

>> Cheryl: GOOD EVENING TO ALL OF YOU IN ATTENDANCE THIS EVENING AND TO ALL OF YOU THAT MAY BE JOINING US REMOTELY. THANK YOU FOR INVITING ME TO SPEAK TO YOU ON CART AND CAPTIONING.

MY NAME IS CHERYL WALLACE AND I AM A LOCAL CART AND CLOSED CAPTION PROVIDER, PROVIDING CART AND CAPTIONING SERVICES FOR THE PAST 39 YEARS!

I'M PASSIONATE ABOUT PROVIDING ACCESSIBILITY FOR THOSE WITH A HEARING LOSS AND WHEN THE OPPORTUNITY PRESENTS, I AM ALWAYS AN ADVOCATE FOR CART SERVICES.

CART IS AN ACRONYM FOR COMPUTER ACCESSIBLE REAL-TIME TRANSLATION, ALSO REFERRED TO AS COMMUNICATION ACCESS REAL-TIME TRANSLATION.

A TRAINED STENOWRITER USES A SHORTHAND MACHINE TO WRITE WHAT SHE OR HE HEARS INTO A COMPUTER SOFTWARE PROGRAM WHICH THEN TRANSLATES THE WORDS INTO ENGLISH.

THOSE WORDS ARE THEN SENT TO A PLATFORM CALLED STREAMTEXT AND YOU ARE ABLE TO VIEW EVENTS REMOTELY ON A SCREEN, YOUR DESK TOP COMPUTER, YOUR LAPTOP, YOUR IPHONE, IPAD OR ANDROID BY SIMPLY CLICKING ON A LINK SENT TO YOUR E-MAIL.

CART PROVIDES ACCESSIBILITY TO THOSE WITH A HEARING LOSS AND IN ADDITION IS SOMETIMES USED TO HELP THOSE WHOSE FIRST LANGUAGE IS NOT ENGLISH.

OCCASIONALLY WHEN PROVIDING CART SERVICE OR CAPTIONING, THE CONSUMER OR THE VIEWER WILL SEE WORDS COME UP THAT DON'T MAKE SENSE IN THE CONTEXT OF THE SENTENCE OR SIMPLY DON'T MAKE SENSE AT ALL.

SOMETIMES THESE ARE CAUSED BY THE STENOWRITER MAKING AN

ERROR WHILE WRITING THE CART OR CAPTIONS...

WHICH HARDLY EVER HAPPENS!

AND SOMETIMES THEY ARE THE RESULT OF THE COMPUTER THINKING

IT IS SMARTER THAN WE ARE!

WE CALL THESE MISTRANSLATES.

A FEW EXAMPLES THAT I HAVE SEEN RECENTLY HAVE BEEN: FOREX

TRANSLATED AS TOREX.

PLAN HINGED TRANSLATED AS PLANNINGED.

CHANGES OCCUR TRANSLATED AS CHANGES ESSO CONSIDER.

AS CART PROVIDERS, WE TRY TO FLAG THESE IF WE NOTICE THEM AND

PROGRAM OUR DICTIONARIES SO THAT THEY NEVER HAPPEN AGAIN.

AS A CART AND CAPTIONING PROVIDER, WE HAVE ONLY ONE CHANCE

TO MAKE SURE THAT THE CAPTIONS WE ARE PROVIDING MAKE SENSE

TO SOMEONE WITH A HEARING LOSS WHO IS READING OUR CART OR

OUR CAPTIONS.

WE STRIVE FOR PERFECTION, AND BECAUSE WE ARE HUMAN, WE HAVE

FLEXIBILITY.

FOR EXAMPLE, WHEN WE HEAR THE NAME JOHN, WE ASSUME IT IS

JOHN, BUT IT COULD BE JON.

DEBBIE COULD BE DEBBY.

JEFFREY COULD BE GEOFFREY.

THE POSSIBILITIES ARE ENDLESS.

WE ARE HUMAN, SO WE CAN UNDERSTAND NUANCES OF THE ENGLISH

LANGUAGE.

WHEN SOMEONE WANTS TO BE FUNNY AND SAYS THAT WAS

"PURR-FECT", WE KNOW HOW TO WRITE IT.

WE ARE HUMAN, SO WE LISTEN TO CONTEXT.

WE DISCERN BACKGROUND NOISES AND CAN TELL THE DIFFERENCES

IN MULTIPLE VOICES THAT MAY SOUND SIMILAR.

WE ARE HUMAN, SO WE KNOW ABOUT GRAMMAR AND PUNCTUATION AND CAN ADD A PERIOD, COMMA, OR DASH TO HELP A VIEWER OR CONSUMER OF OUR CAPTIONS UNDERSTAND THE CONTEXT.

WE ARE HUMAN SO WE CAN PROVIDE INFORMATION SUCH AS:

[APPLAUSE]

[CRYING]

[CHEERING AND APPLAUSE]

BECAUSE WE ARE HUMAN, WE CAN DROP FALSE STARTS LIKE UMS AND OKAYS.

THESE FEW EXAMPLES ALL DEMONSTRATE WHY A LIVE STENO CART OR CAPTION PROVIDER IS INVALUABLE.

THEY ARE THINGS THAT AUTOMATIC SPEECH RECOGNITION CANNOT DO.

WE ARE HUMAN...

LIVE STENOWRITERS AIM TO PROVIDE THOSE WITH HEARING LOSS CORRECT AND COMPLETE INFORMATION AND EQUAL ACCESS TO ALL EVENTS.

