



July 2006

## Tips for Travellers for the Summer Travel Period

**It is anticipated that about 14 million air travellers will pass through Canadian airports during the peak summer travel period between the July 1<sup>st</sup> and Labour Day weekends.**

This represents an increase of almost 400,000 passengers over last year's summer travel activity. On a yearly basis, total passenger growth is expected to rise by 4.7 per cent over the next 12 months.

"Screening officers are ready to provide the highest levels of security and customer service for travellers during this busy travel season," explained Jacques Duchesneau, President and CEO of CATSA, "but we also want to remind travellers they can help avoid delays by using the travel tips available at CATSA's website to make screening go more smoothly."

Although the average wait time for passengers to complete the screening

process is less than 8 minutes (92 per cent of the time) passengers can have a significant impact on reducing delays at screening checkpoints by being prepared for the screening process and knowing what they can and cannot pack in their baggage.

Last year, screening officers intercepted more than 700,000 prohibited items, including more than 500,000 sharp objects like scissors and knives. The volume of items intercepted affects wait times and increases delays for passengers.

In an effort to help ensure air passengers have a positive travel

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## Message from the President and CEO

### The Importance of Remaining Vigilant and Being Proactive

On June 2, 2006, officers from the RCMP and the Integrated National Security Enforcement Team arrested twelve adults and five youth and charged them with plotting a series of large-scale terrorist attacks against targets in southern Ontario. The group of 17, which were arrested under the *Anti-terrorism Act*, have been accused of a variety of offences, ranging from conspiracy to carry out terrorist activity, to training for terrorist purposes, to bomb-making and illegally importing guns and ammunition.

These arrests should serve as a stark reminder to all of us, and especially us here at CATSA and on the front-lines, that Canada is a terrorist target.

Although we have not yet been directly hit here at home, we must not become complacent and think that it will never happen. We must remain vigilant and keep our eyes and ears open for the threats coming our way. They are coming and we must be ready.

It is interesting to note that Canada's airports were not among the list of alleged targets of this terrorist group. I firmly believe that we have succeeded in making aviation a hard target. The system of layered security that we have put in place over the past four years is working to deter terrorists, who are instead turning to softer targets.

However, we do know that civil aviation remains a target for other terrorist groups. As such, we must never let our guard down and we must continue to build more layers of security to ensure the defences we put in place today will remain effective tomorrow.

On June 23, we marked the 21<sup>st</sup> anniversary of the Air India bombing. Remembering the tragic events of June 23, 1985, which led to the death of 329 people, is important for us in Canada because this is not a foreign terrorist attack that took place in some distant land. It is a Canadian tragedy. It is also the worst-ever bombing of a civilian airliner in the world.

It is even more important for us here at CATSA to remember this disaster. Each and every day we are working to stay several steps ahead of new and emerging threats in order to prevent another incident like this from ever happening again. To do this, we must be proactive

and detect and deter terrorists before they have a chance to hit us. Vigilance on the front-lines is absolutely critical to achieving this goal.

### Working Together

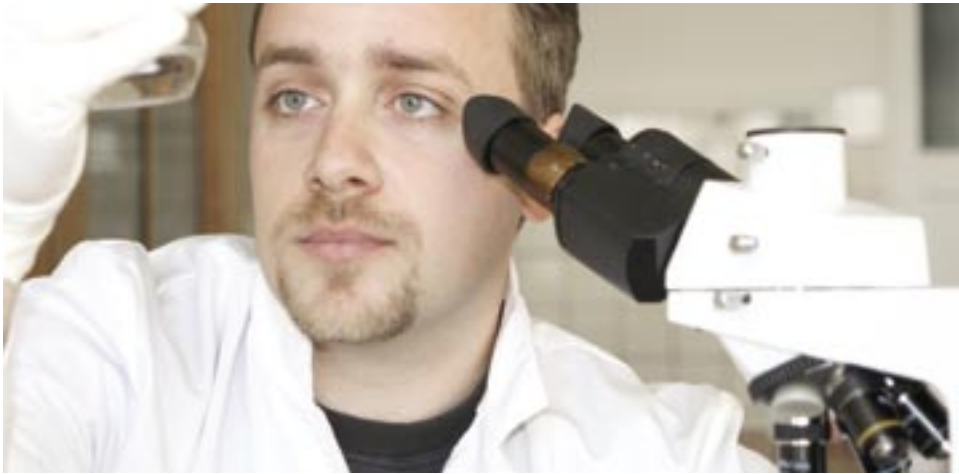
On June 21, 2006, CATSA hosted the third Inter-Agency meeting with our partners in security. Our Inter-Agency Forums, bringing together a wide-variety of departments and agencies, are important for many reasons but primarily because they provide us with a unique opportunity to discuss security issues of common concern, to share ideas and to exchange best practices. They also give us the material we need to actually put words into action. They help us make real progress towards achieving our shared goals and objectives.

