of the North Atlantic campus during the eventful six days.

In July, after almost 10 months, the two were warmly welcomed back to the college by about 50 of the friends they had made.

Immediately hugs were given to the two women, after only seconds of leaving their mini-van.

Ms. Ricardelli told her college friends that coming back to the campus, and seeing where they watched TV, ate and slept when they could, gave her mixed feelings.

"Being back here, I feel happy, but this also (brings) back a lot of anxiety," she said.

But this was a trip they both wanted to make. Another female passenger also planned to make the trip to Gander, but a family



From left, Sue Ricardelli, Morris Plains, New Jersey; Liz Gilbert, Clerk III Gander campus; Ula Turner, WPEO, Gander campus; and Maureen Murray, Morris Plains New Jersey. The two women visited the Gander campus in July.

situation caused her to cancel her plans.

Ms. Ricardelli and Ms. Murray said what amazed them about being stranded, was the abundance of caring and warm treatment the passengers received from college staff and the town of Gander volunteers.

The two women toured the college pointing out places they remembered, such as where they sat in the college's front lobby, watching CNN for news and updates of the terrorist attacks.

## Culture confusion

an editorial by Stephen Lee

"One man suggested on a national radio call-in show, that the US should bomb all the Muslims in the Middle East."

**W**hen I sat down to write this editorial I had no idea where to begin. What is left to be said about September 11, 2001 that hasn't already been said?

I was going to talk about where I was and what I was doing when I found out the first plane had hit the North Tower. I was going to write about the selfless acts of kindness demonstrated by Newfoundlanders and Labradorians – including many of our staff – as they reached out a helping hand to the thousands of stranded passengers who, for a brief time, called this province home.

But then it occurred to me. In some way, shape, or form, all of us suffered after the attacks on September 11. Obviously, the friends and family of the victims were impacted most. But while the healing process was beginning all across the United States, another tragedy was taking shape.

September 11, 2001 was a day that created untold grief, untold compassion, and finally untold hatred in America. In the days immediately following the attacks, many Americans wanted instant revenge. One man suggested on a national radio call-in show, that the US should bomb all the Muslims in the Middle East.

His rage had blinded him to the point where he believed all Muslims were terrorists. That's like saying all Christians are Nazis (Hitler was raised Catholic). It's ludicrous, it's wrong, and it's unfair.

Most Middle Eastern countries are peaceful nations, and Muslims believe that life is precious.

We need to look no further than our partnership with the State of Qatar to see the true Muslim faith and the beauty of the Middle Eastern culture. The people of Qatar have welcomed our staff to their country with open arms. We have been treated like friends from day one, and never has there been any hint of animosity between our cultures.

So, today, when memorial ceremonies are held across the US and Canada and images of the aftermath of September 11 are repeated on TV, mourn for those lost and their loved ones left behind, and condemn the acts of violence perpetrated by the terrorists. But also keep in mind that those terrible acts were committed by a faction of extremists, a small band of cowards driven by their hatred of the United States - not by Muslims.



# Mac Turner Award Encourages Professional Development

**H**olly Morris, Information Technology instructor at the Clarenville campus of College of the North Atlantic (CNA), is the winner of the 2002 Mac Turner Professional Development Award. The award recognizes employees of CNA who have made a substantial personal commitment to their profession, have developed an individual program of professional development, and have improved the quality of programs offered by the college.



*Holly Morris is this year's winner of the Mac Turner Professional Development Award.*

The award was founded in 1994 for the Clarenville campus, and this year marks the first that it is open to all CNA employees.

Morris was thrilled to receive the award, and decided to use the cash grant of \$2,500 to attend a conference in Prince Edward Island from July 29-August 2, to learn new techniques for the classroom.

The conference was held at the University of Prince Edward Island's Faculty Development Summer Institute on Active Learning (the only one of its kind in Canada), with the focus of improving teaching and learning of students by enhancing the knowledge and skills of professors.

It was time well spent, says Morris.

"I learned so many new active learning techniques. We learned how to handle groups in the classroom, how to make sure students understand everything being taught, and how to improve our questioning techniques."

Techniques taught to the 31 participants at the conference were hands on, says Morris, and would benefit many instructors in the classroom.

