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ACRA President’s Message
By Marylynn LeMoine

ACRA needs you now more than ever, and you need ACRA now more than ever! This past year has been unprecedented with all the changes in the workplace and in our personal lives. We have all had to adjust our normal routines and learn

how to adapt to new circumstances. Although there have been many difficult situations due to the pandemic, there have also been unforeseen and unanticipated new opportunities appear that will continue far into the future after the pandemic, such as virtual hearings.

This edition of ArizoNotes shares some insights into the joys of Zoom hearings and how to get great audiosync with virtual hearings as well as information about upcoming seminars and continuing education.

As an ACRA member, you have been instrumental in making it possible for our lobbyist to continue to advocate the importance of court reporters to legislators and to negotiate favorable amendments to the Senate Bill that was introduced this year. The latest update is included in this edition as well.

I want to thank you specifically for your continued support and commitment to our profession. Please stay well. Get your vaccination. Get your exercise and your sleep. I know we are going to be busier than ever very soon!

Marylynn LeMoine

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Arizona Court Reporters Association

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SENATE BILL 1267

(Reprinted notification previously sent to ACRA members)

Good morning and greetings to all ACRA members!

This information is being shared with all ACRA members, as it is important to keep our members fully informed of critical events and threats that potentially affect court reporters in Arizona.

As anticipated, the legislative Bill that was defeated in the House last year has been refiled in the Senate as Senate Bill 1267. The proposed language has been modified slightly since last year and is available here: <https://www.azleg.gov/legtext/55leg/1R/bills/SB1267P.pdf>

It is currently scheduled to be heard before the Senate Judiciary on Thursday, 2/4/21. Following is the link to watch the proceedings: [Microsoft Word - S.JUD0204.1.1R.DOCX](#) (azleg.gov)

Our lobbyists, Geoff and Marilyn, have been working with Liana on some proposed amendments to address our concerns. They are recommending that we are “neutral but with reservations” while we attempt to amend the language. If we are unable to come to an agreement as to amended language, we will oppose this bill on the Senate floor.

If it passes on the Senate floor, then it goes to the House for a vote. The House is largely made up of the same members who were there last year when this legislation failed. If it goes to the next stage, we will be requesting members to become involved and register to testify. All testimony this year will be virtual and you must register ahead of time. Further information will be forthcoming if that step becomes necessary.

Following are the changes to the language we are advocating:

D. EITHER PARTY MAY PROVIDE A COURT REPORTER OR STENOGRAPHER IN ADDITION TO THE ELECTRONIC RECORDING DEVICE THAT IS USED BY A COURT TO RECORD THE PROCEEDINGS. THE OFFICIAL RECORD OF THE PROCEEDINGS IS THE RECORD PREPARED BY THE COURT REPORTER. IF NO COURT REPORTER IS AVAILABLE, THE OFFICIAL RECORD OF THE PROCEEDINGS IS THE RECORD PREPARED BY THE COURT PURSUANT TO RULES ADOPTED BY THE SUPREME COURT.

We have also requested clarification on the requirement to request a court reporter five days in advance for any criminal proceedings. We would like the language to be clear that it is a one-time request, as it is for an interpreter, and that a court reporter may appear virtually.

We have learned that many of our outlying courts have spent thousands of dollars on equipment for virtual hearings and are pleased with the idea of a court reporter appearing virtually. This could help alleviate the court reporter shortage in urban areas, which is allegedly what prompted this legislation.

Our lobbyists also represent the AACJ, (Arizona Attorneys for Criminal Justice), and they are not happy with the idea that criminal proceedings can take place without a court reporter unless one is requested and available. Following is the proposed language they are requesting:

Senate Bill 1267 continued on Pages 10-11...



FROM COURT REPORTER TO MANAGER

by Karen Kahle

Imagine having a manager with a great sense of humor, a manager who loves to laugh or a manager who loves to make other people laugh. Now imagine that manager's name is Karen with all of the Karen memes going around right now.

That manager is me, Karen Kahle.

For those of you who don't know me, I have been a court reporter for 33 years. I started in freelance and then became an official. I worked in freelance for 10 years, and I've been an official reporter for 23 years. Recently, the position opened to be the managing court reporter, and I applied and got the job. The transition has been fairly easy since I have been the backup manager for a few years. I also attribute the easy transition to the great group of reporters I have to "manage."

