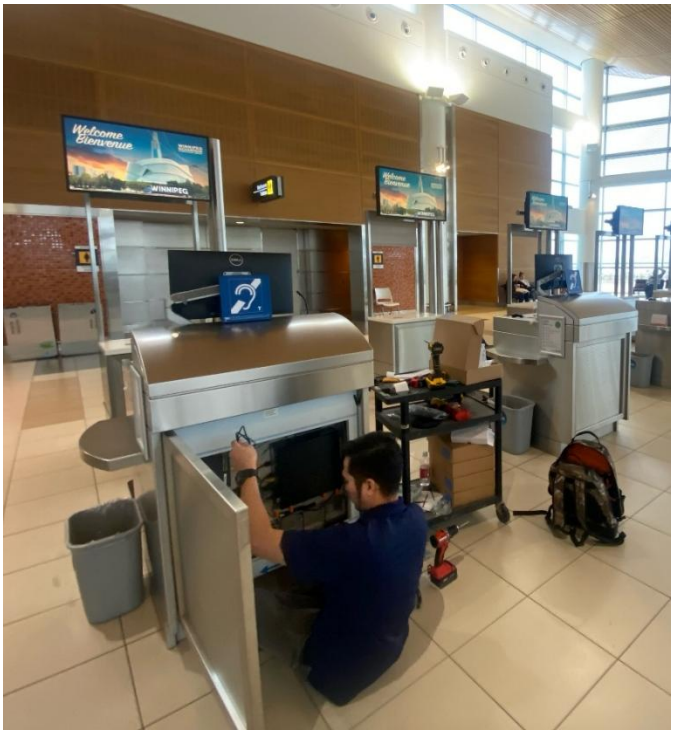
**Winnipeg Airport becomes hearing-friendly**

In December 2024, Winnipeg Airport hosted a successful demonstration of its newly installed hearing loop systems deployed across the terminal. Members of the mYWG Accessibility Committee and key stakeholders had the chance to experience the new technology and were impressed by the sound clarity for hearing aid users. The event highlighted Winnipeg Airport's commitment to creating an inclusive, accessible environment for all travelers.

**Installation Details**

A total of 37 SUPA-M300 hearing loop systems were installed in the departures area of Winnipeg Airport, including in all check-in counters, the Information Booth, and the Valet desks. These systems were implemented as part of an ongoing effort to improve accessibility and provide enhanced communication for passengers with hearing loss.




**Purpose Behind the Installation of the Hearing Loop System**

The decision to install hearing loops was driven by an assessment of the departures area, where the high vaulted ceilings contributed to excessive background noise, making it challenging for individuals with hearing loss to hear clearly. To address this, hearing loops were installed to enhance speech clarity and minimize the impact of ambient noise. In addition, hearing loop listeners were made available at the Information Booth free of charge for passengers without hearing aids, ensuring greater accessibility and inclusivity for all travelers.

**Impact and Response to the Installation**

Julie Chapko, Accessibility Specialist at Winnipeg Airport Authority said: “The response to the hearing loops installation has been overwhelmingly positive, particularly from the aging population, who have expressed gratitude for the enhanced clarity and accessibility. The ability to hear more clearly and without distortion has been greatly appreciated by both passengers and staff”.

**Supportive Feedback and Testimonials**

“Initial feedback has been extremely encouraging, not only from passengers but also from airline staff. Several agents have expressed interest in using the loops to better hear passengers, highlighting the system’s benefit beyond just passengers”. This feedback highlights the broader positive impact of the installation, improving service for both travelers and staff.

**Plans for Future Installations**

Plans for 2025-2026 include expanding the hearing loop system to the airside gate seating area. This improvement will enhance the clarity of flight announcements, ensuring a better experience for our passengers.

The YWG Accessibility team remains committed to identifying and implementing the most effective solutions to improve accessibility throughout the terminal.