

# CATSA CHECKPOINT

## ENHANCED ELECTRONICS SCREENING

**Earlier this summer there was an important change in the way you screen electronic devices for some passengers.**

Reports from across the country indicated that the transition to this new process was almost seamless. One reason is because they're based on procedures you already carry out. Another is because of your professionalism and ability to adjust quickly to different situations. This makes CATSA an adaptable organization that can react effectively to new challenges.

To further support your work on the frontlines, CATSA widely communicated tips that helped passengers be prepared for the new measures. Alerts and information were posted on CATSA's Twitter and Facebook accounts and website. CATSA's spokesperson also talked to media about the importance of ensuring that protective cases on electronics could easily be removed and items were charged.

Hats off to all screening officers from coast to coast!



# CONFIDENTIAL SECURITY LINE NEW PROVIDER, SAME SERVICE

CATSA has contracted Clearview Connects as the provider for its confidential security line, which continues to provide you with a confidential way to report wrongdoing that poses a risk to aviation security or CATSA's operations.

The switch comes with a new phone number (**1-855-925-1913**) and new website ([www.clearviewconnects-catsa.com](http://www.clearviewconnects-catsa.com)) but the service remains the same. The line is confidential and anonymous, and Clearview does not use any system that could track or provide information about users.

Note that the line should only be used if internal reporting has not resolved the issue, or if you feel you can't bring the issue to management. The line is not intended for the reporting of human-resource issues or harassment in the workplace but, as mentioned, to report wrongdoing that poses a risk to aviation security or CATSA's operations.

## SCREENING OFFICERS HELP SPECIAL NEEDS CHILDREN

During the spring of 2017, Calgary, Halifax, Vancouver and Montréal airports hosted events for children with Autism Spectrum Disorder (ASD).

These annual events are meant to give children and their families the chance to familiarize themselves with the airport experience, from check-in to pre-board screening to boarding the plane. Many children with ASD, as well as their families, can feel anxious when it comes to the airport processes. These programs are aimed at reducing their concerns.

The events are not only helpful for special needs children and their families, but also for screening officers as it helps you better understand how to meet the needs and expectations of these passengers.

Thank you to all who participated in these great initiatives.



### DID YOU KNOW ...

... extra batteries for mobility aids, such as electric wheelchairs, are permitted in carry-on baggage, provided the passenger has received approval from the air carrier?



You may have seen it in the news: the first full CATSA Plus checkpoint in Toronto is now open for business.

# YYZ GETS A FULL CATSA PLUS CHECKPOINT

The transborder checkpoint at Toronto-Pearson (YYZ) Terminal 1 is now completely switched over to CATSA Plus. The announcement of the launch of the full checkpoint received great media coverage. Toronto's CTV News, for example, wrote: "Streamlined and just in time for summer travel, Pearson Airport is speeding up its security screening. The new screening lanes should make things faster and more secure."

The next YYZ checkpoint slated for conversion is the in-transit passenger checkpoint for connecting passengers at Terminal 1, which currently has one CATSA Plus line. Three more will go in, with work scheduled for the fall. At the same time, five

lines are planned for the central checkpoint in Terminal 3.

Lines are going in at other airports around the country as well. Vancouver International Airport (YVR) got its first CATSA Plus lines in June, with more coming this fall, and a seventh line was just installed in Calgary. Montréal-Trudeau, the site of the very first CATSA Plus trial line in 2016, will have its entire domestic/international checkpoint converted later this year.

As the CATSA Plus roll-out rolls on, we expect more positive reviews from passengers, screening officers, industry partners and the media. Stay tuned!

# HELLO-BONJOUR BETTER SAFE THAN DÉSOLEÉ



There's a simple rule when it comes to the active offer of service in both official languages: err on the side of caution.

If you work at a designated bilingual airport and you're a passenger's first point of contact, you must give the passenger an active offer (Hello-*Bonjour*). If you aren't sure if you're the first point of contact, assume that you are.