ON OCCASION, WHEN WE HAVE A PRESENTER TALKING AT 375 WORDS PER MINUTE, WE DO HAVE TO PARAPHRASE; HOWEVER, WE STRIVE TO INCLUDE THE PERTINENT CONTEXT OF THE SUBJECT MATTER THAT IS BEING PRESENTED.

CART SERVICES CAN BE USED FOR MEETINGS, WORKSHOPS, CLASSROOMS, COUNCIL MEETINGS, INTERVIEWS, CHURCHES, BOARD MEETINGS, SPORTING EVENTS, AND WITH THE TECHNOLOGY AVAILABLE CAN BE DONE REMOTELY, REDUCING THE COSTS OF THE SERVICE.

CAPTIONING IS A TERM THAT IS USED TO DESCRIBE THE PROVISIONS

OF CAPTIONS TO A TELEVISION STATION.

THE PROCESS AT ITS CORE IS THE SAME AS CART.

A LIVE STENOWRITER LISTENS TO THE PROGRAM THAT IS BEING BROADCAST, WRITES THE WORDS ON A SHORTHAND MACHINE WHICH IS CONNECTED TO A COMPUTER PROGRAM WHICH TAKES THE STENO STROKES AND TRANSLATES IT AGAINST A CAPTIONER'S DICTIONARY AND THEN THE WORDS ARE SENT TO A MODEM OR THROUGH AN I.P. CONNECTION.

THE MODEM IS CONNECTED TO AN ENCODER AT THE TV STATION AND THERE IT IS ENCODED AND ENTERED ON TO LINE 21 ON YOUR TV SCREEN.

THIS HAPPENS IN A MATTER OF SECONDS.

LIKE IN CART, ANCHORS ARE KNOWN TO SPEAK AT LIGHTNING FAST SPEEDS, SOMETIMES IN EXCESS OF 300 WORDS PER MINUTE, SO ON OCCASION, WE NEED TO PARAPHRASE TO GET THE MAIN MESSAGE TO VIEWERS ACCURATELY.

TRAINING TO BECOME A PROFICIENT CART PROVIDER OR CAPTION PROVIDER TAKES A MINIMUM TWO TO THREE YEARS FOR THE BASIC COURSE AND ANOTHER YEAR TO PROVIDE CAPTIONS ON THE AIR OR PROVIDE CART.

I MUST TELL YOU THAT EVERY DAY WE SIT DOWN IN OUR STUDIOS, WE LEARN NEW WAYS TO WRITE PHRASES, WORDS, AND FANCY TRICKS TO PROVIDE ACCURATE CART AND CAPTIONS TO OUR VIEWERS.

FOR EXAMPLE, WHEN I BEGAN MY CAREER, I WAS TRANSLATING AGAINST A DICTIONARY OF 25,000 WORDS.

MY DICTIONARY IS NOW OVER 386,000 WORDS!

IN ORDER TO BOOK CART SERVICES, SEND AN E-MAIL TO CAPTIONWPG@GMAIL.COM AND WE CAN ASSIST YOU IN GETTING SET

UP TO MAKE YOUR EVENT ACCESSIBLE TO ALL!

MY PRESENTATION HERE TONIGHT HAS BEEN DONE BY A CART PROVIDER, A COLLEAGUE OF MINE WHO LIVES IN ALBERTA. THE WAY WE DID THIS IS I HAVE AN IPHONE ON SPEAKER AND SHE CAN HEAR WHAT I'M SAYING THROUGH THE PHONE LINES. SO I WANT TO THANK LORI FOR PROVIDING THE CART FOR THIS PRESENTATION AND ASK YOU IF THERE ARE ANY QUESTIONS FROM THE AUDIENCE THAT YOU HAVE ABOUT CART OR CAPTIONING AND I WILL TRY TO ANSWER THEM FOR YOU AND HOPEFULLY YOU'LL LEAVE THE EVENING WITH SOME KNOWLEDGE THAT YOU CAN TAKE FORWARD WITH YOU. IS THERE ANY QUESTIONS FROM ANYONE? GO AHEAD.

>> SOMETIMES ON THE TELEVISION, IT IS JUST A JUMBLE OF LETTERS AND WORDS, SO WHAT WOULD BE HAPPENING WHEN THAT HAPPENS? IT CAN GO ON FOR, LIKE, FIVE TO TEN MINUTES AND YOU CHANGE CHANNELS AND....

[Inaudible]

>> Cheryl: OKAY. THAT'S A GOOD QUESTION. OCCASIONALLY WHAT HAPPENS IS AS I DESCRIBED IN MY PRESENTATION, THE INFORMATION THAT WE ARE HEARING AND WRITING ON OUR STENO MACHINES GOES TO THE TV STATIONS THROUGH INTERNET CONNECTIONS, THROUGH AN I.P. CONNECTION, OR THROUGH A MODEM. SOMETIMES THE EQUIPMENT AT THE TV STATION MALFUNCTIONS. SO EVERYTHING LOOKS FINE ON OUR CAPTIONING SCREEN, YET ON THE TV SCREEN, IT SOMETIMES APPEARS IN COLOURS, SOMETIMES YOU'LL SEE YELLOW OR BLUE. IT SHOULD ALWAYS BE WHITE LETTERS ON A BLACK BACKGROUND FOR TV. YOU OFTEN WILL SEE PERCENTAGE SIGNS OR A JUMBLED MESS OF WORDS. THAT GENERALLY IS A MODEM ISSUE. SO WHEN THAT HAPPENS, WHEN WE SEE THAT, WE HAVE TO PHONE THE

TV STATION AND TELL THEM, YOUR EQUIPMENT IS MALFUNCTIONING,
AND THEIR ANSWER USUALLY IS, NO, IT'S NOT. IT'S YOUR CAPTIONS.
SO WE HAVE CERTAIN PROTOCOLS THAT WE FOLLOW TO GET THE
INFORMATION TO THE STATION. SOMETIMES WE HANG UP AND THE
CAPTIONS DISAPPEAR AND WE DIAL IN AGAIN. SOMETIMES THAT FIXES
THE PROBLEM; SOMETIMES IT DOESN'T.

