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Making Los Angeles one of the most hearing accessible cities in the country.

How to Discuss, Demonstrate and Activate T-Coils for Hearing Loop Usage

Hearing loop systems are fairly new to the community; making customers aware of their existence is important.

General Customer Awareness



The general brochure (pictured) should be distributed to every customer with a short explanation of how a hearing loop works and the need for an activated t-coil in their hearing device to utilize it.

Brochures contain an insert with a list of regional locations equipped with hearing loops. The most up to date list of looped facilities can be found at www.loopsantabarbara.org under "Locations".

Activation

As our general recommendation for first-time users, the t-coil should be activated in "t-coil only" mode without any additional microphone input. If the user is tech-savvy and can handle two programs, an additional "t-coil + mic" program can be helpful. That way, the user can choose whether they want to be able to communicate with people sitting next to them or if they want to fully focus on the program played through the hearing loop.

Demonstration

Upon activation of the t-coil, gain levels (amplification/sensitivity of the t-coil) may need to be adjusted. The hearing loop set up by Otojoy is calibrated to the international standard for hearing loops and should be kept at that level. If the customer is satisfied with the sound quality of the demo loop, they will be satisfied with hearing loops in public places as well.

The informational video on the home page of www.loopsantabarbara.org should be shown to the customer playing through the hearing loop, so that it functions as a demonstration and brief explanation of a hearing loop system at the same time.

Identifying Signage



The customer should be made aware that appropriate access signage (pictured), which meets the IEC standard and California Building Code, is prominently displayed at eye level next to all main entrances of spaces equipped with a hearing loop.

INDEPENDENT LIVING RESOURCE CENTER, INC.



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