



AccessABILITY

Calgary Transit Access Newsletter

Spring/Summer Edition

June 2020

Service Update: How We are Keeping Customers Safe

At the start of the COVID-19 lockdown, Calgary Transit Access (CTA) implemented a two-passenger limit so that we could support physical distancing efforts; our service providing partners (Checker Cabs, Southland Transportation and Care Calgary) have joined us in these passenger limits. We are continuing this measure until further notice in order to continue to protect our customers and drivers. You can stay current on any changes to service **[by visiting our website.](#)**

All areas that are touched by customers and CTA staff like railings, steering wheels and seating are being disinfected regularly; our operators have been provided with cleaning kits that contain hand sanitizer, disposable wipes and a detailed instruction sheet on when and how to use these tools. Additionally, you may have noticed your driver is wearing gloves or a face covering when they take you on a trip. This is to protect you and them when you need to be in close contact.

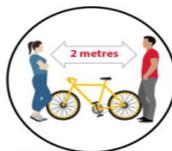
Our customer service staff have also been screening customers when they call in to book a trip with questions provided by Alberta Health Services (AHS). The health questions you're being asked when you book a trip are questions that the provincial health minister has identified as being the best ones to ask.

If you have any questions or concerns, please reach out to Customer Service, Monday to Friday, 8:30 a.m. to 4:30 p.m. or send us an email at calgarytransitaccessinfo@calgary.ca. We're here to answer your questions.



Disinfecting

We thoroughly clean and disinfect all vehicles.



Distancing

Be sure to practice physical distancing where possible by staying 2 metres apart.



Wash your hands

Be sure to wash your hands often. It helps prevent the spread of disease. This is the single most effective way to protect yourself.

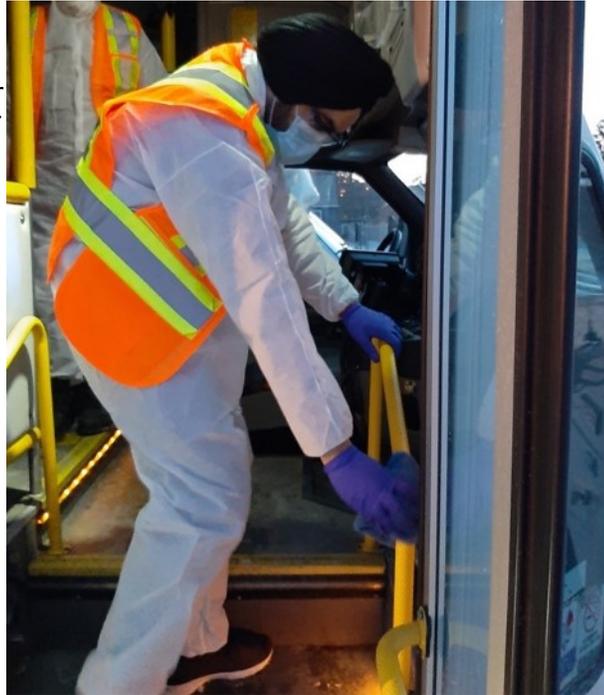


Safety Focus

Alberta has begun its phased reopening for many businesses and public places all over the province. You can learn more about what The City has been doing to ensure Calgarians stay safe by visiting [Calgary.ca](https://www.calgary.ca).

It's important to know that until told otherwise, COVID-19 precautions are really important to follow. So please remember:

- Social distancing means staying at least 6 feet/2 metres apart from others.
- Wash your hands for at least 20 seconds and often - hand sanitizer can be used when you're not able to access soap and water but it's a good idea to wash up when you can. Hand washing and social distancing remain key factors in preventing the spread of COVID-19.
- Stay home when you can.
- If you know you're going to be in a situation where social distancing may not be possible, we encourage you to wear a cloth face covering. Wearing a face covering is voluntary; although not mandatory, the Chief Medical Officer of Alberta, Dr. Deena Hinshaw, recommends their use to slow or prevent the spread of COVID-19. Face coverings work best when everyone wears them; you protect others and they protect you. We need to come together as a community to get through this and that means we all have a part to play.



