

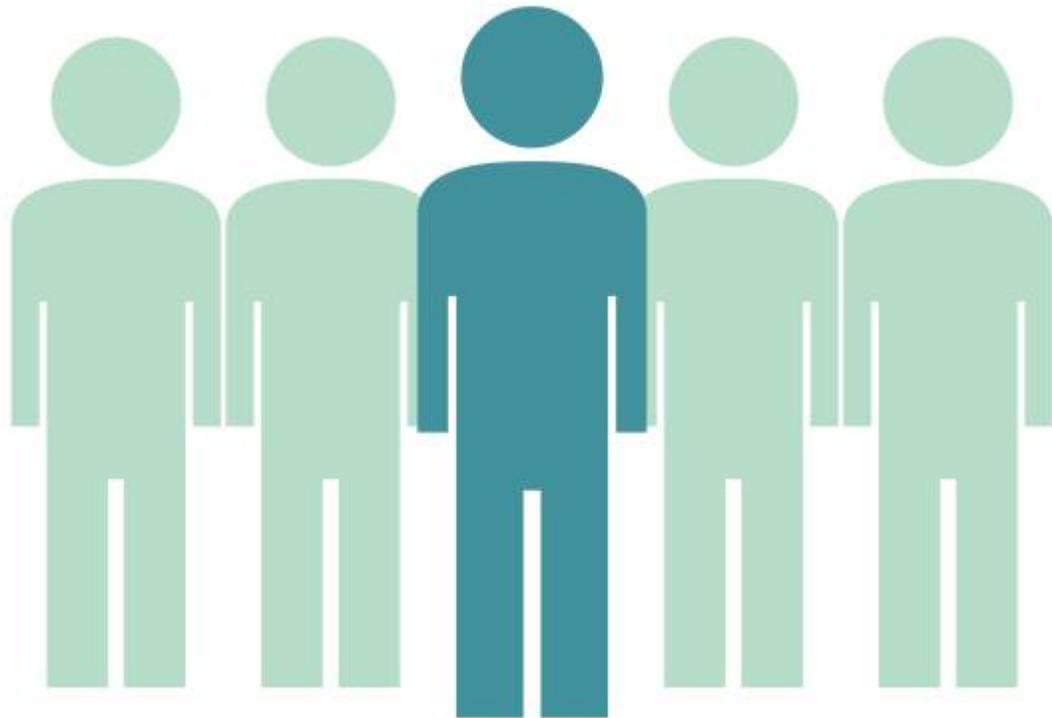


Improving Accessibility at Counter Service Areas for People Living and Working with Hearing Loss

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Statistics on Hearing Loss



- **One in five people in Nova Scotia live with hearing loss**
- **Adults aged:**
 - **20 to 39 (15%)**
 - **40 to 59 (40%)**
 - **60 to 79 (78%)**

<https://www.statcan.gc.ca/pub/82-625-x/2016001/article/14658-eng.htm>
<http://www.chs.ca/facts-and-figures>



Barriers at Counter Service for People living or working with Hearing Loss

Plexiglass: Reduces speech sounds

Reduced visual cues: masks, glare, obstructed views

Background noise

- Music playing in background (pharmacies, grocery stores)
- Other customers talking or asking questions
- Noise from equipment (cash registers, air conditioners, fans, dehumidifiers, machinery)

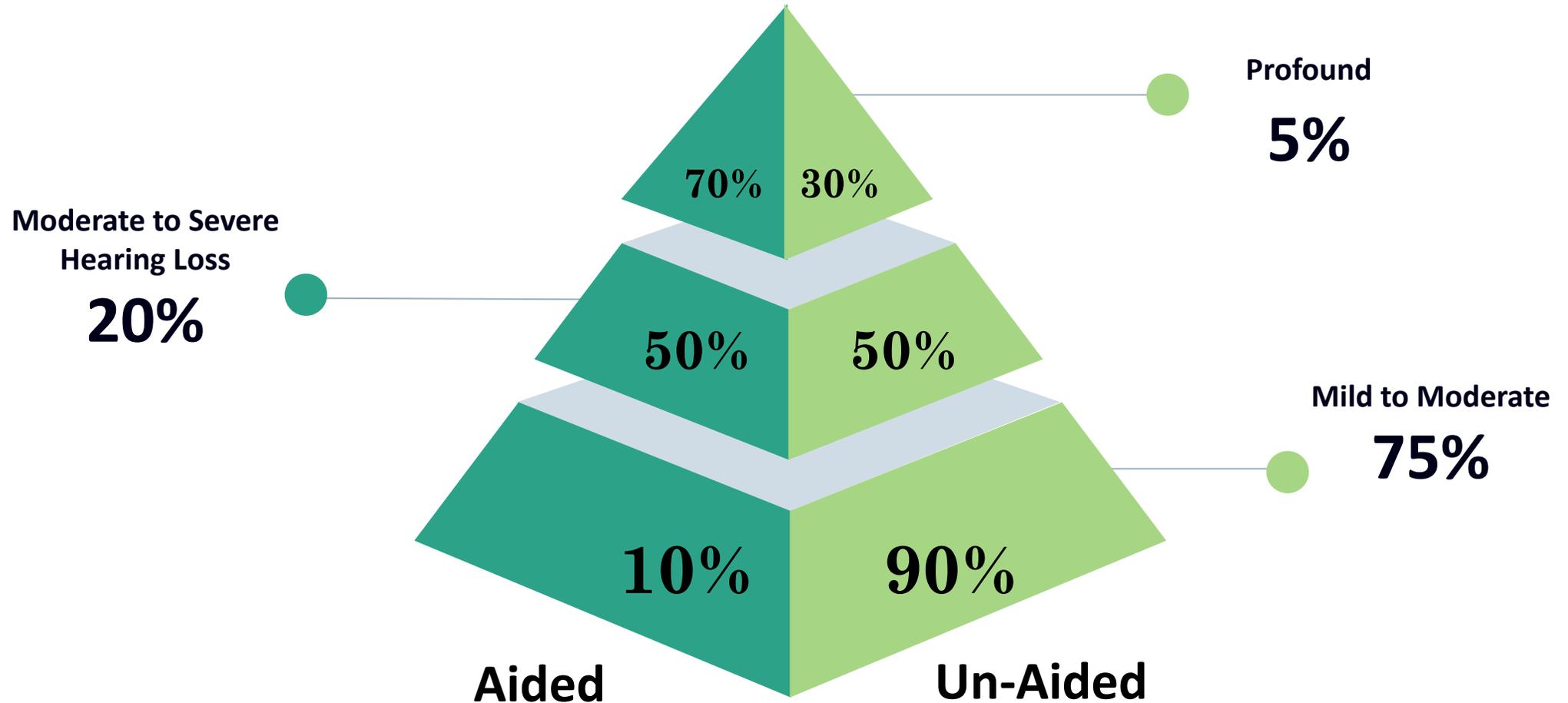
Poor room acoustics: reverberation

Speech Transfer System with an installed counter hearing loop



Myth: Hearing Aids are Enough

Aided vs. Unaided Rates





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<https://canadianaudiologist.ca/current/>