



For The RECORD

COURT REPORTERS' ASSOCIATIONS OF ONTARIO

VOLUME No. 1 - 2008

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WEBSITE & EMAIL & SNAIL MAIL

www.crao.ca
info@crao.ca

News articles and current events with respect to Court Reporter issues are usually placed on the website before they are printed in our newsletter. Visit www.crao.ca website on a regular basis to keep up to date on the issues that pertain to our profession.

Re e-mail and snail mail

It is the policy of the C.R.A.O. to only send material, be it by way of regular mail or e-mail, to home addresses. As well, it is also a C.R.A.O. policy to only accept payment from the court reporter who is registering as a member of the C.R.A.O. Please provide us with your current home e-mail or private business e-mail if you own your own firm.

This C.R.A.O. Newsletter is published quarterly by the Court Reporters' Association of Ontario. Please address all correspondence concerning the newsletter to Lisa Cumber at lisa.cumber@crao.ca

SUBMISSIONS:

Anyone wishing to submit articles for publication are encouraged to do so. Please submit articles by the publication deadline dates found below.

Additional copies of the C.R.A.O. Newsletter can be obtained by members visiting www.crao.ca website and clicking on "Members" and then clicking on "Newsletters".

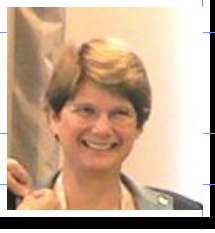
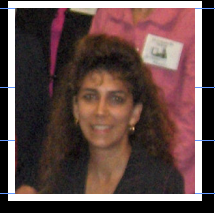
WELCOME TO OUR NEW MEMBERS - WE ARE GROWING AS WE SUPPORT EACH OTHER IN OUR PROFESSION!

SELL OR ADVERTISE IN OUR NEWSLETTER
NON - MEMBERS \$25 1/8 page - \$50 1/4 page - \$75 1/2 page - \$100 full page

CRAO MEMBERS RECEIVE A FREE 1/8 OR 1/4 PAGE ADVERTISEMENTS DEPENDING ON SPACE LIMITATIONS

The information contained herein is solely for members of the Court Reporters' Association of Ontario. Any reproduction of this newsletter must be requested in writing. Information in this Volume may or may not be endorsed by the CRAO and its intention/use is left to the sole discretion of the reader.

YOUR E-MAIL MUST BE KEPT UP TO DATE IN ORDER TO RECEIVE NEWSLETTER - please send those changes to lisa.cumber@crao.ca

**PRESIDENT****Tammy Archer**2548 County Road 30, R.R.#2
Codrington, Ontario, K0K 1R0.**Tammy.Archer@crao.ca****VICE-PRESIDENT****Ruth McIver**291 Britannia Avenue
Bradford, ON L3Z 1A6
Tel/Fax: (905) 775-0008**Ruth.McIver@crao.ca****SECRETARY****Fatima Conceicao, CCR**P.O. Box 448
Bradford, ON L3Z 2A9
Home Tel/Fax: (905) 775-6816**Fatima.Conceicao@crao.ca****TREASURER & MEMBERSHIP****Tricia Marinzel**36 Hardwood Drive
Jacksons Point, ON L0E 1L0
Tricia.Marinzel@crao.ca
H(905)722-6304**PAST PRESIDENT****Linda Fudge, BA, CCR, CVR**7044 Estoril Rd
Mississauga, ON L5N 1N4
H(905)826-8330
W(905)456-4840 ext. 8009
Linda.Fudge@crao.ca**CERTIFICATION****Linda Fudge, BA, CCR, CVR**7044 Estoril Rd
Mississauga, ON L5N 1N4
H(905)826-8330
W(905)456-4840 ext. 8009
Linda.Fudge@crao.ca**NEWSLETTER & WEBSITE****Lisa Cumber, CCR, CVR**580 Manitoba Street
Bracebridge, On
H(705)646-2446
Cell:(705)706-0093
Lisa.Cumber@crao.ca*About this Newsletter*

Fellow court reporters:

This newsletter is once again 'chockfull' of information. Where else can you find such informative, inspiring and important news but here in our very own communication **for** court reporters and **'by'** court reporters!!

This issue is a must read as are all our past publications if you have missed one. Previous issues can be found on our website and viewed on-line. Think of saving this issue to a special folder on your desktop computer screen or print a copy to save for reference. Show a copy to a new reporter and encourage them to join!

