



January 2006

Screening Persons Who Have a Hearing Disability

“My hearing disability isn’t often noticed immediately. I would rather inform screening officers before they have to ask me if there’s a problem. Between speaker announcements, crowds and equipment noise, getting through the airport is really difficult for me sometimes. It’s important to have screening officers read my body language and facial expressions when I’m trying to communicate with them.”

(Quote from CATSA’s Disability Awareness Module A, Lesson 2)

Do you hear what I hear?

- Hearing loss varies among individuals and is common among our senior population
- Some people who experience partial hearing loss may hear sounds that come across as ‘mumbling’
- People who read lips may only understand every 3rd or 4th word
- Other people may experience total hearing loss and are unable to hear anything at all

Did you know that the famous composer Beethoven had a hearing disability?

Are you aware of these medically-programmed devices that help a person hear better?

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RAIC in the news... see page 5.



Message from the President and CEO

The Year in Review

Happy New Year and welcome back!!

The holiday season is a perfect occasion to recharge our batteries in preparation for the year ahead. It is also a time to look back on our successes and accomplishments over the year. As President and CEO, I am proud to say that we have worked very hard and achieved several successes over the course of the year.

One of our greatest achievements was the full deployment of our Hold Baggage System (HBS) in 89 airports across Canada. This state-of-the-art baggage system is multi-level and involves

100% explosive detection. This milestone was achieved one year in advance of the International Civil Aviation Organization standard.

Another significant achievement was the Restricted Area Identification Card (RAIC) project. As you know, RAIC uses fingerprint and iris biometrics to give airport workers access to restricted areas. This process was initiated on a voluntary basis in over 28 airports with over 20,000 users enrolled across the country.

In addition, we embarked on the national deployment of X-Ray Tutor and TIPS. X-Ray Tutor is a computer-based training program for screening officers. TIPS is a software program that projects fictitious images of threat objects (e.g., IEDs, guns, knives) within the x-ray image of a real bag. These two new programs will significantly enhance training for screening officers.

Other technological improvements include the installation of CCTV in 21 airports across the country. Recordings are used to review incidents and assist local law enforcement, airport authorities and service providers in the event of a security issue or other incidents with a major impact on operations.

Another exciting project that is underway is the Registered Traveller Program. The Program is designed to identify lower-risk passengers and process them with expedited screening procedures. CATSA continues to work closely with Transport Canada on this initiative.

In the late summer – early fall of 2005, members of CATSA's Senior Management Team travelled across the country, meeting with screening officers to discuss common challenges and successes. These consultation sessions were a tremendous success – they highlighted areas of improvement and resulted in some positive changes.

Our work has not gone unnoticed. A survey in 2005 indicated that over 90% of Canadians were satisfied with their overall security screening experience.

It was a busy year for screening officers. They screened over 37 million passengers and over 60 million pieces of luggage this year, not to mention over 2,000 airport workers daily.

These are some very significant achievements and accomplishments for 2005. As we head into our fourth year of operation, CATSA is growing into a focused, accountable, innovative and resilient organization.

I would like to take this time to thank all of the CATSA teams that have worked tirelessly on these programs, and our stakeholders for their continued support in making these projects a success. ■

Jacques Duchesneau, C.M.
President and Chief Executive Officer

Maritime Hospitality



Ian MacKay, Vice-President, Law and Strategy

The Sharing CATSA's Vision tour continued to roll out into the Maritimes in December when screening officers welcomed Ian MacKay, Vice-President, Law and Strategy. He made stops in Charlottetown, Moncton, Saint John and Fredericton and also met screening officers who made the long drive from Bathurst to Fredericton for the events.

"I was really looking forward to meeting with screening officers one on one. Being from the Nova Scotia myself, I know that Maritimers take pride in their work. Screening officers there work hard and take their jobs seriously," said Mr. MacKay.

Mr. MacKay added he was impressed by the screening officers' sincerity. "The interesting thing was that many of the issues brought up during my meetings at these four sites were similar to those at the other *Sharing CATSA's Vision* meetings a few months ago – issues such as uniforms and the need for better training to identify IEDs and other threats. We also talked about the Fifth Estate broadcast and the impact it had on us."

"It was very important for me to share CATSA's vision, but nothing I say means anything unless screening officers deliver what Canadians expect from CATSA – secure, professional service at the screening point, day in and day out," said Mr. MacKay.

