

**INTELLECTUAL PROPERTY LEGAL
INFORMATION NETWORK
(IPLIN)**

REPORT TO THE LAW FOUNDATION
OF ONTARIO

November 18, 2004

EXECUTIVE SUMMARY

This project was motivated by a desire to create a reliable legal resource to provide information to members of the public within the Windsor-Essex community (“the community”) who have questions regarding Intellectual Property (IP) and Information Technology (IT). In order to ascertain the needs, if any, of the community, we undertook a needs-assessment survey to determine (I) what types of IP/IT are being generated and used in the community; (II) what kinds of legal information on IP/IT issues are presently available and accessed by members of the community; and (III) what types of resources would best facilitate conveying legal information on IP/IT to the community and who would benefit from these resources.

The survey brought to light four distinct categories of IP/IT producers and/or users within the community with each group having different needs. These groups can be defined as follows:

1. Respondents who have a sophisticated knowledge of IP/IT issues and have expressed satisfaction with the resources available to them to address their concerns;
2. Respondents who have a sophisticated knowledge of IP/IT issues but have expressed dissatisfaction with the resources available to them to address their concerns;
3. Respondents who have some basic knowledge of IP/IT issues and do not have resources available to them to address their concerns; and
4. Respondents who have no knowledge of IP/IT issues in spite of the fact that they do, indeed, have them and, therefore, do not know that they might need to access resources to address their concerns

The results of the survey demonstrate that:

- There is a need among organizations and groups, who do not have on-going access to a lawyer, for some basic information regarding IP/IT matters in order to assist them in either protecting the IP/IT they generate, or facilitating IP clearance.
- There is a need for outreach to the local bar to determine whether it is at all feasible to develop IP/IT as an area of practice locally.
- While the community is very diverse and has varying needs, fundamentally, most would generally benefit from increased knowledge and awareness.
- A certain segment of the targeted group were unable to identify IP/IT issues, despite the fact that they did indeed have them. This group is one that would likely benefit the most from an increased awareness of IP/IT issues through the provision of appropriate resources designed to meet their needs. It must be acknowledged that this group is likely also to be the most challenging in terms of identifying the appropriate resources of greatest benefit.

- A second segment of the targeted group were more sophisticated in their knowledge of IP/IT issues but did not access any resources to assist them in resolving their concerns. This group would most likely to benefit from an increased awareness of IP/IT issues through the provision of appropriate resources designed to meet their needs.
- The University of Windsor is an organization whose members are more aware of IP/IT issues. Further, there appears to be a sense of urgency among members of that sector regarding the need to ensure both compliance with IP/IT rights and IP commercialization. This group is one that would benefit most from programs designed to enhance the existing knowledge of IP/IT issues but one that would also require the development of more sophisticated infrastructures to assist in IP/IT development, commercialization and rights management.
- There are areas of IP commercialization identified by industry that would build upon the existing strengths in the community that are not presently being exploited to their fullest causing some frustration within certain sectors of the community. Interested industry groups would benefit from programs designed to enhance the existing knowledge of IP/IT issues although, as with the University, the development of more sophisticated infrastructures to assist in IP/IT development, commercialization and rights management would also appear to be required.

Final Recommendations:

- 1) Development and maintenance of a dedicated and reliable website
- 2) The provision of community-based public legal education workshops
- 3) The creation of an IPLIN Office to provide legal information and individual assistance to members of the community

FINAL REPORT

This project was motivated by a desire to create a reliable legal resource to provide information to members of the public within the Windsor-Essex community (“the community”) who have questions regarding Intellectual Property (IP) and Information Technology (IT). With the generous assistance of the Law Foundation of Ontario, Professor Myra Tawfik and two research assistants, Telly Lebedev and Jacquelyn Chan, both third-year law students, put together a comprehensive plan that will direct IPLIN’s research and community outreach focus.

In order to ascertain the needs, if any, of the community, we undertook a needs-assessment survey to determine (I) what types of IP/IT are being generated and/or used in the community; (II) what kinds of legal information on IP/IT issues are presently available and accessed by members of the community; and (III) what types of resources would best facilitate conveying legal information on IP/IT to the community and who would benefit from these resources.

Survey Methodology

We conducted a purposive survey by identifying as our respondents individuals and organizations that were potentially IP/IT producers and/or users. We developed a list of these potential respondents by reviewing local and regional websites, the telephone book, and through referrals. After considering various types of survey instruments, we decided to conduct a telephone and email survey. We conducted the telephone survey as a team, with one person conducting the survey through speakerphone, while the other person took down the respondent’s answers on computer. When the respondent did not want to conduct the interview through speakerphone, the person conducting the survey also took down the respondent’s answers on computer.

