



March 2006

## Screening: Them and Us

Are passengers screened the same way all over the world? Are there differences from country to country or even from airport to airport? Here's what a recent traveller found out.

### *Pierre Elliot Trudeau International Airport (PET), Montreal—Canada (national hub)*

After years of being a two-airport city, PET took the reins as Montreal's only airport when Mirabel closed. It has since undergone a massive and successful expansion program to accommodate the vast influx of new passengers.

Screening officers greet passengers at the security check in both official languages. The check is fast yet extremely thorough. Shoes and belts that cause a problem at the metal detector are reprocessed quickly and returned to their owners—most of whom

were quite unaware that soles are often reinforced with metal. Passengers are on their way after collecting their belongings from the x-ray machine unless their carry-on is selected to be swabbed and tested for explosives at the EDT. This only takes another minute.

### *Schiphol, Amsterdam—Netherlands (international hub)*

A colossal airport! Inside the passenger-only zone, walking from Terminus G to Terminus B takes a whopping 40 minutes at a good clip. The sheer size of the duty-free shopping concourse would put most city malls to shame.

*continues on page 8*

## INSIDE

Message from the President and CEO ..... 2

New Badges on Screening Officers' Uniforms ..... 3

CATSA's Foundations Program: The Feedback ..... 4

Screening Officers in Snow Sculpting Competition ..... 5

Tips for Screening Travellers with Visual Disabilities ..... 6

The Daddy of RAIC ..... 7

Contact CATSA NEWS ..... 8



CATSA's snow creations... see page 5





## Message from the President and CEO

**The nation's capital is buzzing in anticipation as the 39<sup>th</sup> Parliament prepares for its first session. I would like to take this opportunity, on behalf of everyone at the Canadian Air Transport Security Authority (CATSA), to officially congratulate the Honourable Lawrence Cannon as the new Minister of Transport.**

His experience in the transportation industry will no doubt serve as a tremendous asset in his new posting. We are looking forward to working closely with him in the future.

On February 20<sup>th</sup>-23<sup>rd</sup>, I had the pleasure of co-hosting the 2006 International Forum for Security Screening in Aviation in Tel Aviv, with the Israel Security Agency. The

International Forum for Security Screening in Aviation (IFSSA) was created by CATSA to foster an exchange of knowledge and experiences between leading aviation security screening organizations from around the world.

Thanks to the success of the inaugural meeting in Montebello, QC, in 2004, the IFSSA has now become an annual event. This year's theme was "*Security Choices: Balancing Security and Harmonization*", and hosted over 30 delegates and 13 countries.

The purpose of this forum is to encourage open and honest discussions about the problems and challenges that each organization is confronting. Our systems are intricately dependent on one another. If one of us fails, regardless of which country, the whole system can fail, and this is what we saw on 9/11 when flights around the world were suddenly grounded.

With increased passenger growth, aviation security systems are faced with a challenge; to accommodate more people passing through our airports, while also adapting to deal with new and emerging threats; whether it's liquid explosives, TATP or improvised explosive devices (IEDs). In short, we need to develop a more integrated security system that is user-friendly without compromising the security of the travelling public.

I am very pleased that this year's conference was held in Israel, because there are many important lessons that we must learn from their experiences. Suicide

attacks are regular occurrences in Israel and this is a reality that many of us around the world have yet to face. But it reminds us that the system we have put in place in response to the events of 9/11 needs to adapt to the new realities of terrorism.

Each country may use a different method or have a different approach in its security system and so when it comes to air transport security, one size may not fit all. But we are all united in the face of a common threat. As Marc Sageman, author of *Understanding Terror Networks*, describes it, terrorism is a threat to the world and its theatre of operations spans the globe.<sup>1</sup> And so it is no secret that international partnerships and cooperation are key ingredients in any successful counter-terrorism strategy and are necessary in our line of work.

