

Submitted By: **The Canadian Hard of Hearing Association**

Submitted To: **The CATSA Act Review Panel – Public Consultation
Spring 2006**

Background

The Canadian Hard of Hearing Association (CHHA) is delighted to have the opportunity to express the views of our members when speaking of Canada's air transportation security. We do express that our comments are issues in support of the CATSA Act Review Panel's mandate and of course the Canadian Air Transport Security Authority (CATSA).

The Canadian Hard of Hearing Association (CHHA) was formed in 1982 to fulfill a need that no other disability organization in Canada could fill. This need was to be the voice of hard of hearing and deafened Canadians. Statistics have shown that more than 10% of the Canadian population has some degree of hearing loss. This means there is more than 3,000,000 (three million) Canadians that suffer from some degree of hearing loss, making hearing loss the largest disability in Canada. The Canadian Hard of Hearing Association (CHHA) was formed to give visibility to this invisible disability. Our main objective is to promote self-help between hard of hearing and deafened person and encourage support for individual and collective action.

Since its formation in 1982 the Canadian Hard of Hearing Association has developed into a very strong national organization. The CHHA is governed by a National Board of Directors, has 7 Provincial Chapters and 54 Branches with a total membership base of more than 2,200 people and a National Office in Ottawa with 4 full time staff members.

In the past much time and energy has been spent trying to build awareness within the Canadian population of the difficulties encountered by hard of hearing Canadians and of their strengths and abilities. Over the years we've come to realize that those living with these difficulties are the real experts. These people know first hand what they need, what barriers are hindering their everyday enjoyment of life and how best to remove these barriers.

(CATSA Consultation Guide Sec 1.1 – Mandate)

First of all, we believe that Canada's transportation security takes much more than just the air sector of the national transportation network, such as shipping, rail and over-the-road transportation; furthermore, it must be expanded to all cargo and all transportation terminal operations both small and large. Canada's economy depends heavily on the various transportation methods and systems. CHHA recognizes that CATSA, as we know it today, was the direct result of the September 11th terrorist attack on the United

States; however, four and half years have passed and it should be the time to look at the overall security of Canada when speaking of transportation. It is completely understood that Canada has invested a considerable amount of human, technical and economic resources to ensure that Canada's air transportation sector is constantly monitored and protected.

CHHA for nearly two decades has proactively participated in the Transport Minister's Advisory Committee on Accessible Transportation (ACAT) and the Canadian Transportation Agency Accessibility Committee with the purpose of aiding the Minister and the Agency on the issue of access for all people in Canada's federal transportation Network. Over the years the ACAT was plagued with funding and personnel cuts that affected the size of ACAT's secretariat and ACAT projects; whereas, the CTA Accessibility Directorate mandate has always been progressively active and exceptionally productive with accessibility legislation, community contacts, literature such as guides and brochures, decisions and recommendations, monitoring, a traveller's complaint process and adjudication summaries, etc.

CATSA's funding must be increased and held steady and realistic if Canada is to recognize the importance of transportation security. Canada's politicians and senior bureaucrats tend to cut funding without being sensitive to the ramifications of the cut or for political gain. Canada's security must be above this but on a realistic and accountable plateau. Security cannot be an endless pit where money goes and questions are not asked by the Auditor General or the people.

(CATSA Consultation Guide Sec 1.2 – Governance and Accountability)

It is our belief that the eleven CATSA Directors do **not** represent the entire stakeholder community. Persons with disabilities and seniors along with cultural and minority communities are either under represented or not represented at all. To be fair members from the general community need to be aware and sensitive of all groups in the community.

(CATSA Consultation Guide Sec 1.3 – Service Delivery)

Issue 1 – Disability Awareness and Sensitivity Training

Throughout the years at Transport Canada's ACAT, the CTA members of the community of persons with disabilities (PWD) have attempted to support CATSA on issues such as Disability Awareness and Sensitivity Training constructively commenting on the process of screening passengers at air terminals in Canada. For years, it has appeared that our input and suggestions were cast aside as members of Transport Canada and CATSA kept advising us that security is their issue and we, the community, cannot be involved in training for security reasons. This position is truly a sad testimonial of the various people at Transport Canada, as the experiences and expertise of our disabilities is truly something that should be shared for the good of the overall population. All the

community of persons with disabilities is attempting to do is assist in the training (development and implementation) so that persons with disabilities and seniors are treated with dignity, respect and independence through the passenger screening process.