Inside you'll step into the world of court reporting in many ways, and here are just some of them:

- the everyday working life of a court reporter and her private business
- an update on the Court Reporting Review in the Ministry of Attorney General
- a question by a reporter and a qualified answer by Lillian Morson
- information regarding the recent launching of the Canadian Center for Verbatim Studies and court related studies at Durham College
- the latest reporters ALL CERTIFIED BY THE CRAO!
- some humour to brighten your day
- and the opportunity to purchase a court reporting business for sale!

But the most important information in this newsletter is the Membership Form and I challenge each and every one of you to copy it and distribute and encourage your fellow reporters to become a part of an Association that was started in 1967 and still going strong!

Lisa Cumber , CCR, CVR

BUSINESS FOR SALE !!

**Thriving court
reporting/discovery
business!**

**Halton Region
Flexible closing!
Price negotiable!
Offers welcome!**

Contact:**905-876-0258**

**©1967-2008 Court Reporters'
Association of Ontario
Articles Submitted and Contained
Herein Are Not Necessarily the View of
the CRAO**

LETTER FROM THE CANADIAN CENTRE FOR VERBATIM STUDIES

We are delighted to announce the launch of the Canadian Centre for Verbatim Studies (CCVS) Private Career College. In our efforts to introduce our school, we realize that the expertise, wisdom and enthusiasm you, as seasoned court reporters, possess is our strongest endorsement. It would be a privilege to have you share your valuable experience with our prospective student body.

Located in downtown Toronto, CCVS exclusively specializes in Realtime Court Reporting and Broadcast Captioning, making it the only one of its kind in Canada. I am honoured to be a part of this extraordinary new College, an institution that will play an integral role in encouraging future students to discover the rewarding career options available in the Court Reporting and Captioning industry.

Recently approved by the Ministry of Training, Colleges, and Universities, CCVS is eager to receive referrals, as classes commence January 7, 2008. With a solid NCRA-guided curriculum of twelve courses, including Phoenix Theory, Transcript Production, Courtroom Procedures, and Professional Development, our 2-Year Realtime Court Reporting Diploma Program includes a beneficial and invaluable 50-hour Internship to connect its graduating students with real-world experience.

On behalf of CCVS, I invite you to explore our vision, peruse our brochure, visit our website (www.verbatimstudies.com), or call us at your convenience. You are the inspiration behind our school. It is our most sincere hope that you might consider providing this invaluable inspiration to our students.

With Best Regards
Deb Sharp
Marketing Director
Canadian Centre for Verbatim Studies
(416) 960-2287
deb@verbatimstudies.com MORE INFORMATION ON NEXT PAGE

YOUR QUESTIONS ANSWERED – YOU ASKED:

I'm a freelance court reporter working in Ontario. I'm finding that some companies I work for have no problem using the word 'inaudible' in a transcript, if necessary, yet some companies are dead set against it. Could you kindly advise me as to what the rules are regarding inaudible in a transcript?

Lillian Morson writes: I think my Rule 119 Note is still valid for the use of the parenthetical (*inaudible*). Generally, I say that parentheticals should be crafted very carefully as simple, objective sentences that are clear and accurate. However, I also add that when words are unheard or mumbled and all else fails, as sometimes happens, reporters need to know that the parenthetical (*inaudible*) can serve to keep the record honest.

Rule 119 Note from Morson's English Guide for Court Reporters

The use of (*phonetic*) or (*as read*) or (*inaudible*) is the rare exception to a one-word parenthetical. If, to no avail, every resource has been explored to confirm a correct spelling or to show an altered reading of a document or to hear a speaker on tape, the court reporter or scopist may use (*phonetic*) or (*as read*) or (*inaudible*) for clarity.

Lillian also notes that: "I also believe the reporter may have to speak tactfully and discreetly to the triers of fact who are responsible for making the record when the reporter feels that witnesses are not properly reminded to speak up or to repeat unintelligible remarks."

The Canadian Centre For Verbatim Studies
10 St Mary St. Suite 504 Toronto, Ontario
416-960-2287
www.verbatimstudies.com

The Canadian Centre for Verbatim Studies is a private career college located in the heart of downtown Toronto. We provide specialized education for students in the highly skilled field of Court Reporting. Our goal is to contend with the critical shortage of professional court reporters and captioners in Canada.

Graduates of CCVS will earn a diploma in Realtime Court Reporting, and can find lucrative employment as professionals

in areas such as...COURT REPORTING, BROADCAST CAPTIONING, CART (Communication Access Realtime Translation), MEDICAL TRANSCRIPTION, WEBCASTING, SCOPISTRY.