YOU WON'T SEE THAT JUMBLED MESS IN CART BECAUSE THE DELIVERY
SYSTEM, THE TRAIL THAT THE INFORMATION FOLLOWS IS DIFFERENT.
SO IT DOESN'T HAVE TO GO TO A MODEM OR AN I.P. -- OR TO AN
ENCODER. THIS GOES THROUGH AN ON-LINE PLATFORM CALLED
STREAMTEXT.

>> SOMETIMES THE CLOSED CAPTIONS, AND YOU'RE TRYING TO LIP
READ, TOO, AT THE SAME TIME AND ONE IS SLOWER THAN THE OTHER
AND THAT --

>> Cheryl: YES, IT'S CONFUSING FOR US AS WELL. AND HERE IS WHAT
HAPPENS. I'LL GIVE YOU TWO STATIONS THAT YOU GENERALLY DON'T
SEE THAT ON, SO WE CALL THAT A LAG TIME. SO THAT WOULD BE THE
LAG FROM THE TIME THE SPEAKER SPEAKS OR THE ANCHOR GIVES
YOU THE NEWS STORY TO THE TIME YOU SEE THE CAPTIONS ON THE
SCREEN. THERE ARE REGULATIONS THAT GOVERN THE LAG TIME
THROUGH THE CRTC. IF YOU WATCHED, FOR EXAMPLE, CTV NEWS
CHANNEL OR IF YOU WATCHED THE CBC MORNING PROGRAM WITH
THEIR ANCHOR FROM I THINK 6 TO 9 IN THE MORNING, THOSE
CAPTIONS WILL BE BANG ON WITH THE WAY THEY'RE SPEAKING. A LOT
OF TIMES WITH SOME OF THE OTHER STATIONS, IT'S THE WAY THAT
THEY ROUTE THEIR -- IT'S THE WAY THEY ROUTE THE CAPTION SIGNAL.
SO INSTEAD OF GOING FROM THE CAPTIONS IN-FEED DIRECTLY TO
WHERE THEY NEED IT TO, THEY ROUTE IT IN A ZIGZAG PATTERN. THAT

CREATES LAG. SOMETIMES THE LAG COMES FROM THE SATELLITE FEED, BECAUSE YOU'RE WATCHING ON A SATELLITE FEED SO THAT'S WHERE THE LAG COMES. WHEN WE WRITE THE CAPTIONS OR THE CART ON OUR STENO MACHINE, IT INSTANTLY APPEARS ON THE SCREEN. SO THE LAG COMES FROM THE WAY THE EQUIPMENT IS SET UP.

YOU WILL ALSO NOTICE, IN CASE ANYONE HAS QUESTION ON WHY DO THE CAPTIONS ON TV APPEAR SOMETIMES AT THE BOTTOM AND SOMETIMES AT THE TOP AND SOMETIMES OFF TO THE RIGHT, THAT'S THE TV STATION TELLING US WE WANT OUR CAPTIONS IN THIS SPOT, EVEN THOUGH WE MAY SAY TO THEM, THAT COVERS UP GRAPHICS, FOR EXAMPLE, THAT ARE IMPORTANT. LIKE A SCOREBOARD. THEY SET THE LOCATION.

>> [Inaudible]

>> Cheryl: YES. SO IT DEPENDS WHICH STATION YOU WATCH FOR TV CAPTIONING. SOME GIVE YOU LAG TIME, SOME HAVE CAPTIONS ON THE TOP, SOME ON THE BOTTOM, THAT'S ALL CONTROLLED BY THE TV STATION.

>> ONE OF THE THINGS I NOTICED, FOR EXAMPLE, ON THE NEWS AND THERE WILL BE A WHOLE MIXING OF SOMETHING.... AND THEN THE CAPTIONING COMES DOWN AND.... [Inaudible]

>> Cheryl: RIGHT. MY SUGGESTION TO ANYONE WHO HAS ANY COMPLAINTS WITH CAPTIONING IS START PHONING, E-MAILING, WRITING, WHATEVER YOU HAVE TO DO, THE CRTC. I DON'T THINK THAT IF YOU JUST CONTACTED THE TV STATION THAT WOULD DO MUCH. YOU HAVE TO GO TO THE REGULATING BODY.

>> SOMETIMES THE CAPTIONS ARE NOT THERE FOR WHATEVER REASON AND SOME TV STATION, WE HAVE JUST FORGOTTEN TO PUSH

THE BUTTON.

>> Cheryl: YES. RIGHT.

>> SO, YOU KNOW, IT MAKES YOU WONDER IF THERE ISN'T SOMEBODY THERE WATCHING TO MAKE SURE THAT THERE ARE CAPTIONS.

