

Database updated: March 28, 2014

Assistive Listening Device and Closed Caption Locations in Greater Victoria

--Compiled for the Island Deaf and Hard of Hearing Centre--

100 - 754 Broughton St. Victoria, B.C., V8W 1E1
250-592-8144 www.idhhc.ca

Please help us keep the database up to date by emailing corrections
and new locations to janet@idhhc.ca

Three Assistive Listening Devices (ALDs) are included in this database: Inductive loop (telecoil), Infrared and FM. Two Closed Caption systems are included: CaptiView and RWC. A description of each system appears at the end of this document.

Many of these listings are online at <http://www.allocator.com/>

Venue Type: Stage Theaters

Belfry Theatre

1291 Gladstone Ave, Victoria BC V8T1G5 Phone: 250-385-6815 System: Infrared

Langham Court Theatre

805 Langham Victoria BC V8V4J3 Phone: 250-386-6121 System: Infrared

McPherson Playhouse

#3 Centennial Square Victoria BC V8W 1P5 Phone: 250-386-6121 System: Infrared

Royal Theatre

805 Broughton Street Victoria BC V8W 1E5 Phone: 250-386-6121 System: Infrared

Venue Type: Movie Theaters

Cineplex Odeon Victoria

780 Yates Street Victoria BC V8W1L4 Phone: 250-383-0513 System: Captiview (CC)

Empire Theatres University Heights (sold to Landmark Cinemas)

3980 Shelbourne Street Victoria BC V8N 6J1 Phone: 250-721-5684 System: CaptiView (CC)

Silvercity Victoria at Tillicum Centre

3130 Tillicum Road Victoria BC Phone: 250-381-9301 System: FM, RWC & Captiview (CC)

Venue Type: Senior Centres, Residences and Care Facilities

Amica at Somerset House

540 Dallas Rd Victoria BC V8V 4X9 Phone: 250-380-9121 System: Hearing loops

Beckley Farm Lodge

530 Simcoe Street Victoria BC V8V4W4 Phone: 250-381-4421 System: Infrared

James Bay New Horizons Senior Centre

234 Menzies Street Victoria BC V8V 2G7
Phone: 250-386-3035 System: FM (12 headphones available)

Venue Type: Municipal Buildings

Saanich Municipal Hall, Council Chambers

770 Vernon Avenue Victoria BC V8X2W7 Phone: 250-475-1775 System: Infrared

Town of Sidney Municipal Hall

2440 Sidney Avenue Sidney BC V8L 1Y7 Phone: 250-656-1184 System: Hearing loop

Victoria City Hall, Council Chambers

1 Centennial Square Victoria BC V8W1P6 Phone: 250-385-5711 System: Infrared

Venue Type: Auditoriums and Large Meeting Rooms

Victoria Conference Centre

720 Douglas Street Victoria BC V8W3M7 Phone: 250-361-4421 System: Infrared

These locations were contacted and reported NO assistive system:

University of Victoria:

University Centre Farquahar Auditorium

Philip T. Young Recital Hall (School of Music)

Venue Type: Hearing Aid Companies

Broadmead Hearing Clinic

4420 Chatterton Way Suite #104 Victoria BC V8X5J2 Phone: 250-479-2969 System: Hearing Loop (Installer: Advanced Listening Systems)

Oak Bay Hearing Clinic

1932 Oak Bay Ave. Victoria BC V8R1C9 Phone: 250-479-2921 System: Hearing Loop

McNeil Audiology (Oak Bay)

1463 Hampshire Rd Victoria BC V8S4T5 Phone: 250-370-2833 System: Hearing Loop

McNeil Audiology (Sidney)

9843 Second Street Sidney BC V8L3C7 Phone: 250-656-2218 System: Hearing Loop

Venue Type: Banks and Credit Unions**Bank of Montreal James Bay Branch**

230 Menzies St., Victoria, BC V8V 2G7 Phone: 250-405-2155 System: Hearing Loops

ALL Vancity Credit Union branches (56) in British Columbia have counter loops installed by Advanced Listening Systems. Listed are the four in Greater Victoria.

