

# Public Facilities in British Columbia with Assistive Listening Devices\*



This symbol is the International Symbol for Access for People with Hearing Loss.

The use of this symbol is encouraged on telephones, rooms, or other locations which are hearing accessible by virtue of the devices in use there, or where people are trained to communicate with people who are Hard of Hearing or Deaf.

You are encouraged to contact the facility, prior to your visit to confirm the system and availability of receivers.

***\*Information collected by WIDHH. Last update: February 2013. Please note this information is subject to change without notice\****

## ***What are Assistive Listening Devices or ALDs?***

ALDs are communication systems that establish a direct, non-acoustical link between the speaker and listener.

## ***What problem do ALDs solve?***

They solve the communication problem of hard of hearing people who have trouble understanding speech at a distance from the speaker.

## ***Don't hearing aids serve this purpose?***

Hearing aids are useful when the speaker and listener are relatively close together and the environment is not noisy. Most people who use hearing aids also need ALDs in some circumstances.

## ***Are there many people who are potential users of ALDs?***

Yes, 70 out of 1000 people are hard of hearing and need to use ALDs in certain environments.

## **The main types of ALDs are:**

- ***Inductive (loop)***

(requires hearing aid with t-coil)

The basic component of an audio loop system is a loop of wire encircling a room and connected to the output of an audio power amplifier. The speaker's voice is then fed into the amplifier through a microphone. The loop of wire emits electromagnetic energy which is picked up by a telecoil in the user's hearing aid. The listener can sit anywhere inside or alongside the loop and hear the sound without the disturbing effects of background noise or echoes.

- ***Infrared or IR (light)***

Infrared systems transmit sound in the form of harmless light waves that are invisible to the human eye. A special transmitter sends the signal to individual wireless receivers worn by each listener. These receivers contain a diode or "eye" which picks up the infrared light and changes it into sound, very similar to your remote control for your TV. The receiver can be used with headphones, earbuds, direct audio input with the hearing aid or with a neckloop and your hearing aid set to the telephone program.

- ***FM (radio)***

FM (frequency modulation) systems transmit and receive sounds as radio waves within a specially designated range. An FM system consists of a transmitter and a receiver. The FM transmitter can be coupled directly to a sound source, or can pick up sound by means of a microphone. The sound can be transmitted to the ear in the same way as the infrared receiver.

- ***\*RWC (rear window captioning)***

\*\*The patented Rear Window® Captioning System displays reversed captions on a light-emitting diode (LED) text display which is mounted in the rear of a theatre. Deaf and hard-of-hearing patrons use transparent acrylic panels attached to their seats to reflect the captions so that they appear superimposed on the movie screen. The reflective panels are portable and adjustable, enabling the caption user to sit anywhere in the theatre.

# Theaters and Auditoriums

City	Venue	Address	Phone	System
<b>Burnaby</b>	Silvercity Metropolis	4700 Kingsway Avenue	604-435-1117	CaptiView
<b>Chemainus</b>	Chemainus Theatre Festival	9739 Chemainus Road	250-246-9800	IR
<b>Coquitlam</b>	Silvercity Coquitlam	170 Schoolhouse Street	604-523-6001	CaptiView
	Place des Arts	1120 Brunette Avenue	604-664-1636	Loop
<b>Cranbrook</b>	Columbia Theatre	1500 Cranbrook Street North 190 A	250-417-3288	IR
<b>Chilliwack</b>	Galaxy Cinemas	8249 Eagle Landing Pkwy	604-793-0516	CaptiView
<b>Kamloops</b>	Sagebrush Theatre	1300 9th Avenue	250-372-0966	IR
<b>Kelowna</b>	Grand 10	940 McCurdy Road	250-491-4178	IR
	Orchard Plaza	160 - 1876 Cooper Road	250-860-1611	Assistive Devices available - please call
	Rotary Centre for the Arts	421 Cawston Avenue	250-717-5304	FM
<b>Langley</b>	Colossus Langley	20090 91A Avenue	604-513-8727	CaptiView
<b>Mission</b>	Silvercity Mission	32555 London Avenue	604-820-6601	CaptiView
<b>Nanaimo</b>	Port Theatre	125 Front Street	250-754-8550	IR & Loop
	Rutherford Mall Galaxy	213 - 4750 Rutherford Drive	250-729-8000	IR
<b>North Vancouver</b>	Centennial Theatre Centre	2300 Lonsdale	604-984-4484	IR
<b>Pitt Meadows</b>	Meadowtown Centre	40 - 19800 Lougheed Hwy	604-460-6462	CaptiView