Court Reporters are in demand. They play an important role as the guardians of the record in legal proceedings. Reporters capture the words spoken by everyone during a trial or examination for discovery. They prepare a transcript of the proceeding. The transcript helps safeguard everyone's rights in the legal process. When litigants want to exercise their right to appeal an unfavourable decision, they will rely on the transcript to provide an accurate record of what transpired during their case.

Court Reporters are often part of exciting events and history in the making.

A career in court reporting requires two years of specialized technical training. One of the most essential skills you will learn as a court reporting student is machine shorthand reading and writing. Once you have mastered the steno machine theory, you will focus on developing your speed and accuracy. In order to graduate, students need to write at speeds exceeding 220 words per minute. This skill is enhanced by a spectrum of courses including legal and medical terminology, transcript production, reporting procedures, English for Court Reporters, introductory law, and current events.

Why is the Canadian Centre For Verbatim Studies the best place for me to train as a Court Reporter?

We are Canada's only instructor-led private college specializing in Realtime Court Reporting.

Our program is Ministry-approved, and exceeds the rigorous National Court Reporters Association's (NCRA) expectations.

Our students will gain invaluable courtroom experience through our 50-hour Practicum requirement, during which each student shadows a working court reporter. We teach the Phoenix Theory, one of the best theories for Court Reporters-in-training to master as professionals, according to members of the NCRA and the Chartered Shorthand Reporters' Association of Ontario.

Our College has a Board of Advisors comprised of highly respected Reporters and other legal professionals.

The Canadian Centre for Verbatim Studies expands its curriculum with Tools for Success, a course dedicated to teaching students life skills such as fostering an optimistic view, practical problem solving, improving communications and interpersonal interactions.

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The Canadian Centre For Verbatim Studies will prepare you to meet this challenge. Successful Court Reporters can often earn six figure incomes.

DURHAM COLLEGE: School of Justice and Emergency Services
Court Support Services Program (One Year Ontario College Certificate)

I would like to introduce you one of the more recent programs offered through the School of Justice and Emergency Services at Durham College.

COURT SUPPORT SERVICES PROGRAM

The Court Support Services Program concentrates, not on working in the courts as an agent or court office operations, but on providing students with practical training and education in four primary "courtroom" support disciplines:

1. Court Services Officer,
2. Court Registrar, Superior Court of Justice
3. Court Clerk, Ontario Court of Justice, and
4. Court Monitor / Report (in court reporting and transcription)

Durham is the only college in the province to offer such a program.

The Program provides practical training to students by court business faculty in such areas as:

- Working in criminal, family, civil and appellate courts
- Courtroom support staff roles and responsibilities
- Decorum
- Making Court Proclamations
- Arraigning accused
- Administering warnings, cautions, bans, etc.
- Administering the various Oaths to court participants
- Conducting Jury Selection including administering Oaths
- Attending to Juries and juror needs
- Attending to judicial needs
- Exhibit tracking and management
- Keeping Court Minutes
- Completion of forms used in the courtroom
- Court reporting
- Transcript production
- Private sector Official Examiners
- Court support for tribunals (e.g. court reporting)

This program was designed to provide graduates with the specialized knowledge and skills required to work in various court support staff capacities such as in the various courts of the Court of Ontario, agencies, boards and tribunals. The program also provides our graduates with specialized evidence recording and transcription services to a variety of organizations in addition to the Courts, such as, corporate boards, law firms and Official Examiners' offices. The intent of the program is to produce graduates who will meet the high standards of the various courts of the Court of Ontario and a variety of other professional organizations. To help accomplish this objective the program also provides education in personal skills and attributes such as communications, ethics and professional conduct.

Further Studies:

Students can continue with future studies at Durham College in the following programs:

- » 911 Emergency Response
- » Court and Tribunal Agent / Paralegal
- » Legal Administration / Law Clerk

Entrance Requirements:

OSSD, GED, ACE (BTSD) or Mature Student Status (MSS)

Plus senior level (Grade 12 or higher) credits: General (G), Advanced (A), OAC, College Preparation (C), University/College Preparation (M), University Preparation (U) or Post-secondary (college or university), Grade 12 English. We also recommend keyboarding skills at 50 wpm.

Should you have any questions, please contact Lesley Wagner, Program Coordinator or Terry Cyr, Field placement Coordinator at 905-721-2000.

Or

Go to our Web site at: www.durhamcollege.ca for more information.

