

# CATSA CHECKPOINT

## FBS IS MOVING FORWARD AGAIN



The full-body scanner (FBS) is moving forward again – to the front of another checkpoint, and to a different trial stage.

You may remember that the FBS has been tested as a primary screening tool before, first at the domestic checkpoint of Toronto-Billy Bishop (YTZ) and then at the higher-traffic Terminal 3 transborder checkpoint at Toronto Pearson (YYZ).

This time, in addition to using the FBS as a primary screening tool, the latest trial will also test new resolution stations.

The first step in this new trial is moving the FBS to the front of YYZ's Terminal 1 transborder checkpoint, making this the first time it's being used in the primary position at a CATSA Plus line. The new resolution stations will be tested there and at YYZ's Terminal 3, which is still set up from the last trial.

The freestanding resolution stations are located slightly away from the FBS, so that

when a passenger alarms they can be taken away from the scanner to one of the stations to have the alarm(s) resolved. This will allow other passengers to continue to be scanned through the FBS.

The trial is scheduled to run until early summer. CATSA will then assess if the resolution stations improve the flow of passengers and if modifications are required.

With this trial CATSA continues to innovate to produce a better, more effective screening experience.



CATSA in American Sign Language

# A SIGN OF COMMITMENT TO GOOD SERVICE

A quick-thinking screening officer in Edmonton gave two helping hands to a hearing-impaired passenger recently.

Having noticed the passenger in the queue speaking in sign language with a companion, screening officer Tasha Platzke approached them and used her own sign-language skills to guide them through the process.

“We truly appreciated this as it made a very clear impression that the team wanted us to feel comfortable and included and respected,” said the passenger. “Obviously, when people are able to use their natural language while passing through such a sensitive space, this helps communication and reduces the possibility of misunderstandings.”

Congratulations to Tasha for her thoughtful – and hands-on – approach to customer service.

## CREMATED REMAINS: YOU CAN MAKE A DIFFICULT TRIP EASIER

As you know, new rules came into effect late last year about inorganic powders and granular materials – passengers are limited to a combined volume of 350 ml or less in their carry-on.

One notable exception to this is cremated remains. They are permitted in any quantity.

When cremated remains pass through the checkpoint, you need to ensure the container is screened and cleared, and that you trace the outside of the container. Once any alarms are resolved, the container is permitted.

Travelling with the remains of a loved one is a difficult trip to make. By taking special care, and providing courteous and sensitive customer service, you can make that trip a little easier.



# PASSENGER DELIVERS HOLIDAY REMINDER

A family travelling through Edmonton International Airport on Christmas Eve took a moment to put things in perspective for SOs and CATSA staff working on a very busy day.

On her way through the Central Hall PBS checkpoint, a woman stepped away from her family to deliver two Christmas cards – one to the GardaWorld screening officers on duty and another to CATSA staff – to thank them for working on Christmas Eve.

The brief inscription in the card included a heart-touching description of what you do when working over the holidays: “You’re bringing families together.”



## SCREENING AND HEADWEAR

Let’s turn our heads to headwear for a moment. As you know, new procedures came into effect last year regarding the screening of headwear at Trusted Traveller Lanes (TTLs). The change brings our processes in line with those used in the U.S.

The revised process is simple: Travellers at TTLs may keep their headwear throughout the screening process, and (unlike at the regular U.S. transborder checkpoint) no additional screening of headwear is required.

Streamlining the process, and harmonizing with the U.S., simplifies screening for trusted travellers who go through a rigorous pre-approval process.

The type of headwear does not matter – the same rules apply to religious and any other type of headwear. Therefore, passengers should not be asked about their headwear and their reasons for wearing it.

It’s a matter of respect, of good customer service, and of providing a pleasant screening experience for everyone.

# TAKING CARE ON SOCIAL MEDIA

CATSA is present on multiple social media channels, including Twitter and Facebook. In fact, with both of these platforms combined, CATSA has almost 10,000 followers. Passengers can go to CATSA's social media pages to get security screening tips, to ask questions and to

share their feedback. We receive about 200 enquiries every month on Facebook and Twitter.