>> Cheryl: SOME TV STATIONS ARE MUCH BETTER THAN OTHERS AT MONITORING AND MAKING SURE. THEY ARE ALSO MUCH BETTER AT EDUCATING THE PEOPLE THAT WORK AT THE TV STATION HOW IT WORKS AND THERE ARE OCCASIONS WHEN WE CALL THE TV STATION AND THEY TELL US, WE DON'T HAVE TIME FOR YOU. AND THEY HANG UP. SO, YOU KNOW, WE'RE ADVOCATING. THIS IS WHAT WE DO AS A PROFESSION AND THERE ARE NOT VERY MANY OF US IN CANADA. IN FACT, IN NORTH AMERICA. THERE IS -- THE NUMBERS ARE VERY, VERY SMALL FOR PEOPLE THAT ARE QUALIFIED AND HAVE THE SKILLS TO CAPTION AND CART. IN ALL OF NORTH AMERICA, I WOULD SAY THAT THE NUMBER OF CART WRITERS, LIVE STENO CART WRITERS LIKE MYSELF, LIKE LORI, THERE WOULD BE UNDER 500, THERE IS NOT A LOT OF US. THERE ARE A LOT OF PEOPLE WHO WORK AS, FOR EXAMPLE, COURT REPORTERS WHICH I DID AT THE VERY BEGINNING OF MY CAREER, BUT TO BE A CAPTIONER AND A CART PROVIDER IS LEVELS HIGHER THAN THAT. YOU JUST NEED GOOD SKILLS. AND SOME DON'T HAVE THE SKILLS, SOME COULD HAVE THE SKILLS BUT THEY DON'T TAKE THE TIME TO LEARN IT AND SOME ARE JUST NOT INTERESTED. SO IT'S A VERY SMALL PROFESSION AND THE BEST QUALITY CART AND CAPTIONS YOU WILL GET IT FROM A LIVE STENO WRITER. SOME OF THE TV STATIONS AND SOME OF THE CART WORK IS NOW BEING DONE THROUGH FIRMS THAT HAVE VOICE WRITING. I BELIEVE THAT THERE IS A PLACE FOR VOICE WRITING IN CERTAIN APPLICATIONS. IN OTHER APPLICATIONS, VOICE WRITING DOESN'T DO IT. FOR EXAMPLE,

ACCURACY TO BE A CAPTIONER FOR ANY OF THE MAJOR CAPTIONING COMPANIES GENERALLY 99% ACCURACY. VOICE WRITING, THERE ARE CONSIDERING NEW REGULATIONS WITH 80% ACCURACY IN SOME CASES. SO YOU CAN IMAGINE WHAT THE QUALITY OF CAPTIONS WILL LOOK LIKE IF THE VOICE WRITING STARTS TO CREEP IN MORE AND WITH MORE AND MORE. -- MORE AND MORE AND MORE.

>> LIKE, CNN THROUGH THE NIGHT, THEY'RE BROADCASTING. DO YOU HAVE PEOPLE WORKING 24 HOURS A DAY?

>> Cheryl: YES. I WORK -- I GENERALLY WORK A MORNING SHIFT. I'M AT MY DESK AT 4:20 IN THE MORNING USUALLY. MY FIRST TV -- IT'S A NEWS HIT, SO LIKE A ONE-MINUTE BROADCAST, COMES AT 4:58. SO FROM THE TIME I SIT DOWN AT 4:20 TO 4:56, I'M PREPPING FOR THAT PARTICULAR NEWS HIT SO I'M READING THE TOP STORIES, I'M LOOKING AT THE BUSINESS NEWS, I'M PROBABLY ANSWERING SOME E-MAILS FROM THE NIGHT BEFORE. BUT, YES, CAPTIONING COMPANIES RUN PRETTY MUCH 24 HOURS A DAY. SO WE ALL WORK DIFFERENT SHIFTS AND SOMETIMES YOU SPLIT YOUR SHIFT SO YOU'LL WORK IN THE MORNING, YOU'LL WORK -- HAVE PART OF THE DAY OFF, YOU'LL WORK AT NIGHT. IT JUST DEPENDS ON WHO YOU WORK FOR, WHICH COMPANY, WHAT CONTRACTS THEY MIGHT HOLD, THAT TYPE OF THING. AND WHEN YOU SEE THE CAPTIONS FLYING BY ON THE TV SCREEN, FOR EXAMPLE, ON MANY OF THE MAJOR BROADCASTING STATIONS, IT'S THE ANCHORS THAT ARE TALKING SO FAST THAT -- THAT'S WHY THE CAPTIONS FLY BY, BECAUSE THEY'RE TALKING INCREDIBLY FAST. WE HAVE A READ-OUT ON OUR SOFTWARE PROGRAM THAT WE CAN PULL UP HOW FAST THEY'RE TALKING AND THE SHOW THAT I CAPTION ON A REGULAR BASIS IS GENERALLY 250 TO 350 WORDS A MINUTE NONSTOP FOR THREE HOURS. I CAN'T IMAGINE TRYING TO READ THE CAPTIONS

AND COMPREHEND AND GET THE INFORMATION I NEED -- I MEAN, I HAVE A HARD TIME AND I DON'T HAVE A HEARING LOSS. IT'S VERY DIFFICULT. I DON'T KNOW WHY THEY TALK SO FAST. THERE ARE SOME ANCHORS WHO ARE VERY GOOD. VERY GOOD. AND THE CAPTIONS ARE READABLE AND YOU CAN GET THE GIST OF WHAT'S BEING SAID AND THEN THERE ARE OTHER ANCHORS THAT ARE NOT SO GREAT WITH THE SPEED.

>> [Inaudible] -- ABLE TO IDENTIFY WHO THEY WERE.

>> Cheryl: YES. JUST GIVE ME ONE SECOND.

>> I'M NOT LOUD ENOUGH.

