



August 2006

The Importance of Official Languages

As Canadians, we have the privilege of enjoying the many benefits that our country has to offer. One of its most important characteristics is its unique bilingual nature reflected by the harmonious coexistence of its two official languages, English and French.

That is why it is so important to greet all passengers in both official languages and serve them in the official language of their choice.

As a Crown corporation, CATSA is subject to the *Official Languages Act*. This Act stipulates that any member of the public can communicate with the head or central office of any federal institution subject to the Act, as well as with the other offices that are designated bilingual, in either English or French (i.e., airport screening points).

The Office of the Commissioner of Official Languages (OCOL) has recognized that CATSA has made a great deal of progress in the last four years by developing

official language policies and procedures. However, OCOL recently published a Performance Report Card to provide senior officials with information on their institutions' performance in terms of official languages. This Report Card indicates that there is still a great deal of work to do to ensure that CATSA provides satisfactory bilingual service to Canadians, particularly at screening points.

Canadians have worked hard over the years to develop a bilingual identity and CATSA, through its screening officers, is committed to ensuring that we fully participate in maintaining this identity. ■

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Message from the President and CEO

Reflecting on the “A” in AGILE

In the June edition of CATSA News, we introduced readers to CATSA's new counter-terrorism model: AGILE. The very first component of this model is the “assess” function. Assessing the nature of the evolving terrorist threat is critically important because if we don't have a firm grasp of what we are up against, we cannot reasonably plan and prepare a strategy to deal with it.

What do we really know about the nature of the evolving terrorist threat? One thing is for certain: terrorism today is highly lethal, global in nature, ever-changing, and increasingly difficult to defend ourselves against. We also know that no one country is immune to terrorism and that terrorists can strike at any time with no prior warning. These realities highlight the complexity and volatility of the threat environment in

which CATSA operates and reminds us that the nature of the terrorist threat must be omnipresent in all things relating to CATSA: policy- and decision-making, program planning, and operational activities.

The process of assessing the nature of the threat must take place at many levels. At CATSA Headquarters, we have a special team that analyzes the terrorist threat at the broad strategic level. We also have a team that looks at terrorism from an operational perspective to determine whether or not specific threats identified will have an impact on our screening operations.

But, they are not the only ones with an obligation to assess the terrorist threat. As security professionals working in the field of aviation security, we all have a responsibility to follow trends in terrorism and security and to take the time to learn as much as we can about the phenomenon. Indeed, when it comes to implementing AGILE, we all have a role to play in each component of the model.

By assessing the nature of the terrorist threat together and striving to stay several steps ahead of new and emerging threats, we can continue to improve aviation security and prevail in the face of an unprecedented terrorist threat.

Gearing Up for Continuous Consultation 06!

Last autumn, CATSA senior management and I travelled to twelve different airports all across Canada to meet with screening officers. The purpose of this *Sharing CATSA's Vision Tour* was to share CATSA's vision and mission with screening officers and to communicate to them the importance of their roles on the front-lines. In addition, the *Sharing CATSA's*

Vision Tour was an opportunity for us to hear first-hand from screening officers and to listen to their innovative ideas on how to improve our screening process and aviation security system.

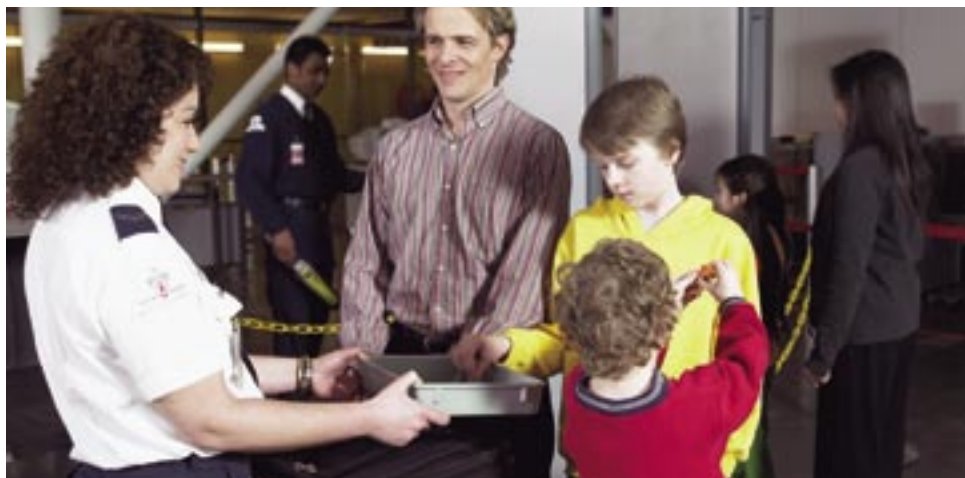
The *Sharing CATSA's Vision Tour* gave us an opportunity to strengthen our relationship with screening officers and service providers and to meet many remarkable people who are clearly committed to helping CATSA secure Canada's air transportation system. During the past year, CATSA has taken many concrete steps to follow-up on the ideas and concerns raised during the tour – screening officers are clearly experts when it comes to front-line operations and we at CATSA care about what you have to say.

