

PRESIDENT'S MESSAGE

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My fellow colleagues,

Timing is everything, isn't it?

How often are you overbooked in any given week, and then everything folds like a cheap tent? What about committing to an upcoming trial for three months that settles, remembering the other jobs you had turned down.

Admittedly, I have never been a fan of change, but this career, and the ever changing schedule, has forced me to accept change at lightening speed. It is absolutely imperative to be resilient, flexible and

adaptable if you want to cope, let alone prosper.

Looking at the big picture, many of us have spent our whole careers fighting the misconception that we are relics of a bygone era ready to be replaced by "technology". Court reporters fully engaged in real-time are prepared for the Uberfication of our industry, and the opportunity is there to deliver economically sound and technologically superior services. So let's embrace change, and rise to the occasion.

In the meantime, take advantage of that job that went down, enjoy a cool drink on a patio with friends or colleagues, head up to cottage country. Relax!!!

Feeling guilty? Well, keep in the game, sit down to your Summer newsletter, read firsthand account of the Sino Forest litigation, read about the adventures of a travelling reporter, take a look at the amazing convention lineup and remember to register early. Summer will be over before you know it!

Enjoy!

Angela Gunn

President, CSRAO 2015-2016
president@csrao.net

CALL FOR ARTICLES:

It only takes a second. Why not make a list of things as they occur to you and send them to webmaster@csrao.net when convenient. Please submit your best tips and shortforms. As a working reporter with experience, what helped you the most in your first two years is an example. Put on those thinking caps and remember back to the days of yore, folks.

CSRAO BOARD OF DIRECTORS

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For membership issues, please contact the [Secretary](mailto:secretary@csrao.net)

For fees, dues and convention/seminar registration issues, please contact the [Treasurer](mailto:treasurer@csrao.net).

For student liaison, please contact [Examiner](mailto:examiner@csrao.net) Lisa Barrett, CSR, RPR, CRR, CCP

YOU WILL NOT WANT TO MISS THIS!!

Save the date: **Saturday, November 5, 2016**

Oakham House, 55 Gould Street, Toronto, ON

Tell your friends. Join **CSRAO** today - www.csrao.net.

We have so much to offer. Bigger, better and looking out for your profession!

THE CSRAO IS BRINGING YOU

JADE KING

A COURT REPORTING PHENOMENON

With years of experience as a court reporter, captioner and CART provider, Australian specialist real-timer Jade King shares her stories and advice on all things stenography. Hear practical insights from the front-row reporting seat to back-row preparation on assignments in the Far East - Bangkok to Beijing, Mongolia to Shanghai, Osaka to Seoul, Taipei to Singapore, Manila to New Delhi - and everywhere in between.

From reporting in slums, palaces, tents, skyscrapers, historical courthouses and futuristic arbitration centres, casinos and stadiums...

Reporting infamous law-breakers to world leaders...

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Providing CART for pure mathematics to ornithology...

Stadium-subtitling "Asia's Oscars" to corporate events for audiences of 15,000...

..and on what it took to get there as a self-taught student.



JADE_KING

Visit <https://jadeluxe.wordpress.com>

For further information, contact Lisa Barrett, CSR, RPR, CRR, CCP at:

vice-president@csrao.net

CHARTERED SHORTHAND REPORTERS' ASSOCIATION OF ONTARIO

2016 ANNUAL CONVENTION

*Friday, November 4, 2016
and Saturday, November 5, 2016*

SIGN UP AT www.csrao.net

CATEGORY	REGISTRATION DATE	FEE	INCLUDES
MEMBERS' EARLY BIRD SPECIAL	Register up to and including Saturday, October 29, 2016)	\$200.00 (Less dinner: \$170.00)	FULL Conference (Friday night software sessions, Saturday full-day convention, Saturday evening dinner at SIGNS Restaurant) Note: SIGNS is prix fixe with \$5.00 extra for a steak dinner instead of regular included meal
MEMBERS' REGULAR PRICING	Register from Sunday, October 30, 2016 through November 4, 2016	\$225.00 (Less dinner: \$195.00)	FULL Conference (Friday night software sessions, Saturday full-day convention, Saturday evening dinner at SIGNS Restaurant) Note: SIGNS is prix fixe with \$5.00 extra for a steak dinner instead of regular included meal
MEMBERS' FRIDAY EVENING TRAINING	Register at any time	\$35.00	Case CATalyst Eclipse
STUDENT RATE	Register at any time	\$50.00	FULL Conference
SPONSOR A STUDENT	Register at any time	\$50.00	FULL Conference
AGM ONLY	Register at door	Free	
LUNCHEON/AGM ONLY	Register at door	\$60.00	
NON-MEMBERS' FRIDAY EVENING TRAINING	Register at any time	\$50.00	Friday evening only
NON-MEMBERS' FULL CONVENTION PRICING	Register at any time	\$250.00 (Less dinner: \$220.00)	FULL Conference (Friday night software sessions, Saturday full-day convention, Saturday evening dinner at SIGNS Restaurant) Note: SIGNS is prix fixe with \$5.00 extra for a steak dinner instead of regular included meal

CHARTERED SHORTHAND REPORTERS' ASSOCIATION OF ONTARIO 2016 ANNUAL CONVENTION

AGENDA

***Friday, November 4, 2016
and Saturday, November 5, 2016***

FRIDAY, NOVEMBER 4, 2016 – 6:30 p.m. to 8:30 p.m.

LOCATION	TRAINING	NOTES
ASAP Reporting Services 333 Bay Street, Suite 900 Toronto, Ontario M5H 2T4 Phone: (416) 861-8720	Case CATalyst, with Karen Peck Eclipse, a roundtable discussion on tips and tricks, with Julie Samford	Pizza and wine will be served! Generously donated by ASAP Reporting Services! All are welcome!

SATURDAY, NOVEMBER 5, 2016 – 8:30 a.m. to 4:45 p.m., followed by Dinner at SIGNS at 5:30 p.m.

TIMES	ACTIVITY	LOCATION
8:30 a.m.	Registration, mingling, breakfast	Ryerson University Oakham House 55 Gould Street Toronto, Ontario M5B 1E9 (Southwest corner of Gould and Church)
9:30 a.m.	JADE KING, with Special Guest Stan Sakai	
12:00 p.m.	LUNCHEON	
1:00 p.m.	Annual General Meeting – "Let the Members Speak"	
1:30 p.m.	Elections	
2:30 p.m.	Viewing of documentary, "For The Record"	
4:00 p.m.	Health and Wellness (Speaker info to follow)	
4:45 p.m.	Formal Convention ends	
5:30 p.m.	Dinner and drinks	SIGNS Restaurant www.SIGNSrestaurant.ca 558 Yonge Street Toronto, Ontario M4Y 1Z1 Phone: (647) 349-7446

Hotels Nearby

www.ChelseaToronto.com
www.BondPlace.ca

[King Edward Hotel, Toronto](#)
[Royal York Hotel, Toronto](#)



S I G N S

SPECIAL PRICE FIXED

STARTERS (CHOOSE ONE)

Carrot Ginger Soup (Vegan)
Caesar Salad
Traditional Escargot
Vegetable Spring Rolls (Vegan)

MAINS (CHOOSE ONE)

Gnocchi with Jerk Chicken

with Bacon, Corn, Roasted Red Pepper, in Jerk Cream Sauce

Blackened Mahi Mahi

with Sweet Potato, Bok Choy and Pineapple Coconut Sauce

Vegetable Noodles (Vegan)

In Aromatic Tomato Sauce

Jumbo Ravioli (Vegetarian)

Spinach & Ricotta Ravioli in Smoked Jalapeno Sauce

Grilled NY Striploin Steak

with Fries, Sautéed Veg and Roasted Peppercorn Sauce

DESSERTS (CHOOSE ONE)

Berry Burst
Chocolate Avalanche
Mango Sorbet
Cannoli

NOTE:
Striploin
Steak
\$5.00 Extra !!

NOTE:
Tips &
Drinks
Extra !!

NCRA CONVENTION 2016

CHICAGO, ILLINOIS, U.S.A.

By Lisa Barrett, CSR, RPR, CRR, CCP

Chicago – what a great city! My first time. I had arranged for all my reporter pals from Australia, the U.S., London in the U.K., and Canada to get together. What a fun gathering! Amazing that only a few knew each other, but the common bond of court reporting from country to country is very strong. Drinks at a very unusual spot, “The Aviary”, and dinner and a limousine to take us there – a night to remember! Then there were the blues bars, outdoor pubs and three-hour historic neighbourhood bike tour. The whole trip was memorable, and I had a wonderful time with my colleagues!