<b>City</b>	<b>Venue</b>	<b>Address</b>	<b>Phone</b>	<b>System</b>
<b>Prince George</b>	Famous Players 6 Prince George	172 - 1600 15th Avenue	250-612-3995	Unspecified (FM or IR)
<b>Richmond</b>	Silvercity Riverport	14211 Entertainment Way	604-272-7280	CaptiView
	Richmond Gateway Theatre	6500 Gilbert Road	604-270-6500	IR
<b>Sechelt</b>	Raven's Cry Theatre	5555 Sunshine Coast Hwy	604-885-4597	IR
<b>Surrey</b>	Strawberry Hill Grande Cineplex Odeon	12161 72nd Avenue	604-501-9400	CaptiView
	Empire Theatres Guildford	15051 101st Avenue	604-581-4218	CaptiView
<b>Vancouver</b>	Chan Centre for the Performing Arts	UBC Campus, 6265 Crescent Road	604-822-9197	FM
	Metro Theatre	1370 S. W. Marine Drive	604-266-7191	IR
	Queen Elizabeth Theatre	649 Cambie Street	604-665-3050	IR
	Vancouver Playhouse Theatre	600 Hamilton Street	604-872-6622	IR
	Arts Club Theatre, Stanley Theatre	2750 Granville Street	604-687-5315	IR
	Arts Club Theatre, Granville Island Stage	1585 Johnston Street	604-687-5315	IR
	Orpheum Theatre	965 Seymour Street	604-280-4444	IR
	GM Place	800 Griffiths Way	604-899-7445	Hockey games only- Guest w/ disabilities hotline
	Vancity Theatre	1181 Seymour Street	604-685-0260	IR
	Scotiabank Theatre	900 Burrard Street	604-630-1407	CaptiView

<b>City</b>	<b>Venue</b>	<b>Address</b>	<b>Phone</b>	<b>System</b>
	Cineplex Odeon International Village	88 West Pender Street	604-806-0799	CaptiView
	IMAX Theater Canada Place	201-999 Canada Place	604-682-4629	Nothing available
	Rio on Broadway	1660 E. Broadway	604-878-3456	Nothing available
<b>Victoria</b>	Langham Court Theatre	805 Langham	250-384-2142	IR
	Royal Theatre	805 Broughton	250-386-6121	IR
	Silvercity Victoria at Tillicum Centre	3130 Tillicum Road	250-381-9301	FM, RWC, & CaptiView
	Empire Theatres Victoria	805 Yates Street	250-384-5901	FM
	Empire Theatres University Heights	3980 Shelbourne Street	250-721-5684	CaptiView
	McPherson Playhouse	3 Centennial Square	250-386-6121	IR
	Cineplex Odeon Victoria	780 Yates Street	250-383-0513	CaptiView
<b>Vernon</b>	Famous Players 7 Vernon	275 - 2306 Coldstream Road	250-542-1107	CC

# Places of Worship

City	Venue	Address	Phone	System
<b>Abbotsford</b>	Abbotsford Evangelical Free Church	33218 Marshall Road	604-859-8244	IR
	Seven Oaks	2575 Gladwin Avenue	604-853-0757	Loop
	St. Matthew's Anglican Church	2010 Guilford Drive	604-853-2416	Some assistive devices - please call
<b>Armstrong</b>	Zion United Church	Box 370, 2315 Pleasant Valley Blvd	250-546-9384	IR
<b>Brentwood Bay</b>	Brentwood Anglican Church	792 Sea Drive	250-652-3800	IR
<b>Burnaby</b>	All Saints Anglican Church	7405 Royal Oak Avenue	604-433-0815	IR
	Emmaus Lutheran Church	6344 Sperling Avenue	604-521-7927	FM
	Grace Lutheran Church	7283 Nelson Avenue	604-433-1515	FM
<b>Coquitlam</b>	Good Shepherd Lutheran Church	1504 Spruce	604-936-2939	Loop
<b>Courtenay</b>	Christ the King Parish	1599 Tunner Drive	250-334-4716	IR
<b>Cranbrook</b>	Christ the Servant Parish	1100 - 14th Avenue South	250-489-2061	Loop
	Church of Jesus Christ of Latter Day Saints	2210 2nd Street North	250-426-8164	FM
<b>Duncan</b>	Trinity Lutheran Church	2704 James Street	250-748-1159	IR
<b>Gibsons</b>	Calvary Baptist Church	Box 345, 711 Park Road	604-886-2611	IR
<b>Kamloops</b>	Hills of Peace Lutheran Church	695 Robson Drive	250-828-2221	FM
	Kamloops United Church	421 St. Paul Street	250-372-3020	IR

