

Case Study: One-to-One Counter Loops Systems at Ontario Courthouses

While hearing loops had been specified in the architect's plans for renovations at three courthouses in Ontario, Canada, it was a detail that had been missed in the early stages of the planning and procurement process.

Whether it's a new development or a renovation, adding hearing loops into the plans allows the systems to seamlessly fit into each venue's unique layout.

At the courthouses in Ontario, renovations were already underway when the project managers became aware of the hearing loop specification. The project contractor contacted Contacta dealer Better Hearing Solutions for a solution.

Bill Droogendyk and his team began discussions with the contractors to install 21 [one-to-one above the counter loop systems](#) at secure windows. Their proposal was signed off in March 2022 and work began later that year.



Under-the-counter hearing loops would have been the ideal system to use but were precluded by the stage of construction. As a result, the Better Hearing Solutions team

selected above-the-counter systems to avoid the need to alter the counters that had already been installed.

The courthouses were in constant use during the 18-month installation project so the installation team had to do the bulk of the work after hours.

The M300 cardioid microphones cut out background noise and allow detainees, family members, staff and visitors to talk at a discreet volume.

Clear signage at every window lets people know the hearing loops are available.

The installation is part of an accessibility plan by Ontario Public Service to become a more inclusive and accessible employer and service provider.