

# CATSA

## CHECKPOINT

# CATSA HAS A NEW CEO

On January 3, CATSA bid farewell to its President and Chief Executive Officer (CEO) Angus Watt and welcomed Mike Saunders to the position. Before being appointed by the Board of Directors on an interim basis, Mr. Saunders had been Vice-President and Chief Technology Officer at CATSA for eight years.

Angus Watt often referred to the importance of focusing on our main task, which is to screen approximately 160,000 passengers daily. Mr. Saunders' vision is very much in line with that. "We have to focus on the passengers," he said. "Every day, screening officers across Canada

deliver screening services professionally and with courtesy. The CATSA team has to stand behind them and support them to ensure that we keep the trust and confidence of all Canadians."

In his previous role at CATSA, Mr. Saunders was responsible for CATSA Plus. It is an initiative that is close to his heart and that he will continue to promote and support. "It has generated a lot of enthusiasm from airport authorities," he said. "Initial feedback from Calgary and Montreal, where CATSA Plus technology has been deployed, indicates that screening officers enjoy working with this new concept." In the coming months, CATSA Plus lanes

will be installed at more airports across the country. In addition, CATSA will continue to test new technologies and processes to make the job of screening officers easier, enhance security and improve the passenger experience.



# CATSA, SECURITAS BIG WINNERS

## AT YUL AIRPORT RECOGNITION GALA

On November 30, 2016, CATSA and Securitas took home four first-place awards and two special mentions at the Airport Recognition Gala at Montreal-Trudeau (YUL).

The gala is part of a recognition program launched in 2011 by *Aéroports de Montréal* (ADM) to recognize the good work of individuals and organizations working at the airport. Nominations are submitted by all members of the airport community.

### FIRST PLACE: *Excellence in response to irregular situations*

Martin Campbell immediately jumped into action after a power outage and restarted the screening equipment, which prevented significant negative impacts on screening and airport operations.



Karl Borchu, Aéroports de Montréal;  
Martin Campbell, Screening Officer, Securitas.

### FIRST PLACE: *Safety/Security*

Despite initial negative results, Griselda Garcia Gusman knew there was something suspicious about a statuette she was screening. She persevered and her diligent search uncovered illegal substances hidden inside.

### SPECIAL MENTIONS



Anne Marcotte, Aéroports de Montréal;  
Cinzia Trevisan, Screening Officer, Securitas;  
Ribal Obeid, Screening Officer, Securitas.

- Cinzia Trevisan and Ribal Obeid for saving a passenger's life by performing CPR on a woman found unconscious at the airport.
- Carline Zamy's for acting quickly to recover a ring that another passenger had stolen at the security checkpoint.
- Stéphanie Paquette for discovering narcotics inside a vehicle attempting to enter the restricted area.



Pierre Gagnon, Aéroports de Montréal;  
Carline Zamy, Screening Officer, Securitas;  
Stéphanie Paquette, Security Screening Manager, Securitas.



Front row: Philippe Rainville, Aéroports de Montréal;  
Nicola Di Rienzo, Nancy Gagné and Laszlo Ambrus (CATSA).  
Back row: Jorge Calderon, Mario Lambert and Dennis Lazaris (CATSA).

CATSA also won two first place awards. The first one was in the *Process improvement/innovation* category for the deployment of the CATSA Plus lane. The second award was for *Best collaboration among airport partners* for the One-Stop Security project. CATSA worked closely with Air Canada, CBSA and a private company to set up procedures and a screening lane designed to streamline the screening of passengers coming from international destinations.

These two recognitions would not have been possible without the hard work of screening officers. The success of any project deployed in the front lines is judged by its results once operational. This means that it rests largely on the shoulders of those who are performing screening operations every day. These awards reflect the quality of the work of the screening officers at YUL.

# CHANGES TO THE UNIFORM POINT PROGRAM: WHAT YOU NEED TO KNOW

The Uniform Point Program is almost as old as CATSA. It was introduced in December 2004 and has not changed much since then. However, the addition of new items for those working in NPS-V functions has provided CATSA with the opportunity to make some updates to the Program.

Since March 6, changes have been made in three areas:

1. NPS-V uniforms
2. The point value of garments
3. The point allocation for PBS/HBS garments.

## NPS-V

NPS-V uniform items no longer need to be ordered manually through CATSA. Uniform representatives can now place orders for screening officers working at NPS-V using the online catalogue, as is the case for other PBS/HBS items. Screening officers working at NPS-V:

- receive an NPS-V kit (hard hat, ear defenders, safety glasses, coveralls (2), protective gloves and a retro-reflective vest). These items are mandatory as part of the first order. No points are required for the items in the kit.
- can order a parka, an insulated bib overall, boots and rain gear. No points are required for the first order.