CATSA now has over 4400 screening officers and in the fall, my senior management team and I will be travelling all across Canada – from East to West and North to South – to meet with them again. I am very much looking forward to this opportunity and expect it to be every bit as successful as last year's *Sharing CATSA's Vision Tour*. The CATSA Team is always open to new ideas and although we have succeeded in making the aviation security system in Canada a hard target for terrorists, we must continue to add new layers and refine existing ones to ensure our aviation security system remains one of the best in the world.

See you soon! ■

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

Asperger's Syndrome: Reading the Signals



The screening of passengers and their belongings at CATSA security checkpoints is a rewarding, yet difficult job to do. Screening officers must make millions of critical decisions each year in order to safeguard the security of Canada's air transportation system and the travelling public. Because failure is not an option, vigilance and attention to detail, combined with good customer service, are paramount.

Frequently, screening officers are confronted by challenging situations, demanding them to put all their training into action, to make quick decisions and to use their good judgment. The travelling public is composed of a diverse group of people – those travelling on business, those heading for vacations with their families, the very old and very young travelers, and those with disabilities. While each individual must undergo the same screening process, they are not all the same and screening officers must strive to treat all travellers with the dignity and respect they deserve. With this in mind, it is important to be aware of various disabilities and the unique challenges they may pose at the screening

checkpoint. One example, described below, is Asperger's Syndrome.

Asperger's Syndrome is a neurological disorder characterized by impairment in language and communications skills. People with this disorder have average to above average intelligence but exhibit autistic-like behaviours and have deficiencies in social and communications skills. Although they may have deficiencies in some areas, they often excel in an area of special interest to them. For example, someone with Asperger's Syndrome may be interested in mathematics, astronomy, dinosaurs or geography and be able to

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CATSA Welcomes the New Zealand Aviation Security Service

It is with great pleasure that on July 17 – 21, 2006, CATSA welcomed Chris Tosswill and Warren Tatham from the New Zealand Aviation Security Service. The purpose was to provide the New Zealand Aviation Security Service with the opportunity to learn about CATSA, our various programs, and exchange ideas on how to improve our processes and aviation security as a whole.

As hosts, CATSA provided them with an overview of CATSA's operations and provided presentations on our Security Management System (SeMS), Restricted Area Identification Card (RAIC), Learning and Performance group, Performance Reporting, and CATSA's Security Communications Centre. In turn, we gained valuable knowledge on their Quality program and how AVSEC became an ISO (International Standards Organization) certified company. A tour of the Ottawa McDonald-Cartier Airport and Montreal-Pierre Elliott Trudeau Airport was also provided to get a first hand look at how screening is done.

This type of meeting with our overseas partners helps us establish better communication and gives us the opportunity to learn and gain further recognition as a world leader in air transportation security. This visit from our Kiwi friends was a complete success and going forward we are exploring the possibility of creating a benchmarking program with New Zealand.



Asperger's Syndrome: Reading the Signals

recite an extensive array of facts and data on the subject.

Did you know?

Asperger's Syndrome is named for the Austrian doctor – Hans Asperger – who, in 1944, published a paper on a pattern of behaviours observed in several young boys he described as “little professors”.

Individuals with Asperger's Syndrome are often viewed as odd or eccentric and as such, are subjected to discriminating treatment, teasing and bullying. They may have obsessive routines, preferring sameness and disliking change, they may have trouble determining proper body space and interpreting social cues, and they may be bothered by sounds, smells and lights that no one else notices. They may also have very rich vocabularies but express themselves in very literal ways. Not all individuals with Asperger's Syndrome exhibit the same characteristics and many go on to lead very productive lives,

living independently and functioning effectively in the workforce.

What does Asperger's Syndrome mean for screening officers? At the screening checkpoint, an individual with Asperger's Syndrome may turn away from you when you talk to them and they may avoid direct eye contact with you. They may find it very difficult to follow your instructions or ignore them completely. They may appear to be very uncooperative and may move very slowly through the screening process. If an individual with Asperger's Syndrome feels that they are being pushed too much, they may become overwhelmed and extremely disgruntled. They may even start yelling.