Mr. MacKay enjoyed his visits so much that he plans to head back home again to visit more airports in Atlantic Canada in 2006. So keep your eyes open and your questions and comments ready.

Thanks to Alex Hauszner, CATSA Service Manager and Doug Crosby of Shannahan's for their hard work in coordinating the visits. ■

CATSA's generosity shines bright

Whether you observe Christmas, Hanukkah, Kwanzaa, or other religious and cultural celebrations, we all share one thing at this time of year – it's incredibly hectic. The stores are busy and filled with people getting in our way. Restaurant wait-times during lunch are 25 minutes or more 99% of the time. It's cold. And everybody wants something from you.

For the people who work at CATSA, looking beyond these minor troubles has become second nature. When a group of volunteers got together under the leadership of Lucie Menard-Baxter to raise money and gather presents for underprivileged children, the true colours of the organization once again lit up like a Christmas tree. This year's Wish Cloud charitable campaign was another success among the many at CATSA. In just over one and a half weeks, \$1,403 was raised and sent to Ottawa-Carleton Children's Aid Society and Centres de jeunesse de l'Outaouais. Employees also stepped forward to buy many, many gifts for local children who may otherwise have gone without this season.

The volunteers wish to thank you all for your boundless generosity!

Good Deeds Don't Go Unnoticed



This is a letter received by CATSA's Service Manager, Bob Gosse at the St. John's airport:

Mr. Gosse:

You may recall that I had contacted the St. John's airport recently (via the website) to seek assistance in finding a tie clip I left at the security check point. I recently received this personal item in the mail, and I wish to thank you and all those responsible for returning this to me. I was contacted by no less than three people via phone or email, and the entire experience was positive.

I have to say that I am extremely impressed with the response to my inquiry. With all the issues I am sure you must deal with on a day-to-day basis, for there to be such a timely and helpful response to something as relatively

minor as this is truly reflective of a very professional and customer-focused team in St. John's. For me, this little item happened to have some significant sentimental value.

You probably hear complaints more than thanks in your line of work so I thought it was appropriate to send this note. I encourage you to share this with the people involved and with the General Manager of St. John's Airport Authority with my sincere appreciation. ■

**Cheers and Merry Christmas,
Dave**

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Screening Persons Who Have a Hearing Disability

- Hearing aids – are visibly worn inside the ear
- Cochlear Implants – are surgically implanted within the ear

Did you know that?

- Some electronic medical devices may be affected by the electromagnetic fields generated by the walk-through and hand-held metal detection equipment used at airports in Canada?
- During the wandling process, you should not stop or linger near a hearing aid or cochlear implant (or any other type of medical implant device) as prolonged exposure to the magnetic waves may affect its performance?
- Wandling too close to the ear of a person wearing a hearing aid or cochlear implant can severely intensify the sound of the alarm and cause undue stress to that passenger? (Be careful during the wandling process.)
- Hearing devices are a part of the person who is wearing them and as such, the person should never be requested to remove them for screening?
- You can provide screening options to persons wearing any type of hearing aid or medical implant?

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CATSA in the News



CATSA was in the media spotlight last month for its RAIC program. Television and print reporters flocked to get a sneak peak at our biometric enrollment and reading technology.

CATSA Communications orchestrated the media event. RAIC masters Rob Durward and Peter Burden showed journalists the ins and outs of the biometric system.

The CATSA display featured enrollment and scanning devices. One reporter was given the opportunity to test-drive the system with his own RAIC card,

complete with photo, fingerprint and iris identifiers.

Coverage was extremely positive and extensive. Mark Duncan, Executive Vice President & Chief Operating Officer, appeared on CTV Newsnet. All three major networks – Global's morning and noon programs, CBC's national supper hour show, CTV's Canada's AM – picked up the RAIC story. Several radio outlets and newspapers also followed suit.

The good news kept rolling in December. One week after the RAIC demonstration in Toronto, CATSA launched its holiday packing campaign. CTV Ottawa carried a thorough report, featuring Anna-Karina Tabunar. Several radio stations and newspaper outlets also carried CATSA's holiday travel tips in their weekend travel editions. ■

New Board Member

On November 22, 2005, Transport Minister Jean-C. Lapierre, announced the appointment of Mr. Ron Patmore to CATSA's Board of Directors.