This is true even if you believe the passenger has passed another screening officer before reaching you. Unless you know the officer spoke to the passenger (for example, for a

boarding-pass scan), you should still assume you're the first point of contact and provide the *bonjour* along with the hello. It never hurts to be extra-courteous!

When a passenger responds to your active offer with a *bonjour*, quickly acknowledge his desire to be served in French and ask the supervisor to arrange for bilingual service if you can't speak the language. Remember that it's the passengers' right to be served in the official language of their choice; as such their request should always be treated discreetly and professionally.

Providing the active offer and quality services in both official languages are important parts of CATSA's obligations under the *Official Languages Act* and its continued commitment to excellent customer service.

## DID YOU KNOW ...



... you have the last word on whether an item is permitted past the checkpoint? Our public web site ([catsa.gc.ca](http://catsa.gc.ca)) and other sources

provide passengers with lots of information about what they can bring in their carry-ons, but they are also reminded that the final decision rests with you.

# WEDDING CEREMONIES REACH NEW HEIGHTS AT YYC



What is the first thing new couples do after getting married? For a Calgary couple, it was to go through airport security.

On Wednesday, May 3 Fareed and Jeanine Rawji became the first couple to get married inside the new international airport terminal at Calgary International Airport.

With the support of the airport staff and Sun Wing Airlines, the ceremony took place among family and friends in the public area of the new terminal. Immediately after exchanging vows, the couple breezed through security on their way to Cancun, Mexico for their honeymoon.

## TEAM WORK SAVES THE DAY AT YEG

On April 25, 2017 at Edmonton International Airport (YEG), a family of three – two elderly parents and their daughter with special needs – arrived at the checkpoint to start their trip of a lifetime to Amsterdam.

As they were going through screening, screening officer Dritero (Tony) Ajdini made sure the daughter's money belt was handed to the mother for safekeeping. Once the family had been screened, they made their way towards their gate and found an area to sit and gather their belongings. It was at this time that they realized they couldn't find the money belt.

They went back to the checkpoint looking for help and screening officer Ajdini stepped in. He was calm, reassuring and kind, which helped the family who was starting to worry.

With the assistance of Operations Manager Amanda Boychuk, they contacted Joëlle Larabie in the CATSA Security Operation Centre (SOC) in Ottawa. Joëlle found the CCTV footage and looked for the money belt.

Within minutes, it was found – safely stored in one of the passenger's bags. The information was relayed from the SOC to the screening



personnel and finally to the passengers. The trip was saved and the family breathed a sigh of relief.

Thank you Tony, Amanda and Joëlle for your teamwork and dedication to customer service.

# NOT ALL HEROES WEAR CAPES

On May 22, 2017, shortly after divesting his jacket at the transborder checkpoint of Toronto-Pearson (Terminal 1), a passenger unexpectedly collapsed, suffering from a heart attack.



Matthew White, Checkpoint Manager and Adeel Qamar, Operations Manager, GardaWorld.

Present at the scene was screening checkpoint manager Matthew White who displayed exceptional leadership skills by getting the defibrillator, checking the man's pulse and performing CPR. Matthew's colleagues quickly called the

paramedics and redirected traffic to other lanes. Their quick actions saved the passenger's life. This is another example of the willingness of screening personnel to go above and beyond the call of duty and proof that not all heroes wear capes.



Lukwago Sentogo, Screening Officer, GardaWorld; Krista Kealy, Vice President, Communications & Public Affairs, Ottawa International Airport Authority; John Kazareczjky, Screening Officer, GardaWorld.

## TWINKLE, TWINKLE...OTTAWA'S STARS!

Two screening officers at Ottawa airport, John Kazareczjky and Lukwago Sentogo, were the recipients of the Ottawa Tourism "Star of the City" award for their outstanding customer service. This award is given to professionals who go the extra mile to create a positive and memorable experience in the city of Ottawa.

### JOHN KAZARECZJKY

On April 18, a passenger was returning home from Ottawa following the passing of her father. She described John as having a great attitude, which lit up her smile in what was a difficult return home. John had made the passenger laugh several times. Once through security, it was brought to her attention that the officer's name was John – her father's name. The passenger nominated John for making the screening experience very special for her and her grieving family.

