

# **THE LEGAL EAGLE**

**Sacramento Legal Secretaries Association**

**November 2020 | Book 2020 | Issue 4**

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Stress At Work  
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# President's Message

*Marci Frazier, 2020 SLSA President*

## Benefits of Becoming, and Remaining, a Member of SLSA

On October 29, 2020, the Sacramento County Bar Association (“SCBA”) held its virtual Bench Bar Reception and Annual Meeting. During the Annual Meeting portion of the program, the new president of SCBA, Trevor Carson, was installed. In his installation speech, Mr. Carson asked the poignant question, “Why do we become members of the Sacramento County Bar Association, and why do we remain members?” After listening to Mr. Carson’s engaging delivery, I began to ask myself the same question as it relates to Sacramento Legal Secretaries Association (“SLSA”). Why do we become, and remain, members of SLSA?

Lynne Prescott, President of Legal Professionals, Inc. (“LPI”), SLSA Past President and active member, [was interviewed recently](#) and highlighted many of the sterling benefits that SLSA members receive. When asked how her SLSA and LPI membership has personally impacted her as a professional, Lynne said:

“It has changed the way I approach my work, it has changed the way I think about my job. I don’t think of it as a job, it’s a career because it is something that I have invested in. Had I not been a member of Sacramento LSA or LPI, had I not been involved in this great organization, had I not taken the educational classes, had I not kept up with the changes in the law, my value as a member of the team—whether it’s the present law firm that I am with or previous law firms that I have worked with—my value would not be as great, because I bring a lot more to the table now by the experience, by the exposure and by the education that I get by being a member of my association and the statewide organization, LPI.”

When speaking about the professional benefits derived from being a member of SLSA and LPI, Lynne continued:

“We are all about elevating people to wherever they want to go. If you want to be a paralegal, we’ve got the education for you. If you need additional resources to do your job, we’ve got the webinars, the online classes, and the publications, such as the *Law Office Procedures Manual* and the *Legal Professional’s Handbook*. We’ve got conferences that always feature workshops and speakers. There are monthly meetings on the local association level, where attorneys and other legal professionals come to speak, to keep us educated and to keep us knowledgeable about the things that we need to do and tools that we need to have in order to do our job.”

As members, we can all do our part in increasing the awareness of the benefits that come from being members of SLSA. If you know someone who was once a member but has not yet renewed, perhaps a friendly reminder from you is all that is needed. If you know someone who has never been a member, your excitement and enthusiasm about your membership might encourage someone else to join.

SLSA thanks you for being a member of this “great organization.”

Love and hugs,

*Marci Frazier*  
*SLSA President 2020-21*

Join us on November 19, 2020, for our General Membership Meeting. Zoom room opens at 5:30 p.m. for Meet and Greet!

## Sacramento Legal Secretaries Association



**VIRTUAL [Zoom]**

**General Membership Meeting**

**Thursday, November 19, 2020, at 6:00 p.m.**

**Zoom session opens at 5:30 p.m. for meet and greet**

### COVID-19

#### Helpful Tips and Resources for Managing Stress

This presentation will focus on managing stress at home, work and in general – and legal steps to take to ensure your affairs are in order.

Guest Speaker:

**Kristin Capritto, Esq.**

Associate, Downey Brand LLP



MCLE & CCLS Credit: Sacramento Legal Secretaries Association is a local association of Legal Professionals, Incorporated, an approved provider, and certifies that this activity has been approved for maximum continuing legal education credit in the amount of 0.50 hours by the State Bar of California.

Registration Fee:

**\$10 SLSA Members and Non-Members  
RSVP by Wednesday, November 18, 2020**

Two Way to Register:

- Online at [www.slsa.org](http://www.slsa.org) under "Events" (Preferred) - pay by credit card or check
- Via Email to [reservations@slsa.org](mailto:reservations@slsa.org) and pay by check

*A link and instructions for access to the virtual meeting will be emailed upon receipt of your registration.*

Make checks payable to "SLSA" and mail to:

Christie Kaelber, Registration Chair  
c/o Downey Brand LLP  
621 Capitol Mall, 18th Floor  
Sacramento, CA 95814

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\*Cancellations must be received 48 hours in advance for a refund. No-Shows will be billed.



