



Theatres – Places of Worship – Museums

2008 Directory

Public Facilities Equipped With Assistive Listening Devices In The National Capital Region

National Capital Region Branch

Canadian Hard of Hearing Association

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http://www.chha.on.ca/index_files/2008_Directory_of_Public_Facilities.pdf

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Purpose of this Directory

The National Capital Region Branch of the Canadian Hard of Hearing Association was established to defend the rights of persons with hearing loss by advocating for their full inclusion in our community, including our social, recreational and educational facilities.

In Ottawa, 10% of Ottawa's population, over 100,000 persons, have a significant hearing loss that requires the use of some form of technology to help them better understand.

This booklet is meant for that 10%, to help them know which public facilities is in line with the barrier-free requirements of the National Building Code (for federal facilities), and the Accessibilities for Ontarians with Disabilities Act (2005).

The Assistive Listening, Alerting and Telephone devices provided help hard of hearing and deafened person hear and enjoy music, films, videos, performances and all other forms of presentations.

Though the list of accessible facilities is small compared to the vast number of facilities in our community it is growing every year. We would like to take this opportunity to thank all proprietors and landlords who were pro-active in making their facility accessible and we encourage all others to follow suit.

Terminology

Hard of Hearing

This term is used to describe any person who has a hearing loss and whose usual means of communication is a spoken language. This definition includes a broad spectrum of hearing loss, including those who are late-deafened and those deaf in childhood and educated orally.

deaf (lowercase d)

(aka oral deaf) This term is used to describe persons with early onset hearing loss who have little or no residual hearing. Their preferred mode of communication is speech and speechreading.

Late-Deafened

Late-deafened individuals are persons who may have grown up hearing or hard of hearing but, has lost all usable hearing at some point, usually as adults and after acquiring speech. Late-Deafened persons may also self-identify as deafened or oral deaf.

Types of systems

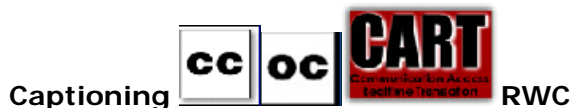
Assistive Listening Devices (ALD's)



ALDs are technical devices that make communication easier in difficult listening environments. They are used to minimize the effects of noise, echoes, and distortion when a hard of hearing person must listen to speakers at a distance or a noisy place. "e.g. IR Systems, FM Systems"

Audio (Induction) Loop (AL) Systems

Induction loop systems consist of a wire (or thin loop pad) that is placed around the listening area, a special amplifier and microphone(s). Speech signals are amplified and circulated through the loop wire. The resulting magnetic energy field is detected and amplified by the "telecoil" or telephone switch circuitry common to many hearing aids, cochlear implants and induction loop receivers. The end result is a high quality amplified reproduction of the original speech signal. Intelligibility is greatly increased because the distance between the speaker and the listener(s) is bridged and background environmental noise is eliminated. The loop is available in three formats 1) A hard-wired system built into the walls of a meeting room 2) A portable system that can be moved from room to room as required and 3) A smaller portable version used at customer service counters.



Captioning is text interpretation of the audio (sounds, voices) on a video or television program. Captioning may be **Closed (CC)** (appears when activated by a remote or other device), **Open (OC)** (present on screen without

requiring a device to make it so), **Realtime (CART)** (present on the screen with the aid of computer assisted technology) or **Rear Window Captioning (RWC)** (appears in movie theatres with the use of a special device)

CART

Computer Assisted Realtime Translation is the instant translation of the spoken word into English text using a stenotype machine, notebook computer and Realtime software. The text appears on a computer monitor or other display. The service is offered onsite or remotely via Internet connection. This technology is used by people have hearing loss or who are learning English as a second language.

FM Systems

FMs are assistive listening devices (ALDs) that functions as a mini-radio station on a broadcast frequency that brings a speakers voice directly into the user's headset, hearing aid or neck loops.

Hearing Aids

Hearing aids include: 1) Behind-The-Ear (BTE) Hearing Aid: Arc shaped hearing aids that fit behind the ear. They vary in size, style and features. 2) Body Hearing Aid: Powerful aid that resembles a miniature tape recorder or radio, often clipped to a breast pocket or belt. 3) Bone Anchored Hearing Aid: Work by conducting - or carrying - sound through the bone in your skull. Sounds are heard when the vibrations of the sound are transmitted directly from the vibrating part of the bone conduction hearing aid through your skull to the cochlea, omitting out the outer and middle ears. Bone conduction hearing aids are an option for people who cannot use a conventional hearing aid. 4) Cochlear Implant: A surgical device for people who would receive little or no benefit from hearing aids. The internal parts are surgically implanted into the cochlear. The external part consists of a microphone, programmable speech processor, and transmitting coil. 5) Completely-In-The-Canal (CIC) Hearing Aids: Small aids that fits inside the ear canal. 6) In-The-Canal (ITC) Hearing Aids: Larger than the CIC; custom fitted for the hearing aid wearer.