I firmly believe that we cannot fight terrorism alone. The nature of the evolving terrorist threat means that the only way we can succeed is by working together - by sharing information and by exchanging best practices.

Let's continue to work proactively together and to remain vigilant of what is coming our way. ■

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

# Pandemic Planning at CATSA



**The possibility of a world pandemic has been a topical issue lately and one which has received a lot of media attention. Although we do not know when and where the next influenza pandemic will take place, it is something both CATSA and our stakeholders are taking very seriously.**

Rather than being reactive and waiting until an outbreak actually occurs, we are taking steps now to be proactive and to put plans and procedures in place to actively deal with an eventual pandemic. Although some of these measures relate directly to pandemics, the majority are in line with our overall disaster management planning.

CATSA must examine potential impacts of a pandemic, specifically as they relate to our security screening operations across Canada, and be prepared to mitigate those effects. To date, we have identified our critical services and activities through our emergency preparedness program. We continue to update our ability to respond to emergencies in general and the plans we have put in place are also applicable in a pandemic scenario.

On June 7, 2006, CATSA President and CEO Jacques Duchesneau spoke to a

group of medical doctors, immunologists, pathologists, virologists, and scientists at a special meeting in Montreal on pandemics and pandemic planning.

His key messages about pandemic planning at CATSA included:

- Pandemic-related political and economic problems have the potential to cause generalized national and international security risks – we need to be aware of this without turning our heads away from the other threats we face on a daily basis.
- A pandemic may never happen, or it may still be several years away, but one thing is certain: if we wait to plan and prepare, it will be too late.
- We need to be flexible, but realistic, when it comes to pandemic planning.
- We must take the time today to calm fears over pandemics. This is probably

the singly most important thing that we can do.

- CATSA must try to create a safe and secure environment for our headquarters staff and our front-line workers. This poses some unique challenges for CATSA and especially for our front-line screening officers who are dealing directly, and closely, with the general public.
- For CATSA, the challenge will be to get people where they are needed most, even as our own headquarters staff and front-line screening staff are affected.
- Informed people = better prepared people + less fearful people.
- We need strong leadership to foster resilience and agility – this will also enhance overall security when it comes to pandemics or any other emergency situation.

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## A Job Well Done

CATSA would like to congratulate the Terminal One team at Toronto's Pearson International Airport for a job well done. On June 7, 2006 the screening officers on duty responded very well to an incident that occurred.

Etihad Airlines experienced a security incident which resulted in re-screening all 160 passengers and their carry-on baggage. In order to do that, the Garda staff remained on duty past their regular shift and processed the passengers as expeditiously as possible to minimize delays to the flight. Consequently the Etihad management expressed their gratitude to the staff for a job well done.

Keep up the great work!

## Tips for Travellers for the Summer Travel Period

experience, CATSA offers the following suggestions:

1. Avoid the rush, **arrive early!**
2. **Pack right!** Certain items are not permitted in your carry-on baggage, such as sharp and penetrating objects, like scissors and knives.
3. We recommend you leave **water pistols** and **toy guns** at home as well as certain accessories, such as **gun-shaped belt buckles, and grenade-shaped lighters.**
4. Ensure that your **medication** is properly labelled and placed in your carry-on baggage.
5. **Camping items such as gas containers for grills/stoves and strike-anywhere wooden matches** are not allowed in carry-on or checked baggage. **Pocket knives, scissors and sharp fishing gear** (such as fishing hooks) and

other sharp objects must be packed in checked baggage.

