

# COMMUNITY CONNECTOR

Bringing news from the City of Leduc to our LATS Clients

## Retirement

By the time you get this newsletter, I will be retired. My last day with the City of Leduc after over 13 years was October 31. It was my pleasure getting to know so many of you and helping you with your questions and concerns over the years. My new job will be to plan some trips with my husband and enjoy life in a different way.

A favourite part of my job was providing you with Travel Training along with my colleague, Tim. Whether individual or group sessions, helping others learn how to navigate transit and become more independent was something I loved to do, and seeing the smiles on your faces made it all worthwhile.

I was so fortunate to work with our wonderful team of LATS operators over the years, whom I was very proud of as well as with Kevin and Charmaine in the office. They all made coming to work an enjoyable experience. I will miss the laughter and team camaraderie for sure.

There are new faces in the transit office, and they look forward to getting to know you and to assisting you with transportation needs. Please be patient with them as they learn their way around transit.

Wishing you all the very best life has to offer,

**Maureen**

## Important Dates

**LATS will be closed on the following dates:**

- Tuesday November 11 for Remembrance Day
- Thursday and Friday, December 25 and 26 for Christmas Day and Boxing Day
- Thursday, January 1 for New Year's Day

**LATS will be closing at 3:00 p.m. on the following dates:**

- Wednesday, December 24 and on Wednesday, December 31.



## Reminder

At the beginning of each month, remember to show your driver your new monthly bus pass if you are a transit pass holder.

**Lost passes are your responsibility to replace and are at your cost.** The city does not replace lost passes for free.

## Your profile information

LATS rider profiles remain **active for one year** from the time of sign-up. Last fall, we merged many client profiles into our new **RideCo system**, so it's now time to review and refresh information for those who signed up **more than a year ago**.

### Why This Matters:

- We want to make sure we have your **correct phone number and address**.
- We'll also update any changes to your **mobility aids** or other important details.

### Who Needs to Call:

- If you signed up for LATS before November 2024, please call us to update your profile.
- If you are a recent LATS user, we'll reach out to you about a year from the time you signed up — no need to call just yet.

### Deadline: November 7, 2025

- If we haven't heard from eligible riders by this date, their account will be marked **inactive**.
- You won't be able to book rides until your profile is updated.

### Contact Us:

- Call **780-980-8444** or **780-980-8445**
- We are available **Monday to Friday 8:30 AM – 4:30 PM**
- If we miss your call, please leave your **name, phone number, and reason for calling** us, and we'll get back to you!

## How to book

Make sure to have your **LATS client number** handy before booking.

### Booking by phone?

Call **780-986-RIDE (7433)** to schedule your ride.

### Using the Book My Bus app?

1. Open the app and sign in.
2. On the **Book a Ride** page, select your **pickup** and **drop-off** locations.
3. Choose your **departure date and time**.
4. Enter the number of **riders** in your group.
5. Select the time that suits you best and tap **Continue**.
6. Choose your **payment method** (e.g., cash) and tap **Book Now**.

**Reminder:** Be ready for your driver at the start of your pickup window!

### Plan Ahead!

Did you know you can book rides **up to 10 days in advance** using the Book My Bus system? Take advantage of this feature to plan with ease!

### Need to cancel?

If your plans change, don't forget to cancel **both your ride and return trip**. You can cancel:

- **Through the app**
- **When you receive your reminder call** (just follow the prompts)
- By phoning the call center at **780-986-7433**

## Standing Order Subscriptions

If you travel to the same place often, call into the LATS office, and we can help you put a Standing Order Subscription in place so that you do not have to call to book your trip each time.

Standing Orders must be on the same day of each week and at the same time, and go to the same location, for a minimum of six weeks.

If you would like more information on this or would like to set this up, please call us at 780-980-8444 (Option 8).