The survey questionnaire (see Appendices ‘A’ and ‘B’) asked a series of up to 11 open-ended questions. There was some variation on which questions were asked depending on what type of respondent was being contacted. We decided on open-ended questions because we felt that this format was the most conducive to engaging in an extended dialogue with respondents. Since we did not know exactly what we were looking for, we wanted an instrument that was flexible enough to capture information that we could not anticipate. Prof. Kai Hildebrandt of the Department of Communication Studies was consulted and provided invaluable advice on the methodology. The questions were devised by the research assistants and were reviewed by Prof. Tawfik. The survey also received approval from the University of Windsor’s Research Ethics Board on June 9, 2004.

Respondents

We tried to make our survey population as broad-based and representative of the community as possible. Our survey population consisted of school boards & other educational institutions, media, arts & cultural groups, commercial and industrial enterprises, unions and labour groups, computer and new-media design firms and legal service providers in the community. For a detailed list of organization and company names, please see Appendix ‘C’.

Of the total 198 respondents, we contacted 38 educational and public institutions including school boards, municipal offices, and departments within the University of Windsor and St. Clair College, and received 29 responses. We contacted 14 media organizations and received 6 responses (including a “decline to participate”). We contacted 50 arts groups and individual artists and received 10 responses (including an incomplete response). We contacted 59 businesses and received 15 responses (including 5 who declined to participate and one incomplete

response). We contacted 13 area union locals and received 2 responses (including one incomplete response). We contacted 14 computer and new media companies and received 6 responses (including a “decline to participate”). We contacted 10 legal services providers and we were only able to make contact with 4 respondents.

Response Rate

Overall, we achieved a 32% response rate. This rate includes the 3.5% of respondents who actively declined to participate and 1.5% of respondents who did not complete the survey.

However, we were surprised at the fact that of all respondents, we achieved an 86% response rate for the University of Windsor. Of the 29 Departments, Faculties and Administrative Offices we contacted, 25 responded to our survey. We suspect that there are a number of factors that may have led to this: first, we found that many who responded to the survey were academics who are familiar with surveys and statistics in an academic environment. The respondents knew what sort of survey we were conducting and had a general awareness of the importance of IP/IT. Secondly, we, the researchers, were associated with the University and thus, respondents may have been more willing to participate in the survey. Lastly, we believe that the high response rate was also due to the fact that many schools and departments on campus appear to be eager to develop a better working relationship with the University over IP/IT issues and viewed this survey as a means of advancing that objective.

Unfortunately, we were not as successful in administering our survey to the other post-secondary institution in the region, St. Clair College. Of the 5 departments we contacted, only one department responded to our survey. We are not sure why there was such a low level of response

except to suggest that some of the factors that affected our response rate from the community at large (excluding the University) most likely had an influence in relation to St. Clair College as well.

In relation to the community at large (excluding the University), we suspect there were a number of factors that may have affected the response rate. First, we believe that we would have had a better response rate if the survey were conducted during the fall or spring. For example, a number of the relevant staff in some of the businesses we contacted were on vacation with the remaining staff too time-constrained to participate in a survey. Second, we identified ourselves as law students; this may have created a barrier between some respondents and us. Despite our assurances, some respondents may have misapprehended the nature of our survey; that it was an inquiry into their behaviour or that we were seeking to uncover “unlawful use” of intellectual property and may have been hesitant to reveal or otherwise discuss the nature of their IP/IT use.

The Questions

The survey questions can be found in Appendix “A”. Although we asked between eleven to twelve questions in total, we were ultimately trying to find the answer to three general questions: (I) what types of IP/IT are being generated and/or used in the community; (II) what kinds of legal information on IP/IT issues are presently available and accessed by members of the community; and (III) what types of resources would best facilitate conveying legal information on IP/IT to the community and who would benefit from these resources.

Discussion of Findings

1) What kinds of IP/IT have been generated and/or used?

In our survey, we separated IP from IT issues. We identified IP issues as those involving copyright, patents, trademarks and “trade secrets” while IT issues related to unsolicited bulk e-mail (“spam”), privacy, data protection and identity theft. Our survey revealed that IP/IT needs often corresponded to the type of activity each respondent primarily engaged in. Arts groups, artists, the symphony, museums and some graphics design firms identified issues over copyright as their main concern, whether it be protection for their own copyright or securing copyright permission from others. Small businesses, on the other hand, identified confidential information and to a lesser extent, trademarks as their main IP concern. With the exception of one local tool & die maker, patent issues were found almost exclusively among the engineering schools and departments of the University of Windsor. Similarly, in respect of IT, high traffic internet and e-mail users were more concerned about spam whereas software developers and web designers were more concerned about data protection and confidential information.

