**TRANSCRIPT: Service Animal Webinar , 2 p.m. MST on March 7, 2016**

Hosted by the Arizona Developmental Disabilities Planning Council and the Institute for Human Development at Northern Arizona University

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[ Please stand by for realtime captions ]

>> Good afternoon everyone. I work for the Institute for human development in Flagstaff Arizona the part of Arizona's network. Please come visit us at the link I will post in the chat area below.

>> I will take some time to familiarize you with the Adobe connect platform. This is a good time to make audio speaker adjustments. This is a listen only webinar if you have any questions or comments please utilize the chat pod in the lower right in part of the screen.

>> Towards the top you'll see an icon with 4 arrows this will allow for a full screen mode on your device or computer for that particular pod. Will be recording the webinar to archive on our YouTube channel. So you can share this later on.

>> I will pass this over to Sarah and she will welcome you and introduce you to the pan list of speakers.

>> Thank you John Welcome everybody we are excited to host our first webinar, the Arizona development will disabilities planning Council, service animals for several reasons, one of them is that we receive many inquiries about the do's and don'ts regarding service animals. And there have been multiple bills in the state legislature trying to regulate the usage of service animals.

>> Let's get right into it.

>> Will appear first from Doriane Pollack who works as a disability resource specialist at Northern Arizona University. She's a guide dog user herself and Serzone Elimite Board of Directors for guide dogs for the blind. Then will move on to J.J. Rico who serves as the executive director at the Center for disability wall in Tucson Arizona, his legal work primarily has focused on the employment and access provisions of the Americans with disabilities act. Also speaking to the legal side will be Chris Carlsen guesswork for about four years as an assistant attorney general for the civil rights division, for the Arizona Attorney General's office.

>> Next we would hear from Peter Fischer who is a citywide ADA coordinator for the city of Phoenix. He's a proud son double fan as a graduate from Arizona State with a degree in architecture and humanities.

>> Unfortunately we will not be hearing from the smile independent living center today. There was an emergency injury over the weekend, so we will miss that agency.

>> Good afternoon everyone. This is my first experience with the webinar. We will work through together. I am Doriane Pollack I work at Northern Arizona University in the disabilities resource department, I'm a resource coordinator. Before that, I worked for rehabilitation services administration and I have been the principal of several elementary and middle and high schools, before that I was a teacher in the Phoenix area in elementary schools. So I will say, I've only been a guide dog user for about 10 years. I was thinking about what I would say today, in terms of my experiences using a service dog. They have been interesting I've had great experiences mostly. I've had some frightening experiences and I have had experiences that were uncomfortable that caused some anger. So, I looked at all of these situations when planning what I was going to say and I think from I was not a guide dog user or service animal user, I can look back and know that as I was walking in my community or any mall, or in an airport Were traveling on public transportation, I may have seen people using service animals and I was curious. As I am sure everybody is. Curious about why the dog is there, what is the right etiquette to use when approaching somebody with a dog, is the dog friendly? Why does the person have a dog? What laws protect me as a person without a dog?

>> Those things came to mind as a person who is cited when I lost my site, and then came to needs a service dog, I have to say that my perception changed drastically because now I had all of those answers.

>> Now I knew all the answers to why people have a service animal, I knew a little bit about the laws that protect a person and I also felt incredibly confident while I was in the community. As a person who could see, I wasn't so confident when I saw a person with a service animal. Because I did not have the answer but as a person with a service animal, my confidence, my sense of independence, improved drastically.

>> And that brings me to the point -- the first point I want to make, about knowledge.

>> I think it's our responsibility as service dog users to teach, people in our community, rather than having an adverse reaction to community members I think it is our golden opportunity as people using service dog to inform our community members. To begin to build those relationships with people.

>> So that they do have an understanding and so that all of us have a common understanding as to what is service dog function is, what the parameters in terms of the laws are, regarding the usage of service dogs, because once the community understands not only how the laws protect service dogs and their handlers but how the laws protect community members and business owners, then they become advocates and the more advocates there are, for a service dog handler, and for the laws that protect service dogs and their handlers, the easier it will be to begin to identify those people who have legitimate service dogs in the community.

>> I will take about a 10 second pause --

>> Thank you for being patient with me. I think we have a responsibility to people in our community in fact I know we do, we have a responsibility to the people in our community to bring them into the loop. Without community, we really cannot get along were -- we are all dependent on each other when we are walking down the street on were walking in a mall, traveling on public transit, in an airplane, we must begin to build those relationships together so that it is not us against them or something not so friendly. As I said before, once we begin to build the relationships, then community members become advocates also.

