



Travel Lane County is committed to welcoming all visitors to the Eugene, Cascades & Coast region and ensuring they have a great Oregon experience. We are excited to launch our Hearing Loops initiative. Did you know that 48 million Americans have hearing loss? That's 1 in 7 citizens that have this invisible disability.

Hearing Loop systems allow customers with T-coil enabled hearing aids and cochlear implants to hear conversations clearly by delivering the staff's voice directly into the visitor's hearing device. Your staff will be better able to welcome guests and ensure they receive all the important information they require.

Travel Lane County is working with the Loop Lane Committee on this initiative. Loop Lane is working diligently to see hearing loops installed in performing arts venues (The Shedd, Hult Center, Cottage Theatre, and Florence Events Center), the Eugene Airport (ticket counter and car rental counter) hotel front desks (The Gordon Hotel), and more.

Now it's your turn!

Travel Lane County is offering our lodging partners and attractions the opportunity to have a hearing loop system installed at their front desk or ticket counter. These systems cost around \$1,200 to install, however Travel Lane County will cover 80% of this cost.

What's your commitment?

- 20% of the equipment and installation cost – approximately \$240
- Training new employees (Hearing Support Solutions will provide an initial training on the day of the installation)
- Consistently using the system. Hearing Loop systems do NOT require any interaction with the system by staff members. The system is always on for the benefit of customers who have hearing loss
- Promote the Loops: Update your business's website, share on social media, include in your Travel Lane County listing, etc.

Interested?

Here's what you need to do next:

- Schedule an assessment of your property by contacting Connor Nolan at connor@eugeneascadescoast.org or **541-743-8762**
- Hearing Support Solutions, a Eugene-based installer, will provide a free assessment of your property and provide a quote that includes the total cost and the amount of your investment
- An agreement will be signed and when your payment is received the work will be scheduled. Typically, the installation takes 1-2 hours
- Hearing Support Solutions will conduct a brief training session for your general manager and front desk staff. Travel Lane County will provide additional training resources for you to train new staff as part of your onboarding of new employees

Learn more at Hearing Loss Association of America: <https://www.hearingloss.org/hearing-help/technology/hat/hearing-loop-technology/>