"One of the activities was called Micro-

Teaching, and had each of us teaching a 5-7 minute class in groups of five with a facilitator taping us. We then reviewed the tapes and critiqued each other's teaching methods with suggestions on how to make improvements."

Participants had ample opportunity to actively take part and observe, making the experience an extremely valuable one. An experience, Morris says, which has given her a new zest for teaching.

"It was one of the best organized conferences I have had the pleasure of attending. Now I'm armed and ready to go for the new school year!"

Mac Turner, the namesake of the award, worked at the college level for some 20 years before his death from cancer 10 years ago. The award was created posthumously in his honour, to recognize his contribution to professional development.

Turner began as an instructor at the Baie Verte campus teaching Math and Sciences, and then moved to Supervisor of Instruction. He was later transferred to Clarenville's Eastern College as Supervisor of Instruction, where

Steve Quinton was Principal.

It was there that Turner was asked by the President of Eastern College to take the lead on a Faculty Evaluation/Professional Development Model for the college.

"Mac was instrumental in developing a Professional Development plan for faculty," says Quinton, now District Administrator for the Prince Phillip Drive campus in St. John's.

"There was no formal program before that."

The two became good friends during the years they worked together at the college. He remembers Turner with great respect.

"He was the sort of guy (personally and professionally) that everyone liked. He had a long service record with the Kinsmen, held supervisory roles with the college, and was Campus and Area Director for a period of time. Throughout his ongoing illness he maintained his positive attitude and continued to contribute to the college and the community," says Quinton.

"In his humble non-assuming way, he would be very pleased that this award is encouraging people to pursue further professional development."



*Morris used grant funds from the award to attend a conference on enhancing teaching skills in Prince Edward Island.*

## Respiratory Therapy students breathe sigh of relief

**T**he results are in... graduates of College of the North Atlantic's Respiratory Therapy program have done it again!

For the second time in as many years, graduates of the program have achieved a 100 per cent pass rate on the Canadian Board for Respiratory Care (CBRD) national certification examinations. This year's achievement is made even greater as College of the North Atlantic students had the highest average marks of any school across Canada writing the June examinations.

Pamela Walsh, President of College of the North Atlantic, says the graduates should be very proud of their achievement, and that it speaks highly of the quality of the Respiratory Therapy program and the faculty delivering it.

"Our graduates of the Health Sciences programs do extremely well on their national certification examinations. In the past two years we have had graduates achieve 100 percent pass rates in this program, in Medical Radiography, and in Diagnostic Ultrasonography," she says.

"The students, and the faculty and staff working in the School of Health Sciences should be very proud of their accomplishments."

Dr. Donna Henderson, Chair of the School of Health Sciences, attributes these results to the hard work of the students and the dedication of their instructors.

All of the June graduates have found employment in their field.



We put the children in their strollers, lathered them with sunscreen, made sure their hats were in place, and set off for the mall. Less than five minutes into our journey a Qatari family pulled over in their minivan and motioned us to get in.

# Letters

**W**ell, it's hard to believe we've been here a month already. It's been a busy four weeks trying to get two toddlers into a routine while at the same time trying to adapt to our new surroundings.

Our flight from Newfoundland to Qatar was pretty uneventful given the fact that we brought enough luggage to supply a small country. We did miss our flight from London to Doha due to thunderstorms in Toronto, however, this turned out to be a blessing as we were provided with a day-room where we caught up on some much-needed sleep. When we arrived in Doha, Trent Keough (campus president) and Enid Strickland (vice president) were at the airport ready to take us the Sheraton Hotel.

The Sheraton made us feel like we were walking into a palace. Marble walkways in a huge open lobby, fountains and beautiful displays of local culture were all around. We were told in our information sessions that Qatari culture treasures family. This became apparent in very short order. On one of the

cooler August days, the temperature was only in the high 30s. We decided to walk the short 15 minute trek to the City Center Mall. We put the children in their strollers, lathered them with sunscreen, made sure their hats were in place, and set off for the mall. Less than five minutes into our journey a Qatari family pulled over in their minivan and motioned us to get in. Under normal circumstances I wouldn't even entertain this notion, however, we had been prepared for this eventuality during our orientation session in Stephenville. The driver got out of the van and put the strollers in the back while the four of us hopped in. On the way to the mall he described the various buildings we passed and asked us questions about our work and Canada before dropping us off in the underground entrance to the mall. It seems that wherever we go, whether it be the Souqs (markets), shopping in the various malls, or out for a walk on the Corniche, the children are the focus of attention being given candy, toys and warm smiles.

