

DECEMBER 15, 2020

MUNICIPAL CLERK

Aoyama, Haruka

From: Office, Clerks
Sent: Tuesday, December 15, 2020 9:33 AM
To: Aoyama, Haruka
Subject: FW: [External Email] Fwd: Improving Accessibility for People Living with Hearing Loss in Nova Scotia
Attachments: UP37002-10-Talkperfect-options.pdf

Logged for AAC.

From: Janine Verge <[REDACTED]>
Sent: Monday, December 14, 2020 6:45 PM
To: Office, Clerks <clerks@halifax.ca>
Subject: [External Email] Fwd: Improving Accessibility for People Living with Hearing Loss in Nova Scotia

[This email has been received from an external person or system]

Hi,

My name is Dr. Janine Verge, I am an audiologist and president of **Accessible Hearing Solutions** – a local business devoted to improving accessibility for people living with hearing loss.

Covid-19 has increased barriers for workers and people in the community living with hearing loss, especially with the introduction of masks and plexiglass at points of counter service. This decreases the volume and distorts the quality of speech on both sides of the counter.

To improve accessibility, consider using a **speech transfer system** with a built-in hearing loop system. This provides microphones and speakers on both sides of the plexiglass to improve communication for everyone. The hearing loop provides extra supports for people who wear hearing aids or cochlear implants by allowing those with integrated telecoils the ability to directly link with the microphone on either side of the plexiglass to reduce the effects of background noise on understanding what is being said.

Speech transfer systems with hearing loops for counter service areas are in line with Nova Scotia's Accessibility Act: <https://novascotia.ca/accessibility/access-by-design/>

Recently, a speech transfer system was installed at Access PEI. Here is the CBC article link for more information:

<https://www.cbc.ca/news/canada/prince-edward-island/pei-access-hearpei-speech-transfer-1.5827321>

I have attached a brochure describing one of the speech transfer systems we provide below. If you would like more information or a quote, please do not hesitate to contact us.

Thank you!

Janine Verge, AuD, Aud (C)
Doctor of Audiology
President - Accessible Hearing Solutions
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Municipal Clerks Office

Date Distributed: DEC 15, 2020

Accessibility Advisory Committee
STAFF

Other:

TalkPerfect DX Speech Enhancement System

The TalkPerfect DX Speech Enhancement system is designed to improve communication at fixed screen counters. Based on proven, reliable and patented technology, the full duplex system amplifies speech for both customer and staff whilst minimising background noise and actively reducing acoustic feedback.