Figure 1 – Types of IP Issues of Concern to Respondents



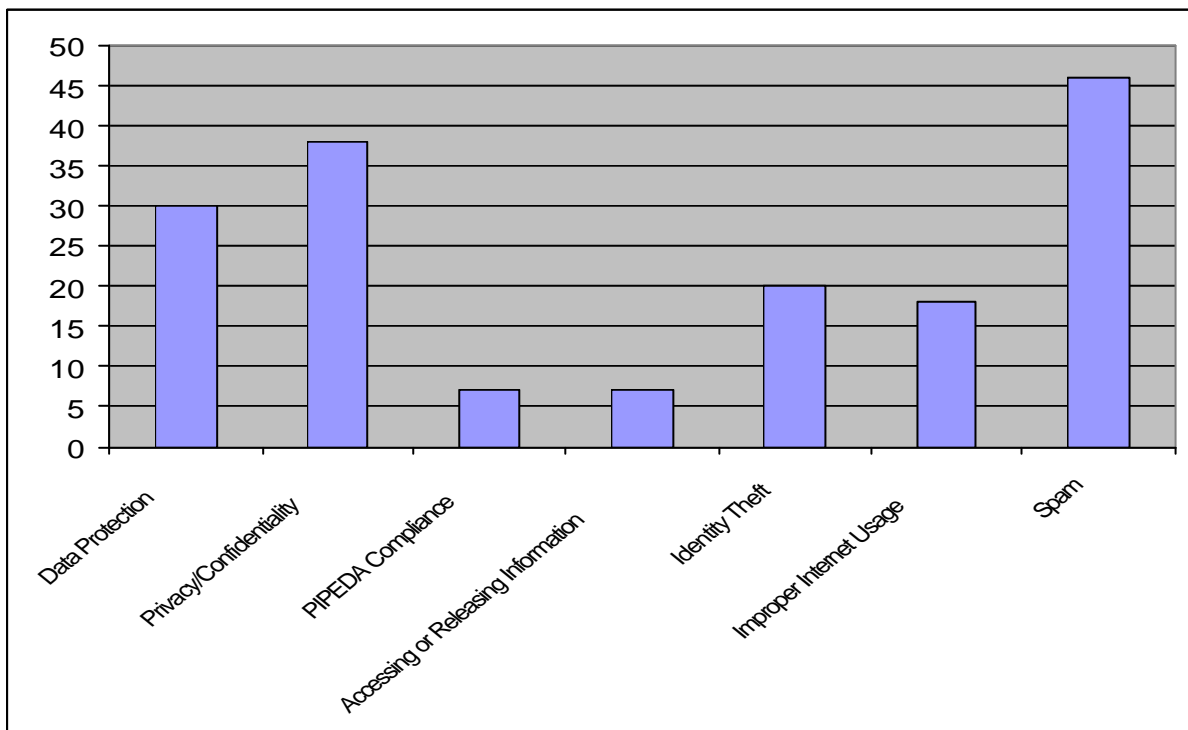
With respect to traditional areas of IP, issues surrounding copyright and trademarks garnered the most responses from the general community. Respondents who said they had to negotiate copyright permission from a copyright holder usually said they or someone in their organization acted to secure the permissions. If there was resistance on the part of a copyright holder to give permission, the user would simply back down. A couple of users reported consulting the Canadian Intellectual Property Office’s (“CIPO”) website for general information but found it “too wordy.” Those who said they had a trademark issue usually resolved their issue using the services of a lawyer.

With the exception of one tool and die maker, issues involving patents were found almost exclusively within the Science and Engineering departments of the University of Windsor.

Finally, one new media publishing company (CD-ROM, Internet) identified trade secrets as one area of constant concern. Although they relied on their lawyer for advice, they said they would appreciate a public information resource so that they could inform themselves prior to speaking with their lawyer. Further, this organization identified conflict over the ownership of copyright between the company and client or between the company and freelance designers as the most frequent cause of complaint

Information Technology

Figure 2– Types of IT Issues of Concern to Respondents



In spite of the limitations inherent to survey measurement in relation to IT, we were still able to uncover a good deal of IT activity, even if it was not recognized as such at first. Spam was identified as a concern among the overwhelming majority of respondents and provoked the most emotional responses. Data protection i.e. computer network security and protection from unauthorized access to computer files, identity theft, and improper internet usage were other areas of concern.

Data Protection, Privacy and PIPEDA

Privacy matters were also identified as a concern once the nature of privacy law and, especially, the new *Personal Information Protection Electronic Documents Act* (“PIPEDA”) legislation was discussed with respondents. We were surprised by the number of small businesses that were not aware of the existence of PIPEDA or their obligations under the legislation. Approximately 8.3% of all the respondents were not aware of PIPEDA in spite of the fact that they were, in all likelihood, subject to the legislation.

2) What kinds of legal information on IP/IT issues are presently available to and accessed by members of the community?

At present, no local resources exist to serve the needs of the community for the provision of legal information on IP/IT issues. Although the law student-run Windsor IP/IT club website does provide some basic IP/IT information and links, its target audience, at the present time, would not be from the community at large.

There are websites with national reach that provide information on all forms of IP/IT. The Government of Canada through, for example, CIPO, Heritage or Industry Canada provides up-to-

date information. While CIPO is intended to provide the public with information about how to protect IP rights, those of our respondents who had accessed the CIPO website found it ‘too wordy’. We suspect that these websites are quite difficult to navigate for those who have insufficient basic IP/IT knowledge.