We need everyone's help to keep these measures going because they work together with voluntary non-medical face coverings as a way of preventing spread of the virus. Below, we have included some links to information about how COVID-19 is being handled in Calgary, Alberta and Canada. We've also included a resource to the Mental Health Commission of Canada which has some suggestions about how to cope during the pandemic.



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](#)



Travel Training Summer Camp 2020

While Calgary remains in a local state of emergency, we are taking measures to ensure physical distancing advice is being followed. Because of this, it is with regret we have decided to cancel our 2020 Travel Training Summer Camp.

Do you plan to wear a cloth face covering when taking a trip with CTA?

Yes

No

Not sure

Driver Takes Groceries to Elevator, Elevates Customer's Day

Grocery shopping these days with COVID-19 can be a very different experience from what we're used to. For many of our customers, making a trip for groceries before the pandemic took a lot of planning when scheduling their ride. Dora Bates said that one day in April, she was waiting for her ride to pick her up outside the grocery store.

When her driver, Bruce, pulled up, he was smiling and right away asked her how she was doing. Then, he helped her board the bus and took extra care with her groceries, making sure they weren't going to fall over when he was driving.

She said Bruce was so friendly and uplifting on the short ride home, making conversation the whole way.

"When I go for groceries, it's not my favourite thing to do," said Dora. "I'm usually done shopping in 20 minutes or so and then I sit and wait for my bus. With COVID I can't even get a coffee while I wait so I just sit there and it's very blah but this guy just had something different."

When Bruce got to Dora's building, he helped her with her groceries through the front door and right to the elevator. Dora says she really appreciated his attention to detail because getting groceries upstairs from the lobby can be a lot of work.

"If I see him again, I will say thank-you," she said.

Great work, Bruce! Thanks for making a customer's day.





Holiday Hours

Spring/Summer 2020

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

Canada Day

Wednesday, July 1

Heritage Day

Monday, August 3

Labour Day

Monday, September 2

Many of our readers have not consented to receiving the newsletter. Without your consent, you could be removed from our mailing list without notice.

Please take a moment to click this button:

YES I Want to Recieve This Newsletter

Housekeeping

Your Fare

For this issue, we have a few general housekeeping items for our customers. Just a gentle reminder to please have your fare ready for your driver when you're picked up. Having your fare ready makes your trip a little bit more efficient and might save you some time.

ACE Program Changes

For those customers enrolled in the ACE Program, you will have received a phone call and letter in the mail to let you know Mayfair Taxi is no longer performing ACE trips. You can still book trips through Checker Cabs by contacting taxi dispatch at 403-299-9999. For more information about changes to the program, please visit our [website](#) or refer to the letter you received. If you have questions about the changes, you can also reach out to our eligibility line at **403-537-7777, option 5**, Monday to Friday, 8:30 a.m. to 4 p.m. or [send us an email](#).



Self-care During the Pandemic



Finally, we wanted to talk a little bit about self-care during the pandemic. Looking after our mental health under normal circumstances can often come with various challenges but right now, it can be even more complex. Social distancing has been there to protect us all but it has also resulted in feelings of isolation.

So how can you take care of your mental health right now while still taking precautions with COVID-19? Many people are using technology to stay connected with their loved ones. Using video calls, social media, email and even good old fashioned phone calls are great ways to stay together while we're apart. Keeping self-care a priority is especially important right now. One great way to take some time to recharge is through exploring new interests; there are so many different forms of self-expression that are possible even while social distancing - artistic outlets can be an accessible way of taking some time out for yourself to recentre. You can check out some of the resources listed in this newsletter about mental health and coping during COVID-19.

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](#)



[WEBSITE](#)

[Click here to view this newsletter in your browser](#)