What makes social media so interesting is that it allows CATSA to engage directly with passengers. We also welcome and encourage screening officers and CATSA employees to share, like and comment on our content.

If you are thinking of starting or participating in a conversation on one of CATSA's social media channels, just remember that the SOPs and other sensitive information are not meant to be shared with the public. And remember, too, that CATSA has a spokesperson who handles all our official public interactions.

You can find us on Twitter as @catsa\_gc and @acsta\_gc. Our Facebook pages are facebook.com/CATSAAGC and facebook.com/ACSTAGC.



## REMINDER FROM CATSA'S CLIENT SATISFACTION TEAM

Each passenger is allowed a single 1-litre LAGs plastic bag. It's not one LAGs bag per carry-on or one LAGs bag per bin. For example, a couple sharing a carry-on bag may have two LAGs bags – which they should take out of their carry-on and place in a bin.

## SCREENING CPAPs: HELPING PASSENGERS BREATHE EASY

If you've noticed more people flying with CPAP machines, there's a good reason. More and more people are being diagnosed with sleep apnea, the disease whose symptoms CPAPs are designed to treat (3% of Canadians have it, according to the latest statistics). It's a serious ailment, and those who have it are serious about their machines.

With that in mind, it's worth taking a moment to review the procedures for the screening of

CPAPs (and other, similar respiratory devices, such as APAPs and BiPAPs).

First, it's important to note the difference between the machine and its attachments. These machines come with tubes and masks through which users breathe when using the machine. Generally, the pieces all go together in a carrying case.

Passengers need to remove the machine (electronic unit) from the case and place it separately in the bin. Passengers may be worried about sanitation; that's why they are allowed to bring a clear plastic bag to place the machine in if they wish. The attachments can stay in the case. If a trace of the main



unit is required (and you need to open the bag), explain to the passenger what you are doing and use new gloves and a new swab.

Never trace the attachments (tubes and mask) or the area on the electronic unit where a tube would be inserted.

Respiratory machines that have water reservoirs are exempt from the 100-ml limit on liquids, as are containers of distilled water needed to operate the machines.

Passengers will be comforted to see you treating their machines with a high level of care. And when that happens, you'll both be able to breathe a little easier.



# SEASONAL SPIRIT SASKATCHEWAN STYLE

From left to right: A representative of the Regina Cancer Foundation with GardaWorld Operations Manager Kristina Zee, Checkpoint Manager Cindy Hovind, Training Specialist Jackie Crawford and Training Specialist Amanpreet Mann.

The Regina/Saskatoon rivalry boiled over recently, with the screening teams at YQR and YXE putting their holiday spirit in full display. The showdown resulted in an award-winning tree and a hefty donation to the Regina Cancer Foundation.

Imagine what your job looks like. Now imagine what it would look like in a Christmas tree. Having trouble? Don't worry, GardaWorld screening officers in Saskatoon have done the work for you. And they won a prize for their efforts.

Saskatoon International Airport held its first annual Christmas tree decorating

contest, with entries from 11 stakeholders around the airport. Screening officers Justine Haughian, Anne Isla, Leslie Magno, Joy Ordonez and Stephanie Schrotek accepted the challenge – and they took first prize!

Their entry, which they named “Angels of the Sky,” was designed to represent what screening officers do every day. Armed with next to no budget, they decorated it with whatever used items they could get their hands on, such as a beat-up old suitcase and a porcelain doll turned into an angel with shoulder boards.

Refusing to be outdone by their provincial rivals, the GardaWorld team at YQR in Regina showed their own Christmas spirit by donating \$414.75 in checkpoint change to the Regina Cancer Foundation.

Every year loose change is left behind at their PBS checkpoint, and every year the team donates it to charity. This year the money will support breast cancer research.



From left to right: Screening officers Anne Isla, Leslie Magno, Stephanie Schrotek, Joy Ordonez and Justine Haughian pose with their winning tree and trophy.

## KEEP AN EYE OUT FOR JOB AIDS

SOMETIMES A JOB AID IS WORTH A THOUSAND WORDS.

As you have likely noticed, a few of the Screening Operations Bulletins have included a little something extra recently. That's because CATSA has been posting Job Aids along with some of the usual, text-based notices of procedural changes.

