



Checklist for Effective Use of Assistive Listening Systems (ALS)

Preparing the ALS

- ☐ Test system regularly
- ☐ Store receivers and coupling devices in a specific place between events
- ☐ Choose a microphone that is good-quality and directional
- ☐ Place microphone as close to the audio source as possible
- ☐ Connect system directly to the sound source when used for videos or exhibitions
- ☐ Direct presenters, staff, and performers on how to use the microphone and to use it consistently
- ☐ Offer headphones, including hearing aid compatible ones, for the system
- ☐ Offer neckloops for an FM or IR system

Maintaining the ALS

Batteries

- ☐ Test batteries for the microphone(s) before each use
- ☐ Test batteries for the receivers before each event
- ☐ Charge receivers or their batteries
- ☐ Store different kinds of batteries separately from one another
- ☐ Ensure battery charger is compatible with the batteries

Devices

- ☐ Store equipment in a dry, temperate, protected, and dust-free space.
- ☐ Store wires from receivers and coupling devices (e.g., earbuds, headsets, neckloops) without twisting or pinching
- ☐ Sanitize receivers after each use
- ☐ Test receivers regularly
- ☐ Sanitize earphones and earbuds according to the manufacturer's instructions between uses
- ☐ Replace disposable rubber or foam covers for earphones and earbuds between uses

Procedures

- ☐ Establish protocols for device maintenance, including charging, testing, repairing, sanitizing, and replacing batteries
- ☐ Train staff on how to facilitate repairs when needed

Distributing and Collecting Devices

- ☐ Designate a location at the venue to distribute and collect receivers and coupling devices
- ☐ Assign staff to distribute and collect receivers and coupling devices
- ☐ Establish a process to check out and return devices that includes a tracking system
- ☐ Provide staff with steps to follow for distributing devices:
 - Turn on the ALS
 - Set up receivers, ensure batteries are inserted, connect coupling devices, and select the appropriate channel (if needed)
 - Test receivers before distributing them
 - Explain how to use the receiver to the guest
 - Ensure guests know who to ask for assistance if needed
- ☐ Provide staff with troubleshooting tips
- ☐ Inform staff how to follow up on missing or malfunctioning devices

Training Staff

- ☐ Provide regular training for staff on:
 - The system used by the organization, e.g., Frequency Modulated (FM), Infrared (IR), and/or Inductive (Hearing) Loop
 - The system's associated devices and compatibility with neckloops, hearing aids, etc.
 - How the system is tested, stored, maintained, distributed, and used
 - Disability etiquette and awareness

Promoting the ALS

- ☐ Promote the availability of the system on website, social media, and marketing materials
- ☐ Promotion messaging includes:
 - The type of system available
 - The distribution location at the venue
 - What equipment is available
 - A reminder that the devices are no cost for use during the event
 - Contact information including email address and phone number
 - Information about the organization's commitment to inclusion
 - Respectful, plain language
 - International symbol of access for hearing loss
- ☐ Include signage for the ALS at the venue:
 - Use the international symbol of access for hearing loss with text that reads "Assistive listening system available. For a device, see (insert distribution location)."
 - If an induction loop is available, add a "T" to the bottom right corner of the symbol for T-coil
 - Ensure signage is easy to read with good color contrast and appropriate font style and size
 - Ensure signage is clearly visible at doorways, kiosks, and information/ticketing desks
- ☐ Announce availability at the beginning of events
- ☐ Include in written meeting announcements, programs, and bulletins