When I became the full-time manager, I thought I would miss going to court. I do miss seeing the attorneys and judges, but I don't miss writing on my machine, especially during this pandemic. I know I speak for probably everyone when I say that the in-person hearings can't happen soon enough.

As a manager, I have to take into account each reporter's ability, their personality and the judges' personalities. I have also found that I can bribe the

reporters with Hostess Cupcakes. I always have a stash on hand. If I give them a difficult assignment, the cupcakes make it a little less difficult. For some reason, the courthouse frowns upon giving them a glass of wine after a difficult day. I don't understand that one.

I also have the task of putting together a budget. This will not be too difficult for me. I feel like I have been budgeting since I became a court reporter. I'm pretty sure the reporting expenses will be pretty low this year because of the pandemic. There aren't as many trials; therefore, we're not spending as much money on printer paper, printer toners and transcript covers.

The majority of my job is burning audio CDs from the For The Record recording. This means I get to talk on the phone a lot. My favorite part is answering as Karen, the managing court reporter. It makes me laugh every time. It never gets old. I even had an attorney ask me who I speak to since I'm the manager. The answer is myself. I talk to myself a lot.

For Valentine's Day, my husband bought me the Cricut Maker. What a great gift! I made a sign for my office that says, "The Psychiatrist Is In", and I have created a name for the fig plant the court reporters gave me, Figgy Pop. I even crafted a birthday bulletin board with the reporters' birthdays for that month. I might even make us all matching T-shirts. The possibilities are endless.

I feel like the reporters here are my family. Most of them have known me for 23 years, so we have kind of grown up together. Even though I'm not in the courtroom, I will always be an advocate for them, fighting to keep their jobs, fighting for them to be able to hear in the courtroom and doing whatever it takes to make their jobs easier. After all, I am now an unstoppable force. I am Karen, the manager.



SAVE THE DATE!

On **April 24th, 2021**, ACRA will be hosting a **VIRTUAL SEMINAR**. Six hours of continuing education credit will be offered. Registration will be open as soon as NCRA approval is extended. **Spoiler alert!** Classes offered may include the mirror method, technology hacks, strong toolbox, and day in the life of a congressional reporter. Thanks, Nicole, for working so hard to put this exciting event together!



Important Multistate Convention Update: CONVENTION CANCELED

We are extremely saddened to let you know that the May convention is canceled. For anyone who has made their room reservations, they have been canceled also and refunds issued. You don't need to do anything, but if you have trouble let us know.

The committee has had countless meetings and spent many hours trying to make this year work for our convention and ultimately decided that it's not possible due to COVID restrictions in Utah.

We haven't thrown in the towel, though. We will be discussing the possibility of planning another convention in the future. We are truly sorry and know you all have been waiting a long time for an update. We hope everyone is staying healthy and happy!



CONTINUING EDUCATION

There have been many changes this past year due to the pandemic, one of which is our in-person seminars for continuing education. There have been two Administrative Directives issued within the past six months by the Administrative Office of the Courts in the matter of continuing education requirements.

The first one, 2020.20, was dated 9/1/2020, and gives authorization for ALL continuing education to be fulfilled online or virtually.

The second one, 2021.01, was dated 1/28/2021, and amends 2020.20 by adding a deadline of January 31, 2022.

If you would like to review these Administrative Directives, they are available on the ACRA website under the "Resources" tab.

The required number of hours of continuing education has not changed. It is as follows:

Arizona yearly requirement: 10 hours

Court requirement (Maricopa County): 16 hours including .5 ethics, .5 computer network security, and .5 workplace harassment

NCRA requirement: 30 hours in a 3-year cycle



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Would you like to be more involved? Would you like to meet court reporters from all over the United States?

NCSA (National Congress of State Associations) is looking for a representative from each state for a one-year term to serve as a liaison on a “Strong” committee.

Liz Harvey, the Chair of NCSA, has noted that “the intent of this position is to have a liaison in each state between the Strong committee and the people in your state, whether it be fellow reporters or fielding inquiries from law firms or attorneys, etc. NCRA and the Strong Committee are planning on some activities to heighten the visibility of steno as the gold standard, and hopefully this will lead to some conversations with the consumers of our services.”

If you are interested in becoming involved, contact Marylynn LeMoine or Angela Miller at office@acraonline.org for more information.