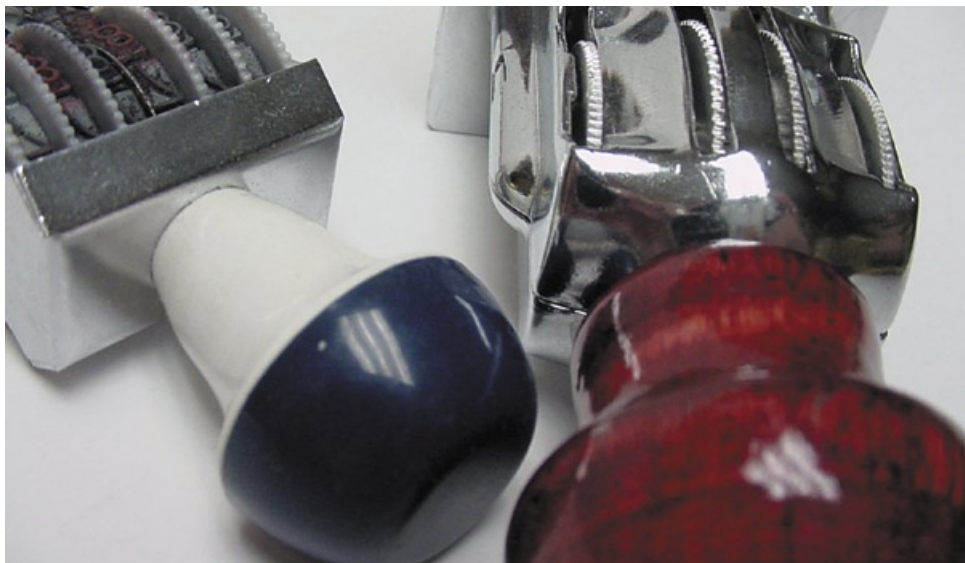
Although retired as Skyservice Airlines Inc. Managing Director/President, Mr. Patmore remains a director of the company as well as a consultant, as required. Additionally, he is a director of other Skyservice companies – Sky Service FBO Inc., Skyservice Aviation Inc. and Skyservice Investments Inc.

Mr. Patmore entered the airline industry in 1973 with Nordair in Montreal. He held various management positions in purchasing, supply and operations, moving to Vice-President Marketing and Sales. He moved to Toronto in 1982 as Vice-President Ontario Region and remained in that position until 1987 through acquisitions by CP Air and Canadian Airlines. Mr. Patmore left to found and become President and CEO of Ontario Express, a commuter line dedicated to feeding Canadian in the Ontario Region. In 1993 and 1994, he

focused on planning and implementing the start up of Skyservice Airlines in cooperation with the Skyservice Group, and in managing it until his retirement in 2002.

During his career, he served on various service-oriented boards and committees including the Hamilton and District Chamber of Commerce, the Ontario Chamber of Commerce, Crime Stoppers, Outward Bound, ATAC, and the ad hoc committee for the development of the Hamilton Airport.

Government Security Policy – 101



As you know, CATSA was created post 9/11, only three and a half years ago. We have done an incredible job of making flying safer for the travelling public. But did you know that there are other corporate responsibilities and procedures that CATSA must assume and abide by?

Since July 2004, CATSA has been a signatory to the Government Security Policy (GSP). What does that mean? Simply put, it means that as a government “agency”, we have agreed to abide by the security policies and procedures that the Treasury Board Secretariat (TBS) has created for all departments of the Government of Canada and certain agencies to follow.

As quoted from the GSP:

“The Government Security Policy prescribes the application of safeguards to reduce the risk of injury. It is designed to protect employees, preserve the confidentiality, integrity, availability and value of assets, and assure the

continued delivery of services. Since the Government of Canada relies extensively on information technology (IT) to provide its services, this policy emphasizes the need for departments to monitor their electronic operations.”

The GSP stipulates the minimum standards that departments and agencies must apply. It is supplemented by operational security standards that are approved by TBS. They contain mandatory and recommended measures to direct and guide the implementation of the policy. There is also technical documentation, which is directed and coordinated by the TBS, to complement the operational standards. This documentation includes technical

security standards, specifications, best practices and guidelines developed and issued by lead security departments (e.g., RCMP, CSIS).

