



February 2006

Foundations Learning Program: CATSA introduces a new approach to Screening Officer Training

On January 30th 2006, CATSA launched the Foundations I Program. This program is a key component of the National Training and Certification Program for Screening Officers.

What is The Foundations Program all about?

Essentially, Foundations is a two-part program. Once fully implemented it will replace the current Level 1, 2 and 3 training programs for screening officers.

Here's how it works...

Once a person is hired by a screening service provider and meets the basic requirements for designation (security clearance, medical certification, language profile, etc) that person will be registered for the Foundations I Program. Foundations I or F-I as we will refer to it

here is the first step towards obtaining certification as a screening officer.

Prior to starting the actual classroom program, the F-I screening officer must first complete a computer-based training program called Introductions to Foundations I. This program requires approximately 2 hours to view. The Introductions Program is an integral part of F-I. It helps the newly hired screening officer understand the basics of CATSA, airport security environment and customer service.

continues on page 8

INSIDE

Message from
the President and CEO 2

Canadian Aviation Security Conference,
Leading Change: Aviation Security Today
and Tomorrow 3

Five-Year Review of the *CATSA Act* 4

Tips for Screening Senior Citizens 5

Hockey Mom Mines for Gold 6

Meet the Friendliest Screening Officer
in Canada's Friendliest Airport 7

Contact CATSA NEWS 8



CATSA's gold medal connection... see page 6



Message from the President and CEO

It is no secret that cooperation and collaboration are key ingredients in any successful counter-terrorism strategy. Every meeting and every conference that I have attended stress the importance of these two simple words.

Governments around the world have acknowledged this fact. We only need to look as far as our own *National Security Policy* which stresses the importance of cooperation and coordination in countering terrorism globally and nationally.

In fact, in the government's 2005 *Progress Report on the Implementation of the National Security Policy*, the concept of "integration" is referenced thirty-eight times.

This is no accident. Lessons learned from the events of September 11, 2001, reveal the consequences of security organizations working in isolation.

CATSA hosted the **Second Inter-Agency Meeting** on January 17, 2006 in Ottawa, Ontario. I am very proud to say that this year we had over 40 participants from over 16 different departments, agencies and Crown corporations.

The objectives for this meeting were to bring together federal departments, agencies and Crown corporations to discuss what is happening in security screening, to provide a forum for security experts to meet and network and to promote technology awareness and share research.

It also provided a very significant opportunity to showcase some Canadian innovations in research and development in the security field.

Presentations were made by representatives from the private and public sector as well as the academic community, and consisted of new and emerging technology for explosive, chemical and radiological detection, as well as presentations on neuro-imaging and methods for evaluating and testing security systems.

CATSA also hosted a workshop entitled **Reservation to Destination-Future of Security Screening** from January 18-20, 2006.

Security systems must evolve to ensure that we do not become predictable and therefore vulnerable. We must constantly challenge ourselves to fill in the missing links by asking ourselves what can we do better? We cannot wait for another 9/11 to adapt our current systems. We need to be proactive and not simply reactive.

The **Reservation to Destination Workshop** addressed this very issue. Participants were presented with the challenge of developing a better integrated security screening system for the airport of the future.

Some of the results from this workshop are summarized below:

- The aviation security system of the future must be able to accommodate continued passenger growth;
- There must be a balance between safety, security and efficiency;
- Screening systems must not only look for objects but must look at people and their behaviours;
- The system must be agile, seamless and less intrusive, with the capacity to deal with a wider range of threats;
- The system should be performance-driven and risk/threat based;
- There must be better integration of different security agencies and information sharing among agencies;
- Technology needs to be integrated with human judgement and intervention; and

continues on page 6

Canadian Aviation Security Conference – Leading Change: Aviation Security Today and Tomorrow



The tragic events of September 11th 2001 and on-going terrorist acts worldwide have necessitated a dramatic change in aviation security in Canada and the world. The Canadian Aviation Security Conference **Leading Change: Aviation Security Today and Tomorrow** explores the changing world of aviation security. It will:

- Examine Canada's response to current and future aviation challenges, threats and security risks in Canada and internationally;
- Showcase the strides made in aviation security since 9/11 by the public and private sectors; and
- Present views on key issues that are at the very crux of our industry challenges – technology and privacy, cross-border and harmonization issues, intelligence and security, and transportation of cargo.