While taxis are cheap and plentiful in Doha, getting a driver's license has opened up much of the city to us. You haven't experienced real driving until you are faced with navigating a roundabout in Doha. It puts us in mind of driving through Montreal at rush hour, but with a lot more turns!

For a short period of time we were going through withdrawal symptoms not being able to shop at Canadian Tire, Wal-Mart or the Price Club. This, however, was short lived as we soon discovered the Souqs where you can get anything from computers, electronics, clothing, tools - even a hair-cut. If you frequent yard sales and are adept at bargaining, you can often find a bargain in the Souqs.

About two weeks after we arrived in Doha the renovations were completed in our apartments and we were able to move in. The apartments are very spacious with three balconies, three bathrooms, a dining room table that seats eight, as well as seating for eight in the living room. The only trouble is



L to R: Children cool off during a day trip to the Sea Line Resort in Doha; Camels are a common site in Qatar; Tropical view from the Sheraton Hotel; Opposite page: People buy their everyday items and even have their hair cut in the Doha markets called Souqs.

# from Qatar

that all apartments have the same room configuration and the same furniture. If you're coming home from a late night BBQ at the neighbors', or are not paying attention, it's easy to walk into someone else's apartment and think you're in your own. It comes as quite a surprise when you're sitting quietly in your living room watching a movie when a colleague walks straight in and sits down thinking they are home.

Apartment living does have a lot of advantages, especially on the weekends. It's never a problem finding a group willing to have a BBQ or order from one of the many take-out restaurants in the area. Doha has an immense number of restaurants and virtually any type of cuisine can be found. It's a good thing we can work off all the good food by taking night time bike rides or by working out at the Al Dana sports club.

The Qataris have purchased faculty and staff memberships at the Al Dana club in lieu of facilities being constructed in our

compound. The Al Dana is a fitness club with an indoor and outdoor pool, nautilus equipment, restaurants, lounges, games room, squash courts, tennis facilities and even a couple of hair salons. During the month of August it was not uncommon to have the Qatari's outnumbered by Canadians, as it is only a short walk from our compound. Visiting the Al Dana has been a great way to meet local Qataris as well as other ex-pats in the area. With student orientation underway and a very busy term now upon us, a visit to the Al Dana is an excellent way to unwind after a busy day!

To sum up our experiences here, we have been having a wonderful time. The weather is great and we have just stopped looking out the window in the morning to see what it is like – it is always sunny! Our children are having a super time, both in their day care and within the compound. Many of the children play in each other's apartments and our children love to have their friends over.

It has been great for them socially as well as for us. Work is getting under way with classes starting next week. The students are very warm to us and share information about their culture and tips about living in Doha, for example, where to get the best and cheapest hair cut! We both greatly miss the faculty and staff at Clarendville campus, but do not regret our decision to come to Qatar. We hope everyone is doing well back home. All the best and drop us a line if there is anything we can do for anyone.

Warmest regards,  
Kevin Deveau and Mary Vaughan

Kevin and Mary are just two of the many CNA staff from Newfoundland & Labrador currently working at the college's newest campus in the Middle Eastern State of Qatar. CURRENTS will feature a letter home from Qatar staff in each issue. Stay tuned!

## College Welcomes CNA-Qatar Joint Oversight Board

Members of the Joint Oversight Board (JOB) for the College of the North Atlantic-Qatar (CNA-Qatar) project will meet in St. John's on October 3, 2002. The board, chaired by His Excellency Sheikh Abdullah Bin Mohammed Bin Saud Al-Thaini, includes three other appointments from Qatar, four members appointed by College of the North Atlantic, and three international members to be jointly appointed. Current board members include: His Excellency (chair), Mr. Saeed Al-Misnad (vice chair), Dr. Latifa Al-Houty, and Dr. Mohd. Al-Sada from Qatar; Pamela Walsh, Moya Cahill, Susan Adams, and Tim Cutt from

Newfoundland and Labrador; and from France, Mr. Bruno Revellin-Falcoz.

