

### How to contact us:

We have seven Regional Centers throughout the state to assist you with your needs. Please contact the center nearest you for assistance.

DSDHH's phone listing uses the following abbreviations:

**V – voice** (for people who do not use telephone assistive equipment)

**TTY – phone equipment**

(for Deaf, Hard of Hearing and Deaf-Blind people)

**VP – video phone**

(for people who use sign language to communicate)

#### Asheville:

12 Barbetta Drive • Asheville, NC 28806  
828-665-8733 V • 828-333-5830 VP  
828-665-8737 TTY • 800-681-8035 TTY  
800-681-7998 V • 828-670-5054 Fax

#### Charlotte:

5501 Executive Center Dr., Suite 200 • Charlotte, NC 28212  
704-568-8558 V • 704-918-1554 VP  
704-568-8505 TTY • 800-835-5302 V  
800-835-5306 TTY • 704-568-9615 Fax

#### Greensboro:

122 North Elm Street, Suite 900 • Greensboro, NC 27401  
336-273-9692 V/TTY • 336-429-5644 VP  
888-467-3413 V/TTY • 336-256-0689 Fax

#### Morganton:

107 Foothills Drive • Morganton, NC 28655  
828-430-7185 V • 828-475-6606 VP  
828-430-7192 TTY • 800-999-8915 V  
800-205-9920 TTY • 828-430-7193 Fax

#### Raleigh:

4900 Waters Edge Drive • Raleigh, NC 27606  
919-859-8526 V (Main) • 800-999-5737 V (Main)  
919-233-7082 TTY • 919-890-0858 VP  
919-233-7083 Fax

#### Wilmington:

3340 Jaeckle Drive, The Randall Bldg., Suite 104  
Wilmington, NC 28403  
910-251-5702 V • 910-777-5770 VP  
910-251-5767 TTY • 800-205-9915 V  
800-205-9916 TTY • 910-251-2677 Fax

#### Wilson:

2705 Wooten Blvd. • Wilson, NC 27893  
252-243-3104 V • 252-674-1141 VP  
252-243-1951 TTY • 800-999-6828 V  
800-205-9925 TTY • 252-243-7634 Fax

#### Home Office:

919-874-2212 V/TTY • 919-890-0859 VP  
800-851-6099 V/TTY • 919-855-6872 Fax

[www.ncdhhs.gov/dsdhh](http://www.ncdhhs.gov/dsdhh)

# Assistive Listening Devices

## What are Assistive Listening Devices (ALDs)?

ALDs (Assistive Listening Devices) are amplification systems designed specifically to help people hear better in a variety of difficult listening situations.

There are ALDs designed to amplify

- Television
- Theaters
- Speakers and presenters
- Meetings and group discussions

## What Types of ALDs are Available?

- Personal Amplified Systems
- Infrared Systems
- FM Systems
- Loop Systems
- Soundfield Systems

## How are ALDs different from Hearing Aids?

ALDs help overcome background noise in many situations. Because the microphone for the ALD is placed near the sound source (the television or presenter), the ALD amplifies the desired sound and minimizes the background noise. In contrast, a hearing aid has a microphone near the user's ear. All sounds are amplified, including background noise. ALDs can be used with or without a personal hearing aid.

## Where can I get an ALD?

The DSDHH staff at your regional center can discuss your needs, demonstrate equipment and help determine what will work best for you. Some equipment is available through DSDHH programs and other resources. Once you select a system, the DSDHH staff can

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State of North Carolina • Pat McCrory, Governor  
Department of Health and Human Services • Aldona Z. Wos, M.D., Secretary  
Division of Services for the Deaf and the Hard of Hearing  
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## Assistive Listening Devices

assist you with available resources or provide catalogs from which you can order the desired equipment. After you receive your system, the DSDHH staff can provide technical assistance, installation and training.

### Did You Know . . .?

- Under the Americans with Disabilities Act (ADA), you have the right to request accommodations such as an ALD
- Movie theaters often have ALDs available upon request
- Before going to a meeting or public event, you can request an ALD be made available

## Examples of Assistive Listening Devices

### Personal Amplified Systems

- Have built-in microphones so the speaker does not wear a microphone
- Are portable systems that can be used indoors or outdoors
- Great for one-on-one conversations and listening to the television, radio or speakerphone
- Helpful in the car or when you cannot face the person who is speaking
- Can be used with a variety of headphones or neck loops for hearing aids with a telecoil

## Examples of Assistive Listening Devices

### Infrared Systems

- Transmit sound by harmless, invisible light beams
- Must be used indoors, away from fluorescent lights
- Receiver must remain within sight of the transmitter since the signal cannot penetrate people or objects blocking the beam
- Can be used with a variety of headphones or neck loops for hearing aids with a telecoil
- Can directly connect to a television or radio to provide a better sound signal

### FM Systems

- Wireless sound transmission by radio waves
- Work well indoors and outdoors
- FM signal penetrates walls and ceilings
- Can be used with a variety of headphones or neck loops for hearing aids with a telecoil
- When multiple systems are used, separate broadcast frequencies are needed
- Small transmitter and microphone are worn by the person speaking
- Speech signal is broadcast to the receiver worn by the person with a hearing loss

## Examples of Assistive Listening Devices

### Loop Systems

- A loop wire is placed around a listening area
- The person speaking wears a small transmitter and microphone
- Speech signals travel through the loop wire
- The telecoil in the hearing aid (or headset) picks up the energy from the wire and amplifies the sound for the listener
- Designed to work with any hearing aid equipped with a telecoil
- A special receiver and headset are available for people who are not using hearing aids

### Soundfield Systems

- Signal transmitted to a single receiver, which is connected to speakers
- The person speaking wears a small transmitter and microphone
- Volume can be adjusted to the listening needs of the users
- No headphones or hearing aids are required
- Beneficial to all listeners, not just those with a hearing loss
- Ideal where a large PA system is impractical or where amplification is needed for a group of people