These familiar training tools, which were previously provided only with training

sessions, offer additional explanation by using a more visual approach to the information being shared. The idea is that some things are more easily described with pictures. Note that they do not replace the bulletins, they just add to them.

The Job Aids are designed to simplify complex or multi-step information, and will be

included with bulletins when an SOP change requires new training or an update to an existing Job Aid. (Note that the Job Aids will not be permanently stored with the SOBs, but they should remain available on Infonet.)

So keep an eye out for these great learning tools that will hopefully make your job a little easier.

# ABOVE AND BEYOND

We constantly receive positive feedback from passengers about your work and the great customer service you provide. Below are a few examples:

## The calls of duty

An Alberta couple vacationing in Orlando had given up hope of being reunited with the backpack they lost in Toronto, but YYZ screening officer William's quick thinking and resourcefulness brought them back together.

They realized they'd lost the bag before leaving Toronto-Pearson, but couldn't track it down again before take-off. "By the time we made it to the hotel in Orlando it was late and we were exhausted and chose to deal with the lost bag in the morning. Amazingly we woke up to a variety of people trying to get a hold of us, because William had gone above and beyond his responsibilities and called a couple numbers we had written down in the bag, all in an effort to reconnect us with our lost item."

## Digital distress

Anyone with a smartphone knows how dependent on it you can become. When a passenger at Toronto-Pearson lost her phone at the checkpoint, she felt paralyzed. That is, until screening officer Maria and screening-point manager Wahab came to her rescue.

First, Maria "did whatever she could to help me through the situation of not having a boarding pass, not being able to pass through Global Entry, not being able to get to the gate for my flight home, not being able to contact United Airlines about missing my flight and rebooking, not being able to contact my husband in the U.S. to let him know that I would be missing my flight, etc.," said the passenger. Maria let the passenger use her own cell phone to call her husband, then personally escorted her through getting a new boarding pass and the rest of the administration. Meanwhile, Wahab worked with police to track down the missing phone, and delivered it to her personally at her boarding gate.

As described by the passenger, the pair were "caring" and "thorough" in aiding her with her digital distress.

## It's the thought (and offer) that counts

A recent case at YVR shows that extra effort is appreciated, even if it's turned down. A passenger was asked to remove his belt to go through the WTMD – an everyday occurrence, as you know, but screening officer Goran noticed that the passenger seemed to have special needs, and so he offered help.

"He noticed I had a physical disability and asked if I needed any assistance putting my belt back on. I did not, but I appreciated his excellent customer service." The passenger added that "this small gesture went a long way."

## The end of a long trip

Plenty of travel-weary people pass through the checkpoint, but one passenger on her way through YVR was particularly so. And her interaction with screening officer Amir made it a little easier.

"It was my last flight home to Comox after having boarded 9 other planes in 4 weeks," she said. "All the others in all those security checks were professional and decent, but Amir was extra-patient." His "kindness and empathy" to an exhausted traveller were enough that "I actually relaxed some."

## Best-in-world service

A globetrotting couple going through screening in Victoria didn't hold back when describing their experience. "We are fortunate to travel across the globe and have never met such a friendly, attentive set of airport-security personnel." They singled out screening officers David and Craig for particular praise, but said that over all they were "thoroughly impressed with the service, and wish other airports would follow suit with their demeanour and friendly nature."

## DID YOU KNOW...

... breastfeeding mothers can bring ice packs larger than 100 ml even if they are not carrying breast milk at the time of screening. This allows them to keep expressed milk cold during their trip.



## Screening superhero

A passenger in Calgary described screening officer Colleen's activities at the checkpoint in almost super-heroic terms, with her literally running around the line to offer help to passengers. "She went above and beyond the call of duty to help passengers with infants, explained to passengers how to prepare for security screening and ran to help passengers who needed extra assistance." The regular traveller made his feelings clear by adding, "She was the most professional and dedicated CATSA officer I have met in my life."