>> I think some of you would like to hear some stories that I had interacting with the public. There was time -- one time I was waiting at an airport, I was waiting in line to board the plane. A woman came over to me and my dog, and grabbed the leash and I have a hand on the harness, my hand on the leash, and she insisted on pulling my dog in a direction that I was uncertain of. I still do not know if it was the correct direction or what line she was trying to get me in, I was so alarmed by her trying to help me. And I believe that's what she was trying to do. She just came over and said, here, you need to come this way. And I was quite undone because I did not know what to do other than these do not handle the leash. And I did that and she wanted to help me.

>> Isn't just a matter of people being angry or happy, people want to help but they do not often know how to because they don't have the education that I was talking about earlier. They do not have the correct information about etiquette about the do's and don'ts, of service dogs and their handlers, and being in the public.

>> That's a very good example of somebody who does want to help. I've had many experiences like that, where people want to help and they will give my dog in instruction. Instead of me. They will talk to the dog and give the dog -- come over here. And the dog is not listening so they become more insistent. Not understanding that the dog is trained to look at and listen to me.

>> Again, it is important to educate and it is our opportunity to educate. In addition to the education, I also want to say as a service dog user, that service dog handlers have a huge responsibility. A responsibility to have a well behaved dog. Things are not outlined in black and white as we walked down the street. Or as we are riding a bicycle down the bike path. It isn't black and white. But I will tell you, that if someone in the community sees a handler and their dog, and sees that the dog as well behaved and listening to the handler, they are much more willing to accept the situation understand the situation, and even become an advocate for the situation.

>> So I responsibility as a service dog handler is to make sure my dog is well behaved at all times. To make sure my dog is under my control which usually means any harness or on a leash, or at the very least, under voice or hand control.

>> In my case, with a guide dog for the blind, it would be a harness and a leash. The dog must be under my control at all times, well behaved and well groomed. I cannot bring a dog into a restaurant or somebody's business or the mall or on public transit if my dog is 30 -- if my dog is dirty or smell so I have a responsibility to the community to keep my dog well behaved and under my control and well groomed, clean, those kind of thing so she is not offensive. So she doesn't scare anyone away, or put anybody off in any way. I also have a responsibility to the organization who bred and raised and trained and paid for this dog. So my responsibilities run the -- run deep in terms of what I need to give back and really, as an ambassador of a service dog, I want to educate and I want to encourage other people in service animals to educate their community as they come in contact with other people. Who could be curious or not understand the situation.

>> It's really not a time to get angry or to pick a fight, or to get into some kind of argument, it's really an opportunity to educate and bring community members along so they too will become advocates.

>> I think that is about what I have to say unless -- will go through the panel I understand and I understand J.J. Rico is the next person to speak.

>> Thank you. Those were excellent points and I would like you to keep in mind what she mentioned to all of you that this is a golden opportunity to teach, and with that, I hope to teach you something about the laws that exist for service animals as they stand right now.

>> I provided enough content that is there for future reference.

>> We will talk about the federal definition and also the Arizona State definition of service animal.

>> They are almost identical.

>> As it stands service animal needs any dog that is individually trained and I want to emphasize, the emphasis on dog, 2010 the Department of Justice made amendments and instead of service animal being a service animal individually trained it now says service animal means any dog. It also includes miniature horses. Service dog or miniature horse must be individually trained to do work or perform tasks for the benefit of an individual with a disability, or mental disability. Other species of animals whether wild or domestic trained or untrained are no longer service animals under the definition -- the federal definition. The work or tasks perform must be directly related to the handler's disability.

>> Moving forward, some of the examples and types of tasks that the service dogs perform, would be to assist during a seizure, alert during a seizure, retrieve once medicine or other items, help individuals remain grounded, sometimes in the event maybe a flareup of a mental illness, an outburst of some sort, a service dog can alert the person or keep them grounded by performing an action, like licking their hand, to distract them and calm them down. It has to be individually trained.

>> Then also assist with balance and stability and this is where miniature horses come into play to assist someone who utilize -- any more rugged terrain, and a miniature tour -- miniature horse provides strength and stability.