Active/Inactive Certifications

“Did you know” pursuant to ACJA § 7-201(E)(8), you can place your Arizona certificate on inactive status and still maintain your certification?

In order to place your Arizona certificate on inactive status and still maintain your certification, there are a few steps you have to follow. First, you have to apply for inactive certification; the fee is \$100. You can find the Request for Inactive Status of Certification form at: www.azcourts.gov/Portals/26/CourtReporter/2012/CRInactiveStatusform.doc.pdf.

Inactive certification is required to be applied for every two years thereafter with a fee of \$100 each application.

It is important to note that while on inactive status, you are required to complete the same 10 CEUs every year, just as if your certification is active.

If you decide you would like to return to active status, you can easily do so by reapplying for renewal of your certification and paying the standard certification renewal fee.

Please keep in mind that if your certification is on inactive status and you fail to renew your inactive certification every two years, your certification would expire. If you later decide to return to active status, you will then have to apply for certification as if you

had never been certified in the state of Arizona. This would also mean that if you have not maintained your membership in NCRA, you would have to take the RPR exam again as this is a requirement to be licensed in the state of Arizona, ACJA 7-206(E)(1)(a)(9).

Active certified reporters should also keep in mind that if you have not maintained your membership in NCRA, that the designations of RPR, RMR, CRR, etc., should not be used. “To renew your RPR, you must maintain your NCRA membership and earn a minimum of 3.0 CEUs over a three-year period.” Therefore, active certified reporters who have not maintained their NCRA membership should not be using NCRA credentials behind their names.

In the event your NCRA membership has lapsed and you need to reinstate it, NCRA has instituted a three-tier process. “In March 2014, NCRA instituted changes to its Credential Reinstatement Policy. This policy change affects all NCRA certifications. It is now a three-tier policy that affects reinstating individuals depending on how long ago the certification lapsed. As of March 2014, all individuals who have lapsed certifications are eligible for one of the reinstatement procedures below, regardless of whether they received a reinstatement under the old policy or under Amnesty.” www.ncra.org/certification/Certification-Reinstatement-Policies



THE JOY OF ZOOM

BY CAROLYN SULLIVAN

It's 8:40 a.m., and I'm drying my hair in the bathroom for my 9:00 a.m. deposition. What?? This is what happens only in our nightmares, right? Sleeping in and then realizing how late you are, throwing on clothes (forget makeup) and speeding to a deposition only to discover that you left your writer and computer at home. How many times over the years have I had that nightmare or a similar one!

A year ago, drying my hair 20 minutes before deposition time would have been the beginning of a disastrous day. Now, it's just a normal morning.

Did I mention how much I LOVE Zoom? I discovered the joy of Zoom about a year before the pandemic. We used Zoom for committee meetings to plan the multistate convention (which hopefully will still come to pass). It was the perfect way to conduct a meeting. The video and audio were great, and I got to know a fun group of reporters as if we were meeting in person.

A few months later, I started telling a client about Zoom. He doesn't like to travel, so he did a lot of

videoconference depositions. When you consider the cost of each end of a videoconference, even a short deposition can become pretty expensive. It took a while, but I finally convinced him to try it. I scheduled the Zoom and brought an extra computer for him. We had a couple of little bumps in the first few, but it was nothing significant enough to impede having a good quality deposition – and free of charge! He was impressed and decided to make it a regular thing. Since the pandemic hit, he hosts the Zoom himself and shares his screen like a pro!

I will admit that not all of my Zoom experiences have been flawless. Sometimes you have that one person with inadequate internet or that one attorney with an echo from two audio sources that can't figure out how to turn one off. Suddenly, we have taken on the role of IT specialists.

Of course, being in person will always be the best situation for us to hear and see everyone involved in a proceeding. But I'm grateful that Zoom has allowed us to continue to work during such a historically difficult time. And just think of the time saved not sitting in traffic!

All things considered, I'm quite happy to be drying my hair 20 minutes before start time and jumping onto my computer for another Zoom deposition. What could be better! If only I had bought Zoom stock at the beginning of the pandemic. That would have been a great ending to my Zoom experience!



VIRTUAL GAME-CHANGER

by Cindy Mahoney, RMR

When Arizona went on lockdown because of coronavirus and Zoom depositions came on the scene, I was reluctant to jump on board, to say the least. I told myself we'd be back and running in person in no time. So in the meantime, I enjoyed some time off. I redecorated my dining and living room. I've always loved reading, so I read even more. I actually took a couple online courses on the Constitution offered by Hillsdale College. I started cooking, and we actually had this crazy idea to sit down as a family and eat together at a table. What a revolutionary idea!

