



CATSA NEWS

MAY 2004

FEAR OF FLYING

It is three hours to departure when a wide-eyed passenger moves slowly through the pre-board screening (PBS) checkpoint, one hand tightly clutching the handles of his handbag, the other closed in a fist by his side. A mere request from a screening officer triggers the passenger to become anxious and afraid.

For many of us, such a scenario sounds exaggerated. For others who can relate, it sounds like a classic case of anxiety caused by a strong fear, in this case, of flying. Thankfully, screening officers can play a big role in making the entire travel experience a more positive one.



Although flying is one of the safest forms of public transportation available in North America and the world, many fear it.

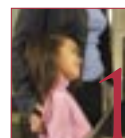
According to experts, fear of flying is a complex psychological issue, one that has been made more complex by the security concerns of the last few years.

In order to better understand the fear of flying and better help passengers, it is important for screening officers to recognize the symptoms and understand the reasons behind this fear.

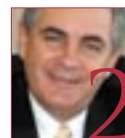
Technically, the fear of flying is a phobia, one of several kinds of anxiety disorders. As an anxiety, the "fear" of flying has more to do with what might happen rather than with what actually is happening. Since passengers are not in control of the aircraft or what goes on inside the aircraft, the possibilities of what might happen can incite strong fear.

Continued on page 6.

Inside ...



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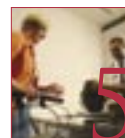
MESSAGE FROM THE PRESIDENT AND CEO



NON-PASSENGER SCREENING IN PLACE AT MAJOR AIRPORTS



INTERVIEW WITH TORONTO POINT LEADER RICHARD YEE FUNG



NEW TRAINING PROGRAM FOR THE SCREENING OF PASSENGERS WITH DISABILITIES


MESSAGE FROM THE PRESIDENT AND CEO



Last month, the federal government introduced a new National Security Policy defining an array of security goals, from anti-terrorism to public health emergency plans. To reach its goals, the government committed hundreds of millions of dollars to enhance national security and address current and future threats. A large amount of this money will be spent on technology.

As the world embarks on a new era driven by technical breakthroughs, CATSA continues to pave the way by implementing state-of-the-art technology into projects and activities.

Last month, CATSA announced the implementation of its new Restricted Area Identification Card (RAIC) at Canadian airports. Under this new program, biometric technology has been incorporated into ID cards for a more assured identification of the cardholder accessing restricted areas. (See CATSA NEWS April edition for the complete article.) A similar program using biometrics was announced at a number of European airports in the past month.

As we enter the infinite horizon of high-technology, it is important to remember the secret behind all successes: human vigilance and commitment. Together, we will excel in our journey to keep our air transportation industry one of the best in the world. 

A handwritten signature in black ink, appearing to read 'Jacques', written in a cursive style.

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

NON-PASSENGER SCREENING IN PLACE AT MAJOR AIRPORTS

The Canadian Air Transport Security Authority (CATSA) announced the completion of phase one of its Non-Passenger Screening (NPS) program at Canada's largest airports.

Following the Minister of Transport's announcement last February of this new initiative, CATSA has worked with screening contractors, airport authorities, and airlines on the implementation of NPS at major airports in Canada.

Under this new program, non-passengers such as airline personnel, airport employees, refuelers, flight crews, caterers, aircraft groomers, maintenance personnel and ground handlers are subject to random screening

when accessing restricted areas at major airports. The random screening takes place at entrances to restricted areas and within the restricted areas as required.

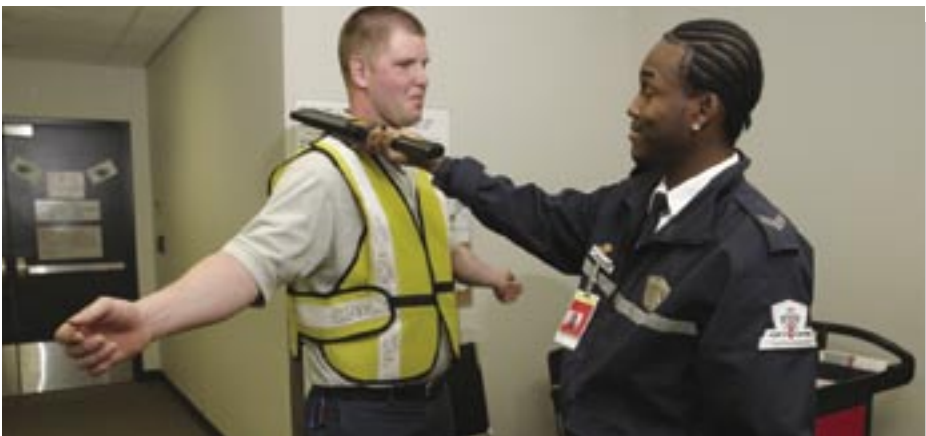
As part of the program, CATSA has also customized a training program for screening officers that focuses on random screening of airport personnel. All screening officers selected to conduct NPS must undergo CATSA's NPS training program.

"NPS represents an important addition to our mandate and will contribute to further enhancing security at Canada's airports," said CATSA's President and Chief Executive Officer Jacques Duchesneau.



Non-Passenger Screening.