<b>City</b>	<b>Venue</b>	<b>Address</b>	<b>Phone</b>	<b>System</b>
<b>Kelowna</b>	Christ Evangelical Lutheran Church	2091 Gordon Drive	250-860-2447	FM
<b>Lake Cowichan</b>	Lake Cowichan United Church	#10 King George Street	250-749-3771	IR
<b>Langley</b>	Shepherd of the Valley Lutheran Church	20097 72 Avenue	604-530-1311	FM
<b>Nanaimo</b>	First Baptist Church	1650 Waddington Road	250-753-0241	IR
<b>North Vancouver</b>	Gloria Dei Lutheran Church	1110 Gladwin Drive	604-988-5838	FM
<b>Port Alberni</b>	Knox Presbyterian Church	4850 Regina Avenue	250-723-7751	IR
<b>Prince George</b>	St. Michael's Anglican Church	1505 5th Avenue	250-564-4511	IR
<b>Richmond</b>	Our Savior Lutheran Church	6340 No. 4 Road	604-270-0085	IR
	St. Joseph the Worker Parish	4451 Williams Road	604-277-8353	FM
<b>Saanichton</b>	Friendship Baptist Church	7820 Central Saanich Road	250-652-2723	IR
<b>Sechelt</b>	St. Hilda's Anglican Church	RR #1 Samron Road, 5838 Barnacle St.	604-885-5019	IR
<b>Sidney</b>	Saanich Peninsula Presbyterian	9296 East Saanich Road	250-656-2241	FM
	St. Paul's United Church	2410 Malaview Avenue	250-656-3213	IR
<b>Surrey</b>	Mount Olive Lutheran Church	2350 148 Street	604-536-8527	FM
<b>Terrace</b>	Christ Lutheran Church	3229 Sparks Street	250-635-5520	FM
<b>Tsawwassen</b>	Benediction Lutheran Church	5575 6th Avenue	604-943-3432	IR
	St. David's Anglican Church	1115 51A Street	604-943-4737	FM

<b>City</b>	<b>Venue</b>	<b>Address</b>	<b>Phone</b>	<b>System</b>
<b>Vancouver</b>	Christ Church Cathedral	690 Burrard Street	604-682-3848	Loop & ASL Interpreter at 10:30am Sunday Service
	Redeemer Lutheran Church	1499 Laurier Avenue	604-737-9821	FM
	Ryerson United Church	2195 West 45th Avenue	604-266-5377	IR & Interpreter at 10am Sunday Service
	Unitarian Church	949 West 49th	604-261-7204	Loop
	First Baptist Church	969 Burrard Street	604-683-8441	FM & Interpreter at 11am Sunday Service
	Knox United Church	5600 Balaclava Street	604-261-3747	IR
	Shaughnessy Heights United Church	1550 West 33rd Avenue	604-261-6377	IR
<b>Vernon</b>	All Saints Anglican Church	3205 27th Street	250-542-3179	IR
	Peace Lutheran Church	1204 30 Avenue	250-545-5787	FM
	Trinity United Church	3300 Alexis Park Drive	250-545-0797	IR
<b>Victoria</b>	Cadboro Bay United Church	2625 Arbutus Road	250-477-2715	FM
	Christ Church Cathedral	912 Vancouver Street	250-383-2714	IR
	Emmanuel Baptist Church	2121 Cedar Hill X Road	250-592-2418	IR
	Fairfield United Church	1303 Fairfield Road	250-384-2425	IR
	First Baptist Church	877 North Park Street	250-383-6011	IR
	First Church of Christ Scientists	1205 Pandora Avenue	250-384-3416	IR
	Gordon Head United Church	4201 Tyndall Avenue	250-477-4142	FM