6. Pack all **camera film** in your carry-on baggage. Camera film under 800 ASA/ISO will not be damaged by equipment at the pre-board screening checkpoint.
7. **Sports equipment** such as **baseball bats** and **golf clubs** must be packed in checked baggage. Golf clubs should be thoroughly cleaned to avoid additional screening.
8. **Flammable items** (like lighter fluid, fireworks and most aerosols) are considered dangerous goods and are not permitted in carry-on or checked baggage.
9. It is recommended you pack all **food products** in your carry-on baggage.
10. **Electronic devices** such as portable computers may be screened using special screening equipment. This

procedure will not harm your electronic devices.

11. **Firearms, ammunition, and cartridges** must be declared with the airline and then put in your checked baggage.
12. **US bound travel:** CATSA also wants to remind passengers travelling to the United States that **lighters have been banned** by the US authorities and cannot be brought in carry-on or checked baggage.

**When in doubt, check the list of items that are prohibited in carry-on or checked baggage on CATSA's website or call 1-888-294-2202. ■**

## Screening officers at Jean-Lesage Airport take part in the Shaved Head Challenge

Gustavo Ramirez Nieto, Danny Imbeault, Richard Gagnon and Éric St-Laurent, screening officers at Jean Lesage Airport in Quebec City, took part in Leucan's *Shaved Head Challenge* on June 10.

The Challenge is an act of solidarity with children who have cancer. It was started in 2003, and since then a thousand people have had their heads shaved and half a million dollars has been raised.

"Getting your head shaved is nothing compared to what these kids go through," says Gustavo Ramirez Nieto. "Our hair will grow back but these kids have to live with cancer every day. It's the least we can do to help."

CATSA would like to thank Gustavo, Danny, Richard and Éric for their generous act.

We're proud of you!



# Enhancements to the Point Leader Training Program



**Point Leaders represent an important component of the security screening process. With the support and guidance of Point Leaders, Screening officers make thousands of decisions related to threat detection on a daily basis.**

To ensure that Point Leaders possess the highest level of competency to effectively do their job, CATSA has been providing a training program for Point Leaders. The current program has been offered now for a number of years and CATSA felt that the time had come to review the program to ensure that we were being responsive in terms of targeting the training to the needs of Point Leaders.

In April 2006, CATSA undertook an extensive consultation process. Through a number of teleconferences involving several locations, we took an in depth look at the program and listed various ideas and opinions about how this particular learning program should be structured.

In response to this consultation, we have redesigned the Point Leader training

program and have incorporated significant enhancements.

### ***So what does the new program look like?***

The enhanced PL training program focuses on the following aspects:

- Understanding the role of the Point Leader at the Checkpoint
- Effective communication – the art of providing clear and effective feedback
- Effective communication – report writing skills
- Leadership styles – what it means to be a leader
- Managing conflict – how to achieve a win – win outcome

In addition to the aspects described above, this learning program affords the Point Leader the opportunity to enhance

or refresh their technical skills related to the various screening procedures at the checkpoint. Within this program, the approach used to learn or enhance technical skills is based on a process of peer coaching supported and facilitated by a CATSA Learning and Performance Advisor.

The overall goal of this program is to make the learning very interactive and participatory. Point Leaders are encouraged to be active learners meaning that they are empowered to take ownership of the learning process rather than just being “instructed”.

### ***Will all Point Leaders be required to take this new course?***

The program is being piloted over the summer months. Point Leader candidates represent the primary target audience for this course. However, where feasible, existing Point Leaders or those identified as Training Point Leaders may be required to take this course as well. ■

**Keep reading CATSA News to learn more about this and many other learning programs that may be of interest to you...**

# Visit from Australia



**Mr. Tony O'Brien, the National Manager of Compliance Policy and Management of the Australian Department of Transport and Regional Services (DOTARS) recently visited CATSA headquarters in Ottawa. The purpose of Mr. O'Brien's visit was to determine the Canadian best practices that Australia can learn from.**

Before 9/11, the Canadian security screening system was determined by Transport Canada and the airports and airlines carried out the screening. In Australia, this continues to be the case. Airports and airlines are authorized by the government to be screening authorities. Regular inspections are carried out by federal inspectors, just as Transport Canada does in Canada.