It didn't take too long to realize that if I wanted to continue to put food on that table, I was going to have to bite the bullet and take a Zoom deposition. So I bought a speakerphone and hesitantly jumped in. Every job went perfectly. Yeah, right!

Right off the bat I realized this was going to take some getting used to. For every Zoom depo, my little shih-tzus have to let their ferocious presence be known with every package delivered or every wind blown. They're very brave! So, of course, everyone on the VTC has to wait for my furry friends to finish defending my honor with their ineffectual yapping, and then we may proceed. But everyone's forgiving, having experienced it themselves.

The speakerphone worked well enough, I thought, since I had nothing to compare it to, but I often had trouble hearing and had to ask for repeats and deal with the very troublesome ambient noise issues.

A few Zoom jobs in, when I felt things were going well enough, I started a job where the attorney was wearing a headset with a built-in mic. Other participants in different locations were just using their computer mics. We weren't too far into the depo when I had to ask the witness to repeat something because she was leaning back in her chair away from the mic.

The taking attorney who was wearing the magical headset said, "Well, I can hear her just fine." His tone sounded somewhat accusatory. This threw me for a loop. Is my hearing bad? Should I continue to ask for clarifications when needed or remain deathly silent since apparently my hearing has suddenly gone defective? Am I a bad reporter for not being able to hear everything crystal clear over this "perfect" technology?

For the rest of the job I sat rigid, straining, leaning as close to the speakerphone as I could, hoping the Zoom gods would have mercy on me and enable me to hear with the same clarity as the wizard wearing the enchanted contraption that crowned his head.

No such luck. Very often, in the middle of the witness' answer, the attorney-wizard would say "okay," and his all-powerful mic would override the answer. Mustering my courage, I knew I had to protect the record even if the interruptions displeased the grand wizard. So with a boldness that would make King Arthur proud, I asked for clarifications when needed. Suffice it to say, we had a choppy record, but I did my job and made sure we at least had a complete record.

Virtual Game-Changer continued on Page 12...



CAT TIPS ON USING AUDIOSYNC WITH TEAMS/ZOOM/GO TO MEETING

By Catherine Turner

To record audio when you are doing virtual hearings and using headphones, following are directions:

ON THE TEAMS/ZOOM/GO TO MEETING COMPUTER ANDREA CARD:

- MALE-TO-MALE AUDIO EXTENSION CABLE GOES IN GREEN HEADPHONE JACK
- I use an external mic. The mic would plug into the mic jack

CAT COMPUTER ANDREA CARD:

- MALE-TO-MALE AUDIO EXTENSION CABLE GOES IN PINK MIC JACK
- EARBUDS GO IN GREEN EARPHONE JACK
- For an additional backup audio/video, when in Teams, tap on the three dots (more actions). Tap on start recording. This will record video/audio. After the hearing (several minutes) an email will be sent with a link you can access the recording. You may be able to get to this recording by going to calendar in Teams also. You may or may not have this feature.
- If you buy one thing from Sound Professionals (Andrea card), they're a little higher, but the tech support is worth it. If you have issues, they will stay on the phone with you no matter how long it takes, and there's no limit on how many times you can call them. And there's no support contract or charge for that tech support.
- Sound Professionals helped me install Audio Commander. That is the software where you can tweak all kinds of levels with the Andrea card. There was no charge for that. It may not be necessary to have Audio Commander. I worked for two years without Audio Commander software.
- Use the same Andrea card in the same port all the time every time. That way if there is a malfunction, it's easier to narrow down which piece of equipment malfunctioned.
- This does not record your voice.
- To adjust mic recording level: Control panel – hardware and sound – sound – recording tab – Andrea should be checked. Right click on Andrea. Click on properties then choose levels. This will bring up a long triangular level. Should be somewhere between 50-80.
- For Case Catalyst users, I had to change my codec setting to Opus 32. When opening a file, in the translate and edit box, choose options, select realtime tab. You will see codec. I set it on Opus 32.

CAT Tips continued on Page 11...



JOIN ACRA!

Value of ACRA Membership

(Students can join for only \$20!)