>> Cheryl: LORI, I'M JUST GOING TO RECAP. SO SHE WAS COMMENTING ABOUT THE CAPTIONS ARE ALWAYS ON ON HER TV AND THAT SHE FINDS THEM HELPFUL WHEN SHE'S WATCHING SOMETHING LIKE A JETS GAME BECAUSE THE BROADCASTERS SPEAK SO QUICKLY. AND THE JETS MOVE QUICKLY. ALSO GOOD FOR CURLING, YES. ARE THERE ANY OTHER QUESTIONS FROM ANYONE? GO AHEAD.

>> [Inaudible] -- THAT MISTAKE IS ON THE SCREEN....

>> Cheryl: OKAY. LORI, I'M JUST GOING TO SUMMARIZE THE QUESTION. THE QUESTION WAS RELATING TO CART, NOTING THAT I'M STANDING HERE WITH A PHONE ON MY IPHONE ON SPEAKER, SPEAKING TO A MICROPHONE SO THAT YOU CAN HEAR WHAT I'M SAYING, THE QUESTION WAS HOW WOULD THEY GET REMOTE CART SET UP AND WHAT WOULD THE COST BE. SO TO GET REMOTE CART SET UP, CALL ME AND I WILL HELP YOU TO DO THAT. REMOTE CART WORKS LIKE THIS. YOU CALL AND SAY I HAVE A MEETING THAT NEEDS CART. IT'S HAPPENING ON JUNE THE 1st AND IT'S GOING TO BE FROM 10 IN THE MORNING UNTIL NOON. WHAT I DO AS A CART PROVIDER IS I SCHEDULE THE MEETING THROUGH STREAMTEXT. THE THING THAT YOU NEED TO

DO AS THE CLIENT OR THE CUSTOMER IS TO GET ME AN AUDIO FEED.

GOOD AUDIO: GOOD CART. INTERMITTENT AUDIO: INTERMITTENT CART.

SO IT DEPENDS ON THE VENUE. SOMETIMES YOU WILL HOLD A

MEETING, SAY, AT A HOTEL WHERE THEY HAVE AN AV DEPARTMENT,

AUDIO-VISUAL DEPARTMENT. THEY CAN GIVE YOU -- THEY MIGHT HAVE

A CONFERENCE LINE I CAN DIAL INTO. IF THEY DON'T HAVE SOMETHING

LIKE THAT, THERE ARE ON-LINE PLATFORMS SUCH AS ZOOM. I DON'T

KNOW IF ANYONE HERE IS FAMILIAR WITH ZOOM BUT IT'S AN ON-LINE

MEETING PLATFORM AND YOU WOULD HAVE TO BRING -- YOU JUST

BRING YOUR COMPUTER TO YOUR MEETING AND GENERALLY A GOOD

EXTERNAL MICROPHONE PLUGGED INTO YOUR COMPUTER WILL HELP

WITH THE SOUND. I HAVE A ZOOM ACCOUNT SO I CAN SET THE

MEETING UP FOR YOU. THEN YOU CLICK ON A BUTTON THAT SAYS JOIN

ZOOM MEETING, TYPE IN THE ACCESS CODE, JOIN BY COMPUTER

AUDIO, FOR EXAMPLE, AND I'M ON BY COMPUTER AUDIO AND THEN I

LISTEN TO WHAT'S GOING ON.

THE COST VARIES DEPENDING ON THE MEETING ITSELF OR DEPENDING

ON WHETHER WE HAVE TO SET UP THE ZOOM PLATFORM. FOR

EXAMPLE, THIS MORNING I DID CART FOR A MEETING HELD IN OTTAWA

AND THEY HAD BOTH ENGLISH AND THIS STREAMTEXT PLATFORM

ALLOWS YOU TO HAVE OTHER LANGUAGES. IF YOU SELECT ANOTHER

LANGUAGE IN ADDITION TO ENGLISH, YOU PLAY A SMALL FEE PER

HOUR TO DO THAT. THAT'S ALL THROUGH THE STREAMTEXT

PLATFORM. SO WHEN WE AS CART PROVIDERS GIVE YOU A COST OR A

PRICE FOR YOUR EVENT OR YOUR MEETING, SOME CART PROVIDERS,

SOME CAPTION CART COMPANIES, SOME CHARGE FOR SETTING UP THE

MEETING, THEY CHARGE FOR THE TRANSCRIPT, THEY CHARGE FOR

THE STREAMTEXT PLATFORM, THEY CHARGE FOR THE PREP TIME.

SOME HAVE AN ALL-IN INCLUSIVE COST AND THAT COVERS EVERYTHING. SO THE COST, DEPENDING ON WHICH FIRM OR AGENCY YOU USE WILL VARY. SOME WILL SAY, YES, WE CAN GIVE YOU CART BUT WHAT THEY DO IS THEY GIVE YOU A VOICE WRITER. AND THE QUALITY SOMETIMES IS NOT AS GOOD. IT DEPENDS ON THE CONTEXT OR THE FORM OF THE MEETING SO I HOPE THAT HELPED ANSWER YOUR QUESTION.

>> WHAT'S A VOICE WRITER.