My favourite seminar was “How to Save our Profession.” Mostly a lobbyist spoke, and he was extremely captivating and knowledgeable about our profession and our endless fight against ER. Every person in that room was under siege. Oh, the anger... “How dare they? I’ve been a reporter for 20, 30...years,” was the common refrain.

What the lobbyist said and what really struck a chord was that the **ONLY** way we are going to save our jobs is to provide REAL-TIME. It is an absolute must. It is abundantly

clear that we must prove that we are the **ONLY** ones who can provide nearly 100% accurate verbatim voice-to-text translation. We must promote real-time at every turn. We must provide real-time at no cost to judges. We must provide pro bono real-time demonstrations every opportunity we get.

One association holds their court reporter conference each year at the same venue as the judge’s conference, just down the hall. What a smart concept. Educating the bench and bar whenever we can is a **MUST**.

Once again, I urge our junior reporters to take whatever online real-time training they can get, hone their skills and never become complacent. We need **YOU** to show the legal profession why we are the **GOLD** standard for producing a verbatim transcript and how real-time reporting/rough draft transcript can benefit them in so many ways!

Let’s go Ontario!



Reporting the Sino-Forest Hearing, a Technical Overview

By: Rachel L.A. Rosenberg, CSR

From reading the newspapers and watching business news, you may be familiar with a case concerning a large forestry company, Sino-Forest Corp., at the time based in Hong Kong and the People's Republic of China ("PRC") and trading on TSX as TRE.TO.

With the publication of a report dated June 2, 2011 by a stock research company out of the United States, Muddy Waters Research (www.muddywatersresearch.com), this company came under the scrutiny of regulators which ultimately led to a full public hearing on the merits commencing September 2, 2014 and concluding on December 16, 2015, decision to be rendered in due course.

Together, Beverley Killen, CSR and I reported the Sino-Forest hearing for a total of 173 hearing days, encompassing 2,047 exhibits being filed either during the hearing proper or filed as exhibits with the Commission. I should note there were 1.7 million documents involved which required translation from Chinese into English and thereafter discussed and agreed upon by all parties as to relevancy for presentation during proceedings for possible inclusion as exhibits.

Starting off, witnesses were present and testified in the actual hearing room. Court reporters were provided with monitors in order to see the documents as they were called up during proceedings. This was essential to our being able to understand Chinese words, names and geographical references. As one might expect, Anglophone pronunciation of the Chinese language was a learning process for all involved. Even once mastered, pronunciations varied considerably from Chinese witnesses to Anglophone interrogators. In fact, when the same words/names were initially pronounced by Chinese witnesses, usually professional auditors and other experts, it was difficult to understand them as English-language ears are just not attuned to Chinese tonalities. Indeed, the steno keyboard layout doesn't always easily fit the phonemes of Cantonese, which contains six tones, but Mandarin with four tones was slightly easier for Western ears to differentiate. Certainly, by hearing's end I was more comfortable hearing Chinese and determining with a fair degree of success whether someone was speaking Cantonese or Mandarin.

However, although we started off with documents on screen in front of us, once witnesses began testifying by video-conference from offshore this was no longer possible as we needed the video feed from overseas so we could determine speakers. At this point, we had the witnesses and their interpreters/translators visible on

the monitor in front of the court reporters and on a large TV monitor at the side of the hearing room. The quality of audio and video coming from Hong Kong day after day, month after month for hours on end was impressive, and there were only one or two hiccups which occurred and were easily resolved, those being weather interferences with signal, i.e., cloud cover impeding transmission, loud Chinese New Year celebrations rising up to the 35th floor, and one riot in the streets of Hong Kong.

In general, although perhaps having some ability with the English language, witnesses prefer to testify in their mother tongue, and such was the case here; hence, the use of interpreters/translators. Generally speaking, as a technical matter, interpretation refers to orally going from one language to another and back, translation means working strictly on paper. In our circumstances, both skills were required, and so here the terms "interpreters" and "translators" became one and the same.

