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# Mayor's Office on Disability

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City and County of San Francisco

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Director

## Assistive Listening Device (ALD) Loan Policy

ALDs are available from the Mayor's Office on Disability (MOD) free of charge for City-sponsored events, City and County departments, and City contractors.

In order to borrow ALDs, departments or contractors need to contact MOD at least 24-hours prior to pick-up at:

VOICE: (415) 554-6789  
E-mail: [mod@sfgov.org](mailto:mod@sfgov.org)

If MOD is contacted less than 24-hours prior to the time ALDs will be picked up, every effort will be made to provide the requested equipment, as MOD understands some circumstances may make it difficult for advance requests to be made. Please note that MOD is open between the hours of **8:00 a.m. and 5:00 p.m., Monday through Friday.**

Representatives from the department or organization that has requested the ALDs will be asked to furnish the following information on the phone or via e-mail:

- Department/contractor's name
- Department/contractor's contact information
- Date/time of equipment pick-up from MOD
- Date of equipment return to MOD

ALDs need to be picked up from MOD at 1155 Market Street, 1<sup>st</sup> Floor. MOD will not deliver them to a department or contractor. When picking up the equipment, representatives will need to complete an *Equipment Loan Out Form*.

Representatives who pick up the equipment need to test the equipment at MOD to ensure that they know how to use it and to ensure that it is in good working order. They are warned to check receivers on very low volume.

Representatives are also required to post signs (provided with the equipment) informing people that ALDs are available at the event. Any individual who needs to use the equipment at the event will be required to provide an identification "as a deposit," before being given a receiver. No credit card or any kind of payment shall be requested. The I.D. card will be returned to the individual when the receiver is returned.

The equipment is very expensive and it needs to be carefully supervised to ensure against theft or breakage. The department or contractor that borrows the equipment is responsible for the replacement of any equipment that is lost or damaged. By signing the *Equipment Loan Out Form*, you will have agreed to this responsibility. The equipment needs to be returned to MOD.

Should you have problems with the equipment, please notify MOD as soon as possible. MOD will test the equipment upon return to ensure that repairs needed are made promptly.