Stockton Hilton Stockton, California	<b>LPI SECOND QUARTERLY CONFERENCE HYBRID MEETING – NOVEMBER 21, 2020</b>		
		 <i>The purpose. The people. The profession.</i>	

## CONFERENCE REGISTRATION FORM

Name \_\_\_\_\_ (on \_\_\_\_\_ badge):

Mailing \_\_\_\_\_ Address: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Work Telephone: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Local Association (full name): \_\_\_\_\_  LSA  LPA

Please check if applicable (include title):  State Officer \_\_\_\_\_

State Chairman \_\_\_\_\_  Local Assoc. President

Governor  CCLS

Attendance Choice:  In-Person (\$35)  Virtual (\$35) \$ \_\_\_\_\_

OPTIONAL: Luncheon – Boxed Lunch\* \_\_\_\_\_ @ \$22 each \$ \_\_\_\_\_

*\*Includes Sandwich, Pasta/Potato Salad, Dessert & Drink*

Turkey Sandwich  Ham Sandwich  Veggie Sandwich

Special Dietary Requests: \_\_\_\_\_

### Two Ways to Register

**BY MAIL:**

MAKE CHECKS PAYABLE TO: LPI  
 MAIL COMPLETED FORM AND PAYMENT TO:  
 Kim Oreno, LPI Administrator  
 2520 Venture Oaks Way, Suite 150  
 Sacramento, CA 95833

**ONLINE:**

Register Online Here  
 Payment via Credit Card

FOR INFORMATION, PLEASE CONTACT: Kim Oreno at (916) 239-4089 or [Kim@legalprofessionalsinc.org](mailto:Kim@legalprofessionalsinc.org)

**NO REFUNDS AFTER NOVEMBER 10, 2020**



Stockton Hilton  
Stockton, California

**LPI SECOND QUARTERLY CONFERENCE  
HYBRID MEETING –NOVEMBER 21, 2020**

**Elevate**  
*The purpose. The people. The profession.*

**HOTEL INFORMATION**



**2323 Grand Canal Boulevard**  
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**(209) 957-9090**

- Free Parking
- Free WiFi
- Nearest Airport: Sacramento Int'l (Approx. 50 Miles)
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- Check In: 3:00 PM
- Check Out: 12:00 Noon

**Room Rate: \$139/night (Single/Double)**  
**Deadline: November 1, 2020**

**Group Code: Legal Professionals, Inc.**

Please book online at: [Book Hilton](#) or contact the hotel directly at: (800) 445-8667



For Conference Information, Contact: Kim Oreno  
(916) 239-4089 | [Kim@legalprofessionalsinc.org](mailto:Kim@legalprofessionalsinc.org)

# COPING WITH STRESS AT WORK

Written and published by The American Psychological Association

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Everyone who has ever held a job has, at some point, felt the pressure of work-related stress. Any job can have stressful elements, even if you love what you do. In the short-term, you may experience pressure to meet a deadline or to fulfill a challenging obligation. But when work stress becomes chronic, it can be overwhelming—and harmful to both physical and emotional health.

Unfortunately, such long-term stress is all too common. In fact, APA's annual Stress in America survey has consistently found that work is cited as a significant source of stress by a majority of Americans. You can't always avoid the tensions that occur on the job. Yet you can take steps to manage work-related stress.