- **Conventions and Seminars** - Two major events are held each year. ACRA provides NCRA and Cojet approved continuing education credits at our Annual Convention in the fall and our Midyear Seminar in the spring.
- **Legislative** - ACRA advocates on behalf of the court reporting and captioning profession. We combine the voices of many when our profession is attacked or diminished by the legislature or other rule making bodies or board.
- **ArizoNotes Magazine** - The only Arizona State publication devoted exclusively to the reporting profession. Delivered electronically.
- **Directory** - Access to the online Membership Directory, which includes the credentials and listing of services offered by each member.
- **Job Bank** - Access to any job postings as they are submitted.
- **Hertz Discount** - Members receive special year-round discounts.

* Membership dues update: Annual membership dues is \$150 and will no longer be prorated throughout the year. Renew early to maximize the benefits of your membership!



VISIT [HTTPS://ACRAONLINE.ORG](https://acraonline.org) TODAY!

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Senate Bill 1267 continued from Page 2...

D. IF AN ELECTRONIC DEVICE IS USED BY THIS STATE OR ANY AGENCY OF THIS STATE, INCLUDING THE JUDICIARY, IN LIEU OF A COURT REPORTER IN ANY PRE-TRIAL CRIMINAL PROCEEDING AND THERE IS A DEFICIENCY IN THE RECORD THAT UNDULY PREJUDICES A CRIMINAL DEFENDANT, THE DEFENDANT SHALL BE ENTITLED TO A REHEARING AND A DENIAL OF A REHEARING BY THE TRIAL COURT SHALL BE SUBJECT TO SPECIAL ACTION JUDICIAL REVIEW.

E. IF AN ELECTRONIC DEVICE IS USED BY THIS STATE OR ANY AGENCY OF THIS STATE, INCLUDING THE JUDICIARY, IN LIEU OF A COURT REPORTER IN ANY CRIMINAL TRIAL PROCEEDING AND THERE IS A DEFICIENCY IN THE RECORD THAT UNDULY PREJUDICES A CRIMINAL DEFENDANT, THE DEFENDANT SHALL BE ENTITLED TO A MISTRIAL.

Your ACRA board has been working diligently to advocate for all court reporters in Arizona, and we appreciate your support. Membership fees are the lifeblood that keeps our organization strong.

Thank you for supporting our fundraiser and there will be more to come.

If you can make a donation towards the legislative expenses, that option will be available on the ACRA website soon.

(Reprinted notification previously sent to ACRA members)

To our valued ACRA members,

The ACRA Board of Directors wishes to update you on Senate Bill 1267.

As previously noted, Senate Bill 1267 moved through the Senate Judicial Committee on 2/4/21 by a vote of 6 ayes, 4 nays, with two members stating their aye votes were with reservation and they reserved the right to change their votes on the floor.

On 2/23/21, the Bill was presented to the COW (Committee of the Whole) where it passed by a vote of 18 ayes, 12 nays.

The next process is for the Bill to be referred back to the House for a vote. As you may recall, the House is where the Bill was originally presented last year, and it was a close vote, but it did not pass.

Our lobbyists have worked very diligently and were able to get the amendments to the Bill we requested, which namely state as follows:

“EITHER PARTY MAY PROVIDE A COURT REPORTER OR STENOGRAPHER IN ADDITION TO THE ELECTRONIC RECORDING DEVICE THAT IS USED BY A COURT TO RECORD THE PROCEEDINGS. THE OFFICIAL RECORD OF THE PROCEEDINGS IS THE RECORD PREPARED BY THE COURT REPORTER. IF NO COURT REPORTER IS AVAILABLE, THE OFFICIAL RECORD OF THE PROCEEDINGS IS THE RECORD PREPARED BY THE COURT PURSUANT TO RULES ADOPTED BY THE SUPREME COURT.”

Since our requested language has been agreed to, we are neutral on this Bill passing. There are still others who are opposed to the Bill (AACJ) so there is the possibility it will not pass in the House.

We will keep you notified as the process continues.

It cannot be emphasized enough the importance of having a strong organization to advocate for court reporters and court reporting issues that continually present themselves from year to year. Our lobbyists have worked tirelessly to represent our best interests and were able to negotiate the language to retain court reporters as the official language as opposed to the court record, which is what was proposed. Your membership fees DO make a difference. Thank you for being an integral part of our professional organization.

Senate Bill 1267 continued on Page 11...