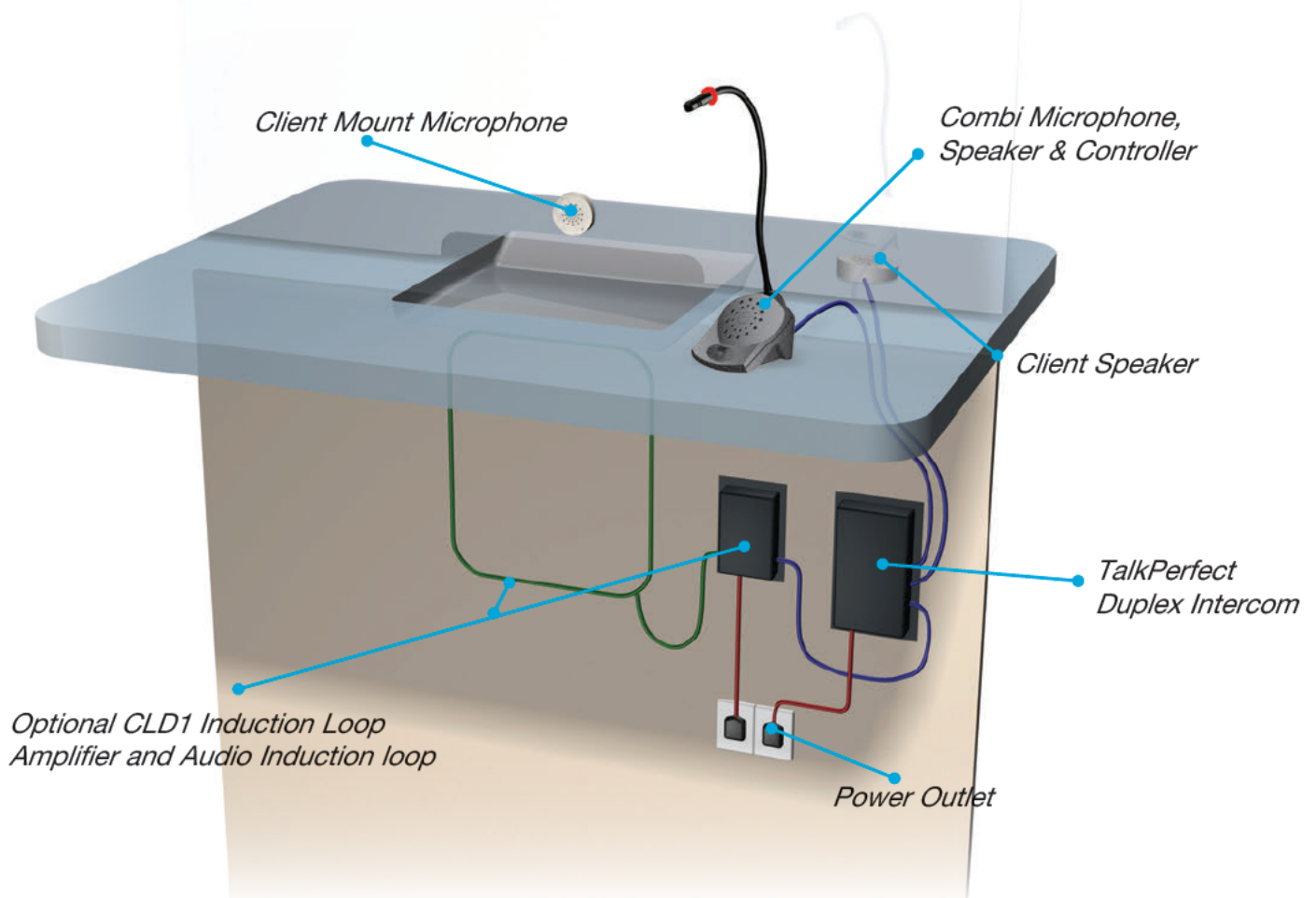


The modular design, contemporary styling and wide range of accessories means the TalkPerfect DX system is always easy to install and never looks out of place with the aesthetics of the building, whether it is for a retrofit or new build application.

The TalkPerfect DX system not only comprises a full duplex intercom system, reinforcing communications from staff to customer and customer to staff with high quality amplified sound, but is also simple to install, does not require an external computer or software to set up, and once installed it is designed to function without further intervention.

The Ampetronic Talkperfect amplifier is typically installed below counter in conjunction with an optional CLD1 induction loop, providing a fully integrated intercom and control module, with a host of features for integration and versatile use.

Through Screen Communications



Features & Benefits

For the user:

- Full duplex communication - allows natural conversation
- Patented technology - minimises acoustic feedback
- Proven reliability - low maintenance costs
- Noise cancelling microphones - high rejection to background noise
- Volume boost control - always be heard
*Optional support switch for Comb Unit
- Independent volume controls for both channels - comfortable listening for staff and client
- Combined speaker, microphone & control mode - easy to position and saves counter space *when installed with Comb Unit
- Red LED ring signa - attractive indication of system operation *when installed with Comb Unit

For the installer:

- Modular and compact - flexible to install and unobtrusive
- All connections are made on the rear panel of the control unit - simplifies and speeds installation
- Stainless Steel or RAL colour finish speaker PODs - complementary to any decor or required aesthetic
- Compatible with Ampetron's CLD1 induction loop system (optional) - benefit the hard of hearing via the system

Applications

Ticket and service counters with fixed screens or physical security barriers including:

- Security reception desks
- Customer returns points
- Banks & Post Offices
- High cash counters
- Prison visitor desks
- Benefits agencies
- Police stations
- Petro forecourts

Interfaces

- Client - Microphone/speaker connections
- Staff - Microphone/speaker connections
- Induction loop signa output - Connects to CLD1
- Staff I/O port - Connection for external headset