## Leduc Recreation Centre News



### Elf on the Shelf

Do you have a holiday Elf that's returning to your house on December 1? Let us make this holiday season of living with the Elf for 25 days a breeze! We have a pre-planned package for that includes 2 daily options of what to do with your Elf for 25 days including some supplies and a how to guide.

Registration is required as packages will be made after the deadline of Nov 8. Some generic household supplies and Elf are not included. You will be contacted when crates are ready to be picked up. Note: This crate will be the same as the 2024 version.

**Register at the LRC. Cost \$55 – Code 19086.**  
**Registration deadline November 7.**



### New Year's Eve

Experience a pre-arranged party in a crate, just in time for New Year's Eve. We have happenings to do each hour noon till midnight to ring in the new year. There are 2 options: a family crate (great for kids) and an adult crate. Both crates are packed with exciting activities, recipes and stuff to keep you busy all night long. Register to reserve your crate before the hand strikes midnight!

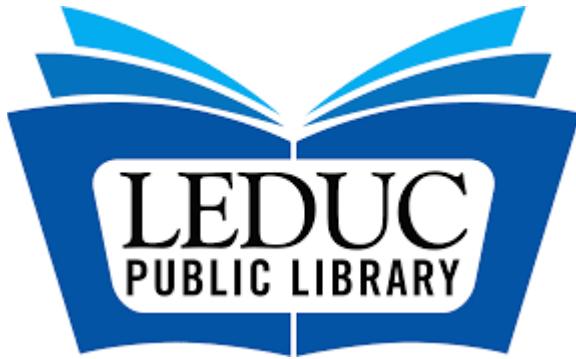
**Register at the LRC. Cost \$55 – Code Family 19127 or Adult 19128.**  
**Registration deadline December 1.**

### Grinch Tree Workshop

Get into the merry mischief of the season with our Grinch Tree Workshop! In this festive, hands-on class, you'll create your own whimsical Grinch-inspired tree using fresh greenery, bright ornaments, ribbons, and that signature crooked curve. Perfect for adding a playful holiday touch to your home or gifting to someone who could use a little extra cheer. No green thumb required—just bring your holiday spirit (and maybe a little Grinchy grin). All supplies included! We recommend bringing gardening gloves as things get prickly and sticky at times. If you have a pair of pruning shears, bring them with you too. Program end times are variable due to projects, assembly times and skill levels.



**Register at the LRC. Cost \$50 – Code 19121.**  
**Session is November 21 from 6:30-8:30 p.m.**



## Coffee Hour for Older Adults – Drop-in

Play games, chat with new or old friends, bring your knitting... it's your choice! We welcome older adults to this relaxed program for a chance to take time and just enjoy!

Wednesday, Nov 12 from 1 - 2 p.m.

## Adult Book Club Drop-in

Looking to connect with fellow book lovers? Our Adult Book Club meets once a month for thoughtful discussions, good company, and a shared love of reading. Books to be discussed:

November - Major Pettigrew's Last Stand by Helen Simonson

December – The Guernsey Literary and Potato Peel Pie Society by Mary Ann Shaffer

Thursday, Nov. 20 and Dec. 18 at 6:30 p.m.



## A Day in the Life of our Driver, Tim

How long have you worked for the City of Leduc?

*I am coming up to my tenth year.*

Tell me about your routine on a workday?

*I start with a pre-trip inspection of my bus, meet with my co-workers to discuss the day ahead, I check the weather, so I am prepared, I make sure my bus supplies are filled, etc.*

*When on the road I watch for school zones and observe the traffic. I make a point of being friendly and approachable and I am always excited to interact with clients. It is satisfying to know you are helping others every day.*

What is the hardest part of your job?

*Keeping yourself so aware of environment – sidewalks, roads, all things related weather and to the safety of our clients.*

What do you like best about being a LATS driver?