### LUKWAGO SENTOGO

A few weeks later on May 4, a passenger travelling from Ottawa realized that his valuable Swiss Army knife was attached to his car keys, instead of his checked baggage like he had planned. Lukwago kindly suggested mailing the item, but the passenger was running late. Lukwago offered to mail the knife for the passenger, which was way more than what the passenger expected. When he received his Swiss Army knife, he nominated Lukwago stating that his kindness turned a potentially difficult situation into a very positive experience.

Congratulations John and Lukwago! Thank you for going above and beyond in making the nation's capital a great place to visit!

# COMPLIMENTS

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

## Darlene (Montréal)

We want to thank Darlene of the team at YUL for her above-and-beyond assistance in bringing us a bag that was left at screening. She somehow discovered the owner (my daughter) and delivered it to us at our seats just as we had discovered the bag was missing. Her smile and calm, gentle manner were very much appreciated!

## Christopher and Jean (Montréal)

At the Montréal Trudeau Airport on July 1, I had excellent bilingual assistance from Christopher and Jean with my oversize baggage. These two agents projected an openness and respect that reflects very favourably on the CATSA. Their pleasantness and easy going attitude helped to reduce the stress involved in travel. In this regard they are indispensable assets for CATSA. In addition, they went beyond the call of duty in providing me with advice and assistance to help me properly pack and secure my luggage. Great agents.

## Melissa and Christopher (Grande Prairie)

My flight home to Baton Rouge from Grande Prairie was delayed several times before it had been cancelled. I had no Canadian money and did not want to leave the gated area to get a bite and then have to go back to security. Melissa and Christopher were working the security check and had taken it upon themselves to collect enough money to allow me to purchase a sandwich and a drink. I want to sincerely thank these two young people for their kindness. We need more people like these two in our world!

## Steve (Ottawa)

Steve at the Ottawa Airport went out of his way to help my wife, who has dementia and is very frail at 79-years-old. Steve helped her through the security screening process and made her feel very comfortable. She appreciated his gallant efforts to treat her with respect. We only wish that other staff members be so caring and helpful as he was with my wife who suggested giving this fellow a pat on the back for his dedication to his work while being courteous to elderly clients such as my wife.

## Christopher (Ottawa)

I travel through the Ottawa airport at least once each week. I have great respect for the professionalism displayed by all CATSA employees and contractors at security. My experience has always been positive, but on Sunday, April 2, 2017 I was particularly impressed. I observed an individual going beyond the call of duty to serve a passenger. At the airport's check-in level, I saw Christopher (one of your screening officers), apparently on his way to or from his break, stop to speak with an elderly traveller. He then took this man's bag, offered his arm and personally escorted the gentleman down the escalator and all the way to the inner inspection area on the departures level. Whether on duty or not, Christopher took the time to perform an act of kindness. The gentleman certainly appreciated his conversation with Christopher and welcomed the assistance he provided. Please let Christopher know that his act of kindness was noticed. It reflected well on your service as much as it did on the individual.

## Nabil, Samir and Joseph (Vancouver)

My husband and I are fairly frequent flyers through YVR and various other international airports. Our experience tonight in flying from YVR to YUL was the BEST we have ever experienced in Canada – truly! Nabil was outstanding and so endearing (you need to clone him!) and it just continued from there with Samir and Joseph. If you could only deploy staff like this all day the experience at YVR and every airport would be fabulous!

## Screening officers (Vancouver)

I went through YVR pre-board security check just to find I forgot one major piece of carry-on luggage at the food court outside of the international gates. I was helped by several security agents to retrieve the forgotten luggage in a timely manner.

## Malally (Toronto)

Agent Malally was very courteous and helpful in trying to scan my oversized bag efficiently yet quickly and safely while keeping all the rules in mind. Great attitude and great customer service! Keep up the good work!