The conference will offer keynote addresses from leading international commentators, international case studies sharing operational and practical experiences, and lively debates. Plenary sessions will focus on intelligence, the nature of the threat, counter terrorism and industry, government, and security technology. Specialized tracks will cover research and innovation, new security technologies, human factors and intelligence and the role they play in securing the aviation environment.

Topics to be covered include:

- Developments and new technology for information security in aviation;
- Innovations in passenger screening;
- Updates on aviation security initiatives worldwide;
- Technology, best practice and innovation in cargo screening and security;
- Enhancing security along the air cargo supply chain; and
- Balancing cost in an environment of new threats.

The conference will take place on March 29 and 30, 2006 at the Brookstreet Resort in Ottawa. It is being organized by:

The Canadian Air Transport Security Authority (CATSA);

Transport Canada (TC);

The Canadian Airports Council (CAC);

The Air Transport Association of Canada (ATAC)

The Canadian Advanced Technology Alliance (CATA).

For more information visit:

<http://www.cata.ca/CanadianAviationSecurityConference/about.html>

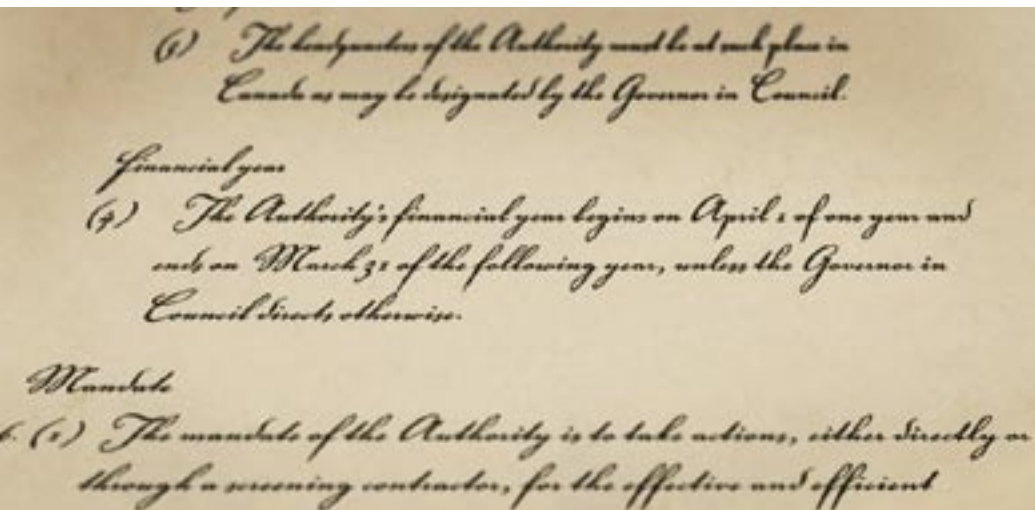
Sharing CATSA's Vision Consultations

CATSA has completed 16 consultations at seven different airports (Ottawa, Calgary, Fort McMurray, Toronto, Halifax, Winnipeg and Edmonton). The consultations have received positive feedback from the screening officers.

Many suggestions and ideas have been brought forward on the following topics: operations, training, equipment, stakeholder relations and communications. CATSA is in the process of validating these suggestions and ideas.

Between now and the end of March 2006, CATSA will be visiting the following airports to carry out consultations: Montreal, Regina, Vancouver, St-John's, Thunder Bay and Prince George.

Five-Year Review of the *CATSA Act*



CATSA is participating in a five-year review of the *CATSA Act*.

In November, the Minister of Transport announced the nomination of a three-member part-time Panel to review the Act and recommend necessary changes. Reg Whitaker, a professor at the University of Victoria and a specialist in security and intelligence policy, is chairing the Panel. His co-panellists are Jacques Bourgault, a professor at the Université du Québec à Montréal and specialist in public administration; and Chern Heed, an expert in airport planning, management and operations. Their work will address CATSA's governance model, the current service delivery model and alternatives, airport policing and the Canadian Air Carrier Protective Program, future trends and implications for aviation security, issues raised with respect to aviation security arising out of the Air India

Flight 185 tragedy, and other issues that the Panel believes are important.