At first, while attempting to conduct the hearing via simultaneous interpretation from an interpreters' booth, the interpreters worked in a team of three spelling each other off at 20-minute intervals. However, different translators, as with different court reporters, have differing abilities and experience, and the team of three soon whittled down to two interpreters. As the hearing progressed and the material became more detailed and locale- and industry-specific, Hong Kong interpreters took over from the Toronto interpreters in dealing with Hong Kong- and PRC-related issues. As with court reporting, in interpreting/translating geography is king. You can't replace in-depth local knowledge and personal familiarity with local places and industries. Fairly quickly, hearing participants settled on consecutive rather than simultaneous interpretation, and we proceeded with one highly qualified interpreter familiar with corporate/investment work who was able to do the vast majority of the interpretation/translation work in both Mandarin and Cantonese.

The simultaneous interpretation was very frustrating for us as court reporters because of the difficulty with foreign language terminology as well as heavily accented English and attempting to run a backup audio system as well as record audio to AudioSync. It was absolutely critical to do this because so much vocabulary had to be verified, not to mention quotations/citations checked, and all this accomplished while providing rough draft transcript every evening followed by a 5-day turnaround using only two reporters. Now, I say "using only two reporters", but I don't mean that to sound like whinging*. Although contemplated to have a

team of four reporters, it turned out communications were easiest using two reporters, so that's how we lucky two ended up completing 95% of the proceedings. Reporting this particular hearing for the most part meant doing *only* the Sino-Forest hearing as there was so much looking up of terminology, referring to documents, and checking citations.

Technically, it made me very grateful for having switched my desktop computer to a Mac Mini with an excellent 27-inch Thunderbolt screen so that I could have my Case CATalyst transcript on the right-hand side with the document being referred to on the left-hand side as 99% of the documents provided were in electronic (mainly .pdf) format. I run Windows 7 through Bootcamp on the Apple Mac and have never had a more solid, robust computer to work on ever.

Now, in general, when editing I have the transcript full-screen and I minimize it to split the screen. The key to doing this is to manually drag your CAT screen so it half-fills your screen. From that point, you can use WINDOWS KEY plus down arrow to minimize, i.e., half-screen, and WINDOWS KEY plus up arrow to have the transcript full-screen. The other option, preferred by quite a number of reporters, is to make use of two monitors side by side. (<http://www.howtogeek.com/174452/beginner-geek-how-to-use-multiple-monitors-to-be-more-productive>)

Added to the above difficulties was one of the reporter's most critical jobs, the ability to read back. We were not hooked up for real-time (budgets, alas), and as so much had to be checked and double-checked as per unusual names I'm not sure real-time would have helped anyone, and it may well have been more of a

distraction. Hence, we had numerous read-backs, reminding us that having the translation and notes immediately on-screen is such a boon to reporters. Indeed, we had several occasions where both sides of the case needed to actually listen to the backup audio to be able to differentiate between examples like Zeng/Zheng and Huang/Wang/Wong as many times these were, let's say, 'unusually' pronounced. Of course, "e" in Cantonese if not Mandarin may be pronounced "uh", adding to the confusion. It was therefore with great joy that I discovered Case CATalyst had upped the audio rates for AudioSync and found that a rate of 159 MB per hour gave the quality of a Hollywood sound set, allowing for even more clarity than usually excellent digital recorders.

All in all, it can't be denied that court reporters, particularly in international situations, need to draw upon all the technical tools they can and informational and educational/experiential resources they can in order to produce accurate, easily searchable transcripts for counsel and decision-makers. Indeed, I have always prided myself ("Pride cometh before a fall," they say) on having studied a fair number of languages to expand my knowledge base for reporting. Unfortunately, somehow I managed to not include Cantonese and/or Mandarin along with my French, German, Italian, Spanish, Danish, Dutch and Welsh, but I will always be grateful to this work opportunity for prying open the door on understanding and appreciating China's culture, languages and current standing in the world. It was fabulous!

Web resources:

https://en.wikipedia.org/wiki/Sino-Forest_Corporation#Fraud_allegations_and_share_suspension

你好

NI HAQ!

YET MORE TRAVELS...