## Common sources of work stress

Certain factors tend to go hand-in-hand with work-related stress. Some common workplace stressors are:

*Continued on page 7*

- Low salaries
- Excessive workloads
- Few opportunities for growth or advancement
- Work that isn't engaging or challenging
- Lack of social support
- Not having enough control over job-related decisions
- Conflicting demands or unclear performance expectations

## Effects of uncontrolled stress

Work-related stress doesn't just disappear when you head home for the day. When stress persists, it can take a toll on your health and well-being.

A stressful work environment can contribute to problems such as headache, stomachache, sleep disturbances, short temper, and difficulty concentrating. Chronic stress can result in anxiety, insomnia, high blood pressure, and a weakened immune system. It can also contribute to health conditions such as depression, obesity, and heart disease. Compounding the problem, people who experience excessive stress often deal with it in unhealthy ways, such as overeating, eating unhealthy foods, smoking cigarettes, or abusing drugs and alcohol.

## Taking steps to manage stress

**Track your stressors.** Keep a journal for a week or two to identify which situations create the most stress and how you respond to them. Record your thoughts, feelings, and information about the environment, including the people and circumstances involved, the physical setting, and how you reacted. Did you raise your voice? Get a snack from the vending machine? Go for a walk? Taking notes can help you find patterns among your stressors and your reactions to them.

**Develop healthy responses.** Instead of attempting to fight stress with fast food or alcohol, do your best to make healthy choices when you feel the

*Continued on page 8*

tension rise. Exercise is a great stress-buster. Yoga can be an excellent choice, but any form of physical activity is beneficial. Also make time for hobbies and favorite activities. Whether it's reading a novel, going to concerts, or playing games with your family, make sure to set aside time for the things that bring you pleasure. Getting enough good-quality sleep is also important for effective stress management. Build healthy sleep habits by limiting your caffeine intake late in the day and minimizing stimulating activities, such as computer and television use, at night.

**Establish boundaries.** In today's digital world, it's easy to feel pressure to be available 24 hours a day. Establish some work-life boundaries for yourself. That might mean making a rule not to check email from home in the evening, or not answering the phone during dinner. Although people have different preferences when it comes to how much they blend their work and home life, creating some clear boundaries between these realms can reduce the potential for work-life conflict and the stress that goes with it.

**Take time to recharge.** To avoid the negative effects of chronic stress and burnout, we need time to replenish and return to our pre-stress level of functioning. This recovery process requires "switching off" from work by having periods of time when you are neither engaging in work-related activities, nor thinking about work. That's why it's critical that you disconnect from time to time, in a way that fits your needs and preferences. Don't let your vacation days go to waste. When possible, take time off to relax and unwind, so you come back to work feeling reinvigorated and ready to perform at your best. When you're not able to take time off, get a quick boost by turning off your smartphone and focusing your attention on non-work activities for a while.

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**Learn how to relax.** Techniques such as meditation, deep breathing exercises, and mindfulness (a state in which you actively observe present experiences and thoughts without judging them) can help melt away stress. Start by taking a few minutes each day to focus on a simple activity like breathing, walking, or enjoying a meal. The skill of being able to focus purposefully on a single activity without distraction will get stronger with practice and you'll find that you can apply it to many different aspects of your life.

**Talk to your supervisor.** Employee health has been linked to productivity at work, so your boss has an incentive to create a work environment that promotes employee well-being. Start by having an open conversation with your supervisor. The purpose of this isn't to lay out a list of complaints, but rather to come up with an effective plan for managing the stressors you've identified, so you can perform at your best on the job. While some parts of the plan may be designed to help you improve your skills in areas such as time management, other elements might include identifying employer-sponsored wellness resources you can tap into, clarifying what's expected of you, getting necessary resources or support from colleagues, enriching your job to include more challenging or meaningful tasks, or making changes to your physical workspace to make it more comfortable and reduce strain.

**Get some support.** Accepting help from trusted friends and family members can improve your ability to manage stress. Your employer may also have stress management resources available through an employee assistance program, including online information, available counseling, and referral to mental health professionals, if needed. If you continue to feel overwhelmed by work stress, you may want to talk to a psychologist, who can help you better manage stress and change unhealthy behavior.



