

# Using an Assistive Listening Device

## Description

An assistive listening device is used for people to hear better, especially in one-on-one or small group conversations. The person wears earphones or headphones. A built-in microphone receives and amplifies all sounds, including background noises and voices. Therefore, it is not as effective as a fitted hearing device that allows for more flexibility in what is amplified.

## Who may benefit?

- People with temporary or permanent hearing challenges who do not have personalized fitted hearing aids/devices.
- People who can't access their hearing devices (e.g., in recovery room, removed for the night, broken).

## How do you use it?

- Put on the earphones/headphones and adjust them so they are comfortable.
- Put the assistive listening device in a shirt pocket with the microphone facing up OR on a table or other surface in front of the person who is speaking.
- Turn on the assistive listening device.
- Have the speaker talk, gradually adjusting the volume until it is at an appropriate level to clearly hear what they are saying.

## Care and Maintenance

Ask what, if any, support the person needs to care for and use the device:

- Turning it on and off.
- Adjusting the volume.
- Putting on the earphones/headphones.
- Positioning the microphone.
- Recharging or replacing the batteries on a regular basis.
- Ensuring that the device and charger/ spare batteries are stored in their case in a safe location to avoid loss or damage.
- Making sure it is accessible and that family, friends and healthcare providers are encouraged to use it during interactions.



PocketTalker® Ultra WilliamsAV. Photo used with permission

See [AHS.ca Communication Access](https://www.ahs.ca/Communication-Access) for more Communication Access information. For further learning and support, please contact your local speech-language pathologist, audiologist or [practice.consultation@ahs.ca](mailto:practice.consultation@ahs.ca).



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