Stephanie Ball B.A. LL.B
Dean, School of Justice

* SUBMITTED BY TAMMY ARCHER

2008 Convention
September 12 - 14
Kempfenfelt Convention Centre
Barrie, Ontario

The CRAO Convention Committee is currently considering the attendance of a speaker to address Small office/Home office Best Practices Techniques, as well as an enlightenment into issues reporters are currently being exposed to in trials that include evidence regarding Internet and computer-related criminal charges. Information would also include cyber security, identity theft, protecting young people, document security.

The committee invites questions from members regarding what further information they would like to hear about from this speaker. Maybe you have had a computer crash, and problems recovering information from your computer? Or maybe you wonder or worry about what your young people can get into on the computer that you cannot or do not know about. He is willing to tailor his talk to our interests.

The convention committee will continue to keep you informed as further events are lined up.

CRAO Convention Committee - Fatima and Ruth

Court Reporters' Association of Ontario
Code of Ethics

Attain and maintain a high standard of reporting.

Conformity of decorum and dress with dignity.

Open mindedness and professionalism.

Utmmost devotion to professionalism.

Record verbatim and

Transcribe accurately.

Respect for all others

Exercise courtesy and integrity

Punctuality, perfection and pride

Offer only honesty of purpose

Reputation and

Trust above all

Excellent quality of service

Reflect merit upon our profession with the constant desire to improve.

**CONGRATULATIONS TO OUR NEWEST
CRAO CERTIFIED COURT REPORTERS!**

**The following six people have passed their
certification tests.**

**Carla Saunders, CCR
Janet McDaniel, CCR
Bridget Bell, CCR
Tracy Eybell, CCR
Gloria Hazell, CCR**

**Please note: Only persons certified by the
CRAO are permitted to use the designation of
CCR and must be members in good standing.**



**Gloria Scheerer, president of
Clearly Spoken, a reporting and
transcription service in
Kitchener, shows off one of the
many recording devices she uses
in her work.
Photo (copied with permission of
Stephen Uhraney)**

**READ THE NEWS ARTICLE
FOLLOWING THIS PAGE!**

**NOTE: The following article was
reprinted with permission.**

NEWS

By Sayward Spooner

Sending a 'Clear' message to business

I'm sorry, could you please repeat that?

It's what you ask when you aren't entirely sure that what you heard is actually what the person speaking said. And you only ask it when what is being said matters.

You'd be amazed how easy it can be to mistake one word for another. It's a reporter's worst nightmare. Anyone who relies on a voice recorder to do their job knows how important clarity is. The conversation needs to be clear, not just to the people involved while it is taking place, but later on when it is being transcribed from digital recording to print. Nothing said can be taken for granted.

Gloria Scheerer at Clearly Spoken Inc. is well aware of the stakes. After working for the Ministry of the Attorney General in Waterloo as a court reporter for a little over twelve years, recording and transcribing court proceedings, she decided to "take the plunge" and form her own recording and transcription business towards the end of 2006. The doors officially opened February 1st, 2007.

Like any good business person, Scheerer was paying attention to the demands of her potential clients and took action. "Towards the end of 2006, I was hearing a lot of grumblings from the civil lawyers about not being able to get meeting rooms for doing their discoveries and the turn-around time for transcripts was so long - so I took it one step further and decided I could provide that service," says Scheerer. So far, the company offers two board rooms where clients can conduct their examinations for discovery and employs two certified reporters, including Scheerer, to record the process. She employs people to transcribe the recordings on a contract basis. The recording or reporting process begins and ends with technology. The days of the steno-typist, which Scheerer calls a "dying breed," are long gone. It's all about the latest and greatest recording devices, the sort of technology that you can depend on. "We're using digital recording, which provides an awesomely clear recording. It's such a far cry from what I was used to in the court system," says Scheerer.

But if technology is such a key part of today's court reporter's job, why exactly is this service relevant? Why do lawyers need to hire people to press the record button?

Well, it just isn't as simple as all that. Recording has to be monitored. Take for instance voice writing technology, which is the most popular form of recording at the moment. Software like Dragon Naturally Speaking transcribes what a person says directly to print as it is being spoken. You might think this eliminates the necessity for someone to monitor the discovery process, but that couldn't be further from the truth.