At the ACAT meeting November 19, 2004, a CATSA representative did mention that an outside contractor was hired to assist in the development of a training program and yet, there were highly qualified people around the ACAT table who had been willing to assist from the very start of CATSA but were told they could not due to national security. This was the first indication that CATSA had rescinded their original policy that only Transport Canada would be involved in the preparation of a disability awareness and sensitivity training program. Awareness and sensitivity training is not a security issue but rather an issue of human dignity and respect.

Canada put into place a regulation for personnel training for the assistance of Person with Disabilities and Seniors in 1994. The following website contains the PWD training legislation: (<http://laws.justice.gc.ca/en/C-10.4/SOR-94-42/58827.html>)

Personnel Training for the Assistance of Persons with Disabilities Regulations

SOR/94-42

Registration 13 January, 1994

CANADA TRANSPORTATION ACT

Personnel Training for the Assistance of Persons with Disabilities Regulations

P.C. 1994-21 13 January, 1994

His Excellency the Governor General in Council, on the recommendation of the Minister of Transport, pursuant to paragraph 63.1(1)(b)* of the National Transportation Act, 1987**, is pleased hereby to approve the annexed Regulations respecting the training of personnel employed in transportation-related facilities or premises or by carriers, to assist persons with disabilities travelling within the transportation network, made by the National Transportation Agency on October 28, 1993, effective on the first anniversary of the date of their publication in the *Canada Gazette* Part II.

* R.S., c. 19 (4th Supp.), s. 2

** R.S., c. 28 (3rd Supp.)

REGULATIONS RESPECTING THE TRAINING OF PERSONNEL EMPLOYED IN
TRANSPORTATION-RELATED FACILITIES OR PREMISES OR BY
CARRIERS, TO ASSIST PERSONS WITH DISABILITIES TRAVELLING
WITHIN THE TRANSPORTATION NETWORK

SHORT TITLE

1. These Regulations may be cited as the *Personnel Training for the Assistance of Persons with Disabilities Regulations*.

INTERPRETATION

2. In these Regulations,

"Act" means the *Canada Transportation Act*; (*Loi*)

"attendant" means a person who travels with a person with a disability to provide a service related to a disability that is not usually provided by a carrier; (*accompagnateur*)

"carrier" means a Canadian citizen or a permanent resident within the meaning of subsection 2(1) of the *Immigration Act*, a government in Canada or an agent thereof, or any other person or entity that is controlled in fact by Canadians and, where applicable, of which at least 75 per cent of the voting interests are held and controlled by Canadians, that operates a passenger transportation service within or from Canada; (*transporteur*)

"commuter rail service" means a passenger-train service that accommodates principally persons who commute between points on the railway of the company that provides the service; (*service ferroviaire de banlieue*)

"contractor" means any person, or employee of that person, who performs services pursuant to a contract or an arrangement with a carrier or a terminal operator, and who is not an employee of the carrier or the terminal operator, but does not include a travel agency; (*entrepreneur*)

"disability" means a physical, sensory, developmental, mental health or medical functional limitation or restriction that affects a person in such a manner that the person is a person with a disability; (*déficience*)

"lodge operation" means an operation that involves a commercial air service of a small aeroplane, as defined in section 2 of the *Air Carriers Using Small Aeroplanes Order*; (*hôtel pavillonnaire*)

"mobility aid" includes wheelchairs, scooters, transfer chairs, walkers, canes, crutches and braces; (*aide à la mobilité*)

"person with a disability" means a person who is, has been or will be a passenger on a service operated by a carrier and who, because of a disability, requires services that are not usually extended to other passengers, including assistance

- (a) when making travel arrangements,
- (b) when embarking and disembarking,
- (c) on board a vehicle, and
- (d) during any movements between facilities inside or outside the terminal buildings that involve transportation-related services; (*personne ayant une déficience*)

"service animal" means an animal that is required by a person with a disability for assistance and is certified, in writing, as having been trained to assist a person with a disability by a professional service animal institution; (*animal aidant*)

"terminal operator" means the owner, operator or lessee of facilities or premises related to the transport of passengers within the transportation network governed by the Act; (*exploitant de terminal*)

"transportation-related services" includes passenger security screening, baggage handling, vehicle rental, public parking and, in the case of air terminals, all ground transportation from the terminal. (*services liés au transport*) SOR/94-700, s. 3; SOR/98-197, s. 13.