Similarly, non-governmental public research institutes such as the newly formed Canadian Internet Policy and Public Interest Clinic (“CIPPIC”) and the more established Centre for Innovation Law and Policy offer IP/IT legal information. Again, however, at least in the case of the Centre for Innovation Law and Policy website, the site is not really designed for the community member uninitiated into the legal environment. CIPPIC is developing as a public interest advocacy group whose primary mandate is to shape the law and policy in relation to the Internet through lobbying activities and interventions before the courts. The role as a community public legal education resource is, therefore, limited.

Other resources exist for the public to access. For example, websites are set up by various IP/IT rights holders or users. Copyright collectives such as SOCAN and Access Copyright provide information to the public about obtaining copyright permissions. Similarly, the websites of the Canadian Library Association and other library associations provide some information about copyright clearance. Again, however, members of the public would need to be able to identify their particular legal issues in order to determine which websites would be most helpful to them.

Law firms in the Windsor-Essex area were contacted for the survey in order to determine if they handled IP/IT law and how often IP/IT issues were brought to the firm by existing or potential clients. We found that of the law firm respondents, none of the respondents dealt with IP/IT law

although they did receive questions around privacy law. Often, IP/IT issues would be referred to another law firm, either in Toronto, Ottawa, or Michigan. As well, the law firms that we contacted believed that the community does not have issues regarding IP/IT law, that few in the community have approached them with IP/IT issues, and that there is no point in dedicating resources to IP/IT matters exclusively. As one respondent rhetorically asked, “what IP issues?” This view of the absence of IP/IT issues or concerns within the community is not borne out by the results of our survey. Raising awareness in the local bar would be a necessary component to developing a network of resources and referrals on IP/IT matters.

3) What types of resources would best facilitate conveying legal information to the community and who will benefit from these resources?

In general, respondents to our survey sought a resource that would be able to disseminate information in a quick, easily assessable and reliable manner to meet their varied IP/IT interests. However, our survey brought to light four distinct categories of IP/IT producers and/or users within the community with each group having different needs. These groups can be defined as follows;

1. Respondents who have a sophisticated knowledge of IP/IT issues and have expressed satisfaction with the resources available to them to address their concerns;
2. Respondents who have a sophisticated knowledge of IP/IT issues but have expressed dissatisfaction with the resources available to them to address their concerns;
3. Respondents who have some basic knowledge of IP/IT issues and do not have resources available to them to address their concerns; and

4. Respondents who have no knowledge of IP/IT issues in spite of the fact that they do, indeed, have them and, therefore, do not know that they might need to access resources to address their concerns.

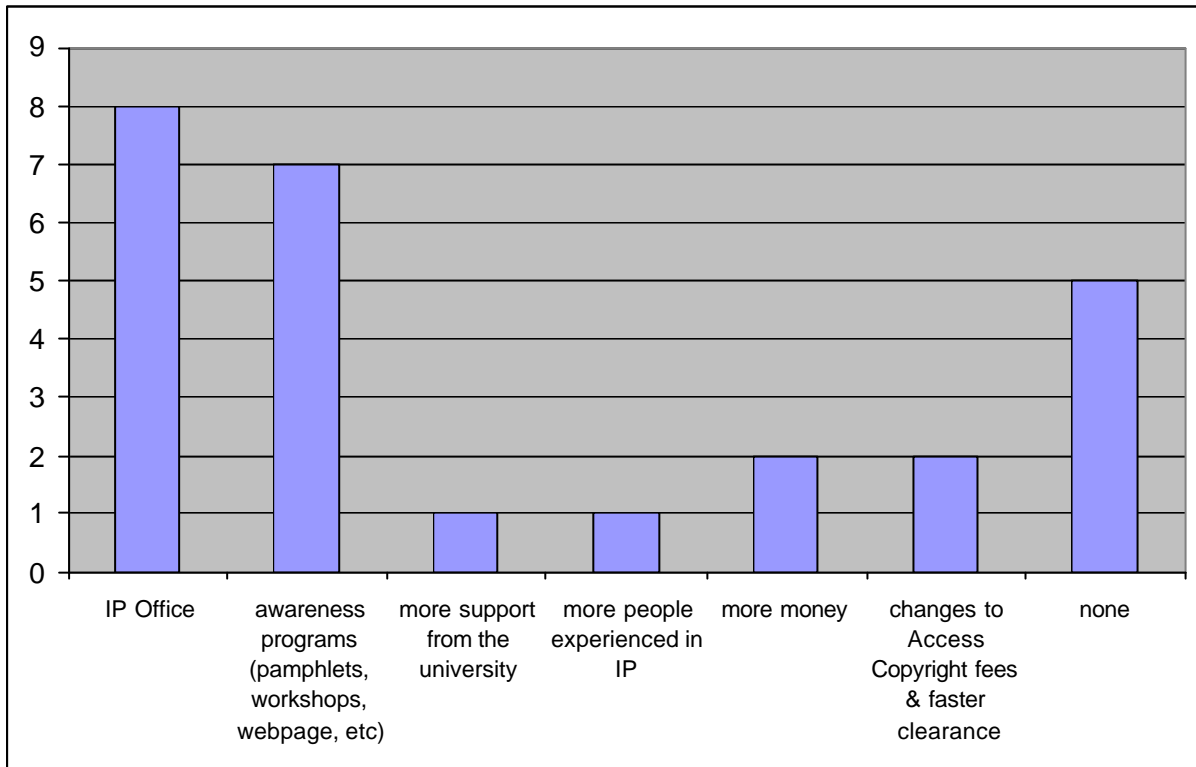
This suggests that there are different needs within the community that may require the provision of different resources in order to ensure maximum benefits.