NOVEMBER 5, 2020  
12:00 PM TO 1:00 PM

# California Business Record Subpoenas, including Notice to Consumers and Custodian Declarations

**SUBPOENA SERIES: 1 OF 4**

**Presented by:  
Jim Ayer of Titan Legal Services**



- **Members of ALL Six (6) Legal Specialization Sections (LSS) - FREE!**
- **LPI Member/Local Association Member - \$15**  
((\$45 to purchase all 4 subpoena webinars - 1 free)
- **Non-LPI Member or Attorney - \$30**  
((\$90 to purchase all 4 subpoena webinars - 1 free)
- **The price increases \$5 after 10.22.2020**
- **Registration closes 10.29.2020**

*Purchase All Four and Get One Free!*

Online registration and payment available at:  
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Legal Support Professionals*

NOVEMBER 12, 2020  
12:00 PM TO 1:00 PM

# Deposition Appearance Subpoenas for California, including Trial Subpoenas

**SUBPOENA SERIES: 2 OF 4**

**Presented by:  
Jim Ayer of Titan Legal Services**



- Members of ALL Six (6) Legal Specialization Sections (LSS) - FREE!
- LPI Member/Local Association Member - \$15 per webinar (\$45 to purchase all 4 subpoena webinars - 1 free)
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NOVEMBER 19, 2020  
12:00 PM TO 1:00 PM

# Federal Court Subpoenas

## SUBPOENA SERIES: 3 OF 4

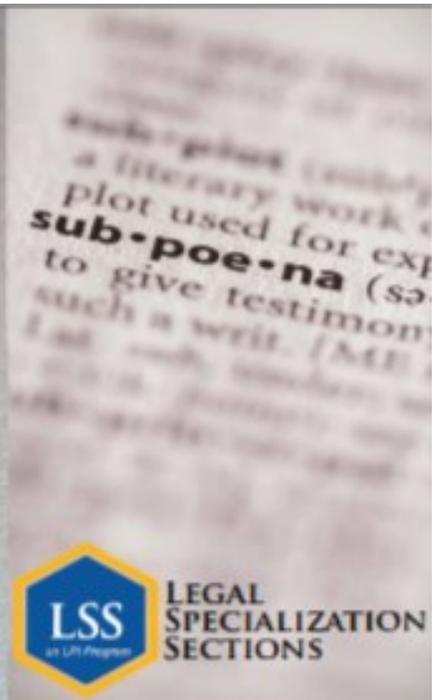
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Educating California's  
Legal Support Professionals

DECEMBER 3, 2020  
12:00 PM TO 1:00 PM

## Foreign Subpoenas

**SUBPOENA SERIES: 4 OF 4**

Presented by:  
**Maurice Robert Archelle**  
of Nationwide Legal



- Members of ALL Six (6) Legal Specialization Sections (LSS) - FREE!
- LPI Member/Local Association Member - \$15 per webinar (\$45 to purchase all 4 subpoena webinars - 1 free)
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- Registration closes 11.26.2020

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**Workplace Wellness**

# KINDNESS

## Its Remarkable Benefits

*By Marci Frazier, SLSA President—Nov 2020*

Every moment of every day brings an opportunity to show kindness to others – and the benefits are long-lasting. Within the workplace, kindness plays a critical role in the overall office culture.

What is kindness? Kindness is defined as the quality of being friendly, generous and considerate. While kindness can sometimes have a connotation that someone is naïve or weak, true kindness often requires courage and strength. Some have defined being kind as the secret to a successful and fulfilling life.

What are some of the benefits of kindness? According to [RandomActsOfKindness.org](http://RandomActsOfKindness.org), [some of the benefits of kindness are outlined as follows:](#)

### **Kindness increases:**

***The Love Hormone*** – Have you ever noticed that when you do something nice for someone else, it makes you feel better too? Witnessing acts of kindness produces oxytocin, occasionally referred to as the 'love hormone' which aids in lowering blood pressure and improving our overall heart-health.