To ensure accuracy, voice writing requires a certified reporter to wear a steno-mask and repeat everything that is said within the board room into the mask. You have to listen and speak simultaneously, without missing what is said next. Scheerer readily admits that, "there is a little bit of knack to it. Not everybody can do it." Perhaps that's a bit of an understatement. "You're listening to people talking and sometimes people over-speak so it gets a little confusing, but the job of the person doing the voice scribing is to interrupt the proceedings and have people repeat their comments so that what is said is accurately recorded," says Scheerer. On top of that, there is a backup digital recording made of each meeting so that a reporter can go back and proof the transcript.

If you're going to go into reporting legal proceedings, you had better be a perfectionist. It's not just about doing your job properly and efficiently. These transcripts serve a critical purpose in our judicial process. These discoveries, or "depositions" as they are referred to on American legal shows like Law and Order, can serve as important pieces of evidence in court cases. As a seasoned court reporter, Scheerer is acutely aware of her importance to the legal process. "The transcripts are a huge part of the business. I do not want anything going out that wasn't said," she says.

So while Scheerer has plans to hire more reporters as Clearly Spoken Inc. builds its clientele, she's also not going to settle for anyone sub-par. Recording devices are wonderful, but they can't do it all. A machine can't ask, "excuse me, could you please repeat that?" Not yet anyway..

Court Reporting Review Status Update

*** Ann Merritt, Assistant Deputy Attorney General, Court Services Division is pleased to announce that Meredith Brown has joined the Court Reporting Review as Project Director. Meredith previously served as counsel in the Labour Practice area, Ministry of Government and Consumer Services.**

*** The Court Reporting Review Team continues with briefings of senior Ministry officials to discuss recommended options and obtain direction on a new service delivery model for court reporting and transcript production.**

*** Once a direction has been confirmed, communications on next steps will be shared with managers, staff and court stakeholders.**

*** The Court Services Division appreciates the patience and on-going dedication of all staff, court reporters and managers as the Court Reporting Review Team continues their work on this important court initiative.**

NOTICE

The CRAO made a donation to The Queen's Own Rifles of Canada Trust Fund in memory of Ruth McIver's father who passed away March 16, 2008 at the age of 91. *Lt. Col. M. Glenn McIver* was a dedicated teacher of 25 years at Danforth Technical School and a WWII veteran and past commanding officer of 3rd Battalion Queen's Own Rifles of Canada. In lieu of flowers, donations may be made to The Queen's Own Rifles of Canada Trust Fund, 4981 Highway 7 East, Unit 12A, Suite 250, Markham, ON, L3R 1N1. Our deepest heartfelt condolences are extended to Ruth and her family during this most difficult time.

A farmer named Seamus had a car accident. In court, the lorry company's hot-shot solicitor was questioning Seamus. 'Didn't you say to the Police at the scene of the accident, 'I'm fine?' asked the solicitor. Seamus responded: 'Well, I'll tell you what happened. I had just loaded my favourite cow, Bessie, into the...' 'I didn't ask for any details', the solicitor interrupted. 'Just Answer the question. Did you not say, at the scene of the accident, 'I'm fine!'?' Seamus said, 'Well, I had just got Bessie into the trailer and I was driving down the road...' The solicitor interrupted again and said, 'Your Honour, I am trying to establish the fact that, at the scene of the accident, this man told the police on the scene that he was fine. Now several weeks after the accident, he is trying to sue my client. I believe he is a fraud. Please tell him to simply answer the question.' By this time, the Judge was fairly interested in Seamus's answer and said to the solicitor: 'I'd like to hear what he has to say about his favourite cow, Bessie'. Seamus thanked the Judge and proceeded. 'Well as I was saying, I had just loaded Bessie, my favourite cow, into the trailer and was driving her down the road when this huge lorry and trailer came through a stop sign and hit my trailer right in the side. I was thrown into one ditch and Bessie was thrown into the other. I was hurt, very bad like, and didn't want to move. However, I could hear old Bessie moaning and groaning. I knew she was in terrible shape just by her groans. Shortly after the accident, a policeman on a motorbike turned up. He could hear Bessie moaning and groaning so he went over to her. After he looked at her, and saw her condition, he took out his gun and shot her between the eyes. Then the policeman came across the road, gun still in hand, looked at me, and said, 'How are you feeling?' 'Now what would you say? '

Submitted by Linda Fudge, CVR, CCR



Changes to Renewal of your CRAO Membership

Current members of the CRAO have been required since 2005 to renew their membership on a yearly "random" anniversary date (particular to each member). This method of renewal was causing many difficulties for members as well as the Membership Chair. This issue was discussed and it was agreed that membership renewals will change to a "fixed" date. It was agreed that September 30th of each year is the deadline for membership renewal. Payment by September 30th of each year confirms membership for October 1st to September 30th of the following year.

