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AccessABILITY

Calgary Transit Access Newsletter Winter Edition

December 2021



Travel Training: Train the Trainer

Our Train the Trainer program is a Travel Training course meant to provide support to many agencies around Calgary. By providing Travel Training to agency staff, we're helping them to travel train their clients - some of whom are not eligible for CTA services.

We're sharing a wonderful success story for this program in this edition of AccessABILITY.

Samah Elzahaby joined the Calgary Catholic Immigration Society (CCIS) in 2019 as a health navigator. CCIS health navigators teach clients to use public transit services primarily for medical appointments. Because their clients are new Canadians, English is often a second language and translation services are also offered. After a few training sessions, CCIS clients attend their appointments independently.

Samah completed the Train the Trainer course in January 2021. She says the course provided her with important background to help new Calgarians use the system safely and with confidence.

"I remember this lady who was a Syrian refugee and she was terrified," says Samah. "She was afraid she might be facing issues in the streets or that people would be mean. She didn't know where to go or how to ask for help to get there."

Samah says she really appreciated the training and uses all of the skills she learned in her daily work.

"I think it should be part of our work training because it helps a lot."

Samah's favourite part of the course was the trip planning material. She says it's extremely relevant to teaching clients at CCIS. It helps to provide skills to deal with things on the fly such as planning in advance or what to do if something is not on schedule. Because CCIS is teaching these skills to their medical appointment clients it's really important they get there on time.

Some clients are comfortable using technology like google maps and they learn quickly but other clients are very inexperienced with technology so for these ones Samah says they

need to do multiple training trips. Once they're trained on trip planning, she reviews the trip plan with them over the phone.

She says one client that she's working with has been uncomfortable travelling alone so she has gone with him and his wife for the whole trip a few times. But this week, he's travelling alone and Samah will provide support by meeting him in front of the clinic where his medical appointment is; she's pleased he's built up a bit of confidence.

"That's the amazing, satisfactory part for me as a trainer," said Samah. "When they start out feeling so uncomfortable with travelling and then they develop that confidence."

One client needed help while on her trip by herself; she asked another Calgarian who was taking the same bus so they travelled together. She says Operators are also incredibly helpful and supportive when asked for help by customers.

She's noticed that Operators are happy to let the CCIS client know when their stop is coming up and keep the client near the front of the bus so they can provide additional support as needed.

Travel Training is available for people who want to build confidence in using public transportation services.

More customers riding CTA

As we have more customers using our services again, that means our vehicles will have more passengers. We are continuing to ask that all of our customers who are able to, regardless of your vaccination status, please continue to wear a face covering when taking a trip with us.

The City continues to require anyone using public transportation services like Calgary Transit Access or Calgary Transit to wear a mask.

You can learn more about where The City requires face coverings for those who are able to wear one [by clicking here](#).

For information on the recently reactivated provincial mask mandate, [click here](#).



Face covering REQUIRED

Updated July 2021

All persons must wear a face covering at indoor City-owned and operated facilities, on transit and in public vehicles.



Exceptions include children under two years of age, or persons with an underlying medical condition or disability which inhibits their ability to wear a face covering.

Visit calgary.ca/covid19 for more information.

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Housekeeping

Dress properly for cold conditions

As the weather gets colder, we wanted to remind customers to dress appropriately for the conditions.

A proper winter coat and shoes/boots that are warm are important so that you can stay safe while waiting for your ride.

Emergency contact info

Please be sure to keep your emergency contact information updated with CTA. If you have not reviewed it in awhile, we recommend confirming the contact details with the Booking Centre when you call in for your next trip request.

Snow Clearing

It's hard to believe but winter is here again!

Every year, we ask our customers to remember that having a cleared driveway or path to your home is important for your safety and for your driver's safety.

We want everyone to get to where they're going without having to worry about slipping or tripping.

Please remember to clear the path, stairs, ramp or driveway to your front door and to use some sand, brine mix or salt on slippery surfaces.

For customers who need some help with snow clearing, it might be a good idea to talk to a loved one or neighbour to see if they can adopt your path for the winter.

If there isn't a clear, safe path for drivers to escort customers, your trip may be cancelled at the door.





Holiday Hours Winter 2021

The Customer Service, Booking & Eligibility phone lines will be **closed** for the following statutory holidays:

Christmas Day
Saturday, December 25

Boxing Day
Sunday, December 26

New Years Day
Saturday, January 1

Where Can I Find Info on CTA COVID-19 Safety?

Service updates related to COVID-19 are updated regularly on the [CTA home page](#). Here, you will find information about vehicle capacity, cloth face coverings and the screening questions being asked of customers when they book a trip. Another great resource is the [Calgary Transit COVID-19 Safety page](#). If you have questions that you can't find an answer to online, our Customer Service Centre is open Monday to Friday, 8:30 a.m. to 4:30 p.m.

Home / Calgary Transit Access

Calgary Transit Access



COVID-19 Service Update

Calgary Transit Access (CTA) will be lifting the two passenger limit onboard our vehicles starting on August 1, 2020. This is possible because of the introduction of the new [City of Calgary Bylaw 26M2020](#) which makes wearing a cloth face covering (mask) at all indoor public spaces and on all public vehicles mandatory. If you'd like to learn more about wearing a mask, [please visit our safety page](#). We understand some of our customers may require an exception to the mask bylaw for medical reasons.

Frequently Asked Questions (FAQs)

Where do I need to wear a mask?

Customers are expected to wear a face covering when using public transportation services, including onboard CTA vehicles which are considered public transportation vehicles. More information about face coverings [is available here](#).

I took a trip with a customer who was not wearing a mask. What can I do?

CTA provides eligibility based, public transportation services which means you're likely to be sharing your trip with at least one other customer. If you're uncomfortable riding with another person who is not wearing a face covering, you may want to consider using something other than public transportation services.

Certain medical issues or disabilities may prevent someone from wearing a face covering and we need to be respectful of this. If you have a concern about a trip you took with someone who was not wearing a mask, you can contact Customer Service. If it is possible onboard the vehicle, please maintain social distancing if the person is not wearing a face covering.

Who is exempt from wearing a mask?

The following groups are exempt from the Face Covering bylaw:

- Children under two years of age.
- Anyone with an underlying medical condition or disability that inhibits their ability to wear a face covering.
- Anyone unable to place, use or remove a face covering safely without assistance.
- Anyone eating or drinking at a public premises that offers food or beverage services.
- Anyone engaging in athletic activity.
- Anyone caregiving for or accompanying a person with a disability where wearing a face covering would hinder the accommodation.

COVID-19 Safety & Information: Online Resources



The City of Calgary has information on COVID-19 posted on Calgary.ca. You can click the below button to visit their resource page which includes safety information.

[Learn More](#)

Calgary Transit Access has posted information about what we're doing to keep you safe; there are links to Calgary Transit pages with more safety information.

[Learn More](#)

The Province posts COVID-19 updates at the below link. You can find information on safety and phased reopening by clicking below.

[Learn More](#)

The Mental Health Commission of Canada (MHCC) has resources for how to cope during the pandemic. Click below to navigate to their site.

[Learn More](#)

Contact Us

Customer Service Centre
403-537-7777

Monday to Friday from
8:30 a.m. to 4:30 p.m.

[SEND US AN EMAIL](#)



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