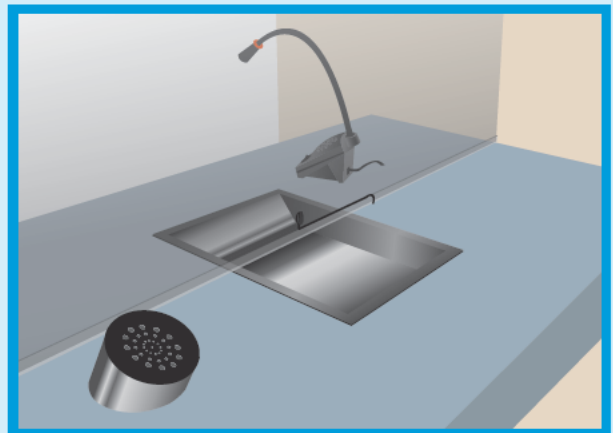
Standard Installation Kit Combination - Option 1 TP-K1

Recommended for optimum audio clarity for both client and staff. This combination is the least likely to suffer from accidental microphone or speaker obstruction

- 1 x POD Speaker - Client Side
- 1 x Glass Mount Microphone - Client Side
- 1 x Comb Unit - Staff Side

Optional

*1 x CLD1 Hearing Loop & Amplifier



Installation Kit - Option 3 TP-K3

Optional use of the POD microphone and POD speaker on the client side for aesthetic reasons.

Client Side:

- 1 x POD Speaker
- 1 x POD Microphone

Staff Side:

- 1 x Comb Unit

Optional

*1 x CLD1



Installation Kit - Option 4 TP-K4

Optional use of the POD microphone / POD speaker on both client and staff sides for aesthetic reasons.

Client Side:

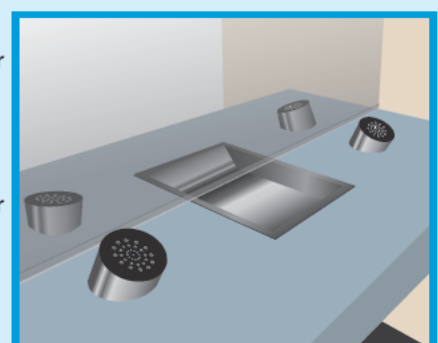
- 1 x POD Speaker
- 1 x POD Microphone

Staff Side:

- 1 x POD Speaker
- 1 x POD Microphone

Optional

*1 x CLD1



TalkPerfect DX Accessories

Combi Unit 400mm Gooseneck & LED *TP-CMB400LED*

- Staff side Combi microphone and loudspeaker

The standard unit comprises two elements. First, a rugged black plastic housing mounted on a separate desk mounted cap, which houses the staff loudspeaker and audio switch. Second a professional quality gooseneck microphone 400mm long with LED illumination to indicate audio operation.

Combi Unit Options: Subject to volumes, different lengths of gooseneck can be supplied, with or without LED illumination option. Other colours of housing can be provided in quantities of over 150 pieces.



POD Loudspeaker *TP-PDS*

- For rugged vandal proof applications
- Client or staff side
- Applications with a horizontal mounting surface

The loudspeaker is contained within a steel POD, angled to suit the typical application when mounted on the horizontal surface in front of the window. The POD is very robust in its design for mounting.



Glass Mount Microphone *TP-GMM*

- For client side mounting by adhesive on the vertical panel or window
- Directional mounting for optimal audio quality

The glass mount microphone is designed for installation at the base of a glass panel or similar vertical surface. The directional nature of the microphone is ideal for pickup of the client voice when installed at the base of the window. However the microphone must not be angled toward the client loudspeaker, which would cause increase pickup and feedback.



POD Microphone *TP-PDM*

- Client or staff side, for rugged vandal proof application

The POD microphone is in an identical enclosure to the loudspeaker POD. This is very robustly fixed to a horizontal surface and is therefore ideal for tough environments or where vandalism is a significant concern. The POD microphone also creates a symmetrical layout on the counter, with identical enclosures on each side. As with the loudspeaker POD, the microphone POD can be supplied in brushed stainless steel or painted, subject to volume requirements.



Other Options

Other Speakers: Other loudspeakers can be used with the TalkPerfect system, subject to matching to the amplifier and careful design in conjunction with microphone and installation design. Ampetronic can support the design and selection of loudspeakers where required.

Other Microphones: Other microphones can be used on the client side, however the performance of the microphone/speaker combination is critical to the system performance and should therefore be trialled in conjunction with Ampetronic.

* Please state whether the CLD1 Hearing Loop is required when placing an order or asking for a quotation.

AMPETRONIC



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