- receive 445 points to purchase other NPS-V items as needed. Additional items, like mitts, tuques and transportation bags, can also be ordered. See the catalogue for a complete list.

## POINT VALUES

When the point system was created, the number of points given to an item was based on its price. Since then, the suppliers and prices have changed. Updates have now been made to match the point value of each uniform garment to its current price. As a result, many items now require fewer points to purchase.

In addition, some items are no longer placed under the same point value category. For example, sweaters and vests used to be under the same category and cost the same number of points. They have been separated and assigned an individual value, which means a vest now costs fewer points than a sweater.

## POINT ALLOCATION

- A cap on the number of points has been introduced. This means that you can only hold a maximum of 1,500 points at any time (including the 450 points for screening officers working at NPS-V).
- You will receive points at the same intervals: on your hire date, at the three-month mark and annually on your hire anniversary date.
- More points will be given initially (1,025 as opposed to 925 before) with reduced points allocated at the three-month mark (225 as opposed to 550 before) and on your annual hire anniversary date (750 as opposed to 850 before).

These changes to the Uniform Point Program were made after speaking with uniform representatives and screening contractors and studying screening officers' point usage habits. That is why CATSA is confident that these changes will continue to allow you to purchase new uniform items as needed.



# TIPS FOR SCREENING PASSENGERS IN WHEELCHAIRS

Passengers with special needs, particularly those in wheelchairs, can face a lot of challenges when travelling by air. It is our responsibility to ensure that this important group of travellers feels comfortable throughout the security screening process.

Because these screening situations can be more stressful for you and the passenger, here are a few simple reminders that should help you provide excellent screening and customer service.

## GOOD COMMUNICATION IS KEY

As with all steps of the screening process, good communication is key to a positive experience. When communicating with passengers in a wheelchair, remember to:

- try to place yourself at eye-level when speaking to the passenger;
- speak directly to the passenger instead of to an escort or companion;

- ask questions and carefully listen to the answers;
- provide an opportunity for the passenger to ask questions;
- let the passenger finish before responding; and
- be understanding, discreet, courteous and relaxed.

## AT THE WALK THROUGH METAL DETECTOR (WTMD)

Passengers can choose to remain in their wheelchair for the screening process or stand and walk through the metal detector. If they choose to walk, don't forget to offer the non-metallic cane. However, it is important to remember that while some of these passengers may be able to walk short distances, they may not be able to go back to re-divest and walk through again (if needed) or stand to receive additional screening after the WTMD. Pay attention to the passenger's abilities. If you see that the passenger is in discomfort or is having problems standing or walking, let them know that they can sit back in the wheelchair at any time during the screening process.

## CONDUCT PHYSICAL SEARCHES WITH CONFIDENCE

Physically searching a passenger in a wheelchair can be challenging. However, your training – along with the steps provided in the SOPs – set you up for success in providing screening services that are professional, compassionate and respectful for these passengers:

- as you start the physical search, it is important to maintain a friendly, professional and relaxed tone;
- focus on the passenger, not the wheelchair;
- always ask if they would like the search to be conducted in a private area;
- ask for permission before touching any part of the passenger's body or chair as people in wheelchairs often consider the chair to be an extension of their personal space;
- let the person know what you are doing throughout the search; and
- don't forget to ask if the passenger has any:
  - sore areas
  - sharp items
  - implanted medical devices

## DID YOU KNOW...

... passengers flying with or without their child can bring breast milk in quantities greater than 100ml. The container(s) must be screened. Ice packs to keep the milk cold are also permitted.



# YYT OFFICER DISPLAYS EXCEPTIONAL LEADERSHIP SKILLS

Last June, there was a jam in the baggage system at St. John's International Airport (YYT). That's not an unusual situation for an international airport, but if it's not managed quickly and efficiently, it can quickly worsen and lead to delays and frustrations. This is when Security Checkpoint Coordinator (SCC) Jennifer Tulk stepped in.

The problem took place between the VIS and the CTX x-ray machines. Because of the glitch, baggage handlers had to remove bags that the VIS operators had sent to the CTX.