Distinguished speakers and thought-provoking discussions and stimulating presentations made this year's forum a tremendous success. And as this year's forum winds down, the forum secretariat will begin preparations for next year's meeting and I am very pleased to announce that Japan has graciously accepted the invitation to host.

For more information on the IFSSA please visit <http://www.ifssa.net/index.htm> ■

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

<sup>1</sup> Marc Sageman, *Understanding Terror Networks*, University of Pennsylvania Press, 2004, p. 175.

# New Badges on Screening Officers' Uniforms



**CATSA is pleased to be introducing its new line of uniform items bearing the CATSA embroidered crest just in time for the new ordering season which began March 7<sup>th</sup>, 2006.**

In December of last year, CATSA undertook to replace the metal shield worn by screening officers with a new embroidered crest. "The decision to decommission the CATSA shield was a really tough one for CATSA and one that was done with careful consideration of the feelings of our screening officers", says Shawn O'Reilly, Senior Advisor, Screening Contracts at CATSA who was involved in the evaluation process. CATSA feels confident that the new items bearing the embroidered crest will continue to be worn with pride by screening officers across the country.

Existing full-time screening officers have been allocated enough points in the new ordering season to order at least 3 new shirts, and part-time screening officers have been allocated enough points for

2 new shirts. Other items affected by the introduction of the new crest will include windbreakers, sweaters, vests, quilted windbreakers, coveralls and dust jackets. In addition to the enhanced garments, CATSA is excited to be implementing its new web-based ordering system across Canada, making the ordering and shipping process faster for all screening officers.

Through pride and confidence in the new uniform items, the embroidered crest will reflect and enhance the professional image that has been maintained since the beginning of CATSA.

Catsa wishes to thank all screening officers for their ongoing support during this transition to the new uniform garments. ■

## New Minister

On February 6th, 2006, Mr. Lawrence Cannon was appointed Minister of Transport, Infrastructure and Communities.

Lawrence Cannon is a first-time Member of Parliament and was elected to the House of Commons in 2006. Between 2001 and 2005, Mr. Cannon served as a city councillor in Gatineau. He was appointed president of the Société de transport de l'Outaouais in 2002 and in 2004 he was named president of the Association du transport urbain du Québec.

Mr. Cannon's political involvement at the city level was preceded by a brief period when he was a consultant in the private sector. He was a member of Quebec's National Assembly from 1985 to 1994. Mr. Cannon held the posts of Deputy Speaker of the National Assembly and Minister of Communications in Premier Bourassa's government. Mr. Cannon holds a Bachelor of Arts in political science from l'Université de Montréal and a master's in business administration from l'Université Laval.

Source: Transport Canada

# CATSA's Foundations Program: The Feedback



Front row (seated): Sherry O'Neill, Sarah Ingraham  
Standing: Craig Corbett, Twyla Hartt, Luke Roy, Scott Martell, Lynn Babin, Wayne Ning, Sheri Hobbs, William (Bill) Sylliboy, Pamela Turnbull-Rafuse

**In the February issue of CATSA News you had the opportunity to read all about the launch of CATSA's Foundations Program which is being delivered and well received by Screening Officers across this great country of ours.**

We want to share some feedback from the participants of the first Foundations I program (FI) from across the country.

**Wayne Ning, Training Point Leader, Shannahan's Investigation & Security Ltd.** : I find the FI program very educational. It really helps the new screening officers get ready for the operation as the On-the-Job-Training (OJT) and Certification is done efficiently and professionally. I certainly felt part of the Learning & Performance team.

**Sherry O'Neill, Training Point Leader, Shannahan's Investigation & Security Ltd.** : Having the Screening Officers on the floor for two days on a live line is a great idea. They get the one-on-one they need and they don't have to wait to spend time with different Point Leaders (PL) to do their OJT. Also it really gives them the confidence to complete their post-certification OJT. Overall, it is a good course with a solid foundation for the new Screening Officers.