Hotel Access Kit

Assortment of Assistive Listening, Telephone and Signalling devices for guests who are hard of hearing, deafened or Deaf.

Infrared (IR) Systems

Similar to the FM Systems, but instead of radio frequency, IR uses invisible light to transmit sounds. This requires an unobstructed path between the source and the receiver.

Signalling (Alerting) Devices

Devices used to indicate fire alarms, telephones, warning bells, or other loud sounds in the environment by changing the auditory signal to visual or vibratory signals.

T-switch

A hearing aid with a T-switch contains a telecoil, which emits an electromagnetic field making it compatible to some telephones and a variety of assistive listening devices that incorporate Audio (Induction) Loop technology.



TTY (Teletypewriter)

A TTY or TTY compatible device allows users to communicate over a telephone line, using text. A special telephone operator assists with communication with hearing people.



Telephone Devices

Devices used to assist telephone communication such as volume amplifiers, ringer amplifiers, call display and TTY's.

Tips for Users

If possible call or email ahead of time to ascertain the service is available and reserve it.

At the facility:

- Identify yourself to the staff
- Clarify the best way they can communicate with you
- Request the ALD you require/reserved

- Ask if there are seats reserved for persons with hearing loss or, if you prefer to sit at the front, request that at reservation time or it may otherwise difficult to accommodate you.
- Remember to bring your own patch cords; some are specific to your device.

If the facility does not have the proper device or patch cords, write to them and explain what you need and where they can purchase it.

Don't ruin your listening pleasure by forgetting your spare hearing aid batteries.

If you find a facility that is accessible but not listed in this booklet, please contact us so we can update our list and website.

Tips for Organizations providing Assistive Listening Systems

This booklet is only the beginning of informing the hard of hearing community about your services. Consider the following:

- Signage at the Information/Reservation desks and entrance to the hall or meeting room should be prominently displayed such as the example:



This Facility Provides Assistive Listening Devices For Our Patrons. Please Ask Our Staff About Their Availability.

- Your corporate brochures, programmes, newsletters, website and other communication tools should promote your accessibility. The easiest way to do this is to display the International Symbol of Access for Hearing Loss or the specific symbol for the type of access you are providing. See below for Symbols of Access and what they represent.
- Communication and sensitivity training of your staff makes good business sense. Contact your local CHHA Chapter or Branch for further resources and tips (www.chha.ca) or call the CHHA national office at 1-800-263-8066.
- If your facility is not listed in this booklet or there are errors in your contact information, please inform us with the details at 613-526-1584.

Accessible Facilities by Type

Cinemas

AMC 24 Kanata
801 Kanata Avenue
K2T 1E7
613 599-5500

FM system

Coliseum 12
3090 Carling Avenue
K2B 7K2
613 688-8800

RWC

SilverCity
2385 City Park Drive
K1J 1G1
613 749-3029

RWC in Auditorium 1 or 2

Rainbow Cinema
St. Laurent Shopping Centre
1200 St. Laurent Blvd
Ottawa, ON K1K 3B8
24h Movie Info: (613) 688-0685
Office: (613) 688-0850
Fax: (613) 746-5425
Infrared System,

Open captioning on Sun., Mon., & Wed., at first matinée and evening showings

Colleges and Universities

Algonquin College
1385 Woodroffe Avenue
K2G 1V8
613 727-4723
613 727-7747 TTY

FM system, TTY (public pay phone and internal)

Carleton University
1125 Colonel By Drive
K1S 5B6
613 520-7400
613 520-3937 TTY

FM system, TTY (public pay phone and internal)

La Cité Collégiale
801, promenade de l'Aviation
K1K 4R3
613 742-2483
613 742-2496 TTY

FM system, TTY (public pay phone and internal)

University of Ottawa
550 Cumberland Street
K1N 6N5
613 562-5700

613 562-5214 TTY

FM system, TTY (internal and external)

Galleries

National Gallery of Canada
380 Sussex Drive
P.O. Box 427, Station A
K1N 9N4
613 990-1985
613 990-0777 TTY