Vancity Credit Union

752 Fort Street Victoria BC V8W1H2 Phone: 604-877-7000 System: Hearing Loop

Vancity Credit Union

3075 Douglas St Victoria, BC V8T4N3 Phone: 250-519-7423 System: Hearing Loop

Vancity Credit Union

3055 Scott St Victoria, BC V8R4J9 Phone: 250-995-7563 System: Hearing Loop

Vancity Credit Union (Langford)

100-800 Kelly Rd Victoria, BC V9B 5T6 Phone: 250-995-7573 System: Hearing Loop

Venue Type: Pharmacies**James Bay Thrifty Foods Pharmacy**

475 Simcoe Street Victoria, BC V8V4T4 System: Hearing Loop

Venue Type: Universities**Camosun College Lansdowne**

3100 Foul Bay Rd Victoria BC V8P 5J2 Phone: 250-370-3000 System: FM 72MHz

*The University of Victoria was contacted but reported NO assistive system:
University Centre Farquhar Auditorium
Philip T. Young Recital Hall (School of Music)
Cinecenta (Movie theatre)*

Venue Type: Churches

[The Western Institute for The Deaf and Hard of Hearing (WIDHH) provided this list of twenty churches. The WIDHH database, "Public Facilities in British Columbia with Assistive Listening Devices," was updated in February 2013.]

Cadboro Bay United Church 2625 Arbutus Road 250-477-2715 System: FM

Christ Church Cathedral* 912 Vancouver Street 250-383-2714 System: FM
(*plans to install hearing loop)

Emmanuel Baptist Church 2121 Cedar Hill X Road 250-592-2418 System: IR

Fairfield United Church 1303 Fairfield Road 250-384-2425 System: IR

First Baptist Church 877 North Park Street 250-383-6011 System: IR

First Church of Christ Scientists 1205 Pandora Avenue 250-384-3416 System: IR

Gordon Head United Church 4201 Tyndall Avenue 250-477-4142 System: FM

James Bay United Church 511 Michigan Street 250-384-5821 System: IR

Knox Presbyterian Church 2964 Richmond Road 250-592-6323 System: IR

Lutheran Church of the Cross of Victoria 3787 Cedar Hill Road 250-477-6222 System: FM

Oaklands Gospel Chapel 2736 Fernwood Avenue 250-595-1411 System: IR

Seventh Day Adventist Church 983 Pandora Avenue 250-383-1510 System: IR

St. Andrew's Presbyterian Church 680 Courtenay Street 250-384-5734 System: IR

St. George's Anglican Church 3909 St. George's Lane 250-472-2090 System: IR

St. John's Church 1611 Quadra Street 250-383-7169 System: IR

St. Mary's Anglican Church 1701 Elgin Street 250-598-2212 System: IR

St. Paul's Church Esquimalt 1379 Esquimalt Road 250-386-6833 System: IR

St. Peter's Anglican Church 3959 St. Peters Road 250-384-7757 System: IR

St. Philip's Anglican Church 2928 Eastdowne Road 250-592-6823 System: IR

Trinity Christian Centre 3814 Carey Road 250-475-2972 System: IR

Descriptions of ALD systems:

- **Inductive loop (telecoil).** Called “hearing loops” in the database, this system is ideal for those with hearing aids equipped with t-coil settings or people with cochlear implants. A loop of copper wire encircling a room is connected to the output of an audio power amplifier, usually a microphone, and emits electromagnetic energy picked up by the telecoil in the user’s hearing aid or cochlear implant. The listener must turn on the telecoil setting in her hearing aid. Background noise or echoes is eliminated or reduced.
- **Infrared or IR.** Sound is transmitted in the form of light waves 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, similar to a TV remote control. The receivers can be used with headphones, earbuds, direct audio input with the hearing aid or a neckloop with hearing aid set to the program.
- **FM.** Radio waves are transmitted and sounds received 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 and transmitted to the ear in the same ways as the infrared receiver.

Descriptions of Closed Caption systems:

- **CaptiView (CC)** is a personal in-theatre closed caption viewing device for deaf & hard of hearing movie audiences. The CaptiView system transmits and receives encrypted closed captions on a wireless band frequency and can be used from any seat in the auditorium. CaptiView consists of a small OLED display on a bendable support arm that fits into the cup holder. The screen can display three lines of text at a time.
- **RWC (rear window captioning)** 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.