Group 1: Sophisticated IP/IT Knowledge-Base and Satisfied with Resources

For the first group of respondents, those who have a sophisticated knowledge of IP/IT issues and are satisfied with the resources they have available to them to address their concerns, we believe that no further community-based resources would be required. However, this leaves the other three groups who cannot access, at present, any local resources to assist them.

Group 2: Sophisticated IP/IT Knowledge-Base but Dissatisfied with Resources

Figure 3 – Resources University Respondents Would Likely Access



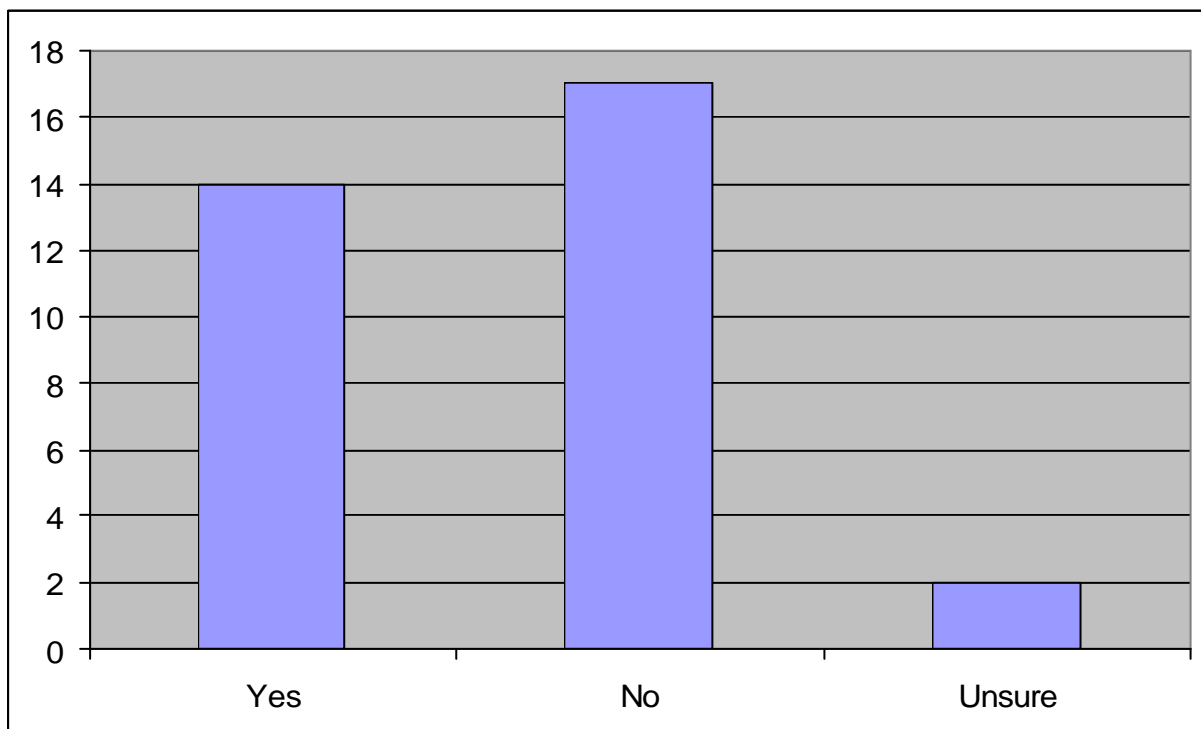
Many of the respondents who evidenced a sophisticated knowledge of IP/IT issues but were not satisfied with the resources available to them to address their concerns came from the University. These respondents are in a different position than community-based respondents as they are located in one central location and already have access to university resources, both within the University of Windsor and from other universities in Canada and internationally. Although many University respondents are familiar with areas of IP/IT law that affect them, almost all the respondents said that they would access a University-based resource. Some respondents stated

that they would likely access an IP/IT Commercialization Office on campus. As well, respondents also would access a dedicated website and would attend workshops.

Some knowledgeable respondents offered very specific recommendations that were related to the strengths of the Windsor-Essex community. For example, one respondent from a business-development organization suggested that more could be done to support and leverage the region's strength in agribusiness. This respondent also indicated that there exist numerous problems relating to international patent enforcement among local businesses involved in agriculture. This respondent expressed interest in having law students engage in advocacy efforts, such as, for example, to help draft petitions to provincial and federal politicians.