The Joint Oversight Board provides oversight and direction to CNA-Qatar in respect to specifying the academic programs to be provided at the college; specifying total student enrolment targets for the college; specifying and approving training and research programs to be undertaken by the college; specifying and approving relationships between the college and businesses or governmental agencies in Qatar; overseeing the periodic review and evaluation of the quality of the operations and academic programs at the college;

reviewing and approving each Annual Plan and Budget for CNA-Qatar; assisting in dispute resolution related to the Agreement; and such other duties as may be assigned to the Joint Oversight Board by mutual agreement of the Parties.

During their visit, members of the board have a full business agenda including their regular meeting, a meeting with the College of the North Atlantic Board of Governors, and other official functions. Although the agenda is a very busy one, the Qatari delegation will also be touring the college's facilities in St. John's.

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## Qatar Project Update

College of the North Atlantic-Qatar (CNA-Qatar) employees are extremely busy and gearing up for the year, with registration and orientation currently underway. Some 570 applications have been received, with almost 300 students accepted thus far. Administration and staff moved into the facility on September 9. Larry Reid, Director of the Qatar Project, says that overall, the project is going very well and everything appears to be on track.

"Employees that I've spoken with seem to be settling in and adapting to the Qatari culture very nicely," says Reid.

Recruits are almost entirely from College of the North Atlantic (CNA). In total, CNA-Qatar is staffed with 32 faculty and counselors, seven support staff, and eight management employees.

Enid Strickland, Vice-President of CNA-Qatar,

says that excitement is in the air as the start date draws near.

"There is a very positive atmosphere."

Classes begin on September 14 in temporary facilities. Work on the new facility is ongoing, with a number of wings at various stages of development and design. The move to the new campus will occur in stages, with the engineering wing expected to be the first to open in September 2004.

The academic Master Plan remains the same with one exception - there will be an addition of two Health Science offerings: Emergency Medical Services (Paramedic) and Environmental Health. Jane Gamberg has been hired as the new Director of Health Sciences to assist the college in the preparation and implementation of the new Health Science programs. Other programs include

Engineering Technology options, Office Administration and Business Administration options, and Information Communications Technology options.

CNA-Qatar is currently doing comparative curricular analysis for Hamad Medical Corporation's (HMC) Nursing program. HMC may want CNA to deliver a nursing program in partnership with them in September of 2003. Karen Kennedy, nursing consultant for CNA, travelled to Qatar in June to do a presentation on nursing and allied health in Canada.

The designated budget has increased significantly because of the addition of new staff.

The potential for corporate training is significant - with opportunities for the major oil and gas companies to send students to CNA in Newfoundland and Labrador.

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## Qatar Airways announces lower fares

Before College of the North Atlantic signed a deal to develop a comprehensive college of technology in Qatar, there weren't many people in Newfoundland and Labrador who had even heard of the tiny Middle Eastern country.

Now you can actually visit Qatar for less than it would cost to visit many Canadian provinces, thanks to the announcement of a new reduced fare from Qatar Airways and Air Canada.

The new "Qatar Express" fare was already announced to the Canadian community living in Doha, Qatar. Now it is being announced all across Canada and is available to travelers from 24 different cities nation-wide.

"It is exciting to be able to offer friends and family affordable fares to visit College staff working in Doha," says Janet Rivers, Vice President of Sales and Marketing in Canada for Qatar Airways. Rivers was at College of the North Atlantic's Prince Philip Drive campus in St. John's to make the announcement on Friday, August 16.

"Having recently returned from escorting a Canadian press group to Qatar, I can tell you it was

very gratifying to see the many myths and fears about this region quickly vanishing. They discovered Qatar to not only be beautiful, but modern, hospitable and above all else, safe. This is a wonderful opportunity for Canadians looking for a safe adventure to discover the Middle East in a peaceful setting."

The Qatar Express promotion also allows Business Class passengers to save 15% off the published Business Class fare. It offers economy year-round fares, excursions, as well as child and infant fares. For example, a return trip to Qatar from St. John's on the excursion fare is only \$1,656 Canadian.