APPLICATION

3. (1) These Regulations apply to every carrier except

- (a) an air carrier
 - (i) that provides service only to air terminals where there were less than 10,000 enplaned and deplaned passengers in each of the two preceding calendar years,
 - (ii) whose gross annual revenue was less than \$500,000 in either of the two preceding calendar years, or
 - (iii) whose operations are limited to serving the needs of a lodge operation;
 - (b) a rail carrier in respect of commuter rail services provided by that carrier; and
 - (c) a carrier that operates an extra-provincial bus undertaking.
- (2) These Regulations apply to every terminal operator except

- (a) an air terminal operator at whose terminal there were less than 10,000 enplaned and deplaned passengers in each of the two preceding calendar years; and
- (b) an extra-provincial bus terminal operator. SOR/98-197, s. 14.

EMPLOYEES AND CONTRACTORS WHO INTERACT WITH THE PUBLIC

4. Every carrier and terminal operator shall ensure that, consistent with its type of operation, all employees and contractors of the carrier or terminal operator who provide transportation-related services and who may be required to interact with the public or to make decisions in respect of the carriage of persons with disabilities receive a level of training appropriate to the requirements of their function in the following areas:

- (a) the policies and procedures of the carrier or terminal operator with respect to persons with disabilities, including relevant regulatory requirements;
- (b) the needs of those persons with disabilities most likely to require additional services, recognition of those needs, and the responsibilities of the carrier or terminal operator in relation to those persons, including the level of assistance, methods of communication and aids or devices generally required by persons with disabilities; and
- (c) the necessary skills for providing assistance to persons with disabilities, including the role of the attendant, and the needs of persons with disabilities travelling with a service animal, including the role and the needs of that animal.

EMPLOYEES AND CONTRACTORS WHO PROVIDE PHYSICAL ASSISTANCE

5. Every carrier shall ensure that, consistent with its type of operation, all employees and contractors of the carrier who may be required to provide physical assistance to a person with a disability receive the training described in section 4 and a level of training appropriate to the requirements of their function in the following areas:

- (a) assisting with mobility aids through doors and on irregular and multi-level surfaces, steps, curbs and elevators;
- (b) transferring a person with a disability between the person's own mobility aid and a mobility aid provided by a carrier and between a mobility aid and the person's passenger seat, including
 - (i) seeking information from a person with a disability with respect to the person's preferred method of transfer and information with respect to any other special measures required to ensure the safety and comfort of the person with a disability, and
 - (ii) performing appropriate lifting techniques to

- (A) execute various types of transfer with maximum consideration for the dignity, safety and comfort of the person with a disability, and
- (B) avoid injury to the employee or contractor making the transfer;
- (c) guiding and orienting a person who is blind or whose visual impairment affects that person's mobility; and
- (d) assisting a person who has limitations in balance, agility or coordination that affect that person's mobility.

EMPLOYEES AND CONTRACTORS WHO HANDLE MOBILITY AIDS

6. Every carrier shall ensure that, consistent with its type of operation, all employees and contractors of the carrier who may be required to handle mobility aids receive the training described in section 4 and a level of training appropriate to the requirements of their function in the following areas:

- (a) different types of mobility aids;
- (b) requirements, limitations and procedures for securing, carrying and stowing mobility aids in the passenger compartment of a vehicle; and
- (c) proper methods of carrying and stowing mobility aids in the baggage compartment of a vehicle, including the disassembling, packaging, unpacking and assembling of the mobility aids.

EMPLOYEES AND CONTRACTORS WHO ASSIST WITH SPECIAL EQUIPMENT OR AIDS

7. Every carrier shall ensure that, consistent with its type of operation, all employees and contractors of the carrier who may be required to assist with special equipment or aids receive the training described in section 4 and a level of training appropriate to the requirements of their function in the following areas:

- (a) telephone devices for persons who are deaf or hard of hearing, electronic signage, and audio or video equipment;
- (b) mechanical lifts, ramps and other level-change devices; and
- (c) on-board oxygen, on-board electrical supply, connection of auxiliary respirator systems and installation of stretchers.

TIME LIMIT FOR COMPLETION OF TRAINING

8. Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator who are required by these Regulations to receive training complete their initial training within 60 days after the commencement of their duties.

9. Every carrier and terminal operator shall ensure that all employees and contractors of the carrier or terminal operator receive periodic refresher training sessions appropriate to the requirements of their function.

10. Every carrier and terminal operator shall keep its training program current by incorporating, at the earliest opportunity, any new information on procedures and services offered or any specific technologies introduced by the carrier or terminal operator to assist persons with disabilities.