Renewals can continue to be done online but we prefer a cheque mailed with payment and a hard copy of the membership form printed and sent with payment to the Membership Chair. NOTE: Tricia has a new address as noted on the front of this newsletter. PLEASE MAKE SURE ANY RENEWAL FORMS HAVE THIS ADDRESS PRIOR TO MAILING.

Fatima Conceicao, CRAO Secretary

NOW YOU KNOW MORE...

'Stewardesses' is the longest word typed with only the left hand and 'lollipop' is the longest word typed with your right hand. (Bet you tried this out mentally, didn't you?)

No word in the English language rhymes with month, orange, silver, or purple.

'Dreamt' is the only English word that ends in the letters 'mt'. ?
(Are you doubting this?)

The sentence: 'The quick brown fox jumps over the lazy dog' uses every letter of the alphabet. (Now, you KNOW you're going to try this out for accuracy, right?)

The words 'racecar,' 'kayak' and 'level ' are the same whether they are read left to right or right to left (palindromes). (Yep, I knew you were going to 'do' this one.)

There are only four words in the English language which end in 'dous': tremendous, horrendous, stupendous, and hazardous.
You're not doubting this, are you?)

There are two words in the English language that have all five vowels in order: 'abstemious' and 'facetious.' (Yes, admit it, you are going to say, a e i o u)

TYPEWRITER is the longest word that can be made using the letters only on one row of the keyboard. (All you typists are going to test this out)

The average person's left hand does 56% of the typing.

...THAN YOU DID BEFORE!!!

2008 APPLICATION FOR MEMBERSHIP (One year membership)

GENERAL MEMBER: \$ 85.00

ASSOCIATE MEMBER: \$50.00

(Please Print)

Mr./Miss/Ms/Mrs. _____
(Last Name) (First Name) (Initial)

Home Address: _____ Business Address: _____

City: _____

Province: _____ P.C. _____

Phone: _____ FAX: _____

E-Mail: _____

City: _____

Province: _____ P.C. _____

Phone: _____ Fax: _____

Please send newsletter to my e-mail address OR Please mail printed copy of newsletter mailed to my home address
NEWSLETTER IS ALSO AVAILABLE ON-LINE FOR MEMBERS AT www.crao.ca in MEMBERS SECTION

MEMBERSHIP STATUS (Circle One)

New

Renewal

Lapsed

METHOD OF REPORTING (Circle all that apply)

Open-Microphone

Stenomask

Stenotype

Shorthand

CERTIFICATION

Certification Received (year) _____

STATUS OF EMPLOYMENT (Circle all that apply)

Staff

Contract

Freelance

Private

P.O.A.
Ontario Court
Unified Family

Superior Court
Official Examiner
All

Small Claims Court
Other

LANGUAGES (Circle all that apply)

English

French

Bilingual

MEMBERSHIP CLASSIFICATION

Persons applying for membership in the Court Reporters' Association of Ontario must meet at least one of the qualifications listed below for either General Member or Associate Member

GENERAL MEMBER – I hereby apply for General Membership in CRAO. I am a practicing reporter in Ontario Province

My cheque for \$85.00 is enclosed

ASSOCIATE MEMBER – I hereby apply for Associate Membership in CRAO. I am not a practicing reporter and I have attached a letter explaining my interest in CRAO. I understand that Associate Members cannot be tested or certified by the Association. Associate Members may upgrade to General Members at any time.

My cheque for \$50.00 is enclosed.

Members must be in good standing (active or associate) with the Association
to continue the use of their CCR designation.

(Signature of Applicant) _____ (Date) _____

Please send completed Form and Dues to:

Trish Maritzel

36 Hardwood Drive

Jacksons Point, ON

L0E 1L0

e-mail tricia.maritzel@crao.ca

FOR CRAO USE ONLY

Dues Received: \$ _____ Receipt Issued Yes _____ No _____ Receipt Number: _____

Method of Payment: _____ Cheque # _____ cash _____ Date Received _____

Please make cheque/s payable to: Court Reporters' Association of Ontario

IF YOU ARE ALREADY A MEMBER, PLEASE PASS THIS APPLICATION ON TO A COLLEAGUE
ONCE YOUR PAYMENT IS RECEIVED A PASSWORD FOR THE WEBSITE WILL BE SENT TO YOU