Groups 3 and 4: Some or No IP/IT Knowledge-Base

Figure 4 – Responses to Whether Community (Excluding University) Respondents would Access a Community-Based Resource



At first glance, the response to this question seems to point to the conclusion that a slight majority of respondents would not access or use a community based resource to get information about IP/IT law issues. A closer look at the numbers negates that conclusion. Of the 34 community respondents, about half had access to in-house legal counsel; these were either some sort of government-funded body such as a school board, or a larger organization that was likewise well resourced in relation to legal assistance. These respondents felt that they did not need further community-based resources.

Of the respondents who had some basic knowledge of IP/IT issues and did not have resources available to them to address their concerns, many respondents felt that a community-based resource would be beneficial for them. Among the smaller-community based groups, and even among small businesses that did use private legal services, all responded that they would use a community-based legal information resource – to educate themselves before they spoke to a lawyer. Although some respondents would use their own resources to find answers, such as looking at the CIPO website, they still agreed that they would benefit from a reliable website and local workshops. These respondents would be able to access these resources for more detailed information or for answers to technical questions or questions on areas of IP/IT law that are relatively new and uncertain.

Most striking was that 11% of respondents who had, at first, stated that they had no IP/IT issues did, indeed, in their daily operations, have IP/IT issues but were unable to identify them as such. It was only through our discussions with the respondents that we were able to identify their concerns as IP/IT ones. It became evident to us that there is a general lack of awareness in the

community about what IP/IT law is; people are confused especially regarding the operations of copyright law, trademark law and patent law. For example, one respondent expressed concern over whether use of some text constituted a patent infringement. This confusion in nomenclature and function, while understandable, was a common comment from many of the respondents. Many respondents did not understand the concept of IP or IT, sometimes even in its most basic terms. We found that these respondents could not identify, let alone resolve, an existing IP/IT concern.

One glaring recurring example related to the coming into force of PIPEDA that now requires any commercial enterprise to observe strict guidelines in the way that it collects, uses and discloses customers' personal information. Often, when asked if PIPEDA was a concern, the respondents indicated that they had no idea what PIPEDA was and how it might now affect their operations. After a lengthy explanation of the legislation and its application as of January 1, 2004 to private sector commercial enterprises, respondents still remained unconcerned about whether they needed to be PIPEDA-compliant. Raising awareness about PIPEDA and ensuring that those subject to it are properly in compliance, would appear to us to be a matter of first priority for any community-based legal resource.

Conclusions:

- ❑ There is a need among organizations and groups, who do not have on-going access to a lawyer, for some basic information regarding IP/IT matters in order to assist them in either protecting the IP/IT they generate, or facilitating IP clearance.
- ❑ There is a need for outreach to the local bar to determine whether it is at all feasible to develop IP/IT as an area of practice locally.
- ❑ While the community is very diverse and has varying needs, fundamentally, most would generally benefit from increased knowledge and awareness.

- ❑ A certain segment of the targeted group were unable to identify IP/IT issues, despite the fact that they did indeed have them. This group is one that would likely benefit the most from an increased awareness of IP/IT issues through the provision of appropriate resources designed to meet their needs. It must be acknowledged that this group is likely also to be the most challenging in terms of identifying the appropriate resources of greatest benefit.
- ❑ A second segment of the targeted group were more sophisticated in their knowledge of IP/IT issues but did not access any resources to assist them in resolving their concerns. This group would most likely to benefit from an increased awareness of IP/IT issues through the provision of appropriate resources designed to meet their needs.
- ❑ The University of Windsor is an organization whose members are more aware of IP/IT issues; there appears to be a sense of urgency among members of that sector regarding the need to ensure both compliance with IP/IT rights and IP commercialization. This group is one that would benefit most from programs designed to enhance the existing knowledge of IP/IT issues but one that would also require the development of more sophisticated infrastructures to assist in IP/IT development, commercialization and rights management.
- ❑ There are areas of IP commercialization identified by industry that would build upon the existing strengths in the community that are not presently being exploited to their fullest causing some frustration within certain sectors of the community. Interested industry groups would benefit from programs designed to enhance the existing knowledge of IP/IT issues although, as with the University, the development of more sophisticated infrastructures to assist in IP/IT development, commercialization and rights management would also appear to be required.

Recommendations

1) Dedicated and Reliable Website

The construction and maintenance of a website would appear to be an important resource given that a large number of respondents indicated that this would be a viable means for them to access legal information. It would be hosted on the University of Windsor's server and would have general information regarding IP/IT as well as links to other available resources. The website would be a cost-effective means of providing on-going dialogue with the community as well as offering a way to receive continuous feedback as to the provision of relevant services. The

website would provide reliable information in IP/IT law. Downstream project phases (II or III) would envisage partnering with the local bar to develop IP/IT expertise within the local legal community. IPLIN would then be able to offer referral information to those members of the community who require legal advice or information beyond that which IPLIN could provide. This would create further ties among the local bar, the University, and the Windsor-Essex community.