FM and Loop systems (Acoustic-guide or tape available); TTY

Health Centers and Hospitals

Children's Hospital of Eastern Ontario – CHEO
401 Smyth Road
K1H 8L1
613 737-7600

Hospital kits, TTY (public pay phone and portables)

Ottawa Hospital - Civic Campus
1053 Carling Avenue
K1Y 4E9
613 722-7000
613 761-4024 TTY

Hospital kits, TTY (public pay phone and internal)

Ottawa Hospital - General Campus
501 Smyth Road
K1H 8L6
613 722-7000
613 761-4024 TTY

Hospital kits, TTY (public pay phone and internal)

Ottawa Hospital - Riverside Campus
501 Smyth Road
K1H 8L6
613 738-7100
613 761-4024 TTY

Hospital kits, TTY (public pay phone and internal)

Rehabilitation Centre of Ottawa
505 Smyth Road
K1H 8M2
613 737-7350
613 526-1132 TTY

Hospital kits, TTY (public pay phone and internal)

SCO Health Service Foundation

1) St. Vincent's Hospital

60 Cambridge Street North
Ottawa, ON K1R 7A5
Tel: (613) 233-4041
www.scohs.on.ca

FM System

SCO Health Service Foundation (Cont'd)

2) Élisabeth Bruyère Health Centre

43 Bruyere Street
Ottawa, ON K1N 5C8
Tel: (613) 562-0050
www.scohs.on.ca

FM System

3) Résidence St. Louis

879 Hiawatha Park
Orleans, ON K1C 2Z6
Tel: (613) 824-1720 ext.118
www.scohs.on.ca

FM System

Dr. Cameron Jones, Periodontists
240 Catherine Street, Ottawa, ON K2P 2G8
613-234-1211
www.gumdocs.com

Open Caption television in waiting room

Hotels

Albert at Bay
435 rue Albert Street
K1R 7X4
1-800-267-6644

Hotel access kit

Best Western Victoria Park
377 O'Connor Street

K2P 2M2
1-800-465-7275
Hotel access kit

Ottawa Marriott Hotel
100 Kent Street
K1P 5R7
613 238-1122
Hotel access kit

Municipal Centres

Ottawa City Hall
110 Laurier Avenue West
K1P 1J1
613 580-2400
613 580-2401 TTY
IR-Andrew Haydon Hall

Ottawa Court House
161 Elgin Street
K2P 2K1
613 239-1230
FM and Loop systems

Museums

Canadian Aviation Museum
Aviation and Rockcliffe Parkways
Ottawa, On
613 993-2010
613 990-7530 TTY

TTY (Internal only)

Canadian Museum of Contemporary Photography
380 Sussex Drive
P.O. Box 427, Station A
K1N 9N4
613 991-1024

FM and Loop systems (Acoustic-guide or tape available)

Canadian Museum of Nature
240 McLeod Street
Ottawa, On
613 566-4700
1-800-263-4433 TTY

TTY (Internal only)

FM System

Canadian Museum of Science and Technology
P.O. Box 9724, Station T
K1G 5A3
613 991-3044
613 991-9207 TTY

TTY (Internal only)

Library and Archives Canada
395 Wellington Street
K1A 0N4
613 992-5138
613 992-6969 TTY

TTY (internal only)

Canadian Museum of Civilization
100 Laurier Street
Gatineau, PQ

J8X 4H2
819 776 7000
819 776-7003 TTY
FM System in IMAX

Audio-guide for special exhibits
Royal Canadian Mint
320 Sussex Drive
Ottawa, On
613 993-8990
613 998-8171 TTY
TTY (Internal only)

Restaurants and Pubs

Shopping Centers

Billings Bridge Plaza
2323 Riverside Drive
K1H 8L5
613 733-2595

TTY (public pay phone)

Rideau Centre
50 Rideau Street
K1N 9J7
613 236-6565

TTY (public pay phone)

St. Laurent Shopping Plaza
1278 St. Laurent Boulevard
K1K 3B8
613 745-6858

TTY (public pay phone)

Theatres

Centrepoint Theatre
100 Centrepoint Drive
K2G 5K7
613 580-2700
613 580-2715 TTY

FM system

IMAX
100 Laurier Street
Gatineau, PQ
J8X 4H2
819 776 7000
819 776-7003 TTY

FM System in IMAX

La Nouvelle Scène, Ottawa
333 King Edward Avenue
K1N 7M5
613 241-2727

Teleprompter

National Arts Centre
53 Elgin Street
K1P 5W1
1-866-850-ARTS

FM system

Ottawa Little Theatre
400 King Edward Avenue
K1N 7M7
613 233-8948

FM system

Transportation

OC Transpo
Access OC Hotline
613 741-5280
613 741-4390 TTY
613 244-4833 TTY Para Transpo