Experiences in Canada and Australia are many, even though the regulatory system is different. Australia is conducting an evaluation to determine whether their airports should be reclassified. As of now, there are 11 airports that have Counter Terrorism Reactive Forces (CTRF) capability, but they may not necessarily be the ones that are most at risk. Similarly,

our airports are also going through an evaluation as to the classification system for Class I and II airports to determine if the classes have been assigned properly in a risk management framework.

Mr. O'Brien was given presentations on the framework of CATSA, the regulatory system in which we operate, our training programs, SEMS (Security Management System) and our operations. Glen Budgell showed the necessity of our standard operating procedures by walking in with bomb making equipment well hidden under his sports coat.

The future of global aviation security lies in ensuring that we make sure that our systems and processes work in concert with those of other countries. By sharing best practices we can maintain a secure screening network that remains unpredictable but effective. We expect to receive more visits from our counterparts in other countries as they come to realize that CATSA and Canada has a system which is committed to ensuring that no harm comes to the traveling public. ■

## The Importance of Public-Private Partnerships

On June 7, 2006, CATSA's President and CEO Jacques Duchesneau spoke with the Association of Quebec Chiefs of Police on the importance of public-private partnerships. The policing community and the security community have a great deal in common – they have similar objectives, goals and challenges.

Like the policing community, CATSA and the rest of the security community are looking for innovative solutions such as public-private partnerships to overcome our difficulties and to make sure we have the right infrastructure and resources in place to conquer our challenges.

In the aftermath of September 11, 2001, security and law enforcement agencies have been tasked with new roles and more responsibilities. Furthermore, more emphasis is being placed on the role of specialized law enforcement in preventing and responding to terrorism and the threat of terrorism. In many cases, we are expected to meet these additional demands within existing budgets and frequently, with fewer resources. Public-private partnerships are a viable and innovative solution to this problem.

Public-private partnerships play an important role in addressing CATSA's security needs. We have learned some important lessons along the way and looking to the future, we must apply these lessons learned, overcome the challenges, and marshal our efforts to achieve mutually beneficial results.

We will continue to face significant challenges in the years ahead – challenges which will continue to require significant investments in infrastructure and resources. Public-private partnerships must be a crucial part of our security investment equation.

# The Extreme Sport of Multi-jobbing

**Ninety nautical miles south of Juneau, Alaska, and tucked into Hecate Strait on BC's Queen Charlotte Islands, lies the airport of Sandspit—the most westerly airport in Canada.**

As its name implies, planes take off and approach over water. Sandspit is a “seasonal full-time” airport, serving up to five flights a day to Vancouver between May and September and one Air Canada Jazz flight a day the rest of the year.

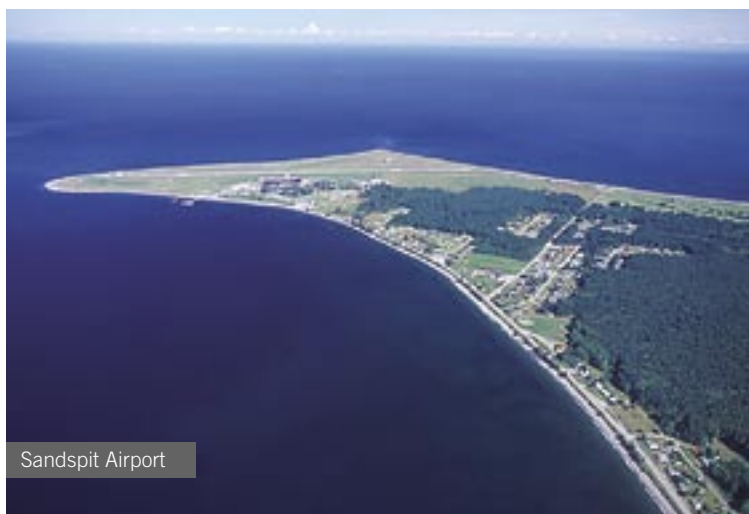
Lisa Roufousse has been working for Garda as a Level III Screening Officer at the airport for three years.