***Serotonin*** – Like most medical antidepressants, kindness stimulates the production of serotonin. This feel-good chemical heals your wounds, calms you down and makes you happy.

***Happiness*** – A 2010 Harvard Business School survey of happiness in 136 countries found that people who are altruistic – in this case, people who were generous financially, such as with charitable donations – were happiest overall.

***Pleasure*** – According to research from Emory University, when you are kind to another person, your brain's pleasure and reward centers light up, as if you were the recipient of the good deed—not the giver. This phenomenon is called the "helper's high."

*Continued on page 15*

**Workplace Wellness, cont'd.****Kindness Decreases:**

**Anxiety** – As pointed out in a [study on happiness from the University of British Columbia \(UBC\)](#), a group of highly anxious individuals performed at least six acts of kindness a week. After one month, there was a significant increase in positive moods, relationship satisfaction and a decrease in social avoidance in socially anxious individuals.

**Depression** – When we give of ourselves, everything from life satisfaction to self-realization and physical health is significantly improved. Mortality is delayed, depression is reduced and well-being and good fortune are increased.

**Blood pressure** – Committing acts of kindness lowers blood pressure. According to Dr. David R. Hamilton, acts of kindness create emotional warmth, which releases a hormone known as oxytocin. Oxytocin causes the release of nitric oxide, a chemical which dilates the blood vessels. This reduces blood pressure and, in turn, protects the heart by lowering blood pressure.

Now that we know the outstanding benefits of kindness, how can we demonstrate kindness in the workplace?

We've all heard the quote from Maya Angelou, "People will forget what you said, people will forget what you did, but people will always remember how you made them feel." Here are a few ways to spread kindness at work:

- **Lead by example** – Pledge to be kind to everyone you encounter, from the security guard in your lobby to clients and colleagues. Try one kindness initiative and see if you can get the kindness bug to spread.
- **Put an end to petty criticism** – It's easy to slip into negativity as a default behavior at work. We may hear others being negative so we join in to stay out of the crossfire. We need to remind ourselves to stay out of that negativity and instead be kind, nice and thoughtful.
- **Smile** – Saying good morning or hello and smiling as you do so can have a ripple effect. Notice what happens and how you feel.

*Continued on page 16*

**Workplace Wellness, cont'd.**

- **Welcome new employees with open arms** – Try to remember your first day on the job, then extend kindness to the new person. Offer your assistance in helping the new person acclimate into their new work environment.
- **Show empathy** – Empathy is about perceiving and understanding the emotions of another. One way to do this is through active listening. You show that you are actively listening by nodding, paraphrasing what they said, and actively asking follow-up questions.
- **Be considerate** – When you make yourself a cup of tea or go for a coffee refill, ask others if they would like one too. Fill the printer with paper when it's running low. Open the door and say "Thank You" when someone does the same for you.
- **Praise when possible** – A pat on the back can go a long way. Everyone loves feeling appreciated. Acknowledge the contributions of others timely and publicly.
- **Practice teamwork** – Even though you may work in a different departments, remembering that we are all in this together can make a difference. Help a stressed coworker with their deadline. Ask, "how can I help?" whenever possible.

Practicing kindness in the workplace goes a long way. Let's all resolve to treat everyone with kindness and start a kindness revolution.



Let no one ever come to you without leaving better and happier. Be the living expression of God's kindness: kindness in your face, kindness in your eyes, kindness in your smile.

(Mother Teresa)



SLSA presents its annual  
**HOLIDAY MOCK TRIAL**

Thursday, December 17, 2020, at 6:00 p.m.