**William Sylliboy, Screening Officer, Shannahan's Investigation & Security Ltd.** : FI with Pamela Turnbull-Rafuse & Twyla Hartt was an informative and rewarding course as it taught us procedures and the skills we need to do our job as a Screening Officer. I look forward to future Foundations training to be offered so I can advance and be a success at my new career with CATSA.

**Stephen Joseph-Isnor, Screening Operations Manager, Shannahan's Investigation & Security Ltd.** : There are many benefits that have come from this course. The new employees have a chance to learn more about security with hands-on-training at the checkpoint while the operation is in full swing. The Training Point Leaders also sharpen and expand their existing skills to elaborate with other Screening Officers at a later time. I believe this course is a positive move for CATSA's Learning & Performance Group. The new Screening Officers are well prepared for PBS operations in just 5 days. A great job done by Pam, Twyla, Sherry and Wayne!

**Learning & Performance Advisors, CATSA** : Pamela-Turnbull-Rafuse & Twyla Hartt - FI was a team effort which included a lot of people and we were very successful. Acknowledgement and thanks go to: Shannahan's TPLs Sherry O'Neill & Wayne Ning. Also, we have to highlight the cooperation of the Managers, PLs and Screening Officers who were working the operation while the FI training and certification was going on at PBS. We would also like to extend thanks to CATSA's Operations Managers, Craig Corbett & Alex Hauszner, for their active

interest and participation. It is “magic” to see the classroom training/practical activities in the lab come to life and be transferred to the working environment.

**Colleen Johnston, Supervisor, Aeroguard, Saskatoon International Airport** : I just wanted to let you know that I think the new foundation course seems to be the most effective training so far. It gives the new officers a chance to get to know their job before they start in their positions. As well gives the point leaders a chance to see their work habits before hand and gives us a chance to help them in certain areas as needed.

**Kiran Saran, Training Coordinator, Aeroguard, Vancouver International Airport** : My TPL team at YVR came with a positive attitude, full of knowledge and with a clear understanding. The five-day period covered everything including the Certification. Physical Search of Baggage (PSOB) relates to X-Ray and it is good to put it together because it was not easy to train screening officers to search bags without looking at the images on the X-Ray.

**Marsha Gallant, Learning and Performance Advisor, CATSA** : The first Foundations I class was completed today and a huge success! Enormous kudos goes out to Andy Roy and Gagan Brar for their help and contribution as the first Training PL's involved in this new program. It would have not been possible without their expertise and dedication. People like this make it work! Please pass on my thanks for a job well done. ■

# Screening Officers in Snow Sculpting Competition



**From February 6 to 12, 2006, Greg Daigle, point leader and John Hynes, screening officers** who work for Shannahans at the Wabush Airport competed in the National Snow Flake Kingdom snow sculpting competition representing Labrador in the Gatineau Park. Greg Daigle has quite a reputation for snow sculpting, a reputation he shares with his family, that is renowned for the art of snow sculpting. Congratulations to both Greg and John for sculpting a wonderful work of art!! ■

## Victoria Screening Officers Raise Money for Cancer

On February 22nd, 2006, the Screening Officers at the Victoria International Airport donated \$800.00, raised through private sales and donations to the Canadian Cancer Society in the name of CATSA. Last year, several Screening Officers collected pledges and then shaved their heads for the same cause, an event that was covered by the local media. In the past two years, the screening officers have donated over \$4,500 to Cancer Charities in CATSA's name.

# Tips for Screening Travellers with Visual Disabilities



**A person with a disability is any individual who has a physical or mental impairment that substantially limits one or more major life activities, such as walking, hearing, speaking, breathing, learning, or seeing.**

## ***Did know you that...***

Most people who are legally blind actually have some degree of vision.

For example, people with a visual impairment may:

- Be able to distinguish some colours or shapes or shadows;
- Only see the centre of the vision field;
- See only the outside rim in focus;
- Have a loss of depth perception;
- Be sensitive to light and movement.