>> Cheryl: A VOICE WRITER IS SOMEONE WHO IS DOING JUST WHAT I'M DOING, PROBABLY NOT HOLDING A MICROPHONE, BUT THEY SPEAK INTO A COMPUTER WHICH TRANSLATES THEIR VOICE INTO WORDS THAT COME ON THE SCREEN. THE TRAINING THAT A VOICE WRITER HAS IS -- I'M GOING TO JUST GIVE YOU FROM MEMORY, I BELIEVE I JUST READ -- I THINK THEY HAVE A ONE-DAY TRAINING OR MAYBE TWO. SO THAT COMPARED TO A STENO WRITER WHO TRAINS FOR SEVERAL YEARS AND WITH THEN SOME TO BECOME A CART OR CAPTION PROVIDER. SO THEY MAY BE ABLE TO RE-SPEAK BUT WHEN THERE IS A TECHNICAL ISSUE, YOU HAVE TO PHONE THE TECHNICAL DEPARTMENT AND BY THAT TIME, YOUR MEETING IS OVER AND YOU HAVE NO ACCESSIBILITY.

ANY OTHER QUESTIONS? GO AHEAD.

>> WHEN YOU'RE WATCHING A MOVIE AND WE'RE AT THE LAKE, THE CAPTIONING IS NEVER IN THE SAME POSITION. IS THAT WHAT THEY'VE DONE -- LIKE, IS IT SOMEBODY WHO DOES IT TO THE MOVIE AND THEN IT GOES WITH THE MOVIE AND THEY GET IT FROM THE SOURCE?

>> Cheryl: GENERALLY FOR THE MOVIES, THEY PUT THE CAPTIONS IN WHAT THEY CALL POST-PRODUCTION. SO THE MOVIE HAS BEEN FILMED WHEREVER, AT WHATEVER LOCATION, WHATEVER TIME, AND

SOMEBODY IN SOME OTHER DEPARTMENT SOMEWHERE OUT THERE IN THE UNIVERSE PUTS THE CAPTIONS IN USING A POST-PRODUCTION PROGRAM. SO THAT WOULD BE WHY THEY'RE ALL OVER THE MAP ON THE MOVIE.

>> SOMEBODY SAID MAYBE I COULD....

>> Cheryl: NO. YEAH. AND A LOT OF THEM HAVE WHAT WE CALL POP-ON CAPTIONS SO INSTEAD OF -- AS YOU SEE THE STREAMTEXT FEED IS A SMOOTH FEED OF WHAT'S BEING SAID, THE POP-ON, IT WOULD POP ON AND OFF AND ON AND OFF. SOMETIMES THAT HAPPENS AS WELL. ANYTHING ELSE? NO? OKAY. I'M GOING TO TURN THIS OVER TO ROZ, AND SHE'S GOING TO INTRODUCE THE NEXT SPEAKER AND LORI IS GOING TO KEEP DOING WHAT SHE DOES BEST.

>> OKAY. ACTUALLY, I REALLY APPRECIATE WHAT YOU'VE DONE FOR US, CHERYL. IT WAS MOST INFORMATIVE AND NOT ONLY THAT, IT MADE THE MEETING VERY, VERY USER-FRIENDLY FOR ALL OF US AND WE MOSTLY THANK YOU FOR YOUR KNOWLEDGE, YOUR TIME, AND YOUR DEDICATION.

>> Cheryl: YOU'RE VERY WELCOME.

>> AND I'M INFORMED THIS IS SOMETHING TO REMEMBER US BY.

>> Cheryl: THANK YOU. THANK YOU VERY MUCH.

>> THANK YOU SO MUCH.

>> CHERYL: YOU'RE WELCOME. THANK YOU.

[Applause]

>> YOU ORGANIZED ALL OF THIS. SHE'S STAYING OUT OF IT.

>> WE HAD A REQUEST FOR SOMEONE TO GIVE US SOME INFORMATION ABOUT CURLING SO I'M GOING TO ASK HIM TO COME UP NOW, IT'S CHRIS HAMBLIN.

>> I'M LORNE. CHRIS IS MY WIFE.

>> OKAY. SO LORNE, IF YOU WOULD COME UP AND EXPLAIN ABOUT CURLING.

>> THE QUESTION I HAVE IS I'D LIKE TO SHOW YOU SOMETHING ON THE INTERNET SO IF I GO ON HERE, I SEE THE WEBSITE AND WHAT I NEED IS THERE A PASSWORD TO THAT OR COULD SOMEBODY HELP ME. IS THERE ANY INTERNET I CAN CONNECT TO HERE? MY NAME IS LORNE HAMBLIN AND WE'RE FROM MORRIS, MANITOBA. OUR LIVES ARE AGRICULTURE AND CURLING. IT'S ALWAYS BEEN A DEBATE WHICH ONE WAS MORE IMPORTANT. THE AGRICULTURE. AND THE CURLING WAS FUN. THE WORLD IS SMALL. RICK PAPINEAU WALKS UP TO ME. WE HAD THE PLEASURE MEETING WHEN I WAS GOING TO UNIVERSITY IN 1972 AND CURLING AT THE FORT GARRY CURLING YARD AND THERE WAS FRIENDSHIP AND LAUGHTER EVER SINCE. SO IT'S JUST A GOOD NEWS STORY. SO WHY I'M HERE TONIGHT AND CHRIS GOT THE INVITATION FROM ROZ BY E-MAIL AND WE'RE WORKING WITH THE DEAF AND I SAY WORKING, WE'RE PART OF THE HEARING COMMUNITY WHO UNTIL TONIGHT I ASSUMED THERE WAS ONE. NOW I HEAR THERE'S TWO AND THERE'S THE DEAF AND THE BLIND WHICH IS THREE. AND SO WHAT WE HAVE DONE -- ARE WE SET UP HERE TO GO? BECAUSE IF I SHOWED THIS, IT WOULD -- I'M GOING TO SEE IF I CAN ACTUALLY GOAT WHERE I WANT TO GO AND IF NOT -- SORRY. I'M NOT A TECH GUY AND I WILL PROBABLY NEED SOME HELP, BUT LET'S SEE. IF I CAN GET TO WHERE I WANT TO GO AND I WILL HOLD THE COMPUTER UP HIGH AND THEN YOU'LL BE ABLE TO WATCH IT. AND IT MIGHT MAKE SOMEBODY GO. HOLD THE MIC. OKAY. LET'S SEE IF THIS IS GOING TO WORK. COMPUTERS ARE ALWAYS SLOW WHEN YOU WANT THEM TO WORK AND PUT ALL KNOW THAT, HEY? OKAY. THAT'S A GOOD SIGN. IF IT DOESN'T WORK I'M GOING TO DO ONE OTHER THING. THERE WE GO.