Individuals with Asperger's Syndrome are not intentionally being rude, nor have they been improperly raised by their parents. The characteristics they may exhibit are directly associated with their disability. It is therefore critical for screening officers to be able to read the

Did you know?

Satoshi Tajiri – the creator of Pokemnon – was diagnosed with Asperger's Syndrome. It is also suspected that Albert Einstein had the disorder.

signals. This will ensure that individuals with Asperger's Syndrome receive the special care they deserve, rather than simply being dismissed as an impolite or uncooperative passenger.

It is important for screening officers to be both informed and understanding of various disabilities and challenges the travelling public may have, including those with Asperger's Syndrome. This will ensure that CATSA continues to meet both security and customer-service expectations.

For more information:

www.autismsocietycanada.ca ■

Montreal Airport – A Busy Time for Screeners

CATSA would like to congratulate the screening officers for a great job considering the very busy summer, launched by Madonna, the F-1 Grand Prix and Quebec National Day.

CATSA received compliments from its stakeholders on the work and dedication of the screening officers who worked tirelessly during these busy times.

Thank you!



X-Ray Safety Tips for Screening Officers



Safety is always paramount at CATSA and we strive to make sure that we all do our part to ensure safety at our workplace. In this series we will remind and share with you tips for X-ray safety.

1. Never send living things (such as babies, kids, pets and animals) through the X-ray.
2. Never lift the lead shield curtains while the "X-ray In Use" indicators are on.
3. Try and stay at least 50 cm from the lead shield curtains.
4. Do not place objects (such as coins, pens, liquids, etc.) on top of the X-ray equipment.
5. If you have a bag jam inside the X-ray, ensure the X-ray is off before attempting to clear it.
6. If the emergency stop has been activated remember to make sure you have answered the following questions:
 - WHO** activated the emergency stop
 - WHY** it was activated
 - WHETHER** the emergency situation has been resolved.
 - WHETHER ALL PERSONNEL** are accounted for.
7. Remember the conveyor belt as it is a moving part that objects or people can get caught in if they are not careful.

It is ALL of our responsibility to do our part when it comes to safety. ■

A Big Thank-you to Screening Officers at the Iqaluit Airport



A recent Northwest Airlines flight from Amsterdam to Minneapolis/St. Paul with over 300 people on board had to make an emergency landing in Iqaluit.

Due to the nature of the emergency, the Captain opted to land the aircraft above maximum allowable gross weight, which grounded the aircraft until a complete maintenance inspection could be conducted. Consequently, the 300 people were stuck on the ground on board the aircraft for many hours until Northwest could send up another aircraft and crew.

During this time, the passengers were allowed to get off the aircraft in small groups to stretch their legs, take a break, and explore the town. This, however,

required them to be cleared into the country by Canada Customs and also required them to be screened when they got back on the airplane.

Many hours later, Northwest flew another aircraft up to Iqaluit to pick-up the stranded passengers. However, because Iqaluit Airport only has one set of air-stairs that can reach the door height of an A330 and DC10 (the two aircraft involved), everyone had to get off the original aircraft, come into the terminal building, then be re-screened to get onto the new aircraft destined

for Minneapolis. To complicate matters, because the flight was destined to the United States, it required Iqaluit screeners to implement a process they do not normally practice and the Iqaluit screeners faithfully stayed on-duty until 2:30 AM.

A big thank-you to the Iqaluit screening officers and point leaders for taking time out of their Saturday night to help out during this emergency situation. The Iqaluit airport commended the screeners on how they represented both CATSA and the Government of Canada extremely well to these unexpected visitors who found themselves stuck in a strange and foreign land. ■

One Airport, Many Careers

Windsor Airport is practically glued to the Canada–U.S. border in southern Ontario. So glued, in fact, that business passengers prefer it to Detroit’s own airport because of its proximity to that city’s all-important automotive districts.

“For a day-tripper without baggage,” says point leader, Diana Singh, an employee of Aeroguard Eastern Limited, “it’s way faster, even if you have to cross the border. We’re only a five or ten minute drive from the American factories and once you’re here, you can park and board your flight within half an hour.”

Diana notes that about half her passengers are involved in the auto industry. Many of them check peculiar-shaped bags or crates. “Demonstration parts for new models,” she explains. “I’m used to them now.”

Diana has been a point leader for 12 years. This, however, is not her first career at the airport. She and her husband owned the gift shop for five years. And before that, they ran the parking lot for nearly 15 years.