CATSA has already begun the next phase of the implementation at remaining airports. Once this phase is complete, this program will cover workers at airports representing over 92 per cent of Canada's air passenger travel. The final phase of NPS is set for completion by the end of this year. 🇨🇦



Non-Passenger Screening at Ottawa International Airport.

INTERVIEW WITH TORONTO POINT LEADER RICHARD YEE FUNG

Richard Yee Fung is a newly promoted Point Leader working for screening contractor Garda of Canada at Toronto Lester B. Pearson International Airport. Described by his supervisors as one of the best screening officers at the airport, Richard is one whose positive attitude and hard work come naturally.

A student at the University of Toronto, Richard chose to pursue his studies on a part-time basis in order to try the ever-changing environment of an airport. Working in the new terminal at Canada's largest airport, Richard found exactly what he was looking for.

"It is never the same around here. Every day is different and I love it. The new terminal is huge. The checkpoints are larger and brighter so it has a more cheery environment. I think it will attract a lot of young minds to the screening business. I personally recommend this business to any young person who is looking for a challenging job where you meet people from around the world," says Richard.

Born in Trinidad, a multicultural nation, Richard says he feels right

at home with the wide array of passengers who pass through his checkpoint everyday.

"Toronto is a multicultural city just like my hometown; so dealing with passengers from different backgrounds and cultures is second nature for me. What is unique about the Toronto Airport is that the screening officers are also from different cultures, which creates more understanding when dealing with passengers," says Richard.



Point Leader Richard Yee Fung.

Richard believes open-mindedness and understanding are the two most important factors when serving the public.

"Screening officers have to learn how to deal with certain issues and situations. At Canada's largest airport, many situations arise in

a day and they must be prepared to face these challenges," says Richard.

As a Point Leader, Richard is faced with new responsibilities that require him to manage people and resolve situations, and he does so with tact and patience.

"We get frustrated passengers from time to time who don't understand the procedures or find out about the regulations at the last minute or at the actual checkpoint. In such a case, I and all screening officers must find a way to resolve the issue while keeping the customer happy and satisfied. Although challenging, the end result is quite gratifying," he says.

CATSA would like to thank Richard for his passion for his work and his continued commitment to providing screening services to the Canadian public. 🇨🇦

NEW TRAINING PROGRAM FOR THE SCREENING OF PASSENGERS WITH DISABILITIES

In the past two years, CATSA has been working with experts on defining passenger needs with the aim of continuously improving screening and customer service at checkpoints.

As part of our continuous enhancement approach, CATSA is developing new training material to provide screening officers with in-depth knowledge and understanding of the realities and challenges that persons with disabilities face on a daily basis. This new training information will allow screening officers to further develop and enhance their skills.

While CATSA's regular training program provides training in the areas of communication,


addressing persons with disabilities as well as special screening situations, CATSA's newly developed program called *Sensitivity Awareness-Persons with Disabilities* focuses specifically on the persons with disabilities.

The program is comprised of two parts: Module 1 and Module 2. The first module focuses on understanding the person with a disability and further highlights the 'Person First' principle adopted in CATSA's training program. It also provides more in-depth information on the various types of disabilities, mobility aids, equipment and tools used by persons with disabilities.

The second module focuses on how to screen persons with

disabilities based on the Standard Operating Procedures, how to communicate procedures to passengers, and the options provided to passengers during the screening process.

Sensitivity Awareness-Persons with Disabilities is a web-based training program that will be available to all screening officers through CATSA's Learning Management System and will be part of CATSA's ongoing and continuous improvement program. Each module contains a pre- and post-knowledge assessment. It is expected that the learning modules will be available in September 2004.

CATSA is developing this program in collaboration with Transport Canada and other relevant stakeholders. 



FEAR OF FLYING

Continued from page 1.

Generally, people who experience fear of flying report two kinds of symptoms, physiological reactions and psychological symptoms. Physiological reactions may include muscle tension, tremors, heavy breathing, heart palpitations, chest pain, sweating, and dizziness. Psychological symptoms may include impaired memory, poor judgment, and negative expectancies.

According to a recent aviation survey, the majority of fearful fliers do not consider flying unsafe, but avoid flying in order to escape the emotions experienced when they fly. When asked why they avoid flying, fear itself (48%) was reported as the primary factor.

The number one method for combating the fear of flying is to face head-on all major worries regarding air security and the airline industry. As the people responsible for ensuring the security of the travelling public, CATSA, its screening contractors and their employees can play an important role easing passengers' concerns and increasing their comfort level prior to boarding an aircraft.

Screening officers, who are on the front line and witness the discomfort of some travellers do their best to reduce their anxiety

and help them have a more enjoyable travel experience. They play an important role helping passengers overcome their fear of flying. Although their fear may not be directly linked to security concerns, it is important to highlight the latest improvements in air security as a way of comforting them.

And there is no better way to demonstrate these improvements than through our actions – providing security screening services with a smile, confidence and calm. 🛫

Media Inquiries

If you receive inquiries from the media about CATSA or any security-related matters, please direct them to CATSA's Director of Communications Renée Fairweather at **(613) 998-4527** or Communications Advisor Marianne Keriakos at **(613) 998-0311**.

Feedback

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