2) Community-based public legal education workshops

A number of respondents suggested that this would be another resource that they would likely access. Some respondents even suggested specific workshop topics that would be of particular benefit to them (for example, “Copyright for Librarians” or “PIPEDA for Small Businesses”). We believe that workshops would be a valuable supplement to the website, especially in relation to the group of respondents who had little or no knowledge of IP/IT issues. These workshops would serve to raise their awareness of the subject matter and would assist them in properly identifying the various legal issues.

There would, therefore, be a role for IPLIN to develop and deliver these workshops and similar types of presentations to serve the specific interests and needs of the community.

3) IPLIN Office

As the second stage of the development of IPLIN, a dedicated IPLIN office could be set up to benefit the community especially those who have clearly expressed dissatisfaction with the available resources. Given the Faculty’s expertise in clinical and experiential learning, an IPLIN office would fit nicely within the framework of the Faculty’s future planning. The clinical model would not preclude this type of clinic from serving both the University and the community.

Some of the activities of the IPLIN office would be to answer questions from the general public and offer general legal information. For example, we already received one IP related query through CLA from a small-business owner. IPLIN can establish “mind-share” by working with area Chambers of Commerce and other development organizations. This would include running workshops at events put on by the business development organizations and leaving promotional literature at their offices.

Jacquelyn Chan

Telly Lebedev

Professor Myra Tawfik

Appendix 'A' – Questionnaire for Respondents

1. What kinds of activities does your organization engage in?
2. Does your organization produce or use creative content in its day to day activities? If so, what kinds?
3. Are you concerned about (any of the following?):

Data

- a. Data protection (including customer information)
- b. Privacy – customer, employee, company
- c. Identity theft
- d. Internet usage by employees at work (P2P, online abuse or defamation?)
- e. Spam

IP – Rights holders

- a. Loss of control over copyrighted works
- b. Question regarding the registration of a trademark/domain name?
- c. Question regarding the resolution of a trademark/domain name dispute?
- d. Question regarding the registration of a patent
- e. Question regarding the resolution of a patent dispute

IP – Rights users

- a. Have you ever needed to get permission from a copyright holder?
 - b. Have you ever needed to get permission from a trademark/domain name holder?
 - c. Have you ever needed to get permission from a patent holder?
 - d. Are you concerned about whether your use is lawful?
4. What kinds of problems have you encountered?
 5. Do you often have these problems?
 6. Have you sought answers for these problems and if so, from whom?
 7. If you have sought answers for these problems from someone else, have you paid them?
 8. Do you have other people that you contact to get answers?
 9. Are there others in your organization or group that you talk to about these problems?
 10. How were these problems ultimately resolved?
 11. Do other people outside your organization ask information from you and if so, whom?
 12. Do you feel that your organization has a need for further resources in these matters within the community? If so, what kind of resources would you likely access if they were offered?

Appendix 'B' – Revised Questionnaire for Respondents

13. What kinds of activities does your organization engage in?
14. Does your organization produce or use creative content in its day to day activities? If so, what kinds?
15. Are you concerned about (any of the following?):

Data

- a. Data protection (including customer information)
- b. Privacy / Confidential Information
- c. PIPEDA Compliance
- d. Accessing or Releasing Information under the *Freedom of Information Act*
- e. Identity theft
- f. Improper Internet usage by employees at work (P2P, online abuse or defamation?)
- g. Spam

IP – Rights holders

- a. Loss of control over copyrighted works
- b. Question regarding the registration of a trademark/domain name?
- c. Question regarding the resolution of a trademark/domain name dispute?
- d. Question regarding the registration of a patent
- e. Question regarding the resolution of a patent dispute
- f. Privacy Issues at work
- g. Freedom of Information request

IP – Rights users

- e. Have you ever needed to get permission from a copyright holder?
 - f. Have you ever needed to get permission from a trademark/domain name holder?
 - g. Have you ever needed to get permission from a patent holder?
 - h. Are you concerned about whether you use is lawful?
16. Briefly describe any Intellectual Property (including Privacy/PIPEDA/Freedom of Information) problems encountered in the past.
 17. Do you often have these problems?
 18. Have you sought answers for these problems and if so, from whom?
 19. If you have sought answers for these problems from someone else, have you paid them?
 20. Do you have other people that you contact to get answers?
 21. How were these problems ultimately resolved?
 22. Do other people outside your organization ask information from you and if so, whom?
 23. Do you feel that your organization has a need for further resources in these matters within the community? If so, what kind of resources would you likely access if they were offered?