“I’ve been at the airport a long time!” she quips. She has an armful of stories about those days.

“One day,” she says, “a regular customer an American businessman at Chrysler stopped at the gift shop. He’d left his wallet at home and had not a single cent on him. My husband loaned him \$200. We knew him well. He’d been travelling twice a week for years. Same thing

happened with some of the Red Wings hockey players at the parking lot. We just let them through. You know they’re coming back in a couple of days!”

Diana used to keep a bowl of candy at



the shop for the kids. Countless bored little faces would wander up and down the aisles, endlessly hoping for some excitement as they waited to board their flight. Candy went a long way in cheering them up. With their parents’ permission, of course.

“We used to provide a lot of extra services at no charge,” she continues. “When the VIPs at Ford, Chrysler and GM came out of the terminal, we always drove their cars up for them. They liked that. After the city took over the parking contract, there were some very long faces.”

Twelve years ago, when the airport authority was hiring more security, Diana’s friends, screeners or point leaders themselves, egged her to apply. Always interested in new opportunities, she agreed and hasn’t looked back since.

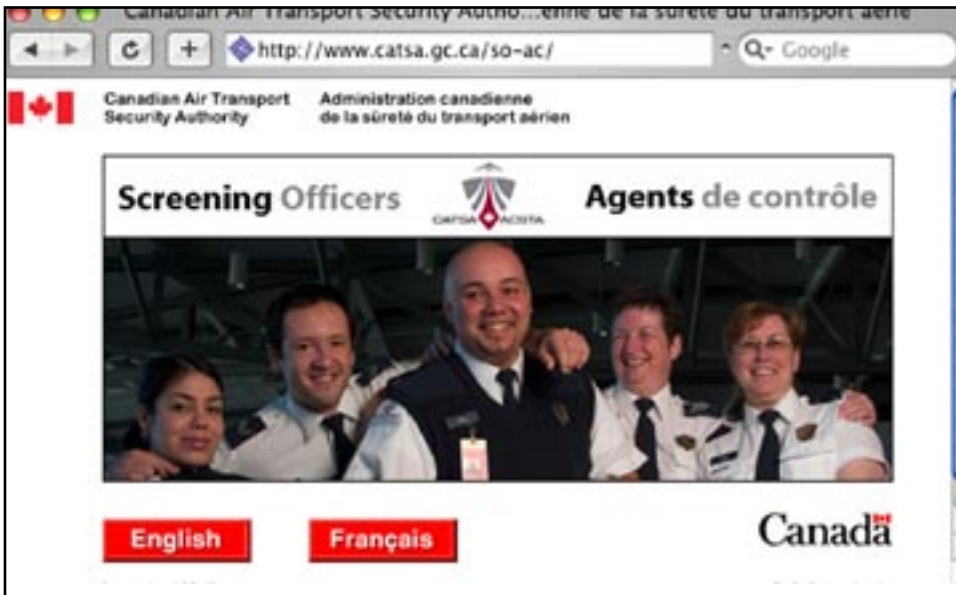
“I love meeting people,” she says. “I even got to meet Anne Murray once. It was a total surprise. She was the last of her entourage to come through the checkpoint. I said ‘You’re Anne Murray!’ She replied, ‘I hope so. Not too many Indian people know about me.’ So I

giggled, ‘Perhaps, but I’m not from India.’ And we all laughed.”

Recently, a CATSA manager complimented Diana on how friendly and helpful he found the Windsor team. Diana takes that compliment to heart.

“That’s right,” says Diana. “Whatever job I’m doing, I always do my best and I always try to be helpful.” ■

Screening Officer Website



Imagine a message that must be delivered to over 4000 people spread across the world's second largest country.

They must all receive the message at exactly the same time, and it must be consistent across all recipients. Shipping has to be free and take less than 10 seconds. How would one accomplish such a task efficiently and effectively?

The answer is the new screening officer website: <http://www.catsa.gc.ca/so-ac/>

This website is now online, and ready to help screening officers excel at their job! During the Sharing CATSA's Vision tour, several requests were made for such a tool, and CATSA heard those requests loud and clear. This website has been put in place to support screening operations by:

- Clarifying roles and responsibilities among security partners
- Delivering consistent and timely messages
- Centralizing information relevant to screening officers
- Allow for screening officers to provide feedback to CATSA

It is important to note that the website is public, however we are hoping to migrate to a secure website in the future. There is great potential for growth of this website, and feedback will drive that growth.

Please take a few minutes to visit the new screening officer website, and feel free to give us your feedback. ■

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.