TTY; OC Travel Planner <http://www.octranspo.com/tps/jnot/startEN.oci>

Ottawa Airport
1000 Airport Parkway
K1V 9B4
613 248-2000

public pay TTY phone

Ottawa Train Station
200 Tremblay Road
K1G 3H5
1-888-842-7245
1-800-268-9503 TTY

TTY (public pay phone)

Places of Worship

Anglican

All Saints Westboro
347 Richmond Road
K1N 7Z2
613 234-1686

Loop system, CC

Christ Church Bells Corners
3861 Richmond Road
K2H 5C1
613 829-1826

Loop system, CC

Christ Church Cathedral
420 Sparks Street at Bronson Avenue
K1R 5A6
613 236-9149

FM system, CC

St. George's
152 Metcalfe Street
K2P 1N9
613 235-1636

Loop system, IR, CC

St. Helen's
1234 Prestone Drive
K1E 3X6
613 824-2010

FM and loop systems, CC

St. John the Evangelist
154 Somerset Street West at Elgin
K2P 0H8
613 232-4500

Loop system, CC

St. Mark the Evangelist
1606 Fisher Avenue

K2C 1X6
613 224-7431
Loop system, CC

St. Michael and All Angels
2112 Bel-Air Drive
K2C 0W9
613 224-0526

FM system, CC

St. Richard of Chichester
8 Withrow Avenue
K2G 2H6
613 224-7178

Loop system, CC

St. Stephen's
930 Watson Street
K2B 6B9
613 828-2472

FM system, CC

St. Thomas the Apostle
2345 Alta Vista Drive
K1H 7M6
613 733-0336

Loop system, CC

Baptist

Bromley Road
1900 Lauder Drive
K2A 1B1
613 722-2834

Loop system, CC

First (Ottawa)
140 Laurier Avenue West
K1P 5J4
613 234-3261

FM system, CC

Catholic Roman

Annunciation of the Lord Parish
2414 Ogilvie Road
K1J 7N5
613 745-7774

FM system

Blessed Sacrament
194 Fourth Ave
K1S 2L6
613 232-5579

Loop system, CC

Notre Dame Cathedral Basilica
56 Guigues
K1N 5H5
613 241-7496

FM system (Must bring your own Receiver) , CC

Our Lady of Mount Carmel
400 St. Laurent Boulevard
K1K 2Z6
613 748-6040

FM system, CC

St. Basil
940 Rex Avenue
K2A 2P7
613 729-5149

FM system, CC

St. Theresa of the Child Jesus
95 Somerset Street West
K2P 0H3
613 235-5119

Loop system, CC

Christian Science

First Church of Christ, Scientist
288 Metcalfe Street
K2P 0P8
613 233-1427

FM system, CC

Free Methodist

Arlington Woods
225 McClellan Road
K2H 8N5
613 596-9390

FM system, CC

Lutheran

St. Paul's Evangelical
210 Wilbrod Street
K1N 6L5
613 234-0321

FM system, CC

St. Peter's Evangelical
400 Sparks Street
K1R 5A2
613 233-9911

FM system, CC

St. Luke
326 MacKay Street
K1M 2B9
613 749-1731

FM system, CC

Mennonite

Ottawa
1830 Kilborn Avenue
K1H 6N4
613 733-6729

FM and Loop systems, CC

Presbyterian

Knox
120 Lisgar Street
K2P 0C2
613 238-4774

Loop system, CC

Westminster
470 Roosevelt Avenue
K2A 1Z6
613 722-1144

Loop system, CC

Erskine
343 Bronson Avenue
K1R 6J2
613 232-3144

Loop system, CC

St. Andrew's
82 Kent Street
K1P 5N9
613 232-9042

FM and Loop systems, CC

St. David and St. Martin
444 St. Laurent Boulevard
K1K 2Z6
613 745-1756

FM system

Synagogue

Congregation Adath Shalom
31 Nadolny Sachs Private
K2A 1R9
613 240-4564

FM system, CC

Temple Israel Reformed Jewish
1301 Prince of Wales
K2C 1N2
613 224-1802

FM and Loop systems

Unitarian

The First Unitarian Congregation of Ottawa
30 Cleary Avenue
K2A 4A1
613 725-1066

FM system, CC

United

Barrhaven
3013 Jockvale Road
K2J 4E4
613 825-1707

FM system, CC

Britannia
985 Pinecrest Road
K2B 6B4
613 828-6018

FM system, CC

City View
6 Epworth Avenue
K2G 2L5
613 224-1021

FM system

Dominion-Chalmers
355 Cooper St.
K2P 0G8
613-235-5143

Loop system

Emmanuel
691 Smyth Road
K1G 1N7
613 733-0437

FM system, CC

Glebe-St.James
650 Lyon Street South
K1S 3Z7
613 236-0617

FM system, CC

Glen Cairn
140 Abbeyhill Drive
K2L 1H5
613 836-4756

FM system, CC

Kanata
33 Leacock Drive
K2K 2B9
613 592-5834

FM system, CC

MacKay
39 Dufferin Road at Mackay Street
K1M 2H3
613 749-8727

Loop system, CC

McLeod-Stewarton