Unlimited European stopovers are allowed free of charge for Qatar Express Economy and Business passengers, while one free European stopover and a second at \$150 is permitted with Qatar Express Excursion fares. These connections and stopovers are valid on Air Canada and Qatar Airways flights via London - Heathrow, Paris - Charles de Gaulle, Munich, Milan, and Frankfurt. Also, Qatar Airways First and Business Class passengers have unlimited

use of the luxurious Virgin Clubhouse at London - Heathrow Airport.

Qatar, a peninsula nation situated along the western shore of the Persian Gulf, is safe, friendly and pristine. Leisure and business travellers are now discovering this jewel and its many opportunities. While in Qatar, visitors will enjoy the architecture, souqs (markets), camel races, golf, luxurious hotels and spas, and historic landmarks. Off-road 4-wheel drive dune adventures, sunset cruises, deep sea fishing trips, camel safaris and sightseeing tours are just a few of the countless touring options.

Qatar Airways boasts a modern fleet of Airbus aircraft, with the latest fleet addition being the Airbus A330-200 now operating out of Europe. Doha's state-of-the-art International Airport is clean, efficient and offers all services to travellers. Currently serving over 33 destinations in Europe, the Middle East, Africa, the Indian Sub-continent and Asia, Qatar Airways provides a personalized, professional service to its passengers and stands alone in the Middle East as the airline of choice.



# \$3.1 million in funding for Geospatial Research

This past June, College of the North Atlantic received \$3.1 million in funding from the federal Atlantic Innovation Fund, administered by the Atlantic Canada Opportunities Agency, to assist with the development of the Geospatial Research Facility at the Corner Brook campus.

Gerry Byrne, the Minister of State for ACOA, said during the announcement that this funding celebrates and showcases the research and development capabilities of the college, noting that community colleges are playing an increasing role in applied research and development – activities which directly benefit the economy.

Robert Rideout, the college's Director of Administration, says the new funding will allow the Geospatial Research Facility

partnership to hire four research personnel, three technical support people, and graduate students. A portion of the funding will also go towards developing office space in the facility.

**“...community colleges are playing an increasing role in applied research and development...”**

“Collectively, the expertise of this team, along with the considerable skills within the existing partnership and its networks, will constitute a critical mass of expertise expanding the research and innovation system in Atlantic Canada. The team will be focused

on using geospatial technologies for supporting sustainable development of terrestrial resources in the new economy,” says Mr. Rideout.

The total value of the Geospatial Research Facility project is \$5.17 million. This new facility will enhance the college's capability to undertake research and development in areas such as biodiversity modeling, forest and ecosystem modeling, digital 3-D visualization tools, and software tools and methods for application to sustainable forest management, resource assessments, and eco-tourism marketing. The facility will also have significant computing capacity necessary for warehousing large resource and ecological inventory databases and associated analysis.

# Rural Technology Forum has global perspective

The BayBYTES 2002 Rural Technology Forum, an annual event created through a partnership between College of the North Atlantic and the Canadian Technology Network, will take place again this year at Terra Nova Park Lodge September 23-25.

**“The conference, the only one of its kind in the province, has continued to expand since its inception in 1997...”**

The conference, the only one of its kind in the province, has continued to expand since its inception in 1997, and this year features speakers from all across Canada, Greenland, New Zealand and Mongolia.

“The BayBYTES conference began as a way to bring together operators of rural businesses in the information technology sector within the province,” says Lee Warren, conference coordinator. “The idea was to provide them with a forum where they could share their experiences with trying to operate a business in a rural environment. Over the past five years, participation has expanded to include people from all over Canada and from many international destinations.”

For instance, this year's conference will feature a session called Circumpolar

Perspectives in which panelists will discuss technology and innovation in the agriculture, tourism, and sustainable development sectors from the Northern/Circumpolar regions of Greenland, Iceland and Russia.

Another session, featuring presenter Ifor Fflowcs-Williams, founder and CEO of Cluster Navigators from New Zealand, will look at examples of successful economic development using clusters of small businesses working together. Mr. Fflowcs-Williams has worked with clients in New Zealand, Australia, Scotland, Canada, the United States, Sweden, and South Africa.

“We also have some great sessions being hosted by successful entrepreneurs and consultants from various parts of Canada, including some great speakers from right here at home,” says Warren.