“In summer,” she says, “we get mostly tourists who come up for the fishing. In winter, it’s more likely to be government officials. Last year, a lot of artifacts were being repatriated to the Haida Nation museum from Ottawa. Really, we get all sorts.”

The most common item Lisa asks passengers to surrender is bear spray. The Queen Charlotte Islands are home to the largest subspecies of black bear—one that has adapted to the coastal environment and developed a particularly powerful jaw for crunching on shellfish.

“I realize people need spray when they’re fishing,” says Lisa. “After all,

if a bear decides it wants your fish, you don’t argue. There are plenty to go around. Go catch another. But they don’t need spray in their baggage. If ever it got into the plane’s ventilation system, everybody would be weeping, including the pilot. And that’s not good!”



By “seasonal full-time,” Lisa means that the screening job is available all year but the hours fluctuate wildly between the “off” and “on” season.

“Between September and May, we only work 20 hours a week looking after the one daily flight, so everyone has more than one job. For instance, I have five jobs.”

Lisa does screening five or six days a week, depending on staffing. She cleans the terminal building three nights a

week. She works at Java, the airport café, one and a half days a week. And she has two other janitorial contracts outside the airport.

“If you want to live on an island in the middle of nowhere,” she says, “you can’t expect year-round, full-time employment. We’re lucky as it is. This many jobs is perfectly normal for somebody who lives in Sandspit.”

During the “on” season, the screening hours do add up to a full-time job. Lisa and the residents of Sandspit make the most of their northern latitude and endless hours of summer daylight to work as much as they can.

“Oh,” she laughs, “we don’t give up our other jobs during the busy period. Sometimes, we work two or three jobs a day.”

Lisa uses a wall-style Daytimer to keep track of where she should be, when and what she should be wearing.

“Sometimes,” she says, “I feel like SuperGirl, magically changing clothes in a closet and dashing off to save the day. I change out of my uniform in the supervisor’s office and go straight from one job to the next.”

More “power” to you, Lisa! ■

# Your Point Leader! A Valuable Asset at the Screening Checkpoint

**It's been said many times that Screening Officers are the cornerstone of the security system – the ones on the front line.**

To detect possible threats, Screening Officers must work as part of a team and for any team to work effectively, it must be led by people who are able to provide guidance and support to their team mates to ensure that the job gets done.

Everyday, at airports across Canada, hundreds of Point Leaders provide that guidance and support at the screening checkpoint to ensure that screening is carried out effectively and efficiently.

As a Screening Officer, your Point Leader is a valuable resource because...

- He or she is a certified Screening Officer just like you and through experience, has gained expert knowledge on screening techniques and procedures. You should use your Point Leader as a resource. When in doubt,

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## **Pandemic Planning at CATSA**

To ensure CATSA and its key partners are adequately prepared for a pandemic, the Screening Operations Working Group (comprised of CATSA Screening Operations personnel, Screening Providers, ATAC, CAC and additional representatives from airlines and airports) has a special working group on pandemic planning. CATSA is also working closely with Transport Canada and other stakeholders to reach agreement on baseline assumptions about how many people

your Point Leader is there to help you understand the proper way to screen and to clarify any issues and questions that you might have.

- The Point Leader is trained to recognize your strengths as well as your areas of challenge. They are there to provide support, encouragement and to coach you in a respectful and courteous manner so that you can achieve and maintain the highest level of competency.
- When dealing with a difficult or unusual situation at the screening checkpoint, your Point Leader is there to support and assist you to ensure a positive outcome.

Just like the Screening Officer, the Point Leader is presented with many challenges on a daily basis. To get the job done, he or she also deserves your help, your support and your respect... After all... that's what teamwork is all about. ■

will be affected and how specifically the aviation industry will be affected. We are working together to develop a pandemic management plan, incorporating medical preparedness, business continuity measures and relevant communications material. Together, we will ensure that Canada's aviation system flies smoothly through a pandemic or emergency situation. ■

## 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