Jennifer was at the scene when she noticed that the bags were not arriving at the CTX for screening. She immediately started investigating and advised her supervisor. Emergency procedures were initiated.



Jennifer Tulk, Security Checkpoint Coordinator, Securitas.

During that time, Jennifer confidently took charge of the situation and provided clear instructions to her colleagues and baggage handlers, including guidance on how to retrieve and re-screen all bags as quickly as possible to minimize delays and impacts. She made sure that every single bag had been accounted for and re-screened.

Mario Carbonneau, CATSA's Service Delivery Manager responsible for YYT, said he was impressed with Jennifer's handling of the situation: "In almost seven years at CATSA, this

is the first time I had the opportunity to watch such leadership skills and initiative." Her employer, Securitas, echoed CATSA's comments: "SCC Tulk takes pride in her work. She is well respected by the staff at YYT and maintains effective working relationships with the stakeholders," said Stephen Murray, Director of Service Delivery.

We wish to thank and congratulate Jennifer! Her great work is a prime example of the dedication of the screening personnel across Canada.

## DID YOU KNOW...

... trusted travellers who use mobility aids or who have a child in a stroller should not be redirected from the Trusted Traveller lane to the Family/Special Needs lane unless the mobility aid or stroller can't be accommodated there.



# COMPLIMENTS

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

## Michelle (Toronto-Pearson)

I flew twice out of Pearson Terminal 1 in the month of October for early morning flights. What a pleasure to happen upon “Michelle” in the pre-board screening area. Her positive and friendly approach to the long line-up of people waiting was FANTASTIC and UNIQUE! I told her so and asked for her name too. Flying is not fun anymore and that woman changed the dynamic for hundreds, probably thousands that morning. What a treat! Three weeks later when I was flying again I hoped to see her and there she was! She made such a difference in both flying experiences. As I approached her I told her I was so happy to see her again and that she was doing a fantastic job. Everyone was smiling and happy and all responded aloud when she asked for a “good morning.” Wow!

## Cesar, Tim, Matthew and Josh (Toronto-Pearson)

I travelled to Toronto on Saturday November 12 with my daughter. I had the most wonderful service that I felt I had to comment. I do not travel very much. My daughter packed items that were more than 100ml. She was willing to let them go until they came across her Chanel face wash. I too had a pocket knife buried in my purse which I completely forgot was there. The reason I’m writing is because the boys in security handled this so well and were friendly and patient and went the extra mile to show us where the post office was. I so appreciated this. They put me in a good mood all day. They did a great job and I can only imagine how hard it is to tell people you can’t take this but they did it professionally and even with compassion.

## Suzanne and Antonio (Toronto-Pearson)

I wanted to send a quick note of appreciation to the Pearson Airport security team at Terminal 1 International departures on Saturday November 19. During my screening process I misplaced my travel documents including passport. I realized it was missing after I left the security area and returned to find out where it may have been left. The security team was very professional in their effort to locate my documents and helped to thoroughly search my bags. Understanding that my flight was leaving soon, they quickly reviewed the security cameras to understand where I placed my passport after clearing security which proved to be successful and I was on my way. I would like to make a special acknowledgement to security officers

Suzanne and Antonio for going above and beyond to assist me with my concern. I travel frequently and I sincerely appreciate the difficult job our security officers have to ensure that I and my fellow Canadians as well as visitors to Canada are safe. Their compassion to my concern was very appreciated and I want to thank the entire team for doing a great job. Thank you.

## Sylvina (Toronto-Pearson)

On Jan 12, I was at the airport on my way to Dublin airport. Unfortunately I had recently burned my hand with a hair curler and it was quite painful. At security I was chosen for a random check. I’m not sure if the security woman saw me picking at my burn or if she just randomly noticed it but she gave me lots of advice on how to care for my burn while the random check was being carried out. I took her advice. I put olive oil on the burn and less than 24 hours later, the pain is gone and my burn had healed. Just want to say thank you to this woman and let her know it’s appreciated. As a young woman travelling alone, her personalized service put me at ease. We in Ireland (and I’m sure people all around the world) always hear about how Canadians are the nicest people in the world. That is because of people like her. The smallest gestures mean so much. So thank you again.

## Screening officer (Edmonton)

Approximately 1:20 PM, Nov 6, I misplaced my scarf and returned to security to report the loss. I went to the boarding area (West Jet flight 523 to Edmonton, via Winnipeg), and one of the gentlemen from security tracked me down with my scarf! That is exceptional customer service - THANK YOU!