## Lynn (Hamilton)

I was travelling with my husband who forgot his walking cane at home. Lynn offered him a wheelchair but he declined. Then she offered to lend a walking cane from her car that her mother uses for us to borrow for our weekend travels. We brought it back to her upon our return and we are so pleased with how she treated my husband and me.

## Marie (Winnipeg)

I would like to make a special mention that Marie at the Winnipeg airport pre-boarding screening was very compassionate, friendly, and helpful today. My wife was travelling with our two children (3 years and 5 months), and Marie was very helpful to her and also allowed me to accompany and help them up to the screening point. Very friendly and a delightful person, thank you very much!

## Adam (Calgary)

I just checked-in at the YYC Air Canada domestic terminal. Adam the agent working the oversize luggage screening went above and beyond. He was incredibly polite, patient and helpful with my bicycle box as it would not fit through the X-ray machine.

## Michael (Cranbrook)

I just saw off my mother-in-law at YXC airport. Michael was on the X-ray and spotted oversized liquid. He told me to wait until the screening was done. Thanks to Michael I was able to keep it for her until her return. He was soft spoken, which was helpful for my handicapped mother-in-law. Thank you, Michael, for your excellent customer service.



# 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:

### Toronto-Pearson

- Huge props to the security personnel at **@TorontoPearson** this morning so patient, pleasant and efficient!
- Very efficient new screening at **@TorontoPearson**
- Thank you **@catsa\_gc** Bradley **@TorontoPearson** for helping us this evening.
- Super impressed with the new security system at **@TorontoPearson**

### Winnipeg

- Well. That was the fastest we've EVER gotten through security and customs **@YWGairport**. Literally five minutes from CATSA entrance to the US terminal.
- This morning **@catsa\_gc @YWGairport** was the best, I don't know what you did but keep it up!

### Halifax

- Shout out to **@catsa\_gc** and **@HfxRegPolice** for some awesome customer service at the airport today. Thanks guys!!

### Calgary

- Shout out to **@catsa\_gc** staff at **#yyc** for being respectful during pat down yesterday, super professional.
- Shout out to the awesome CATSA employees and airline staff **@FlyYYC** that did their best to get everyone through screening quickly. **#yyc**

### Edmonton

- Line moving quickly **@FlyEIA** well-oiled machine. Tons of passengers flying today. **@GlobalEdmonton #yeg**.

### Ottawa

- Congrats to YOW Stars of the City John & Lukwago **@GardaWorld @catsa\_gc** for offering a superb security screening experience! **@Ottawa\_Tourism**

### Thunder Bay

- CATSA staff @ Thunder Bay airport very friendly, a bit jokey even. Refreshing every time **#YQT**

## LOST THEN FOUND

Thanks to the good work of screening officers and operators in the CATSA Security Operations Centre, 388 forgotten items worth close to \$228,430 were returned to passengers between May and July 2017.

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: YQT

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

**AIRPORT:** YQT

**LOCATION:** Thunder Bay, ON

**SCREENING OFFICERS:** 34 full-time staff

**AIRLINES:** Air Canada, Bearskin Airlines, Canada North, Niigaani Air, Porter Airlines, Thunder Airlines Ltd, Wasaya, WestJet

**TRAFFIC:** 800,000 passengers yearly

**WHAT MAKES YQT UNIQUE:** Thunder Bay International Airport is unique from other airports because, despite being a Class II airport and a small site, they process enough passengers to compete with Class I airports. The airlines, airport authority and screening personnel all know each other very well and there is a strong rapport between the airport staff.

**EXCITING EVENTS:** This year the Thunder Bay International Airport will be making major changes to its pre-board screening checkpoint, which will be expanded to

accommodate CATSA Plus tailored lines. The entire airport staff is very excited about these improvements.

**QUOTE:** "Screening officers here are known for their customer service. No matter who is here for an audit or training, that is one thing they all say. The travelling public has commented on our customer service, which is one of the things that I'm very proud of."

– Angie Venditti, Manager, GardaWorld



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)