

## Users with an intellectual disability or a psychological impairment

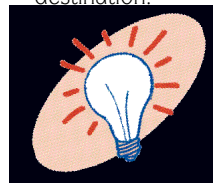
### Before boarding

Parents or caregivers must ensure the paratransit user is well enough to travel safely. Intellectually disabled or psychologically impaired users should never be forced to board a vehicle when they refuse to do so or if they are in an aggressive mood. Forcing matters would only put the user, driver and other passengers in a situation that could potentially threaten their safety.

Should such a situation arise, and the person in charge still insists upon transporting that person, they will have to consider an alternative to paratransit.

### During boarding

You can assist the driver by clearly identifying the user, by paying the required fare and by confirming the user's destination.



*Caregivers should also provide the driver with any information that might make boarding easier or contribute to the user's comfort and safety.*

### Taking charge of users with an intellectual disability or a psychological impairment

In order to ensure the safety of such persons upon arriving at destination, any client with an intellectual disability or a psychological impairment must be met and taken charge of by a responsible person at the drop-off point.

Paratransit users whose degree of autonomy allows them to remain unattended at destination can be dispensed with this requirement. However, a document must first be provided and signed by the user's legal guardian attesting to their autonomy.

For more information, anyone called upon to take charge of such persons should contact Customer Service.

### Regulations pertaining to escorts

Some paratransit users can use the regular transit system when they are accompanied by someone, since the escort can compensate for the user's disability. In such cases, those disabled persons are not entitled to an escort when using paratransit services.

## Useful Numbers and Addresses

### Telephone

Only one number to remember: **514-280-8211**

At that number, you may:

- ✓ Speak with an agent at the Reservations Centre
- ✓ Use our Automated Services
- ✓ Speak with a Customer Service agent
- ✓ Listen to general information messages

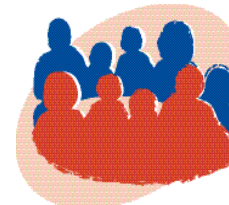


### Mailing address

**STM Paratransit Service**  
3111 Jarry St. East  
Montreal, Québec  
H1Z 2C2

### Requests for group transportation only

Fax: **514-280-5317**  
E-mail: [groupe.ta@stm.info](mailto:groupe.ta@stm.info)



### Teletype (TTY)

**514-280-5308**

*(Only for paratransit users unable to verbally communicate)*

Special arrangements are available to those paratransit users who have major speech impediments or verbal communication limitations, in order to facilitate their contacts with our services. For more information, please contact Customer Service.

### Website

[www.stm.info/t-adapte/index.htm](http://www.stm.info/t-adapte/index.htm)

### E-mail

[transport.adapte@stm.info](mailto:transport.adapte@stm.info)



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## USER'S GUIDE

Module 1  
General Information

Module 2  
How to Request  
Transportation

Module 3  
During Transportation

Module 4  
Caregiver's Guide

Module 5  
Automated Services

**Changing**  
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STM

Information  
TRANSPORT

Canada

In order to provide quality services to its paratransit clients, the STM needs the cooperation of parents, friends and caregivers who provide various degrees of assistance to users. Whether they are involved in the admissions or reservations procedures, passenger safety during transportation, or taking charge of clients with an intellectual disability or a psychological impairment, the contribution of these volunteers is essential.

Our *Caregiver's Guide* is particularly geared towards helping those who are directly involved with our services without using them. However, we suggest that you read all the modules contained in the *User's Guide* to better understand how paratransit works.



### Only one telephone number to remember

Regardless of your reason for calling, you need to remember only one telephone number to request transportation, notify us of a late vehicle, or contact Customer Service. Simply call **514-280-8211**.

### Automated Services... available 24 hours a day

When you call **514-280-8211**, you will also access our Automated Services, available at all times.

Our Automated Services allow you to cancel your transportation, notify us of a late vehicle, as well as confirm or consult travel times.

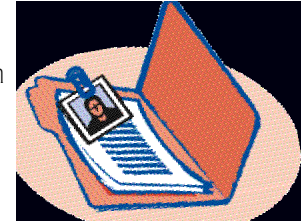
In addition, beginning in the Fall of 2003, you will be able to request occasional transportation.

To familiarize yourself with these services, please refer to **Module 5 – Automated Services**.

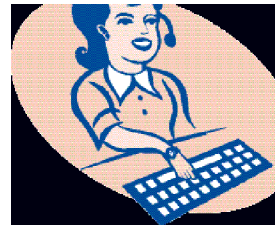


### Admissions procedure

For any questions or information regarding admission to paratransit services, please contact our Customer Service.



### Who to contact in case of an emergency



Paratransit users are required to provide Customer Service with the name and telephone number of the person the STM should contact in case of an emergency. This information should also be updated on a regular basis.

### Requests for transportation

#### How to submit a request

With the exception of requests for group transportation, all other types of reservations must be made by telephone.

Please note that you may now submit a request for regular transportation and obtain a confirmed schedule with a single telephone call.

Customer Service may authorize the use of other means of communications for users who have major speech impediments or verbal communication limitations.

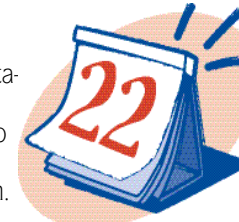


The **Module 2 – How to request transportation** section of the *User's Guide* provides pertinent details about each type of transportation request and related regulations.

Since paratransit users must always be ready at the confirmed time, it is essential to carefully note the confirmed time of each trip (regular or occasional). This information should be shared with any caregiver on hand to help the user get ready or to provide the driver with assistance when boarding.

### Statutory holidays

Please note that all regular transportation is automatically cancelled on statutory holidays. Users who wish to travel on these days must submit a request for occasional transportation. For a complete list of statutory holidays, refer to *Module 1 – General Information*.

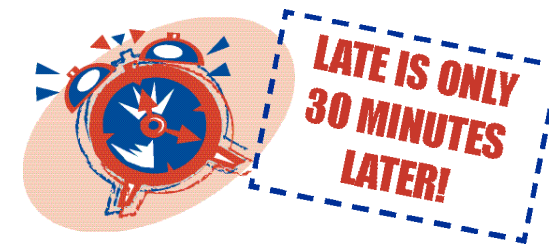


### Coordinating transportation requests to avoid confusion

Because so many different people, including parents, teachers, attendants and workshop supervisors, may be directly involved with a user's various trips, coordinating all these requests becomes essential. Ideally, only one person should be in charge of handling transportation details.

### The vehicle is late to show up

Paratransit vehicles can arrive up to 30 minutes after the confirmed time. Only after this delay has elapsed is the vehicle considered late. Therefore, a vehicle showing up 25 minutes after your confirmed time is not late!



We ask that you do not call to notify us until the 30-minute allowance has expired.

### In case of an accident

Should an accident occur during transportation, the STM will take every step to contact the passengers' next of kin. Customer Service will also provide any information required by a paratransit user or family member who wishes to submit a claim.