While this is a review of the legislation and not simply CATSA as an organization, we see this as an opportunity to highlight CATSA's achievements and provide insights to strengthen air transport security. CATSA will be submitting papers and meeting with the review Panel and Secretariat to share the following messages:

- **We have achieved what we were created to do, effectively and efficiently;**
- **Our approach and performance compare favourably with other countries;**

- **The threats to air transport security are evolving, and are not what they were in 2002, when we were created;**
- **We need to explore new practices and new technologies if we are to respond effectively to the threats; and**
- **CATSA needs to have a policy framework and governance structure that provide us with financial and operational flexibility, access to actionable intelligence, and better partnerships with TC and the Government of Canada**

The Panel will be conducting meetings with stakeholders and a series of public consultation sessions in a number of Canadian cities during the spring of 2006. These consultations will be framed around a "guidance document" that the Panel Secretariat should be releasing in February. The Panel will be submitting its report by the beginning of July, although the review process itself will continue, potentially culminating in amendments to the Act during fiscal 2007-08.

For more information, please consult the Five-Year Review link on Transport Canada's website: http://www.tc.gc.ca/tcss/CATSA/toc_e.htm ■

Tips for Screening Senior Citizens



A Focus on Our Senior Citizens

Did you know...

As the population increases throughout the world, the number of senior citizens is increasing proportionately. In fact, one of the fastest growing segments in the world of air travel is senior citizens, who may require additional time or assistance.

Manoeuvring through the airport...

Most airports are large, busy and can become quite congested, especially during peak traffic flows. This environment can also be quite overwhelming for most travellers. Many passengers, especially senior citizens, use airline wheelchairs to get to their gate because they can't walk the long distances through the airport.

Providing options...

Since wheelchairs and mobility aids will alarm metal detection equipment, most passengers are able to, and prefer to, either walk through the screening device or stand and move away from their wheelchairs for hand-wanding because it's quicker and less intrusive than a personal search. But the choice is up to the passenger. They may choose to be physically searched and have that search conducted in private.

Also, provide screening options to persons wearing any type of hearing aid or medical implant.

Patience is a virtue...

Take the time to communicate with each passenger. Understand his or her needs. Always provide the most suitable option. ■

IED Recognition and Safety Boards

Following the "Sharing CATSA's Vision" tour, a number of recommendations were made by screening officers across the country to assist them in their learning. As a result, CATSA is in the process of disseminating Improved Explosive Device (IED) Recognition & Safety boards.

The intent of the display boards is to raise screening officer awareness of the various components of an IED, to provide

information on the detection and handling of these devices, and to recognize the components' x-ray signature.

These boards will be displayed at all CATSA training centres and will be available at CATSA's airports across the country.

Hockey Mom Mines for Gold

Elizabeth Blunden, General Manager Human Resources, and her eldest son Michael are enjoying a taste of gold. Michael scored two of the five goals for Team Canada in the Hockey Junior Championship.

“It’s been a wonderful experience. Michael is modest. He’s always had the intensity and focus for hockey. He’s really committed,” says the proud hockey mom. Elizabeth was rink-side in Vancouver, cheering on Team Canada in the tournament against Russia in December.

Her son celebrated his 19th birthday on the ice, while his mom enjoyed a unique Christmas present. “I spent 11 days away from home, away from my husband and three other children. But the experience was really overwhelming,” she says. “People were taking pictures with their cell phones. They wanted to pose with Michael. Everyone was so proud.”

The right winger graced the covers of national newspapers and TV sportscasts. Hockey is a full-time passion for Michael. He plays for the Ontario Hockey League’s Otters in Erie, Pennsylvania. Last summer, Michael was drafted by the NHL’s Chicago Blackhawks.



Elizabeth says hockey rinks are second home for her family. Her three boys (aged 15, 16 and 19) all play competitive hockey. Her 11-year daughter plays ringuette. “There’s a hockey bag always waiting by the door.”

A warm CATSA congratulations to Elizabeth and the Blunden family. You’ve done all Canadians proud.

continued from page 2

Message from the President and CEO

- Global standards for data exchange and interoperability need to be better developed.

At the end of February, CATSA and the Israel Security Agency will be co-hosting the **Third International Forum for Security Screening in Aviation (IFSSA)** in Tel Aviv, Israel. The IFSSA provides a unique opportunity to share experiences with agencies similar to CATSA from around the world. Over 14 countries will be participating in this Forum including Canada, Israel, Australia, Germany, Hong Kong, South Africa and Belgium. The Forum will help foster an exchange of knowledge, ideas and experiences on best practices and evolving aviation screening issues at an international level. The goal of the Forum is to increase the safety and security of civil aviation worldwide.