The Operational Standards currently in existence are:

- Operational Security Standard – Business Continuity Planning (BCP) Program
- Operational Standard for the *Security of Information Act* (SOIA)
- Operational Security Standard – Business Continuity Planning (BCP) Program
- Operational Security Standard: Management of Information Technology Security (MITS)
- Operational Security Standard on Physical Security
- Operational Security Standard – Readiness Levels for Federal Government Facilities
- Personnel Security Standard - 2-04
- Security and Contracting Management Standard – 2-05
- Security Organization and Administration Standard – 2-01

All of these Standards outline the baseline requirements of the GSP, which are mandatory, and also the *recommended measures*, which are good practices.

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Screening Santa



Jody Charette, Point Leader at Prince George Airport

Promoted only two short months ago to Point Leader, Jody Charette – a Garda employee at Prince George Airport – has been on the go ever since. And the Christmas rush of travellers isn't slowing her down.

"Everything is still very new," she explains. "The biggest challenge for me is managing people. I always helped out when people had trouble but never had to actually fix problems. Now, I carry a little notebook for my to-fix list."

Another aspect of Jody's new job is "decelerating potential problems." At this time of year, when people want to be where they're going and have done with the travel, small incidents can easily get blown out of proportion. Anticipation and excitement are in the air. People are impatient, anxious, and happy. But tempers fray easily, especially when passengers start celebrating in the pre-boarding lounge.

"A few days ago, a passenger was particularly upset at being screened", she remembers. "He was saying stuff like 'C'mon man, it's Christmas. Gimme a break.' I told him that screening was part of the security protocol, nothing personal, and all we wanted to do was make sure he had a safe flight." Although she considered involving Security because the passenger was becoming unruly, she was able to calm him down by speaking quietly and smiling a lot, something he couldn't retaliate against.

Weather delays, a common occurrence in the region, also pose challenges. "Right now," says Jody, "it's a beautiful cloudy

day but yesterday we had a foot of snow. You can never tell. Fog is the worst culprit for delays – anywhere from half an hour to two hours. Our regular travellers just take it in stride. At Christmas though, there are lots of people we've never seen before who are excited, happy, anxious and a bit more impatient."

Something else that's unique to the holiday season is the sheer volume of luggage people carry. Because they're afraid of holiday gifts getting misdirected and not reaching their destination on time, many people bring them as carry-ons. "People are travelling to capacity," says Jody. "Everyone is full, full, full. In a way, it's fun – we get to see gifts before the recipient does. The hard part is not revealing what's in them when we tell passengers that certain items have to be checked."

Typical gifts that are unsuitable for carry-on are toy guns (lots of would-be cowboys and soldiers out there), Swiss army knives, manicure sets, craft kits that include scissors or utility knives, corkscrews and belt buckles that look like grenades or guns.

One of the more unusual items a passenger tried to bring as carry-on was a truck winch. "I have no idea what he was thinking!" laughs Jody. "It's not something the typical passenger needs on a flight, but it fit into his carry-all and that's where he wanted it." ■

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Screening Persons Who have a Hearing Disability

Communication is key...

- Gain the person’s attention and welcome them into the screening point
- Use hand motions, as appropriate
- Rephrase directions rather than repeating information
- Speak in a normal tone and speed – ensuring the person can see your face
- Establish and maintain eye contact
- Remember the ‘Person First’ principle – speak directly to the person, not to the person’s escort

Effective screening of and communication with people who have a hearing disability is key to making your job easier and relieving their potential anxiety. ■

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Government Security Policy – 101

We must all be aware of these Standards, from which our CATSA Security Policy and Standards and Procedures are drawn. But in case you need help, we have a Manager, Corporate Security, who is also the Departmental Security Officer. It is his responsibility to ensure that CATSA is GSP compliant. If you have any questions related to security, or if you are unsure about whether something relates to security, contact us at **(613) 949-5757** or via email at corporatesecurity@catsa-acsta.gc.ca ■

CONTACT CATSA NEWS

Media Inquiries

If you receive an inquiry from the media about CATSA or any security-related matters, please refer them to **1-888-294-2202**.

Feedback

Please provide us with your feedback on this newsletter using our “Contact Us” section on our web site at: www.catsa-acsta.gc.ca



CATSA is dedicated to providing services to the travelling public in both official languages