



# Accessible Transportation for Persons with Disabilities

House of Commons Standing Committee on Public Accounts, 32<sup>nd</sup> Report  
CATSA Response

Recommendation 5 – Disability Awareness Training

January 31, 2024



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## Introduction

Pursuant to its mandate under Standing Order 108(3)(g), the Standing Committee on Public Accounts studied Report 1, *Accessible Transportation for Persons With Disabilities*, of the 2023 Reports 1 to 4 of the Auditor General of Canada. As a part of its review, the committee outlined the following recommendation for the Canadian Air Transport Security Authority (CATSA) in the 32<sup>nd</sup> report of the Standing Committee on Public Accounts ([Accessible Transportation for Persons with Disabilities](#)):

***Recommendation 5*** - CATSA should present the Committee with a report: 1) indicating the percentage of managers who have received disability awareness training— and the changes implemented to achieve its target rate; and 2) presenting the results of the consultations with disability advocacy organizations on teaching methods and the changes to the training content for third-party screening personnel.

As such, CATSA is providing the following report in response to this recommendation.

## **1. Manager Disability Awareness Training**

Management and decision-makers were required to receive disability awareness training. Forty-three individuals were identified to take part in and complete the required training. As of December 2023, 100% of all managers and decision-makers have completed the disability awareness training.

CATSA introduced process improvements to ensure timely training, employing a monitoring measure to review completion statistics on a monthly basis and contact, as required, the managers and decision-makers to remind them to complete the required training.

## 2. Disability Awareness Training Consultations

As part of CATSA's approach to developing accessibility training, the organization engaged and consulted a variety of disability advocacy organizations. More specifically, in fall 2022, CATSA conducted consultations with the Canadian Mental Health Association, Barrier Free Canada, People First Canada and Spinal Cord Injury Canada. Information from these consultations was incorporated into a CATSA training module on screening of persons with impaired mobility. This module was released on April 1, 2023.

In spring 2023, CATSA conducted a second round of consultations by contacting 14 organizations representing a variety of disabilities in order to request their input on the content of training materials and teaching methods. CATSA conducted video consultations with individuals presenting their lived experiences and the groups that they advocate for, including:

- Ostomy Canada;
- Canadian Association for the Deaf;
- Autism Canada;
- Individuals with Cystic Fibrosis, Dementia and/or Diabetes; and
- Caregiver/support person to someone with Dementia.

Information from these consultations was incorporated into a CATSA training module on screening of persons with hearing loss and hidden disabilities. This module was released on October 1, 2023.

During the consultation process, participating individuals answered questions about their experiences and expectations throughout the screening process. These responses were captured in a series of video clips that were integrated into the accessibility modules.

The consultations intended to:

- Provide attendees with an opportunity to consult on the training methods;
- Develop video content that could be integrated into training and highlight the voices of people with lived experience; and
- Offer attendees an insight into screening passengers with accessibility needs.

## 2.1 Use of content

All existing screening officers are refreshed on key concepts annually on a three-year rotation through the following three modules:

- *Screening Passengers with Vision Loss*, developed in conjunction with the Canadian National Institute for the Blind (CNIB);
- *Screening Passengers with Reduced Mobility*, developed with the assistance of people/organizations in the first round of consultations; focused on wheelchair users and persons with reduced mobility; and
- *Accessibility Awareness*, developed with the assistance of people in the second round of consultations; focused on passengers with hidden disabilities, medical devices and other accessibility needs, and the role of the support person.

Beyond the accessibility modules, these video clips may be used for other purposes:

- Inclusion in programs that are planned for deployment on April 1, 2024;
- Considered for inclusion in the revision of existing initial training programs planned for fall 2024 (e.g. Screening Officer Foundations and the Screening Contractor Training Representative Qualification Program); and
- Revisited for inclusion in any other future training.

## 2.2 Teaching Methods

### 2.2.i Context

During consultations, CATSA presented its operational context, approach and training methods. Specifically as it relates to the training and certifying a screening officer population of over 9,000 people at 89 airports.

One of the main objectives of CATSA's training program is national consistency, meaning that the entire population is trained within a defined period so that they are aware of new expectations, procedures and approaches and can apply them at the same time. This is key to CATSA's mandate to deliver efficient, effective, consistent services in the public interest.

During the consultations, CATSA explained other considerations when determining the training method including the resources required for each type of training delivery, continuously changing procedures and the voices of people with lived experience as they go through the checkpoint.

## **2.2.ii Methods of accessibility training**

During the consultations highlighted above, CATSA explained the various elements that form its accessibility training for screening officers:

- All new screening officers are introduced to accessibility concepts through instructor led training and modules as part of their initial certification. This training includes the concept of the family/special needs lane, the physical search of persons in wheelchairs, screening passengers with vision loss, screening passengers with reduced mobility and screening passengers with other accessibility needs including hidden disabilities.
- Classroom training and modules include standard operating procedures as well as teaching the concept of “the voice of the passenger” with accessibility needs. The educational intent is to highlight that each passenger is different, and may want to be treated differently, and respect and communication are key components of the screening experience.
- Recurrent learning exercises are offered as part of the refresher training program, when needed (as an example, in 2022/23, a recurrent learning exercise was delivered to all screening officers to remind them of procedures for screening persons with ostomy bags and oxygen tanks).
- Screening officers are also provided with X-ray practice modules as part of the recurrent learning program. These practice modules include images of items that are found in the baggage of passengers with special needs.

## **2.3 Feedback on training methods**

Upon describing how CATSA intended to deliver comprehensive accessibility training to screening personnel, the consulted advocacy organizations acknowledged the difficulty of training people throughout the country in a condensed time period. They also agreed with the multi-faceted approach and appreciated that CATSA was training screening personnel in various formats. Additionally, they indicated that the inclusion of the voices of people with accessibility needs was much appreciated in allowing individuals with lived experiences to be consulted and included in training.

The training methods did not change following the consultations as the methods vary based on operational need.