TRAINING PROGRAM DESCRIPTION

11. Every carrier and terminal operator shall keep available for inspection by the Agency and the general public a copy of its current training program prepared in the form set out in the schedule and containing the information required therein.

SCHEDULE (Section 11) DESCRIPTION OF TRAINING PROGRAM

(Corporate name, address and nature of business of carrier or terminal operator)

Date:

1. Name and title of person responsible for managing the training program within the organization.
2. Target group of the training program (specify):
 - (a) employees and contractors who interact with the public;
 - (b) employees and contractors who provide physical assistance;
 - (c) employees and contractors who handle mobility aids;
 - (d) employees and contractors who assist with special equipment or aids.
3. List of the occupational categories of the organization's employees and contractors required to receive training.
4. Subject matter covered in the training program.

5. Principal teaching methods and types of educational and support materials used in the training program.
6. Number of hours of training provided in the initial training program.
7. Average period between the beginning of employment and the initial training.
8. Frequency, nature and number of hours of refresher training sessions required.
9. Qualifications and title of the person who provides the initial training and refresher training sessions.
10. Where a person with a disability is involved in the training program, the nature of the involvement.
11. Means used by the organization to ensure that employees receive a level of training appropriate to the requirements of their function.
12. The recording and monitoring of the completion of the initial training and each refresher training session.
13. Where the organization uses contractors, the means used to ensure that the contractors receive a level of training appropriate to the requirements of their function.

(Signature, name and title of
authorized officer or agent)

Judging from the experiences by many of the travellers with disabilities, I suggest that training is an ongoing issue that needs proper addressing and CHHA recommends it be with people who have the experience of living with disabilities. Experience has proven throughout the ages to be the best teacher of the subject.

Issue 2 – The Screening Environment

In the terminal environment the CATSA area is plagued with a shortage of space, long line ups, noise and various personalities.

On the issue of facilities, it appears some airports are cramped for space and others have lots of room to conduct their screening process. CATSA needs to have a place to conduct thorough screening with the idea of providing good customer service and dignity to all parties concerned such as privacy when required, as well as staff comfort and travellers independence. Many facilities have areas that may be narrow and/or small thus providing for the large line ups and excessive sound that impedes effective communication between the screener and traveller. Travellers must be given the courtesy of understanding what is being asked of them. To members who have hearing loss the sounds of the equipment,

the constant sound of people talking along with the officialdom of the screening personal often times creates miscommunication and frustration. The long queue for a traveller who is running late only adds to the already building anxiety of all travellers and again to the possibility of miscommunication.

Specifics:

1. In places such as Ottawa – the travellers proceeds through the screening queue only to be told to pick up a grey plastic bin for clothes, computer, and other electronic goods and walk to the respective screening booth for processing. This is difficult for any traveller who may not have the agility and/or strength to carry the bin plus their own carry-on luggage. As a suggestion, have travellers load these bins at the screening position thus eliminating the need to carry additional items to the screening position.
2. The electronic metal detection wands – screeners constantly test their wands by passing them over their official badges. This provides for emission of an invasive and abrasive sound for people wearing hearing aids, especially people sensitive to sound (recruitment). It is recommended that when testing the wand equipment that a light be illuminated versus a harsh and uncomfortable sound in an already noisy area. If the sound must be heard in the actual screening of the traveller, it is suggested that only testing be either considered with the illumination of a light or less frequently if by sound (once every ten minutes) thus making the environment more sound friendly.
3. Long lines seem to present a problem everywhere – either have more screeners or more technology to reduce the waiting time. Furthermore, in many line ups, it seems the air carrier agents go through asking people if they are on certain flights, when this is acknowledged by the travellers who hear these passengers move quickly through the process. Please take note, that people who are deaf, hard of hearing or late-deafened do not necessarily know what is happened and see people moving through the process faster than others. This only adds to the anxiety of the traveller and staff.
4. Screening systems need to be in an area where sufficient lighting is present and without any glare or reflection from either natural or facility lighting. Some time ago at Ottawa airport, the screening monitors had no glare shields over the screens and the sun from the building's windows was shining on the screens at the busy afternoon time thus making the process slower and very inefficient. It was impossible to see the detail on the screen without shielding the monitor from the sun.
5. Dialogue between the screeners and travellers – for persons who have hearing loss the screen area is difficult when the screeners do not face you and speak. Many

