

## Accessibility Listings for Calgary and Area

### Hospitals / Medical Services:

Health Link Alberta is a health information and advice telephone service provided by Alberta Health Services. All Hospitals in Calgary have a TTY (teletype) service. One can also book an ASL Interpreter while visiting a Doctor. If you are a patient in a Calgary hospital you can rent a TTY from the Telephone and Television rental department from the following four hospitals:

- Foothills Medical Centre
- Peter Lougheed Centre
- Rockyview General Hospital
- Alberta Children's Hospital

#### Contact Information:

TTY Calgary & Area: 403-943-1552

Voice Calgary and Area: 403-943-5465

#### Book an Interpreter:

Voice/TTY: 403-284-6203

Fax: 403-282-7006

Email: [booking@dhhs.ca](mailto:booking@dhhs.ca)



### Movie Theatres:

#### Scotiabank Chinook Theatre

Closed Captioning Viewing System (CCVS)

Contact Information: 403-212-8994

#### SilverCity CrossIron Mills Cinemas & XSCAPE Entertainment Centre

Closed Captioning Viewing System (CCVS)

Contact Information: 403-274-3261

#### Cineplex Odeon & Empire Theatres

CaptiView (Closed Captions)



### Performing Arts Centres:

**EPCOR CENTRE for the Performing Arts** – Sennheiser assistive listening devices are available in the coat check area to take into the concert hall. The coat check attendant will assist with this. You will need to leave a piece of ID when you get the head set. This service is provided at no charge. Also, you must make sure your line of sight is not blocked at any time because there has to be a direct open line between the receiver and the transmitter on the stage.

The **Jack Singer Concert Hall, Engineered Air Theatre, Max Bell Theatre** and the **Martha Cohen Theatre** all use the Sennheiser A200 personal stereo sound amplifier which uses a line of sight RF (radio frequency) system.

Contact Information: 403-294-9494

**Southern Alberta Jubilee Auditorium** - Personal stereo infrared receivers can be used in the Auditorium. As well, stethoscopic receivers are available at no cost and are suitable for

personal direct input connection. These devices are available at the Patron Services booth located in the main lobby next to coat check.  
Contact Information: 1-866-614-4183

### **Places of Worship - Churches:**

**Centre Street Church:** Resources available for the Deaf and hard of hearing.  
Sign Language interpretation is provided regularly at the Sunday 6:00pm worship services.

**South Minister Church:** Hearing assisted FM (frequency modulation) System available for the hard of hearing.

**North Minister United Church:** Hearing assisted sound systems for hard of hearing people.  
Contact Information: 3311 Centre St. North, Calgary, AB; 403-277-0322

**Emanuel Christian Reformed Church of Calgary:**  
FM System provided during service.

**St. Laurence Anglican Church:** Six receivers, four headsets, & five neckloops (compatible with hearing aid t-switch) available for use during the service.  
For hygienic reasons, it is strongly recommended that users purchase their own headsets to use with the system.  
Contact Information: 5940 Lakeview Dr. SW, Calgary, AB; 403-249-6184



**St. Bonaventure Church:** FM System with six receivers, six headsets & three neckloops (compatible with hearing aid t-switch). Contact Information: 1600 Acadia Drive SE, Calgary, AB; 403-278-7556

### **Transport Facilities:**

**Greyhound Buses Canada** – Call the toll-free number operating from 5 a.m. until midnight for the hearing-impaired to book tickets: 1-800-397-7870.

**Calgary Transit** – Offers a TTY Service for TTY (Teletype) 403-268-8087

**Access Calgary** - is responsible for managing the eligibility, booking, scheduling and dispatching shared-ride, door-to-door public transportation services for Calgarians with disabilities. Access Calgary provides public transportation services for Calgarians who may not always be able to use Calgary Transit buses and C Trains. We offer shared ride, door-to-door services within the city limits of Calgary, where Calgary Transit operates fixed route services.  
**TTY Telephone** for people who are deaf or hard of hearing or who have speech impairments: 403-537-7977

**Calgary Handi Bus Service** - Highly personalized, door-to-door, shared ride service using wheelchair accessible vehicles. TTY/TTD Services: 403-537-7977

**Calgary International Airport** - Accessible phones are located in the Main Terminal and in every concourse. TTY phones for the hearing impaired are also available.