Another highlight of this year's conference will be the announcement of the first winner of the BayBYTES-Alliant Telecom Rural Technology Start-Up Grant competition. This competition will see a third-year student or recent graduate of one of College of the North Atlantic's technology programs awarded \$10,000 toward the start up of a rural technology-based business.

There's still time to register for this year's BayBYTES conference. Registration is \$300, and includes entry to all sessions, nutrition breaks, meals, a social and a reception, and all conference materials.



*Jim Organ of Alliant speaks at last year's BayBYTES conference. The 2002 conference boasts to be even more successful.*

# New trade program to benefit graduates and local companies

The Honourable Gerry Byrne, Minister of State for the Atlantic Canada Opportunities Agency (ACOA), recently announced \$300,000 in funding support for the Export Internship for Trade Graduates program. Memorial University of Newfoundland's Centre for International Business Studies and College of the North Atlantic have teamed up to deliver this new program, which will place post-secondary international trade graduates with companies having strong export potential.

"This initiative will help us meet our goal of helping local companies to pursue opportunities in international markets," noted Minister Byrne.

"Graduates will have the benefit of gaining solid work experience in their field, while companies draw on the training and experience of graduates with trade expertise."

Through this cost-shared industry internship program, graduates will receive practical, hands-on experience in trade and

investment, and local companies will be able to develop and implement export marketing plans. In addition, the program will help create a closer working relationship between

**"This initiative will help us meet our goal of helping local companies to pursue opportunities in international markets."**

the province's educational institutions and the private sector.

Pamela Walsh, president of College of the North Atlantic, highlighted the importance of connecting the academic and business communities.

"This program will be an important way for

us, along with Memorial University, to develop stronger links with our province's business community. This will assist current and future graduates, and will also enable our economy to grow through exporting."

The program will place 10 university and college graduates in one-year internships with host companies. Their work will be in areas such as developing and implementing marketing strategies, participating in trade shows, and liaising with clients. The program is available to local companies from across Newfoundland and Labrador with an interest in growing the exporting side of their businesses.

Graduates or businesses interested in signing up for the program can contact Susan Vaughan with Memorial University's Centre for International Business Studies at (709) 737-2086 or Linda White with the College of the North Atlantic at (709) 643-7953.

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## Appointments

The following appointments were recently announced at College of the North Atlantic:

Anthony Oguntuase has been appointed to the position of English instructor at the Happy Valley-Goose Bay campus and will teach courses in the College-University Transfer Year program.

Andrea Best has been appointed to the position of Business Management instructor at the Grand Falls-Windsor campus and will replace Gerald Burton who will be working at our Qatar campus. Andrea's appointment will be for a two-year period and she will teach in both the Business Management program and the College-University Transfer Year program.

Wayne Gidge has been appointed to the position of Academic instructor at the Gander campus. Wayne will replace Ed Thorne who has transferred to the Grand Falls-Windsor campus.

Gordon Mayo has accepted the position of instructor, Electrical Engineering Technology, Burin campus. Gordon is replacing Wayne Legge. Gordon has extensive experience in the private sector and has most recently been an Electrical instructor at the Seal Cove campus.

Lori Lynn Lynch has accepted the position of Instructional Assistant, Chemistry, at the Carbonear campus. Lori Lynn is replacing Bill Gosse. Lori Lynn is a recent graduate having completed her B.Sc. degree and is working

towards her Masters of Engineering degree. She has most recently worked with Memorial University.

Nick Donovan has accepted a temporary 45-week position as Academic instructor with the Horticulture, Farming, Storage, Processing and Production program. This is part of the Bridging the Gap program, a partnership between the college, the Random North Development Association, and the Farmer's Co-op. Nick has been an instructor with the Clarenville campus for a number of years.

Theresa Pittman has accepted the position of Instructional Design Specialist, Distributed Learning Service (DLS), replacing Kevin Deveau. Theresa has experience in the private sector and has previously done some work with the college.

Darlene Feltham, a Computer Support Technician with the Distributed Learning Service, has been promoted to the position of Instructional Design Assistant, also with the DLS. Darlene is a graduate of the college and has worked in the centre since December, 1999.

Jody Locke, half-time Computer Support Technician with the Distributed Learning Service, has been moved to Darlene's position where he will now be a full-time employee. Jody is also a graduate of the college.