Via Zoom

**\*\*FREE EVENT\*\***

Register online at: [www.slsa.org/events](http://www.slsa.org/events)



**"Ebenezer Scrooge  
v.  
Jacob Marley & Ghosts of Christmas,  
Incorporated"**

A Matter of Poltergeist Malpractice

*Written by John Baldwin*

**ACTORS NEEDED:**

No memorization of lines required – just read from the script!

• Scrooge	• Judge
• Scrooge's psychiatrist	• Bailiff
• Ghost of Christmas Past	• Court Clerk
• Butcher	• Prosecuting Attorney
• Emily Cratchett	• Defense Attorney
• Jurors (at least 5)	

To volunteer for a part, contact Marci Frazier at [marcifrazier1@gmail.com](mailto:marcifrazier1@gmail.com)



The Mock Trial is an educational event.  
MCLE & CCLS Credit: SLSA is a local association of Legal Secretaries, Incorporated, an approved provider, and certifies that this activity has been approved for minimum continuing legal education credit in the amount of 0.50 hours by the State Bar of California.

# DATES TO REMEMBER



November 3 or 18 12:00 pm	LSS Webinar <i>Excel Basics</i>
November 5 12:00 pm	LSS Webinar <i>California Business Record Subpoenas (Series 1 of 4)</i>
November 7 9:30 am, 10:30 am & 12:30 pm	LSS Webinar <i>Day of Education</i>
November 10 or 11 12:00 pm	LSS Webinar <i>Ex Parte Applications-California Superior Court</i>
November 12 12:00 pm	LSS Webinar <i>Deposition Appearance Subpoenas for California (Series 2 of 4)</i>
November 19 12:00 pm	LSS Webinar <i>Federal Court Subpoenas (Series 3 of 4)</i>
November 19 6:00 pm	SLSA General Membership Meeting <i>COVID-19—Helpful Tips and Resources for Managing Stress</i>
November 21 9:00 am to 4:00 pm	LSS Webinar <i>PowerPoint – Mastering Slide Masters</i>

## BIRTHDAYS



November 6	Jan Ainsworth
November 18	Alice Baber
December 6	Josie Morales
December 14	Serena Heller
December 16	Serena Pena
December 19	Margie Fair
December 20	Marci Frazier





# Excel Basics

Join us as we dive into Excel Basics! Get familiar with Excel terms and workbook navigation; format your spreadsheet data with ease; effortlessly print spreadsheets; learn time saving tips like auto complete and auto fill; perform basic calculations....and more!

We will use Zoom for this online training

## About the Trainer



Marni Beach offers a unique combination of over 25 years of civil litigation legal secretary experience and advanced computer support and technology training skills. No matter the topic, Marni always delivers upbeat, user friendly training, easily adapting to both attorney and support staff environments of any size and level of experience. With a professional yet relaxed teaching style, a sincere love to teach, a vast knowledge-base and sense of humor, your training sessions with Marni are guaranteed to be both educational and enjoyable.

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# NOVEMBER TECHNOLOGY TRAINING

Presented By:  
Legal Support Solutions

**Choose The Date That Works For You**

**Nov. 3 or Nov. 18**

**12:00-1:00 PM**

<b>LPI Member</b>	<b>Non-LPI member</b>
<b>\$25</b>	<b>\$45</b>

Online Registration and Payment (via check or credit card) Available at:  
<https://www.legalprofessionalsinc.org/events>

Registration closes at Noon the Saturday before the class.

No cancellations or refunds are provided after the webinar; however, should a cancellation occur at least 48 hours before the live webinar, LPI will issue a full refund. This class will not be recorded.

**For further information  
or group registrations email:  
[training@legalprofessionalsinc.org](mailto:training@legalprofessionalsinc.org)**



Join Joe O'Donnell and Betty Nelson each month for a 30-minute complimentary webinar on topics that combine law firms + technology + the challenging times of 2020.

Visit [bit.ly/ttwebinarwednesday](http://bit.ly/ttwebinarwednesday) to register for our presentations scheduled through December 2020.



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