**Westjet Airlines** – The airline has a 24 hour, 7 day a week toll free TTY service for passengers to book air tickets: 1-877-952-0100

**Air Canada** - The airline has a 24 hour toll free TTY service for passengers to book air tickets: 1-800-361-8071

**Enterprise Car Rental** - Reservations for users of TTY devices: 1-866-534-9270

**Avis Rent a Car** - Reservations for Speech and Hearing-Impaired Services Call TTY/TDD 1-800-331-2323.

**Budget Rent a Car** - Customer Care for hearing impaired TTY/TTD 1-800-826-5510 are open from 6:00 a.m. - 11:30 p.m. CST Mon - Sun



### Utilities:

**Telus:** This phone operator has dedicated services for **TTY Clients**. TTY to Voice: 711, TTY to TTY 1-800-855-1155, Voice to TTY 1-800-855-0511

**SHAW:** This phone operator has dedicated services for **TTY Clients**. TTY to Voice: 711. It provides a variety of Hearing Solutions such as Closed Captioning, Accessible Channel etc.

**FedEx:** Customer Service Hotline TTY: 1-800-238-4461

**Purolator:** Customer Service Hotline TTY for the hearing impaired: 1-800-561-7876



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## **Banks:**

**Bank of Montreal (BMO):** The bank offers dedicated TTY service for Hearing Impaired Customers 1-866-889-0889

**Royal Bank of Canada (RBC):** The bank offers dedicated TTY service for Hearing Impaired Customers for Everyday Banking 1-800-668-9874 and Online Banking 1-800-661-1275.



**Scotia Bank:** The bank offers dedicated TTY service for Hearing Impaired Customers for Everyday Banking 1-800-645-0288.

## **Government:**

**Passport Office Canada:** Persons Using Assistive Communication Devices- the Passport Canada website contains accessibility features that allow users or applicants who rely on assistive technologies such as text readers, audio players, voice-activated devices and refreshable Braille displays, to overcome the barriers presented by standard Internet technologies. If you are unsuccessful in attempting to access information or an application form on the Passport Canada website using an assistive device, please contact us. If you communicate by email, someone will respond within three working days. TTY services: 1-866-255-7655.

**Canada Revenue Agency:** Disability Tax Credit for hearing impaired people, <http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/qlfd-prcts/dtrmnng/hrng-eng.html> **TTY (Teletypewriter)** For enquiries from persons who are deaf or hard of hearing, or who have a speech impairment: 1-800-665-0354

**City of Calgary (Municipal Building) -** City TTY services are a special communications service reserved for deaf, hard of hearing, or speech-impaired people who use a TTY device or personal computer with a modem to communicate. TTY Services City of Calgary TTY Operator: 403-268-2205 TTY, 403-268-2460 Voice [tty.services@calgary.ca](mailto:tty.services@calgary.ca)



**Calgary Police Service:** CPS has a dedicated TTY Line for deaf and hard of hearing people to provide them with assistance. TTY: 403-233-2210 Emergency Deaf Persons Teletype Line (24 hour), 403-265-7392 Deaf Persons Teletype Line (24 hours)

## **Education:**

**Calgary Public Library:** Assistive Listening Devices and TTY services are available at various branches of CPL. Please refer to: <http://www.calgarypubliclibrary.com/services/diversity-services/special-services>

**Calgary Board of Education:** The Calgary Board of Education offers a variety of services for students who are deaf or hard of hearing to develop the necessary skills to be successful in the educational environment. For more information contact the System Principal, Deaf and Hard of Hearing: Norma Jean Taylor, TTY Service: 1-800-855-0511. Many Schools offer programs for these students such as Richmond School, Stanley Jones School, Queen Elizabeth School, Colonel Macleod School: [http://www.cbe.ab.ca/programs/spec\\_ed/se-default.asp](http://www.cbe.ab.ca/programs/spec_ed/se-default.asp)

**REACH:** Offers Educational programs and teaching strategies for deaf and hard of hearing students. Windsor Park School 5505 - 4A Street SW Calgary, AB T2V 0Z7 Phone: 403-777-6983

**Southern Alberta Institute of Technology (SAIT):** Offers Disability Support Services in relation to accommodation and educational assistance for students. TTY/TDD 403-284-7044

**Bow Valley College:** Offers Support Services for students academically. Courses include reading, writing, computer basics, and ASL Orientation. TTY/TDD 403-410-1505

**University of Calgary:** Offers Disability Support Services at their Disability Resource Centre under Johanne Tottle: TTY: 403-220-2823, [jusmith@ucalgary.ca](mailto:jusmith@ucalgary.ca)

**Mount Royal University:** Offers Accessibility Services for students who are deaf or hard of hearing. Contact Accessibility Services: 403-440-6868, [accessibility@mtroyal.ca](mailto:accessibility@mtroyal.ca)