- people who depend on their speechreading skills require the person to face them when speaking otherwise effective communication cannot be accomplished. So often, screeners look down or have a cavalier approach when addressing travellers by speaking when they are doing another task thus missing the art of effective communication.
6. Greeter at the screening entrance – They serve a double purpose, (1) crowd control to move the traveller forward through the process and (2) receive and process information of the respective traveller. Many times the latter task seems to be inhibited or not done well. This position should also help move people with disabilities to other areas, assist in the expectations of all travellers and be prepared to explain the process to those who are unfamiliar with the screening process.
 7. Staff environment – For the purpose of comfort and efficiency, it is recommended to have the screening facility ergonomically designed so that screeners are not always on their feet as this only adds stress and fatigue to screeners. This is strongly suggested for personnel who must concentrate on the monitors seeking out unwanted objects. As an example of this type of process, Frankfurt Airport appears to have an excellent system and process where the viewing screener is seated while inspecting through the monitor and who has a colleague by his/her side in case of the need to confer over the content of the screen articles.
 8. Collection bins – In Canadian airports it seems the large grey collection bins are constantly being walked back to the start of the traveller screening position. It is suggested to provide a conveyor track where the bins are placed after use and through gravity the bins return to the start position ready for the on-coming traveller's use. This process removes unwanted staff movements in what is usually a narrow space and, at the same time, allows a traveller to move seamlessly through the process rather than waiting for bins to be returned. At many airports screeners wait until there are sufficient bins before walking them back to the start of the line. A secondary benefit by having the screener monitor the x-ray machine is the lack of intimidation. Screeners who stand and look down on people, especially people in mobility aids or people who are smaller there is a means of intimidation rather than an atmosphere of cooperation.
 9. All screen booths must have access to an area that provides discreet searching techniques without having prying eyes staring at the traveller. This is especially true for persons with disabilities. All secondary and comprehensive body searches must be done in a specialized or private area and these areas must be equipped to handle persons with disabilities with dignity and self-respect.
 10. Screening personnel personalities – Screening personnel have a responsibility to ensure that all travellers have been screened but there are times when staff is

viewed as intimidation due to their voice projection, stance, indifference, abrupt dialogue and even cultural differences. This is a hiring and training issue that can alleviate many of these concerns that have plagued travellers over the past.

Issue 3 – Consistency

- (a) Individual Screening Booth – The screening is inconsistent as far as layout and expectations are concerned. Travellers are expected to pick up their belongings quickly after the screening process and yet some examination areas are small and cramped, i.e. Ottawa Airport versus Vancouver Airport. When considering both of these airports the Ottawa Airport appears cramped for space; whereas the Vancouver Airport has more than enough for the processing at the Vancouver screen area.
- (b) Requirements of the traveller are not always the same and for persons with hearing loss, the screener's requests are not always understood due to the lack of hearing and/or comprehension. A brief video explaining in pictures as to what is expected would be most helpful (a further explanation follows later in this brief). Dialects, speed of speech, volume of speech, direction of speech are all factors that need attention by the screeners when processing people with hearing loss and foreign languages.
- (c) Signage needs to be consistent through the CATSA environment static, electronic and video signage needs to be strategically placed for the benefit and knowledge of the traveller. This is not the case when looking at various airports in Canada – For example: Calgary, Vancouver, Regina, Montreal, and Sudbury. These four facilities have different layouts, procedures and signage to provide awareness and process the traveller.
- (d) When processing travellers the process is inconsistent when using the electronic wand and the monitor. Some airports are more sensitive than others. The policy is to make all screening areas sensitive. This becomes difficult when travellers start the journey with no problems as the screening process has not indicated concern and yet for the next time of check-in the screening process has provided an alert due to a possible unwanted object in the traveller's person affects and the traveller being told either check it, mail it, leave it at a secure airport facility until the traveller returns or lose it. When mailing items the envelopes are not always visible and postage becomes a problem and; the airport facility for leaving the item is no where close to the screening process, which means the traveller must leave the process only to return and go through the system again before proceeding to the departure gate.

Issue 4 – Effective Communication and Signage

As expressed earlier, effective communication is essential if screening is to be successfully handled within time constraints and accessibility is to be respected by the screening staff and traveller alike.