SO I DIDN'T REALIZE TONIGHT -- I DIDN'T REALIZE TONIGHT WHEN YOU SEE THIS VIDEO, I THINK IT'S GOING TO WORK, YOU'LL SEE WE HAVE CAPTIONS ON IT, AND NOW I KNOW WHY.

(PLAYING VIDEO).

IS THAT AT THE RIGHT ANGLE?

>> THEY CAN WATCH IT AT HOME.

>> OKAY. PERFECT. THAT MIGHT BE WAY EASIER. OKAY. OKAY.

THAT'S A GOOD IDEA.

OKAY. SO WE'LL JUST EXPLAIN WHAT WE'RE TRYING TO DO. SO WE'VE BEEN INVOLVED IN THE CURLING WORLD. I'M THE PAST PRESIDENT OF CURL MANITOBA. AND SO OUR SONS WON THE WORLD JUNIORS SO WE'VE COACHED AT AN ELITE LEVEL. CHRIS AND I WENT BACK TO GET OUR LEVEL 4 COACHING AT U OF W FOR TWO YEARS. THAT'S IRRELEVANT. WHAT'S RELEVANT IS WE HAD A WHOLE BUNCH OF GRAND KIDS SO THEN WE SAID WE'RE STAYING CLOSER TO HOME. AND WHAT WE SAID WAS IF THERE'S ANYBODY OUT THERE THAT WOULD LIKE HELP IN COACHING, WE WOULD VOLUNTEER OUR SERVICES. WE GOT A CALL FROM CURLING CANADA, CURL MANITOBA, THAT UNBEKNOWNST TO US, BOTH CANADIAN CHAMPIONS WERE IN WINNIPEG, MANITOBA. A WOMEN'S TEAM AND A MEN'S TEAM. SO IN 2015, CHRIS AND I BECAME THE VOLUNTEER COACHES FOR THE NATIONAL DEAF TEAM OF CANADA AND WE TAKE THEM TO THE WORLD DEAF OLYMPICS WHICH HAS BEEN GOING FOR 72 YEARS, CURLING FOR ABOUT 12 OF THEM, AND I'M EMBARRASSED TO SAY THAT I WAS PRESIDENT OF CURL MANITOBA AND I HAD NO IDEA THERE WAS A WORLD DEAF OLYMPICS IN CURLING AND IT'S ALWAYS THE YEAR AFTER THE OLYMPICS. AND SO, ANYWAY, WE IMMERSSED OURSELVES IN THAT DEAF COMMUNITY FOR A YEAR, WORKED WITH THE CANADIAN DEAF

SPORT ASSOCIATION AND IT'S ONE OF THE MOST LIFE ENRICHING EXPERIENCES WE'VE EVER DONE AND THAT'S WHY WE'RE HERE TODAY BECAUSE WE CONTINUED TO STAY CONNECTED TO THE DEAF COMMUNITY. THE ONE THING THAT WE FOUND OUT WHEN WE GOT INVOLVED WITH THE COMMUNITY, BOTH THESE TEAMS WERE EVERY DAY PEOPLE. WELDERS, PEPSI DRIVERS, WORKING. AND SO THEY, IN ORDER TO REPRESENT CANADA AT THE WORLD DEAF OLYMPICS, THEY EACH HAD TO TAKE \$4,500 OUT OF THEIR OWN POCKET AND WE SAID SOMETHING IS WRONG HERE. SO CHRIS AND I MADE SOME INQUIRIES, WE PHONED THE CANADIAN CURLING ASSOCIATION, NO, THEY'RE OUT. SO THEY DON'T FUND IT. WE PHONED -- WE HAD THE PRIVILEGE OF WHEN WE WERE COACHING OVERSEAS, WE ACTUALLY COACHED SWITZERLAND AT THE VANCOUVER OLYMPICS BECAUSE THERE WAS ENOUGH CANADIAN COACHES, WE COULDN'T WORK IN CANADA. BUT THAT'S ANOTHER STORY. WHAT IS THE IMPORTANT STORY IS WHEN WE WERE IN LAUZON, SWITZERLAND, IT WAS THE REGULAR OLYMPICS, SPECIAL OLYMPICS, PARALYMPICS AND THE DEAF OLYMPICS. AND YET NO FUNDING FOR THE DEAF OLYMPICS. AND WE CAME BACK HOME, WE PHONED THE OLYMPIC ASSOCIATION IN TORONTO AND THEY JUST SAID -- AND WITH THEY DIDN'T GO HIGH ENOUGH UP THE LADDER BUT THEY SAID, NO, WE DON'T FUND IT. THEN BECAUSE OF OUR BACKGROUND IN CURLING AND THE POLITICS OF CURLING, THE ONLY CONCLUSION WE CAME TO IS NOT A VISIBLE DISABLED COMMUNITY AND EXCUSE THE TERM, MUCH MORE SEXY FOR THE CURLING ASSOCIATION TO SPONSOR WHEELCHAIR CURLING BECAUSE EVERYBODY KNOWS THEY'RE DISABLED. AND SO THAT'S WHY CHRIS AND I HAVE GOT EXCITED, GREAT PASSION, AND I FOUND OUT TONIGHT THAT THE DEAF ARE HERE, THE HARD OF HEARING HERE,