<b>City</b>	<b>Venue</b>	<b>Address</b>	<b>Phone</b>	<b>System</b>
	James Bay United Church	511 Michigan Street	250-384-5821	IR
	Knox Presbyterian Church	2964 Richmond Road	250-592-6323	IR
	Lutheran Church of the Cross of Victoria	3787 Cedar Hill Road	250-477-6222	FM
	Oaklands Gospel Chapel	2736 Fernwood Avenue	250-595-1411	IR
	Seventh Day Adventist Church	983 Pandora Avenue	250-383-1510	IR
	St. Andrew's Presbyterian Church	680 Courtenay Street	250-384-5734	IR
	St. George's Anglican Church	3909 St. George's Lane	250-472-2090	IR
	St. John's Church	1611 Quadra Street	250-383-7169	IR
	St. Mary's Anglican Church	1701 Elgin Street	250-598-2212	IR
	St. Paul's Church Esquimalt	1379 Esquimalt Road	250-386-6833	IR
	St. Peter's Anglican Church	3959 St. Peters Road	250-384-7757	IR
	St. Philip's Anglican Church	2928 Eastdowne Road	250-592-6823	IR
	Trinity Christian Centre	3814 Carey Road	250-475-2972	IR - Please call in advance so that system can be set up.
<b>West Vancouver</b>	St. Stevens Anglican Church	885 22 Street	604-926-4381	Loop
<b>White Rock</b>	First United Church	15386 Buena Vista	604-531-4850	IR
	Holy Trinity Church	1320 Foster Street	604-531-0884	IR
	Star of the Sea	1153 Fir Street	604-531-5739	IR
<b>Winfield</b>	Winfield Seventh Day Adventist	11370 Bottom Wood Lake	250-766-4266	IR

# Hotels And Accommodations

City	Venue	Address	Phone	System
<b>Prince George</b>	Coast Inn of the North	770 Brunswick Street	250-563-0121	Visual Alert Systems
<b>Vancouver</b>	Holiday Inn Vancouver Centre	711 West Broadway	604-879-0511	Visual Alert Systems & TTY
	Hyatt Regency Vancouver	655 Burrard Street	604-683-1234	Visual Alert Systems, vibrating alarms clocks
	Opus Hotel	322 Davie Street	604-694-2131	Strobe light alarm, visual alert on phones
	Sutton Place Hotel	845 Burrard Street	604-642-2972	TTY, bed shaker, door knocker
	Hampton Inn and Suites	111 Robson Street	604-602-1008	Emergency strobe lighting available on request
	Delta Vancouver Suites	1 550 West Hastings Street	888-890-3222	Emergency strobe lighting
	Four Seasons Hotel	791 West Georgia Street	604-689-9333	TTY phone on request
	Century Plaza hotel	1015 Burrard Street	604-687-0575	Visual Alert Systems
	The Inn at False Creek	1335 Howe Street	604-608-2092	2 rooms with visual alert systems, please call for availability
	The Fairmont Waterfront	900 Canada Place Way	604-691-1991	Visual Alert Systems
	Coast Coal Harbour Hotel	1180 West Hastings Street	604-682-6278	TTY, rooms with Visual Alert System available on request
<b>Victoria</b>	Fairmont Empress	721 Government Street	250-384-8111	Visual Alert System available on request
<b>Tofino</b>	Green Park National Campground	On Hwy 4 between Ucluelet and Tofino	877-737-3783	Portable assistive listening devices - please call
	The Wickaninnish Inn	500 Osprey Lane	250-725-3100	Visual Alert Systems