Senate Bill 1267 continued from Page 10...

NEW UPDATE

On 3/10/21, Senate Bill 1267 was presented to the House Committee.

Ms. Garcia spoke on behalf of the Courts and advocated the need for this Bill to pass due to the shortage of court reporters, as there are only 208 certified reporters in Arizona now, down from over 400 a few years ago. She advanced the idea that five counties in Arizona don't have a single court reporter and have spent thousands of dollars implementing systems to allow virtual hearings and will be working diligently with ACRA to implement a list of reporters who are willing to do virtual court hearings in outlying areas.

Many of the committee members still had questions and reservations about technology failures and safeguards. The vote was six aye, four nay, and two of the aye were provisional, so there is a chance this Bill still will not pass when it goes to the floor.

As a member of ACRA, you will be kept informed.

IMPORTANT

Whether this Bill passes or not, ACRA will compile a list of ACRA members who are willing to remotely cover court hearings in outlying areas. If you would like to be included on the list, e-mail ACRA at Office@ACRAOnline.org and request an application to be on the virtual court coverage list.

Marylynn LeMoine

CAT Tips continued from Page 8...

- To test your setup, set up as IF you were going to do a hearing on a Go To Meeting or Teams or Zoom or whatever. Instead of logging into Teams or Go To, just play any audio on the Teams computer. Any audio will work. You can go to YouTube and play a video, anything with talking. Start writing on your writer and make sure everything is recording. Then do a playback and see if it recorded.
- Also, Sound Professionals has the [Audio Commander/Drivers available for download](#) on their website even if you don't purchase.

-OR-

I USE TWO ANDREA CARDS, BUT YOU DON'T HAVE TO. HERE IS AN ALTERNATIVE WAY

- Plug splitter in Teams or computer ear jack
- In one side of splitter plug male-to-male extension. Other side of splitter plug earbuds
- On the CC computer plug male-to-male extension into mic jack on Andrea card.

To play audio on CC while in open file use headphone jack on CC computer Andrea card.

Catherine Turner



Virtual Game-Changer continued from Page 7..

A couple days later I get a call from the reporting firm telling me the attorney had called, asking them why the reporter couldn't hear during the videoconference. This sent me on a journey of enlightenment to discover for myself the mystical powers of the mysterious hearing/speaking apparatus donned by the Merlin-esque attorney.

Imagine my surprise when I discovered that not only are there amazing headsets out there that rival the otherworldly power of the attorney-wizard's headset, but also have accessories that are the real game-changers for court reporters. After researching, I settled on headset equipment from Sound Professionals made especially for court reporters. This includes a line that goes to the Zoom computer, the CAT computer, a line that goes to the writer, and a headset with a built-in microphone with a mute button.

This has dramatically changed, for the better, my videoconferencing experience in many ways:

- When my shih-tzus become unruly, I don't have to halt the proceedings until the little beasts can be contained. I can mute my headset, hear the proceedings well, and even yell at the little "SHIT-zoos," while my CAT computer and writer are receiving a bark-free, yell-free audio.
- Ambient noise is of no concern now. Whether it's my husband filling his oversized metal Hydro Flask with ice or just everyday noise that gets picked up on a speakerphone, that's now moot. The audio goes directly from the Zoom computer to the CAT computer/writer and into my headset, no ambient noise, thank you very much.

- If by some chance your witness is the doctor from the Underworld with a thick accent who mumbles off paragraphs full of words like "sphenopalatine ganglioneuralgia" at 300+ words a minute and you, in that once-in-a-lifetime occurrence, miss a word or two and get asked to read back, you can place your cursor on the text and listen to the audio through your headset without others hearing the audio also. I know we never miss a word, of course, so I'm sure you'll never need this feature.
- If there is not a clear connection, I now have confidence that I have the best advantage to understand the proceedings and know that if I have to interrupt, it is for good reason. Take that, Grand Wizard!

I still have to use my speakerphone for in-person jobs where I take my computer for Zoom depositions, and each time I'm reminded very quickly why I invested in this equipment.

I now look forward to Zoom jobs. No commuting! I get to work in my cozy home office with a coffee pot just a short walk away; my faithful companions are nestled in their dog beds nearby; and I have my own personal bathroom!

Trust me, I would be singing a different tune if not for my trusty headset and the accompanying equipment. One of the best work-related investments I've ever made.

Cindy Mahoney, RMR