>> The important thing to remember if we have business owners on this webinar, even if you do not, there are only two questions that currently exist that a business owner can ask you if you use a service animal. And that is is this service animal required because of a disability and more work or task is the animal trained to perform. That may come as a surprise because representing many individuals with disabilities we hear many questions that are asked, request for documentation, certification, but as the law stands today those early only two questions that can be asked of you if you utilize a service animal.

>> You cannot ask a person about their disability. So if a business owner is inquiring about the nature of the disability or you do not look like you have a disability, those questions cannot be asked and hopefully you do not receive this comments. But if you do, become an advocate and educate the community and educate the business owner that is the proper way and practical way to say I am a person with disability and this is my service animal and they assist me.

>> Sometimes that can lead to an argument.

>> Requesting documentation of formal training, if you go back to backslide and look at the definition, it is individually trained. It does not say formal training or training through a dog or miniature horse training facility, it can be trained by the individual themselves. Certification, a lot of times folks say where is the certificate? That is not required. Practically speaking I have many clients who've encountered some of these barriers or resistance buys business owners and they carry information if they haven't. Some carried pictures of the service dog or certificates if it was trained at a particular facility. That is their choice. It is not required. Because they've encountered barriers they come prepared with the information. And it is practical advice, I have no problem with doing that I just want to let you know it is not required.

>> You cannot ask for additional payment so someone is trying -- you are going to a hotel and you reserving a room and you mentioned you have a service dog, you're not supposed to be charged the pet deposit that a person who is bringing their pet with them would be required to pay. A service animal is not a pet.

>> They cannot exclude you from those settings, one of the rare limitations would be healthcare settings and operating rooms. Burn units were -- were gained and other items may interfere with that function or that task related to performing surgery. So those are very limited exceptions to wear service animals can gain access.

>> Another question we receive a lot of what about emotional support for protection animals? A dog whose sole function is to have the provision of emotional support, are not considered service dogs under the ADA.

>> Use of service dogs for psychiatric and neurological disabilities is explicitly protected under the ADA. One may be confused on what is the difference and again the big difference is does that service animal performing function related to your disability? For example I had a client who had postherpetic stress disorder, there were times where in certain situations is PTSD may have manifested itself and started to get anxious or agitated, his dog was individually trained to warn him he was getting -- starting to act out or feel anxious and he was trained to Lincoln first on his hand and put his paw on him second and put to pause on him third if he was not able to recognize the choose. That is individually trained as opposed to an emotional support animal who is therefore once comfort. It is lacking the training related to the disability.

>> The crime deterrent effects of an animal's presence does not qualify so if you trained service animal to protect you even if you are a person with a disability if that is his sole purpose deter others, Department of Justice has said that is not a service animal by the new definition. That is in the new definition there are some exceptions to the role and if you would like us to come back and train on the housing act and the provisions related to the animals, I would be happy to do so.

>> As I said I covered the next slide in my description of distinguishing the difference between an emotional support animal versus a service animal. This does not -- if you're a person with a psychiatric disability not have a service animal. That is not true. If the service animal is performing a task related to your psychiatric disability, it is a service animal by definition.

>> When can a service animal be excluded or remove? One of the things to understand is there are times where a service animal like a customer could be removed from public facilities, the restaurant, if the animal is out of control, and the animals handle it does not take effective action bullet. Back in the an opportunity that a restaurant owner could remove the animal. I think it was mentioned your taking control of the service animal and they are under control, make sure anytime you're going out into public there under control.

>> If the animal is not housebroken the restaurant owner could remove or asked service in will be removed from the restaurant.

>> The public accommodation or entity is not responsible for the care or supervision of the service animal. Although you have a service animal you cannot ask that restaurant owner to take my service dog out to use the restroom. The dog is your responsibility.

>> Public accommodations are still required to allow the handle it even if the animal is excluded. Some are situations where the animal be excluded but does not mean the owner has to be excluded as well. In real life situations, both the animal user and the service animal whenever excluded are going to go with each other for the most part. I've had a few -- somebody the service animal was excluded and they had a friend pick up the animal and they stayed at this public accommodation, that was a rare exception.

>> I will pass the microphone over to Chris Carlsen.

>> Thank you. As you know at the top the Arizona definition of service animal currently as it stands is identical to the federal definition for the most part, the Arizona law contains less specificity than the federal law and even more so the code of regulations which defines the federal service animal laws to a large degree, is a lot more specific than any other Arizona rule regarding service animal.