## ***Communicating effectively means...***

- Approaching and greeting the person:  
*'Good morning, Sir/Ma'am.'*
- Introducing yourself – indicating your job function:  
*'I'm Glen, your Screening Officer on duty today.'*
- Asking the person if they need help or how you may help them:  
*'How can I assist you, Sir?'*  
*'Do you need my assistance, Ma'am?'*
- Offering your arm, should the person need your assistance:  
*'Sir, take my arm and I will assist you to the search table.'*

- Explaining your actions during the screening process:

*'Ma'am, I need to conduct a physical search of your bag.'*

*'Could I please have your boarding pass?'*

*'Are you carrying anything fragile or sharp that I need to be aware of?'*

*'I will open your bag and examine the contents.'*

*'I am searching the contents now.'*

- Upon completion of a physical search of a person's bag, ensuring the contents are replaced as they were originally packed:

*'Sir, please be assured that I will return the items as you originally packed them in your case.'*

## ***And what about the service animals...***

Here are some points to remember as you are screening a person travelling with a service animal:

- The dog is working when his harness is on.
- The working dog needs to concentrate on leading its owner.
- For these reasons, service animals should not be patted by others.
- When assisting the passenger, walk on the side opposite the dog.
- As you are walking, describe the setting, noting any obstacles in the way.

## ***Effectively speaking ...***

**Communicating effectively is the key to making your job easier and relieving a passenger's anxiety.**

# The Daddy of RAIC



**Call him the father of the Restricted Area Identification Card (RAIC). Kevin McGarr was brought on board CATSA in January 2003, charged with giving birth to a new biometric security system for airport workers.**

“These were uncharted waters. The technology was new. Nothing had ever been done on this scale before,” says Kevin McGarr, CATSA’S Vice President, Risk & Quality.

A few months before McGarr’s arrival, the then Transport Minister issued a new directive for CATSA to implement biometric technologies as an enhancement to the existing restricted area pass system.

Three years later, after countless consultations with Transport Canada, industry partners, unions and technicians, RAIC is now operational in 10 airports, with 25,000 airport workers enrolled.

The system uses unique fingerprint and iris identifiers to confirm the identity of airport workers who need access to restricted airport zones.

“It was a real challenge to convince people that the iris scan does not cause any pain,” says McGarr half jokingly.

One of the big misconceptions with RAIC was that the iris scan would cause pain. In fact, the reader takes a harmless picture of the iris’ surface. The process of enrolment and authentication is as simple as posing for a picture.

If RAIC was McGarr’s first offspring at CATSA, he’s working on his second CATSA child. He is deeply involved in the

forth-coming corporate realignment, a CATSA re-birth of sorts.

“For most people, there will not be a significant change. We’re trying to make sure we are as efficient as we can be before we take any next steps,” he explains. “We need to transition from a deployment organisation to an operational organisation. It’s a different approach to business.”

McGarr joined CATSA after a 26-year career with the Montreal Police Force. He was exposed to the worst of the worst criminals in the organised crime squad. He sees his work today as a natural transition from his past in policing.

“It’s no different. How we’re doing it is different. Why we’re doing it is the same – it’s all to protect the public.” ■

continued from page 1

## Screening: Them and Us



Just before reaching this concourse, travellers transferring to connecting flights pass through an extra screening process. Interestingly, it isn't the same in one direction as the other. Towards Terminus B, C and D, it's a full coats-off, pockets-empty process with wandling, pat down and x-ray machine but no EDT or shoe/belt check. The Dutch are extremely efficient at handling masses of tired travellers. In the other direction, it's a passport control only. The actual security check is done at the individual departure gate just before boarding. Presumably then, some passengers whose departure point is Schiphol get checked when they enter the travelling zone and at the gate. ■

## 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](http://www.catsa-acsta.gc.ca)



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