By: Lisa Barrett, CSR, RPR, CRR, CCP

Barcelona hadn't really been one of my "go to" spots in my travel dreams, but when an agency called me on Monday, asking if I could be in Barcelona for Wednesday start, the wanderlust came and I was heading for the airport on Tuesday!

Attorneys didn't want to wait for me to arrive for 10:30, so the agency brought a reporter in from Paris to cover Day 1. Fine with me because I got to recover from the jet lag and spend the first day exploring.

Barcelona is a beautiful city BUT highest rate of purse thefts and pickpockets. My cross-body purse was wrapped around my wrist or foot as I ate lunch or dinners out at the sidewalk cafes.

I located the Metro and began exploring. First stop El Born. El Born is the heart of the old city. It's a very nice place to walk through - surrounded by history, souvenir shops, restaurants and the remains of the Roman walls that are just incredible.

El Born,
first early evening
explore



Ciutadella Park,
on my bike tour



The job went very well, with two friendly Spanish interpreters, attorneys and videographer. It was one of the nicest groups I've had the pleasure to work with. I had a lovely building to look at through the windows at the law firm.



I was surprised when the whole office closed at 1:30 until 3:30 for lunch and the whole place went dark. I was told that the whole law firm goes to eat together. Well, isn't that nice!

The interpreters told me where to get my hair cut and where the best areas to explore were and also the best restaurants. We all went out for "end of deposition" drinks, and a lunch. I worked Thursday to Saturday. The agency asked me if I could stay and work in Konstanz, Germany the following Wednesday. So I stayed in Barcelona and had plenty of time to see all the sights. I took an 3.5 hour e-Bike tour. I was the **only** one on the tour, as it turned out, so it was really amazing. The e-Bikes were so much fun; I recommend them highly.

Now the bad news! As I was checking out of my lovely 5-Star boutique hotel, some would-be robbers spied my suitcases from outside and gear sitting at the storage room

door for what seemed like a few minutes only. They had their sights on grabbing my luggage, writer, laptop and everything else. The front desk clerk recognized the M.O. and quickly called me into the storage area. I could NOT believe how smooth these guys were. We watched them on the video surveillance cameras, and I was really shaken to see how smooth and fast these three men were and how easily my things could have been taken had I not been glancing over at the "main" thief. It really shook me up. Purse theft, yes, but I couldn't imagine that they'd make a bold attempt in broad daylight to steal three pieces of luggage, right before my eyes basically. I am very lucky. Watch ALL your possessions in Barcelona.

Stay tuned for the next adventure...

By: Lisa Barrett, CSR, RPR, CRR, CCP, Wanderlust Reporter

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C:\Users\Sherene\AppData\Local\Microsoft\Windows\INetCache\IE\BY2814QZ\orca_seaworld-380[1].jpg

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THE WONDERFUL WORLD OF CITATIONS AND QUOTED MATERIAL

To save yourself a lot of time searching for quoted passages from citations time and again, you might consider developing your own precedent bank. Whenever you find a case, download and save it to disk, kept in a special folder within your CAT system directory perhaps as CASE LAW. This will save you searching over and over again for oft repeated cases even if they are easily located within www.CanLII.org.

Of course, there are times when you will not find old, arcane case law at CanLII. (See <http://www.canlii.org/en/databases.html> for extent of database coverage.)

However, if you cut and paste a sentence or two into Google, you may find old cases produced there in Google Docs. While these documents are usually produced in graphic form rather than character-recognition form. You can still download the document and save it.

TECHNICAL NEWS

Got a computer question, hardware- or software-related? Try www.superuser.com.

RANSOMWARE, BEWARE!

Although it has been mainly institutions such as hospitals and universities who have suffered as a result of ransomware, individuals should be aware of this threat, i.e., malware which locks your computer until you pay a ransom to unlock it. Urgent reading here: <http://www.computerweekly.com/feature/How-to-avoid-being-caught-out-by-ransomware>

WORD LINKS OF THE SEASON

<http://www.dumbtionalary.com/word/ajoining.shtml>

<http://www.ascii-code.com/>

<http://grammarist.com/>

IT IS TO LAUGH...

Ever wondered how you real-time, caption or transcribe Donald Trump?

<http://www.cnbc.com/2016/08/15/transcribers-agony-frustrated-not-by-what-trump-says-but-how-he-says-it.html>