



Comox Valley Airport Operations Manager Directive

Directive number: 2026-001
(Supersedes Directive 2023 – 003)

Date: 6 Aug 2026

To: Paladin, Air Canada Jazz, Pacific Coastal, WestJet/Executive Aviation, North Island Aviation, and CVAC staff

Subject: **CVAC Passenger / Luggage Reconciliation Procedure**

1. Situations exist where screened passengers are required to be re-united with their checked luggage for either secondary screening, or to retrieve a critical item of importance (identification or medication). The purpose of this procedure is to ensure that airline representatives, security screeners, baggage handlers, and airport staff members all follow a standard method of reconciling passengers with checked luggage in a secure, safe, and efficient manner. The following method must be used when providing a screened passenger access to their luggage:

- a. **Passengers in the hold room:** The passenger must be escorted by an airline customer service agent (CSA) or a Paladin/CATSA staff from the hold room/post PBS area through the double doors to the Hold Baggage Screening (HBS) secondary search table. The baggage handler will retrieve the appropriate bag and deliver it to Paladin/CATSA in HBS via the ramp room and cargo room doors for placement on the search tables. The secondary search (or id/medication retrieval) may only occur under the supervision of Paladin/CATSA staff. On completion of the check (or retrieval of a critical item) the CSA or CATSA will escort the passenger to the front of PBS line for rescreening; or
- b. **Passengers on the ramp:** In the unlikely event that a passenger is on the ramp or the aircraft and requires a critical item from their checked baggage, the passenger must be escorted by a CSA back into the hold room via the boarding gate and follow procedures in para a. above.

2. Time pressures must not influence this process.

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