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Make words work

Accessibility Checklist for Stadiums, Arenas and Event Centres:

Serving Deaf and Hard-of-Hearing Audiences

Verbit, a global provider of verbal intelligence, helps stadiums, arenas and event centres around the world turn spoken audio and video into accessible and actionable text. Powered by AI and enhanced by human expertise, our captioning, transcription, audio description and translation solutions ensure all content is inclusive, engaging and compliant with accessibility regulations.

To ensure that your venue is accessible to all guests, it is important to consider a variety of factors — from employing the right technology to making sure event staff are trained in how to assist guests who need accommodation.

This checklist can help guide your journey toward full inclusion for all fans. Use this to pinpoint areas you'd like to enhance and connect with us when you're ready to get started.

Communication Accessibility

▶ Provide live captions at all events for guests who are deaf or hard of hearing

▶ All pre-recorded video content, such as in-venue promotions, announcements and advertisements, should have accurate captions

▶ Make sure that emergency announcements are captioned or delivered in alternative formats

▶ Offer hearing aid-compatible devices, induction loops or other assistive technologies for guests with hearing loss

▶ Consider BSL interpretation for in-person services when possible

Audio & Visual Clarity

▶ Make sure captions on scoreboards and ribbon boards can be clearly viewed from any seat

▶ If streaming captions to a dedicated URL for viewing on mobile devices, make sure instructions for accessing the captions are easy to follow and readily available

Note: Doublecheck your venue's wi-fi and cell service if streaming captions to a URL. "Dead spots" within a venue can cause delays in captions and poor viewer experiences

Technology Integration

▶ Choose a caption provider or captioning technology that seamlessly integrates with your existing AV systems

▶ Provide a dedicated audio feed or output from your soundboard for optimal captioning input

▶ Use a supported audio encoder, such as Kiloview, send clean audio to your captioning provider

▶ Set up systems to monitor and test the quality of your captioning in real-time

▶ Use Verbit or another provider to generate a static RTMP link for regular live captioning use

▶ Customize caption display settings (font size, colour, background) for visibility and clarity

▶ Offer QR codes or links that guests can scan to view captions on their mobile devices

Staff Training and Awareness

▶ Ensure that all event staff understand how to assist guests who need accommodation, such as helping them access captioning services or assistive listening devices

▶ Develop clear communication protocols for accessibility related enquiries and requests, and ensure staff are well-versed in responding to these

▶ Be prepared to offer on-demand access to captioning and other accessibility features if requested by attendees before or during an event

▶ Gather feedback from guests about their satisfaction with their experience

▶ Use feedback to continuously improve your accessibility offerings

Marketing and Outreach

▶ Advertise the availability of accessibility services in all marketing materials and event announcements to ensure guests know how to access them

▶ Communicate accessibility features (including information on how to request accommodations) on your website and promotional materials

Need a Hand with Accessibility?

Whether you're just getting started or ready to take the next step, **we're here to help**. From choosing the right tools to setting up captions and engaging your audiences, our team can guide you every step of the way.

Let's talk about how we can support your accessibility journey.

Get started today and learn more at verbit.ai