



The Authorized Court  
Transcriptionist Association of  
Ontario

# ACTAO NEWSLETTER

[www.actao.ca](http://www.actao.ca)

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~ maintaining and guarding the integrity  
of the record ~ *viva et literatim*

March 2021

## FEE INCREASE:

Letters have been sent to MAG, following up on our original letters requesting a fee increase in the regulation – INCLUDING a fee increase for copies. To date, as a result, MAG has sought input from ACTS through a survey and advises they are in the process of reviewing the regulation.

## ELECTRONIC COPIES/ COVID-19:

Letters were also sent discussing the MAG directive that transcripts may be filed electronically, which means ACTS may not be paid for copies as hard copies are not being ordered. We feel this loss of income for ACTs is a concern which MAG overlooked when making that directive. Letter is posted on our website.



## This issue

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HELLO ACTS! WE HAVE LOTS OF NEWS TO SHARE: HERE WE GO!

Letters from ACTAO to MAG and LAO – with their replies - are posted on our website:  
<http://www.actao.ca/actao-progressmag-correspondence.html>

## REMOTE/ZOOM RECORDINGS:

We have all heard about and experienced difficulties with remote court recordings. The Association has written to the judiciary offering a suggestion to improve the quality of remote court recordings. We have suggested that participants in Remote/Zoom recordings use a headset or earbuds with built-in microphones. To date, the judiciary are open to this practice. We knew we needed to offer a cooperative remedy to get the much-needed improvements to these difficult recordings. The letter is posted on our website – we are waiting for a reply:

## The Arkley Yearly fee:

We sent letters to  
Arkley and to MAG .

We asked MAG and  
Arkley to reduce or  
waive the annual  
fee.

Both Arkley and  
MAG replied stating  
they are not in a  
position to waive or  
reduce the annual  
fee.

We have posted  
letters we have sent  
and replies we have  
received on our  
website:

<http://www.actao.ca/actao-progressmag-correspondence.html>



“Legal Aid Rates”  
... and LAO  
referring specific  
ACTs to ordering  
parties

**LEGAL AID – REFERRING ORDERING PARTIES TO SPECIFIC ACTS WHO WILL ACCEPT “LEGAL AID RATES” ....**

**Legal Aid’s Statement in their publications:**

“If counsel is unable to find a transcriptionist willing to accept LAO rates, please contact either the Lawyer Services and Payments Department or your case manager if applicable.”

We wrote to Legal Aid and asked them to remove the reference to “Legal Aid rates” from their publications. We advised them that LAO should not be referring ordering parties to specific ACTs.

We received a reply from Legal Aid and have posted it on our website. Legal Aid admits they should not be referring specific ACTs to ordering parties. Legal Aid also agreed to remove the statement referring to “Legal Aid rates” from their website.

This is an excerpt from their response:

“Thank you for bringing these issues to our attention. I have asked our Communications department to remove the sentence which makes reference to Legal Aid rates in the context of transcripts. This reference appears in the May 1, 2017 edition of our Better Business Bulletin. With respect to LAO staff making referrals, I will remind my staff that referrals to specific transcriptionists should not be made and that lawyers should be directed to the Registry of Authorized Court Transcriptionists for Ontario.”

**To read the letters: <http://www.actao.ca/actao-progressmag-correspondence.html>**



## Quality Recordings and Annotations:

### REMINDERS

#### RECORDINGS AND ANNOTATIONS:

We still have concerns with the quality of recordings and annotations. Keeping a record of quality issues and providing feedback to supervisors continues to identify tech issues, learning opportunities and training gaps for court reporters. By identifying issues as they arise, we continue to work with MAG to improve the quality of recordings and annotations.

Please consider completing the “Recording and Annotation Deficiency Report” The report is available for download on our website:

<http://www.actao.ca/member-resources-recordings-and-annotations.html>

### ACTAO Treasurer - H E L P !

#### ACTAO Treasurer:

**We are looking for a volunteer for the position of Association Treasurer ....**

**Our income and expenses are minimal, so the time commitment is also minimal ....**

**Please contact us at [hello.actao@outlook.com](mailto:hello.actao@outlook.com) if you can assist.**

#### 60 Queen – Old City Hall:

#### Delays in payments for invoices to ACTs:

We have successfully communicated to management at 60 Queen - proving and discussing the many delays ACTs were experiencing in timely payment of their invoices.

Thankfully, we believe this has been resolved.

Please feel free to keep us informed of any delays in payments from **any** courthouse. We are happy to assist in ensuring that ACTs are paid for their invoices without delay.



## Mentors Available!

We have experienced mentors available to assist new to profession ACTs - check it out on our website:

<http://www.actao.ca/member-resources-mentoring.html>

March 2021

## CALLING ON ACTS:

We appreciate those ACTs who volunteer to run the Association.

We are asking any ACTs who are interested in participating to consider volunteering, in any capacity.

We continue to welcome new members; all ACTs are welcome. There is no cost to join the Association. We ask ACTs to send voluntary dues, in the amount of their choosing. These funds are used to cover Association expenses, such as website maintenance.

Please consider joining the Association, as a member, a director, or a committee member. We need your help to continue our efforts to improve the working conditions for all ACTs. If you want additional details on how to volunteer, contact us at [hello.actao@outlook.com](mailto:hello.actao@outlook.com).



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