- (a) For persons who are hard of hearing, late-deafened and deaf, effective communication strategies and skills are fundamental. Communications skills of speaking slowly and clearly, facing people and keep the face steady when speaking, no chewing or sucking on candy or speaking when the mouth is covered by paper or hands, etc. are paramount if the travellers is to successfully communicate with the screening officer. Officer must never ASSUME of the traveller but be clear with their instructions no matter how many times it is repeated in the officer's shift. This is seldom the case when frustration, potential intimidation, over active anxiety comes into play by either party
- (b) For travellers who are deaf ensure the wording on any text signage has been passed by the community of person who are deaf as not all persons who are deaf read. Please note that signing is a recognized language unto itself thus people who are deaf need not know English or French but communicate in sign.
- (c) At airports have staging signage to alert travellers of the screening areas and what is expected of the traveller.
- (d) If using electronic signage be aware of the speed of the changing words and the colour for contrast and visibility.
- (e) Video presentations in Canada are far too long. The audible narrative should be removed as people cannot hear them and it only provides for additional noise in the environment which impacts people with hearing difficulties. An example of a good clear video can be found at the Frankfurt Airport. It is one minute and twenty-four seconds in length from start to finish and there is no sound. The message is clear and easy to understand. In Frankfurt, there are numerous monitors in the screening area allowing travellers to keep moving and not miss any part of the message. In Canada there might be 1 monitor at the entrance door, such as Calgary or more in other airports. The video's audible presentation is in French and English to comply with Canada's official languages bill thus the presentation delivery is given twice. This seems needless and most ineffective when attempting to move hundred of travellers quickly through the process and yet provide for thorough screening.

Issue 5 – Know the technology of the item being processed

In the past, nail clippers were confiscated now it is only if there is a pointed file on the nail clipper. Hearing equipment by those who need to carry the equipment is not really understood by many screeners and seems to attract attention of some who want to punch buttons and generally fiddle with the component or components and again not knowing what the actions are doing the person being screened. This is a training issue.

In the case where travellers have mobility aids (canes, crutches and wheelchairs) screens have been insensitive to the traveller requiring mobility aids. A traveller using a cane or crutches being asked to walk through the screening gate without their mobility aid is incorrect and yet it happens and frequently. A person using a wheelchair being asked to allow a full search of their wheelchair in full public view rather than in a private area where the public cannot watch, again this happens far too often in the airport in Canada.

The list of insensitive handling by the CATSA personnel is long and lengthy and yet it is difficult for all staff to understand the various factors of personal technologies being processed by the screener. Many people with hearing loss carry their own equipment of various sizes and shapes much of it is hopefully understood but for those pieces that are not understood the screener needs to ask the traveller question with dignity and respect of the person and hopefully away from the peering eyes of other travellers as this now becomes intimidation. Be assured this is not always the case.

(CATSA Consultation Guide Sec 1.4 – Governance Legislative Provision)

It is the belief of the Canadian Hard of Hearing Association that a single process for complaints be implemented so that travellers have the assurance of accountability through such service of an Ombudsman. Further, the Security Authority should be more than air transportation as it is today thus; it is recommended that a name change take place to reflect a transportation security authority in Canada encompassing all modes of transportation and the security of passengers and cargo. It is realized that CATSA was created to answer the immediate security need but as times passes, it is now necessary to expand the authority's mandate to provide national and international transportation security for Canadian transportation.

In conclusion, the Canadian Hard of Hearing Association sees weaknesses that can be corrected through collaboration with the various communities of our country through advisory committee, development of professional training packages and technology but first the security authority should survey all the resources available to them to ensure the best system possible.

Respectfully submitted,

Colin J.S. Cantlie
Special Advisor to the President
Chair of the Transportation Committee
Canadian Hard of Hearing Association
April 18, 2006

Subject: RE: Submission

Date: Wed, 19 Apr 2006 12:20:45 -0400

From: "CATSA Act Review / Examen Loi ACSTA " <CATSA/ACSTA@tc.gc.ca>

To: "CATSA Act Review / Examen Loi ACSTA " CATSA/ACSTA@tc.gc.ca

Dear Mr. Cantlie,

Thank you for the Canadian Hard of Hearing Association's submission of April 18, 2006, to the Advisory Panel for the Review of the *Canadian Air Transport Security Authority (CATSA) Act*. Your interest in this review is appreciated.

As explained in the Consultation Guidance Document, your submission will be published on the *CATSA Act* Review Web site (http://www.tc.gc.ca/tcss/CATSA/toc_e.htm). Please inform us by April 26, 2006, if your submission includes any security or commercially sensitive material that you would like removed before it is posted.

Thank you again for your contribution to the *CATSA Act* Review.