>> There is one distinction I want to note which they are -- may or not be useful, which is ARS state that in public accommodation may ask only if this animal is a service animal being used because of a disability whereas the federal law only allows proprietors who asked animal is required because of a disability in order to gauge whether an animal qualifies as a service animal so they can be more specific under federal law about whether or not the animal is actually a service animal or not.

>> The Arizona statute under the civil rights act includes a section which basically incorporates all of federal law which of the compliance with titles to and titles three of the ADA and its implementing relations shall be deemed in compliance with the Arizona law, the rules adopted under this article so shall not exceed the regulations guidelines and standards relating to titles to and titles three of the ADA. That should underscore how close the Arizona law currently conforms with the federal law. Which says it is almost identical in every way, there are going to be some changes or there could be changes in the service law there is currently to act bills -- 2 bills, which are going to change the service all definitions if they are passed, they are currently being debated and their changing rapidly even as we prepare it for this webinar.

>> Senate Bill 1167 create criminal penalties for falsely claiming to be the owner or trainer of the service animal. The first offense carries a civil penalty of $250 and any subsequent offense can be criminal in that it can be a class II misdemeanor.

>> Senate Bill 66 also has a number of formalistic changes to the law, that are going to bring even more in line potentially with the federal laws specifically the bill also has changes which require service animals to always be reached or harnessed. Requires the animal to be under the handle was control so things that are currently required under federal law probably would be required under state law by reference to the federal law that are going to be more specific in the statutes going forward and the statute that is changing his ARS 11

>> I had it -- it allows the public to ask what passed the animal is going to perform and requires a public place for the individual to return without an animal, it seems in a discriminatory for the operator of a public place to exclude the service animal if the animal is out of control or not housebroken but the biggest change and certainly the biggest change where the Arizona law will be different than the federal is it creates the penalties.

>> For falsely or fraudulently claiming to be the owner of a service animal.

>> Senate Bill 1167 is the Arizona definition for animal cruelty and it has a number of provisions regarding service animals, specifically in a men's definition to include the intentional or knowing interference with a service animal or the reckless intentional or knowing killing or harming of a service animal. Those acts are class VI felony. It also creates another section which is the biggest change of the law, which would be ARS 10, prohibits those convicted of animal cruelty from owning or using service animals in the future without permission from the courts.

>> I don't know how those things -- will work out but that's what the bills are intended to do, neither of those have been passed yet that they are currently in the legislation and awaiting passage.

>> Thank you I want to thank Arizona developmental disabilities planning Council for putting on this important webinar, it was timely and I'm glad we were able to do that. I am Peter Fischer on the ADA coordinator for the city of Phoenix, I've been in this position for over two years, I see how important this topic on service animals is, I want to discuss of the -- a few real-life scenarios. Then we'll have Q&A.

>> The first case is from Echo can help trail does it all out toiled those animals on the trail one of the park rangers approach the family with a poodle the family was asked the appropriate questions that you learned at one of family members a young way answer that his boat was trained to smell the glucose on his breath. And that was to alert if he had a dangerous level or lower level for his childhood diabetes.

>> That was a great answer so the family was allowed to proceed with the dog.

>> There was no incident following that. Another situation came about another hiker on the trail, it is a no dog type of trail, and it was there waiting at the end of the trail, a Ranger had observed a dog on a leash that I growled at a passerby. The hiker named the dog with a service animal in training. They had some work to do but they are still learning. The Ranger told me she was concerned about that, if she knew that information before hand she may have asked them not to take the trail with the dog.

>> Although that is true that US Department of Justice claims that his service animal must already be trained before can be taken in the public, the city of Phoenix has allowed the animals that are still in training. In this case the dog was then considered a service animal even though it was still in training, the boat was treated just as a fully trained service animal would be.

>> We also recognize qualifying event like behavior aggressive behavior, with animal not being housebroken would make it an eligible as a service animal and therefore it could have been removed. But that was not the case.

>> Another issue, what are the bad actors? I think that is one of the things we're trying to distinguish as staff work workers at the city level.

>> Within the past few months we had a pager at City Hall that had a service animal that been another patron on the life and she had walked with the animal, how do we deal with that? How do we remove them with the situation when a dog is not in control. Common sense. The animal is acting like a dog, not behaving like a service animal, not working properly, then it is a dog, it is a pet. And also not allowed in Phoenix facilities and therefore the animal can be removed.