Kevin Deveau and Mary Vaughan of the

Clarenville campus, Bill Gosse, Carbonear campus, Wayne Legge, Burin campus, and Dave Jewer, Bonavista campus, have all accepted positions in Qatar.

Marian Andrews has been appointed Chair of Programs with the Programs Division. She is replacing Enid Strickland who has accepted the position of Vice President at CNA-Qatar. Marian has held a variety of positions at the college over the past 25 years. Most recently, she was seconded to the position of Chair of Programs. Her experience includes: Department Head, Business and Applied Arts; Chairperson, Provincial Business Studies Review; Instructional Coordinator; Program Development Coordinator; Professional Development Coordinator; and Instructor of business courses across all disciplines. She holds a Master's Degree in Educational Leadership with Fellowship distinction.

John Oates has been temporarily appointed to the position of Associate District Administrator of Ridge Road campus and will replace Danny Wong who will be concentrating his efforts on our Qatar and China projects.

Guy Fillatre has been appointed on a permanent basis to his position as Wide Area Network Administrator at the Ridge Road campus.

Congratulations to all on their new appointments.

# Texas company will “pay it forward”

We've heard many stories about the compassion shown towards stranded passengers by the residents of Gander, Stephenville, and Happy Valley-Goose Bay during the September 11 crisis. We've also heard stories about those passengers repaying that kindness with thank-you letters and donations of money to the campuses for scholarships.

Well Kevin Tuerff, one of the thousands stranded in Gander last year, has decided to repay that kindness a different way. The president of EnviroMedia, an Austin, Texas-based advertising company, says he was overwhelmed by the response of the people of Gander and wondered if, as Americans, they would have done the same had the tables been turned.

“Most of us are sadly taught to distrust strangers,” he said in a memo sent to employees of his company last week.

“We don't talk to our next-door neighbors, much less the person sitting next to us on an airplane, or that person standing behind us

“Each team of two staff members will be given \$100 cash to spend on that stranger.”

in-line at the grocery store. Why? Because we've all had a bad experience somewhere along the way. Maybe we should rethink this, try a new approach, and see what happens.”

His new approach is to “pay it forward.”

On September 11, employees of EnviroMedia will pair up and be given \$100 US to spend performing an act of kindness for a total stranger.

“We're essentially closing operations on September 11 for the day of remembrance, and all staff are charged with going out into the Austin community to find a stranger, then do something completely unusual - do something extra nice for them. Each team of two staff members will be given \$100 cash to spend on that stranger,” said Tuerff's employee memo.

“Last year, on September 11, most of you were coping with coming to work when it seemed the world was falling apart. Plus, you had no idea where your bosses were. Val and Millie had just been in the World Trade Center a few days before they fell, and Kevin T. and

Kevin J. were supposedly headed home from Paris to Austin when their plane was diverted for three days to Gander, Newfoundland in

“They donated their own pillows, blankets and sleeping bags. They baked food. They stopped their cars on the street to offer rides to anyone who was walking...”

Canada. We were stuck in a foreign country, wanting desperately to get home.

The people of Gander (pop. 10,000) housed, fed and cared for more than 7,000 stranded airline passengers for almost three days while American airspace was closed. They donated their own pillows, blankets and sleeping bags. They baked food. They stopped their cars on the street to offer rides to anyone who was walking to the store. The Canadians' compassion for Americans in our time of need was remarkable.”

Tuerff randomly chose the two-member teams of full-time staff members to hit the streets and provide this list of rules: 1) You must spend the money on Wednesday, September 11; 2) You must spend the money on a total stranger (Yes, it will be tempting to go spend the money and the day on yourselves in a bar or movie theater, but that won't cut it). You may choose, if you want, to spread the money out by helping several strangers. You are not required to support an organized charity, or even environment or public health causes (which normally we would); 3) You may not tell the stranger who you are, or where the money came from; 4) If pressed, you may explain the story about the people of Gander on 9/11. 5) You must return to the office at 4 p.m. to share your story with the rest of the staff.

And hopefully, they will share those stories with us.

If you know any other companies or people who might want to try this experiment, pass it on. You can contact Mr. Tuerff by visiting EnviroMedia's website at [www.enviromedia.com](http://www.enviromedia.com).