<b>City</b>	<b>Venue</b>	<b>Address</b>	<b>Phone</b>	<b>System</b>
<b>Whistler</b>	Adara Hotel	4122 Village Green	604-905-4009	Visual Alert System
	Aava Whistler	4005 Whistler Way	604-932-2522	Visual Alert Systems in some rooms— call for availability.
	Crystal Lodge	4154 Village Green	604-932-2221	Nothing available at facilities
	Delta Whisltler Village Suites	4308 Main Street	604-905-3987	Nothing available at facilities
	Fairmont Chateau Whistler	4599 Chateau Boulevard	604-938-8000	Visual Alert Systems in some rooms— call for availability.
	Four Seasons Resort Whistler	4591 Blackcomb Way	604-935-3400	Visual Alert System
	Le Chamois	4557 Blackcomb Way	604-932-4113	Visual Alert Systems in some rooms— call for availability.
	The Hilton Resort	8020 Alpine Way	604-932-1982	Visual Alert System
	Holiday Inn Sunspree Resort	4295 Blackcomb Way	604-938-0878	TTY available upon request
	Best Western Listel Hotel	4121 Village Green	604-932-1133	Visual Alert Systems in some rooms— call for availability.
	Residence Inn by Marriott	4899 Painted Cliff Road	604-905-3400	Visual Alert Systems in some rooms— call for availability.
	Pan Pacific Whistler	4320 Sundial Crescent	604-905-2999	Visual Alert Systems in some rooms— call for availability.
	Sundial Boutique Hotel	4340 Sundial Crescent	604-932-2321	Nothing available at facilities
	The Westin Resort and Spa	4090 Whistler Way	604-905-5000	TTY available upon request. Visual Alert Systems in some rooms— call for availability.
	Whistler Village Inn & Suites	4429 Sundial Place	604-932-4004	Visual Alert Systems in some rooms— call for availability.
Whistler Town Plaza Suites	4314 Main Street	866-869-6752	Nothing available at facilities	

**For more information on Whistler facilities, visit: [www.whistlerforthedisabled.com](http://www.whistlerforthedisabled.com)**

# Senior Centers, Schools, and Businesses

City	Venue	Address	Phone	System
<b>Coquitlam</b>	Dogwood Pavilion	624 Poirier Street	604-933-6098	IR & Loop
<b>Oliver</b>	Oliver Seniors Society Center	34452 95th Street	250-498-6142	IR
<b>Surrey</b>	Fraser Valley Real Estate Board	15463 - 104th Avenue	604-930-7600	Loop
<b>Vancouver</b>	VCC King Edward Campus	1155 East Broadway	604-871-7100	FM - Available in the Deaf & Hard of Hearing Program
	Vancouver Public Library – Central Branch	350 W. Georgia Street	604-331-3603	IR/TTY
<b>Victoria</b>	Fairfield New Horizons	1303 Fairfield Road	250-384-6542	FM
	Beckley Farm Lodge	530 Simcoe Street	250-381-4421	IR
	James Bay New Horizons Seniors Centre	234 Menzies Street	250-386-3035	IR
	Victoria Conference Centre	720 Douglas Street	250-361-1000	IR
	Saanich Municipal Hall - Council Chambers	770 Vernon Avenue	250-475-1775	IR
<b>Whistler</b>	Whistler Public Library	4329 Main Street	604-935-8433	TTY
	IGA Marketplace	4330 Northlands Blvd	604-938-2850	TTY Outside
	Breezeway entrance to Village			TTY Outside

# Major Transportation Facilities

City	Venue	Address	Phone	System
<b>Abbotsford</b>	Abbotsford International Airport	30440 Liberator Avenue	604-855-1001	Nothing available at facilities
<b>Kelowna</b>	Kelowna International Airport	5533 Airport Way	250-765-5125	Nothing available at facilities
	Greyhound	2366 Leckie Road	250-860-3835	Nothing available at stations
<b>Metro Vancouver</b>	Translink	1600- 4720 Kingsway, Burnaby	604-453-4500	Electronic visual route maps and visual door warning signals on the new Mark II cars. Stations do not have any TTY's or other ALD's
<b>Richmond</b>	Vancouver International Airport	3211 Grant McConachie Way	604-207-7077 604-207-7070 TTY	Two TTY's, one in Domestic Arrivals, and departures area.
<b>Vancouver</b>	VIA Rail	1150 Station Street	1-888-842-7245 1-888-268-9503 TTY	Nothing available at stations
	Greyhound	1150 Station Street	604-683-8133 1-888-397-7870 TTY	Nothing available at stations
<b>Victoria</b>	BC Ferries	1112 Fort Street	1-888-223-3779	TTY sets available on major ships serving the southern routes, as well as the terminals at Swartz Bay, Tsawwassen, Duke Point, Horseshoe Bay, Departure Bay, and Langdale.

Please help us keep this document current!

\*If you are aware of any venues that are missing from this document, please let us know.

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**THE DEAF AND HARD OF HEARING**

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