## A tough job, well done

Excellent service isn't always a matter of doing nice things for people – sometimes it's about doing a hard thing well. But even then, passengers notice a job well done. YYJ screening officer Andrew and service-delivery manager Alan had a tough job on their hands

recently when confronted by "one of the rudest passengers I've ever seen," according to another passenger who witnessed the situation. The bystander was particularly impressed by Alan's handling of the problem, saying he "held his calm better than anyone I know would have. I commend the agent on handling it so well."

## Missing laptop causes 'distress'

Screening officer Darlene in Montréal did some great investigative work to track down a missing laptop. A passenger had mistakenly grabbed the wrong one at the repack station, leaving the other with the wrong computer, and a little panicked.

Darlene "made every effort to find the other passenger to retrieve my laptop and return his. I also appreciated her listening skills and reassurance toward a passenger in distress as my missing laptop contained a lot of data."



# POSITIVE TWEETS



We use Twitter to interact with passengers. Every day we receive questions, comments and compliments. Here are some of the nice things that passengers had to say about your work:

### Vancouver

- @yvrairport always such a pleasure to start my travel here and your @catsa\_gc team is the nicest in Canada I swear. #bestinNA #weloveyvr #yvr #travel #canada

### Toronto

- Paule is the friendliest & most professional @catsa\_gc agent I have ever encountered. Line1, T3 YYZ @0630, Int departures. He greeted everyone with a smile, was clear and concise in letting everyone know what was required and did so without the usual yelling I hear. #kudostopaule

- Okay, humans are rocking today. @torontoperson T3 security checkpoint is rocking it. Thank you! And such lovely people!
- Big thanks to the kind @catsa\_gc staff working lines 3 and 4 this evening @torontoperson, Terminal 1, US Departures, who took the time to look for my lost mitten... yes only a mitten and everyone was so patient.

### Calgary

- The fastest check-in and security check I've experienced in my life! Kind staff too! Way to go, @FlyYYC! #tokyobound #turningjapanesa

### Undisclosed airports

- So, @catsa\_gc inspected a package that I'd checked in. They meticulously opened and repacked (with their special tape) the package and every box inside it exactly as I packed it. Not even sure I could repack the same way. Impressed.
- Hi there, I know you are all very busy, especially this time of year. I will be flying tomorrow morning and I just wanted to remind you and your colleagues what a fantastic job you do year round, and wanted to wish you all happy holidays and the very best in the new year to you and your families.

## LOST THEN FOUND

Thanks to the good work of screening officers and operators in the CATSA Security Operations Centre, 600 forgotten items worth close to \$421,590 were returned to passengers between November 2017 and January 2018.

Screening officers often go above and beyond their security screening duties by reuniting passengers with everything from watches and keys to items of high sentimental value. Examples of items returned to passengers include:



In many cases, these items were returned to passengers before their flight took off, saving them time, money and frustration. Thank you all for caring about the customers we serve.



# AIRPORT PROFILE: YXS

Here's the latest in *CATSA Checkpoint's* series profiling some of our smaller airports.

**AIRPORT:** YXS

**LOCATION:** Prince George, British Columbia

**SCREENING OFFICERS:** 34

**AIRLINES:** Air Canada Express, Central Mountain Air, Guardian Aerospace, Northern Thunderbird Air, Pacific Coastal Airlines, WestJet

**TRAFFIC:** 490,000 annual passengers

**WHAT MAKES YXS UNIQUE:** YXS has the fourth longest runway in Canada, and was the first airport in the world to be accredited as a WorldHost Delivery Organization (customer service excellence).

**EXCITING EVENTS:** Every summer YXS hosts an annual charity golf tournament, which is open to stakeholders, partners, associates and friends. Various activities take place in addition to the golf tournament, including prize draws. All proceeds raised from the tournament, as well as the activities held throughout the day, are donated to charity.

**QUOTE:** The overall vision of YXS is to be the 'best in class' airport. This vision is a collective initiative with the 15 agencies with over 100 full-time employees that operate out of the main terminal at YXS. We are also proud to say that we have one screening officer who has received four commendation letters for his outstanding customer service.



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

Have a story idea for a future issue of CATSA Checkpoint? Write to us at [catsacheckpoint@catsa.gc.ca](mailto:catsacheckpoint@catsa.gc.ca)