## Trevor (Calgary)

After a tough time dealing with an airline customer service agent at YYC, Trevor and a couple of his coworkers were extremely patient and helpful to try to clear us through security in time to catch our flight. Alas, we were unsuccessful, but this was a remarkably refreshingly helpful and positive experience after such a difficult experience. Thanks to Trevor for his helpfulness and professionalism.

## Stephen (Prince George)

I wanted to contact you regarding an exceptional experience that my parents and I had at Prince George Airport. My parents are aged 86 and 94. We were travelling for Christmas and on the day we departed, we had such a positive experience at the airport it felt important that we passed along our thanks. Too often people only take the time to complain. We were early so that my parents would not be rushed. We were immediately greeted by a gentleman with an Australian accent that introduced himself later as Stephen. I immediately remembered that the previous Christmas, we had been helped by this same gentleman and that we were so impressed by how pleasant and professional he was. My dad has hearing aids, and over the course of the holidays one had gotten

broken and the other wasn't working 100%. Both my parents have limited mobility these days and were walking with canes. Everyone, particularly Stephen, were so patient and kind. I think excellent service deserves acknowledgment beyond just thanking the individuals at the time. Clearly the hiring and training at the Prince George Airport is being done at a high level and in my opinion, also as someone who travels within and outside Canada several times a year, they should be used as a good example of how security agents should be. I understand the need for security agents to be very alert and serious; it's a serious business nowadays and everyone wants to "feel" and "be" safe. There is, however, always room for compassion, kindness and element of friendliness. That is what we experienced in Prince George and it was appreciated.



# 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:

### Victoria

- **#yyj** airport security. Always so friendly and great. Thanks for accommodating my tardiness and general Boma-ness. Lol

### Edmonton

- Shout out to security and ground staff **@FlyEIA**. Made travelling with a baby and kid easy! **#flyEIA**

### Ottawa

- **@FlyYOW @catsa\_gc** Cheers to your security personnel on duty tonight - genuinely super friendly! :)

### Toronto

- **@TorontoPearson** thank you for a great travel experience today! No rush, No Delays.

### Winnipeg

- Hats off to **@YWGairport** for the live music and **#CATSA** at YWG for the friendly service. Pleasant surprise.

### Calgary

- Some of the nicest security folks I've ever met **@FlyYYC** today. **@catsa\_gc**
- **@acsta\_gc** it's important to say it when all goes well. This morning I only had to say "bonjour" to be served in French at YYC.

### Halifax

- **@acsta\_gc** same thing for me in Halifax yesterday. I received such good service. **@CLOduCanada**

### Hamilton

- Thanks to partner **@catsa\_gc** for keeping passengers moving **@flyhym** this morning **#NoHassle #KeptItUp #HamOnt #BurlON #StCatharines**

### Vancouver

- Nice travel experience **@yvairport** this morning thanks to courteous and friendly employees of **@AirCanada @catsa\_gc @CustomsBorder**

## LOST THEN FOUND

Thanks to the good work of screening officers and operators in the CATSA Security Operations Centre, 495 forgotten items worth close to \$233,695 were returned to passengers between November 2016 and January 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: YTS

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

**AIRPORT:** YTS

**LOCATION:** Timmins, Ontario

**SCREENING OFFICERS:** 14

**AIRLINES:** Air Creebec, Air Canada Jazz, Bearskin, Porter, Thunder Air

**TRAFFIC:** 230,000 passengers yearly

**WHAT MAKES YTS UNIQUE:** The main employers in Timmins are the gold mines. That's why it's nicknamed the "city with a heart of gold". Diamond jewelry giant De Beers Canada brings a lot of traffic to YTS as it sends hundreds of employees to Victor mine, which is a 90-minute flight from Timmins. YTS is also the main hub for several remote northern communities along James Bay. The airport has often welcomed one of the most popular country music singers of all time, Timmins' own Shania Twain.

**EXCITING EVENTS:** YTS gets busy every year as the city hosts the annual Mining Fair that attracts major mining companies from all over the world. During the summer of 2017, the city will also host an eight-day Canada 150 celebration. The event is expected to attract country music star Keith Urban and several other high-profile celebrities.

**QUOTE:** "Over the years YTS's workforce has diversified a lot and it is something that employees have embraced. All our employees are always eager to answer questions and to help in any manner possible. The team here displays honesty, integrity and always provides a friendly smile."

– Gordon Zivny, Screening Checkpoint 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)