I look forward to reporting on the results of this Forum in the March edition of *CATSA News*. ■

A handwritten signature in black ink, appearing to read "Jacques Duchesneau".

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

Meet the Friendliest Screening Officer in Canada's Friendliest Airport



Service Delivery Manager Russ Watson considers himself blessed.

I work in the friendliest airport among some of the friendliest screening officers in the country," Russ proudly states. "At least that's what the Westjet pilots tell us."

Russ served 37 years in the army. Three years into retirement he needed something to fill his time, so took a job with the British Columbia Corps of Commissionaires at the fledgling pre-board screening section at the Abbotsford Airport.

Today, the veteran screening officer manages a crew of thirty four. During his nine and half years on the front line, he has seen numerous changes. "All of them for the positive," he adds.

He looks back fondly as he plans his retirement on March 30, 2006.

"The biggest change is the growing level of professionalism by the airlines, the airport authority, CATSA and the screening staff as the operation grew in stature," Russ says.

"The original PBS site was located in the former airport maintenance area which was cramped and less than conducive to doing an excellent job. Common sense and foresight led to a new terminal. That too had to be expanded," he explains.

He is most boastful about the level of customer service his team consistently delivers.

"The terms friendly, firm but fair apply to this PBS Site. The screeners at YXX have been praised for their handling of passengers in wheelchairs and others with disabilities. Even on the coldest, darkest morning, this crew can be happy and chipper."

Russ' explanation: they checked their first pay stubs, there was nothing taken off for having fun or being nice, so they just carried on. ■

A True Story about Dedication

Joseph Noupailly, a Point Leader working for Aeroguard at the London Airport, was in a serious car accident in late December in London, Ontario. He crashed his car into a light post close to the airport. The light post then fell onto his vehicle.

After being freed with the jaws of life and sustaining some serious injuries, Joseph was taken by ambulance to the London Hospital. While he was being transported, he was able to operate his cell phone. He called Ronda, one of his supervisors at the airport, and asked her to bring him his office computer to the hospital. Thinking that she would find a laptop, she soon realized that the only computer there was his desktop. Ronda asked the biggest male screener that was on duty to bring Joseph's entire desktop computer to the hospital. Upon arriving at the hospital, they were informed by hospital staff that there was absolutely no room for Joseph's computer.

Joseph is slowly recovering from his injuries and fortunately will make a full recovery. He continues to work from home.



continued from page 1

Foundations Learning Program: CATSA introduces a new approach to Screening Officer Training

After having viewed this introductory program, the screening officer begins an intensive 5 day program which includes:

- classroom training
- a written exam
- practical activities in a lab or closed line environment
- live line On the Job Training (OJT)
- practical evaluation – certification
- post certification OJT

The screening officers who meet all of the requirements of F-I will be certified to operate the Walk through Metal Detector (WTMD), Hand Held Metal Detector (HHMD), perform Physical Search of Person (PSOP) as well as conduct Pre-board Screening Procedures.

But that's not all...

The F-I certified screening officer will begin to prepare for the Foundations II or F-II Program, by completing a 30-minute self-paced computer-based training.

In the works...

CATSA is currently in the process of developing Foundations II. We will begin piloting this program in March 2006 and we anticipate a Go Live date in mid to late April 2006.

Foundations II (F-II) will include training on the remainder of the components required to become a fully operational screening officer at a pre-board screening checkpoint. X-ray image recognition and interpretation is an important aspect of

becoming an X-ray operator. This will be covered in Foundations II through the introduction to X-ray Tutor (XRT). This computer-based training program is a state-of-the-art learning tool that provides the learner with an opportunity to practice skills at X-ray image recognition and interpretation. Practice on XRT will also be a requirement for all screening officers as part of the continuous professional development program.

F-II will use a similar type of learning approach as in F-I. In addition to the endorsements for F-I, the successful candidate will be certified to operate X-Ray equipment, Explosives Detection Trace (EDT) equipment, perform Physical Search of bag (carry-on and checked bag) as well as meet Professional Conduct.

The Foundations program, once fully implemented, is expected to streamline the process of training and certifying screening officers, while maintaining the highest possible standards of quality. ■

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