*Helping our clients connect with the community they live in, seeing them live a good life and knowing you are taking them where they need to go.*





## The Good Lovelies Christmas Show

Good Lovelies' much-loved Christmas tour is on December 7<sup>th</sup> at 7:30 p.m. The cost is \$50. It brings classics, wintery favourites and a sprinkle of the band's originals that you've come to love.

Caroline Brooks, Kerri Ough, and Susan Passmore are Juno Award-winning songwriters and multi-instrumentalists, known for their

rich harmonies and nostalgic sound. Blending folk-roots, old-time swing, bluegrass, pop, and soul, their music is a perfect fit for the season.

They'll be joined by their "Merry Men", a top-notch trio of musicians: Robbie Grunwald on keys, Steve Zsirai on bass, and Mark Mariash on drums.

With great harmonies, stories, laughs and songs that'll have you humming all the way home, the Good Lovelies' holiday concert is a "cup-filling" evening for anyone who loves the magic of the season.

For tickets, go to:

<https://maclabcentre.com/performances/the-good-lovelies-christmas-show>

### General Inquiries

Call us at [780.980.7170](tel:780.980.7170) or email us at [maclabcentre@leduc.ca](mailto:maclabcentre@leduc.ca)

### Box Office Hours

Tuesday & Thursday - 9:00am - 5:00pm  
Box office opens one hour before each performance

### Please remember

- Before you exit the LATS bus, have a quick look around you to ensure you haven't forgotten any of your belongings. Do you have your hat, bus pass, cell phone, backpack, etc.?
- The City of Leduc does not replace passes that you have lost for free of charge. If you lose your pass or if you wash your pass when doing your laundry, it is your responsibility to pay for a new pass. Please note: If you have qualified for a subsidized pass and you lose it, you will have to pay full price for your replacement pass.



# STEPS TO SAFETY™

## PREVENT FIRE & FALLS AT HOME

### Fire is fast!

- Today's home fires burn hotter and faster than 40 years ago
- Synthetic materials, lightweight construction materials, and open floor plans
- Smoke kills more people than fire
- As little as 2 minutes to safely escape from the time the smoke alarm sounds



### Top causes of home fires

- Cooking
- Space heaters
- Smoking
- Electrical
- Candles



Fire Message #1

## If you smoke, smoke outside.

- Use deep, sturdy ashtrays.
- Wet cigarette butts and ashes before throwing them out.
- Never smoke in bed.
- Never smoke if medical oxygen is used in the home.
- **Never leave candles unattended and keep them 1 foot from anything that can catch fire**



Fire Message #2

## Give space heaters space.

- Keep heaters at least three feet away from anything that can burn – including you.
- Shut off and unplug heaters when you leave the room or go to bed.
- Plug heaters directly into an outlet.



### What are some items that might be left too close to a space heater?

Fire Message #3

## Stay in the kitchen when frying food and cooking on the stovetop.

- Never leave cooking unattended.
- Wear short or form-fitting sleeves when cooking.
- Use oven mitts to handle hot pans.
- **Keep a Lid Nearby!** If a pan of food catches fire, slide a lid over it and turn off the burner.
- Don't cook if you are drowsy from alcohol or medication.



### What are some ways that you keep yourself safe when cooking?

ADAW 2025

# ACCESSIBLE DRIVER APPRECIATION WEEK

November 9<sup>th</sup> to 15<sup>th</sup>, 2025

## Purpose

At Voice of Albertans with Disabilities (VAD), we believe in showing appreciation for drivers who provide accessible transportation and we help raise awareness in our communities. Increased awareness about the importance of accessible transportation strengthens our advocacy for better driver training and improved services for everyone. Join us in celebrating the incredible Community Drivers who assist with accessibility services and make a difference every day!

Send us your photos, stories, testimonials, and signs of appreciation—we'll feature them on the VAD Blog to showcase the impact of accessibility champions in our community.

Together, we can show gratitude, spark conversations, and push for positive change in accessible transportation.



vad@vadsociety.ca  
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