Appendix 'C' - List of Businesses, Organizations, & Individuals Contacted

Educational Institutions and Libraries

The University of Windsor (29 departments)
Windsor-Essex County Catholic District School Board
Greater Essex County School Board
St. Clair College (5 departments)
Windsor Public Library

Media

Essex Free Press
Windsor Star
Amherstburg Echo
Harrow News
Kingsville Reporter
Leamington Post
Shoreline Weekly
Lakeshore News
Lasalle Post
In Business Magazine
BizX Magazine
CKLW AM 800
Windsor Life Magazine
Windsor Parent Magazine

Arts & Culture

Amherstburg Museum & Gallery
Park House
Art Gallery of Windsor
Windsor Arts Council
Windsor Community Museum
Arts Centre
Chrysler Theatre
Windsor Symphony Orchestra
Odette Sculpture Park
Windsor Light Opera Association
Pelee Island Heritage Centre
Southwest Ontario Heritage Village & Transportation Museum
Artcite Inc.
Art Expressions
Caney Creek Publishing Inc.
Paul Murray Gallery
Pleasant Valley Watercolours
Royal Culture Craft
Leon A. Barlow – Artist
Robert Bishop – Artist
Shirley Bridgen Photography

Julia Conlon – Artist
De Paoli Studio – Art School
Tim Dixon – Artist
Breakaway Stained Glass
Patrick Hannon Photography
Krafty Wood Working
Nada Jurisich
Heritage Woodworking
Klassen Brass
Dawn Lavoie – Artist
Heather MacKenzie – Artist
Invitro Wrought Iron Work
Monica Matteis Photography
Simply Cedar
Constance Meloche – Fine Art Watercolours
Brent Mensch – Sculpture
Ken Rounq – Metalwork
Shelly Anne Rounq – Artist
Suchiu Art
Murals Plus
Wilderness Art: Nature and Wildlife
Robert Voyvodic Watercolours
Werbel – Fine Art
Preney Print & Litho Inc.
Windsor Print & Litho
Embassy Entertainment
Hysen Music Ltd.
Theatre Alive
Theatre Intrigue Society

Commerce & Industry

Windsor-Essex County Development Commission
Windsor Chamber of Commerce
Windsor-Essex Small Business Enterprise Centre
City Centre Business Association
Windsor-Essex Development Network (WEDNet)
Ed Miles – Accountant
Roth Mosey & Partners LLP – Accountants
Roger E. Durocher – Accountant
Walter V. Francic – Accountant
Gordon B. Lee – Accountant
Alexander R. Menzies – Accountant
Doher & Co. – Accountants
Mastromattei & Maini – Accountants
Media Duo – Advertising
G. Marentette & Company Inc – Advertising
Jaz Marketing & Design – Advertising
Mindbox Creative Group – Advertising
Harris Douglas Strategic Marketing
Sirendra K. Bagga Architect Inc
Archon Architect Incorporated
Glos J Architects Inc
MMA Architect Inc
MEO And Associates Inc

Thomson JP Associates Ltd Architects and Engineer
Biblioasis
Bookroom
EZ-Shred
Tippet-Richardson Limited
Amherstburg Chamber of Commerce
Harrow & Colchester Chamber of Commerce
Leamington District Chamber of Commerce
Media Street Productions
Spirou & Associates Communications & Marketing
Allegra Print & Imaging
Digiprint
Mr. Copies
Wheeler's Printing & Copying Ltd
Allied Production Group
Band-Ayd Systems Inc
Great Lakes Television
Mimetic Productions
Fast Signs
BB Tool
Basic Tool
Benard Mold
BTM Tooling
Essex Service Machine & Tool
Integrity Tool & Mold Inc
Pilot Industries
Windsor Match Plate & Tool
Windsor Mold Inc
Lindo Tool & Die
Saturn Tool and Die
Can Am Tools
Health Smart Drug Store Ltd
Essex Pharma Care
Pharma Care Drug Mart
Accucaps Industries Limited
Suntrition Inc

Unions and Labour

CUPE District Office (Local 543, 82, 1358, 1132)
OPSEU
CAW Local 195
CAW Local 100
CAW Regional Office
CAW Local 1959
CAW Local 2458
Ontario English Catholic Teachers Association - Windsor-Essex
Windsor Federation Of Musicians
CAW Local 458
Greater Essex County Elementary Teachers Local
International Alliance Of Theatrical Stage Employees - Local 580
CUPE Local 2345

Computers

Cornerstone Technology Inc
Hrycay Consulting Engineer Inc
Micrologic Computer
Holland Electronic Network
Next Dimension
Mint Components Inc
Avatar Software Creations Inc
Radix Controls Inc
Visionworks Solutions
Wired Solutions
eliquid Media
Agora Global Networks Inc
Hub Media Inc
Cybersync

Law Firms

Corrent & Macri
Easton English
McTague Law Firm
Ducharme Fox LLP
Miller Canfield LLP
Sutts, Strosberg
Community Legal Aid of Windsor
Bilingual Clinic
Mousseau, DeLuca, McPherson, Prince LLP
Raphael Partners

Other

City of Windsor, City Hall – Freedom of Information Services