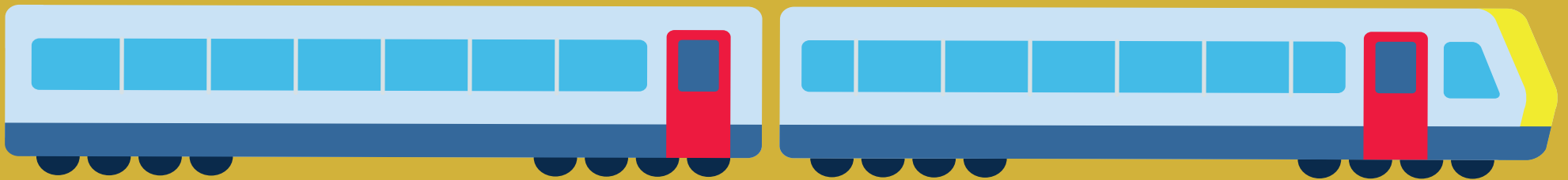


sncb



I dare to take the train



Manual for my learning guide



Valid from 30 June 2018





Welcome!

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Introduction

Dear travellers,

All our travellers are important to us at the SNCB.

This includes also those with reduced mobility.

Persons with reduced mobility are those who encounter difficulties moving around either because they have a disability or due to their age, for example.

Some people with reduced mobility find it difficult to get their bearings in larger stations,

to find and read information,

to use the ticket machines to buy a ticket,

to communicate and ask for help,

to adapt to unexpected events, such as a platform change or delay.

The SNCB would like to help these to people travel in Belgium.

To do so, it has created a **learning guide** it calls:

« **I dare to take the train, my learning guide for travelling alone** ».



The guide is intended for those persons with reduced mobility who encounter difficulties understanding their surroundings and finding their way around.

This includes people with intellectual disabilities as well as those with autism, those who are illiterate or who struggle to read, foreigners who do not speak French well, the elderly, children, etc.

This guide is also intended to help their support person.

Support persons could be parents, educators, or close family and friends, who teach and help the person with reduced mobility to travel.

The guide can be personalised

and you can choose to print only those pages that are useful for your journey.



You can download photos and pictograms

from the SNCB website and add them to the guide.


You can also print the assistance card


to ask for help during the journey.


Can you help me?


Outbound journey  


Support person

 First name
Telephone

 I'm going to:(destination station)

 Time:..... (departure time)



 Platform:(expected platform)

 Direction: (direction of the train)


.....


This is a tool to ask for help. It is not a valid ticket or a railcard/discount card.


Can you help me?


Return journey  


Support person

 First name
Telephone

 I'm going to:.....(destination station)

 Time: (departure time)

 Platform:(expected platform number)

 Direction:.....(direction of the train)

.....

This is an assistance card to ask for help. It is not a valid ticket or a railcard/discount card.

This guide is free and can be downloaded
from the snbc.be website.



Thanks

The learning guide was created by the SNCB with travellers who encounter difficulties understanding their surroundings and finding their way around and associations who specialise in this field.

The SNCB would like to offer special thanks to:

- Sarah, Ludovic, Michel, Christian, Thibault et Noël, self-representative for intellectual disabilities;
- The Edelweiss, Inclusion and Inclusie Vlaanderen not-for-profit organisations;
- The Conseil Supérieur National des Personnes Handicapées (National Superior Council for Disabled Persons - CSNPH);
- Unia.











Learning guide plan

The guide is split into 3 parts:

First part

The 8 steps of the journey

-  Prepare your journey with your support person.
-  Locate the entrance of the departure station.
-  Buy your train ticket.
-  Go to the platform.
-  Board the train.
-  Ride the train and pay attention to the stops.
-  Arrive at your destination and get off the train.
-  Exit the station.

Second part

The assistance card

This card contains all the practical information about outbound and return journeys.

It also includes the telephone number of the support person to call if needed.

You can choose the printsize.



Third part

In case of any unexpected issues, problems or safety concerns.

SNCB staff are here to help.





Manual for the learning guide

1. Prepare your journey with your support person

- **Find out what information** appears in the learning guide.
- **Fill in the steps** of your journey which will be useful for you.
- **Illustrate the steps**
by downloading photos and pictograms from the SNCB or using your own photos.
- **Fill in the assistance card.**
- **Talk with your support person**
about what to do in case of any unexpected issues, problems or safety concerns.
- **Print your personalised guide**
so you can go and practice.

2. Practice travelling with your support person



- **Take your personalised guide.**
- **Practice:**
 - getting to the station;
 - finding the ticket counter or ticket machine;
 - buying your train ticket;
 - going to the platform;
 - taking the right train;
 - getting off at the destination station.
- **Ask for help**
 - if you're lost or in difficulty;
 - using the assistance card, if you need to.

3. Travel alone with your personalised guide



- **When you feel ready to** travel by yourself, make sure you remember to take:
 - the parts of the guide you'll need;
 - the assistance card, and if needed;
 - your mobile telephone in which you've already saved the assistance number:
02.555.25.25.



**Your opinion is important to
the SNCB**



**To suggest improvements to this learning guide,
Please email the SNCB at: assistance@sncb.be**