AND DEAF/BLIND HERE. NOW I UNDERSTAND THERE ARE THREE. AND WHY I WAS PARTICULARLY INTERESTED IN WHAT CHERYL WAS TALKING ABOUT, AGAIN, ASSUME YOU KNOW WHAT THAT'S LIKE. I JUST CAN'T BELIEVE IN THE WORLD OF TECHNOLOGY, SO OUR TRAINING CENTRE, WHEN YOU SEE THE VIDEO THAT'S ON THAT PRESS RELEASE ON THE BACK OF THE BUSINESS CARD, GO HOME AND WATCH YOU'LL SEE OUR TRAINING CENTRE, BUT I WAS JUST SURPRISED THAT I COULDN'T GET AN APP ON MY PHONE WHERE I COULD TALK INTO IT AND ASL WOULD SHOW UP. I NOW LEARNED THERE ARE BETTER THINGS WE CAN DO. DON'T ASK ME IF I HAVE THE RIGHT HEARING AIDS. TIME WILL TELL. BUT, ANYWAY, SO WE'RE JUST HERE TO SPREAD -- TO LOOK FOR HELP, TO ATTRACT YOUNG PEOPLE RIGHT ACROSS CANADA, SO THAT PRESS RELEASE YOU HAVE, WE WERE LUCKY, I HAD A GREAT FRIEND THAT I MET IN JUNE WHO WAS FORTUNATE ENOUGH TO BE IN A POSITION TO HELP, HE'S HELPED OTHER OLYMPIC ATHLETES, HE'S HELPED MANY COMMUNITIES, HE DONATED A HUGE AMOUNT OF MONEY TO US AND BECAUSE WE WERE CONNECTED TO THE DEAF COMMUNITY, WE INVITED ALAIN TURPIN, THE EXECUTIVE DIRECTOR OF THE CDSA TO COME TO THE TRAINING CENTRE IN MORRIS AND LOOK AT OUR FACILITY AND TALK TO US IT. THIS TRAINING FACILITY THAT YOU'LL SEE IF YOU WATCH THE VIDEO, IT'S THE ONLY ONE LIKE IT IN THE WORLD. THERE IS NO OTHER LIKE IT BECAUSE WE VERY WHAT WE CALL A ROBOTIC ROCK THROWING. YOU'LL SEE THAT ON THERE. THEY'VE BEEN TRYING TO BUILD IT FOR 50 YEARS. IT'S MADE IN MANITOBA, BUILT RIGHT HERE. IT'S THE ONLY ONE IN THE WORLD. SO THEY WERE EXCITED TO THE POINT THAT YOU'LL SEE THE OTHER PRESS CONFERENCE ANNOUNCING MORRIS TRAINING CENTRE, THE TRAINING CENTRE FOR THE NEXT FOUR YEARS. AND WE ANNOUNCED AT THAT

TIME WE HAVE A QUARTER MILLION DOLLARS IN PLACE AT THAT TIME.
CHRIS AND MY PERSONAL GOAL AND TO RAISE A MILLION DOLLARS FOR
THE DEAF AND HARD OF HEARING COMMUNITY. BUT THE MAIN THING
WE WANT TO DO IS GET THE MESSAGE OUT TO THE HARD OF HEARING
AND THE DEAF COMMUNITY, ANY PERSON UNDER THE AGE OF 20
ACROSS CANADA, IF YOU SHOW UP IN MORRIS, MANITOBA, WE WILL
TEACH YOU HOW TO CURL. CHRIS AND I ARE LEVEL 4 COACHES,
WESTERN THE FIRST TWO IN MANITOBA. CONNIE WAS THE OTHER ONE.
THERE'S ABOUT TEN OF US IN CANADA. SO WE WILL TEACH YOU HOW
TO CURL. IF YOU'VE NEVER BEEN ON A SHEET OF ICE, THAT'S JUST
GREAT. BUT WE WANT YOU TO SPREAD THE WORDS TO FRIENDS. WE
WELCOME YOU ALL. OUR LONG-TERM GOAL IS TO TEACH ANY
DISABLED PERSON TO CURL. SO IT'S JUST WHERE WE ARE, SO WHEN I
GOT THIS INVITATION, I WAS, OH, I WANT TO FIND OUT WHAT THIS IS
ABOUT BECAUSE WE'RE LOOKING TO SPREAD THE WORD, NUMBER 1,
AND TO HELP WHAT WE THOUGHT WAS A VERY SIMPLE PROCESS, PUT
BIG TVs UP, TALK INTO THE ASL. SO WE'RE HERE TO GATHER
INFORMATION, LOOK FOR HELP, SPREAD THE WORD, COME SEE US IN
MORRIS. I'M GOING TO STOP THERE BECAUSE I COULD GO ON
FOREVER BUT I'M GOING TO STOP AND OPEN IT UP FOR QUESTIONS
BECAUSE THAT JUST KIND OF GIVES YOU A QUICK SNAPSHOT. AND IF
THERE IS NONE, IT'S JUST E-MAIL EVERYTHING AND IS ON THE CARD SO
MAKE SURE YOU GOT THE BUSINESS CARDS AND PLEASE STAY IN
TOUCH WITH US.