507 Bank Street
K2P 175
613 232-9854

FM system

Parkdale
429 Parkdale Avenue
K1Y 1H3
613 728-8656

Loop system, CC

Rideau Park
2203 Alta Vista Drive
K1H 7L9
613 733-3156

Loop system, CC

Rothwell
42 Sumac Street
K1J 6P7
613 746-0820

FM system, CC

Southminster
15 Aylmer Avenue at Bank Street
K1S 3X1
613 730-6874

Loop system, CC

Westboro
450 Churchill Avenue
K1Z 5E2
613 722-6573

Loop system, CC

Woodroffe
207 Woodroffe Avenue
K2A 3V1
613 722-9250

Loop system, CC

Wesleyan

Sunnyside
58 Grosvenor Avenue
K1S 4S4
613 730-9411

FM system, CC

Outaouais Sector

CEGEP de l'Outaouais
333, boulevard de la Cité-des-Jeunes
Gatineau
819-770-4012

Loop system in Salle Pierrette-Morissette

Centre Régionale de Réadaptation la Ressource
93, boulevard St-Raymond
135, boulevard St. Raymond
Gatineau
819-777-3290

Loop systems

Casino du Lac Lemay
1, boulevard du Casino
Gatineau
819-772-2100

TTY available in foyer; FM in Theatre

Cinéma Starcité
115, boulevard du Plateau
Gatineau
819-770-7202

FM System

Cinéma 9
120, boulevard de l'Hôpital
Gatineau
819-568-6070

FM system in all theatres

Maison du Citoyen
25, rue Laurier
Gatineau
819-595-7488

FM system in Salle Jean-Després

Gabriel Pizza & Restaurant
215, chemin d'Aylmer,
Gatineau, QC J9H 1A3
819-682-1515

Open Caption Televisions

Maison de la Culture de Gatineau
855, boulevard de la Gappe
Gatineau
819-243-2305

FM system in Salle-Odyssée

What is CCHA-NCR?

CHHA-NCR is the National Capital Region Branch of the Canadian Hard of Hearing Association. It is a non-profit organization led by hard of hearing and deafened individuals with varying degrees of hearing loss. CHHA-NCR advocates the rights and needs of hard of hearing and deafened persons at the Municipal level in an effort to break down social barriers, create awareness and fully integrate hard of hearing and deafened persons into our city.

For information please contact us at 613-526-1584 or at mdavid@chha.ca

Become a Member

- We are persons with hearing loss
- We are parents, family members and neighbours
- We believe in Advocacy
- We believe in Removing Barriers
- We believe in Integration
- We believe in Getting Involved!

If you share our vision, contact us at:

CHHA-NCR

Voice: 613-526-1584 TTY: 613-526-2692 FAX: 613-526-4718

mdavid@chha.ca

How to Communicate With Your Patrons

- Make sure you have the listener's attention before you start speaking
- Remember to face your patrons when speaking to them, and check that they have understood
- Speak in a moderate rhythm, try not to change the subject suddenly and rephrase if your patron has not understood
- Speak clearly but not too slowly and do not exaggerate your lip movements. Use natural facial expressions and gestures
- Augment communication with diagrams and other visual aids

How to Communicate With Your Service Providers

- Ask them if they have an email address you can use to make reservations or appointments as opposed to calling by telephone
- Ask the staff to speak clearly and to face towards you when speaking
- Remember, your hearing diminishes when you are tired or ill
- Do not nod your head in acknowledgement if you have not understood
- Ask them to rephrase a statement you do not understand
- If you cannot understand what they are saying, ask them to write it down
- Repeat what you heard to make sure you understood correctly

Disclaimer

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CHHA-NCR reserves the right to change details in this publication without notice.

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If your facility is not listed in this booklet or there are errors in your contact information, please inform us with the details at 613-526-1584.