>> Another topic was at the airport, there are different guidelines for transportation, at airports and airplanes, there was a woman who is traveling from work on to New Jersey with a label or a Skyhawk. Person this dog needed to relieve itself the animal and the owner had to exit security they had to be escorted and they had to use an outdoor facility for the animal. The service animal did not make it, we chose the circumstances that even though the dog had defecated it was still housebroken was just an unfortunate situation. So the service animal still claimed to be a service animal and we did what we had to do appropriately.

>> I want you to not sky Harbor is working diligently to provide animal relief areas inside the security checkpoints and that is something that is not a required by law but we know how important it is for those people with service animals.

>> Communication is the key, with the animal and the service animal owner, one assistant could take a sight impaired dog and owner across the moving sidewalk at the airport, the owner and the old freak out because it was never on the moving sidewalk before. So it is imperative we communicate with the handler that were walking onto an unusual situation that maybe they would not want to walk their service animal across. Communicate with the person you are with.

>> Using common sense, that is my biggest point. My perspective is recognizing reality one respect to service animals or what a cup -- or if it's a pet. 99% of the time you will succeed if you use your common sense, we have to remember these animals, they are not just animals were tools, -- or tools, their family members, and they are there to help many people when they are in need.

>> Any questions related to the city of Phoenix, here's my contact information. I was brought back to the group for Q&A.

>> Hello thank you. If you want in the lower right-hand side in the chat pod you can ask questions. Thank you.

>> As we wait for questions to flow in, I want to extend another thank you to our presenters for sharing your expertise with us. It's been informative for me, I know this is a topic that a lot of people have questions about right now. It is really relevant. Thank you again, everyone.

>> Is my understanding that service dogs no longer need to wear a vast stating they are service animals. Is this correct?

>> No they are not required to where this. -- They are not required to wear a vast. Part of the language of the changes proposed in the bill would have required that but those changes have been amended out of the bill but it is currently pending.

>> What is the liability of an employer to service animal bites another employee? Personal liability on the handle is responsibility?

>> Since this situation -- I'm not clear where an employee is using a service animal and the animal bites another employee, it's hard to tell. Or whether it's a patron.

>> Employer liability is not really our area, we represent the person with the disability and the service animal. So the employer in that situation they want to talk to their own counsel and inquire what they are liable for.

>> I'm not a lawyer however we have seen this in the city of Phoenix, generally it is the handlers responsibility if there is an injury occurring, a handler is the one who is responsible.

>> Without stating what the legal standard is, I would say that would almost certainly be true except it was clear that the animal was a danger to others, and the owner acted in a reckless disregard. That's what tort law would allow. I cannot speak to that with certainty. Because we do not get into that issue.

>> Are you aware of any talks affirming service dogs in school? I'm not sure if there's any talks about that but service animals should be allowed in schools for children with disabilities and there are few cases in the Center for disability that have successfully assisted students in making sure they have their animals with them. Service I'll animals are allowed in the schools. -- Service animals are allowed in the schools.

>> I have a service dog lived in East Valley, busted down to 40th Street and Washington for transit to approve me for discounted bus tickets any plans in the future to make this process easier for the disabled?

>> Yes, I don't know of any plans with the city to have that change, but you can send me an email, I will work with Valley Metro to see if they have alternate options, it is a collaborative with the city of Phoenix. It is not specifically might area but I can help you.

>> I'm a landlord for severely mentally ill patients most tenants having therapy animal and provided a letter from their doctor stating this. Is there a distinct difference between a service animal and a therapy animal?

>> This a J.J. there can be, it depends on whether when you put therapy animal if it's a doctor using that language, it could be a service animal or it could be an emotional support animal what is important to address in your question is that you're a landlord and you have tenants which -- implies you serve folks under the fair housing act, therapy animals are all allowed in that context. I direct you to a HUD letter that addresses that question and says the fair housing act still applies to emotionally supported animals.

>> I was informed recently that Valley Metro buses are posting signs stating that mental health dogs are not allowed on the bus. Is this true?

>> I was involved with Valley Metro when they provided and started playing in his cards that are going on the bus, that is not completely accurate everything we stated on the car is 100% true when it comes to the transportation rules, with service animals. Transportation is little more lenient.

>> What is being done to prevent fake service animal from the public sectors?

>> The current legislation being proposed has a number of protections that get to that issue. Senate Bill 66 creates criminal penalties for falsely or fraudulently claiming to be the owner of an animal with it -- $250 for the first offense.

>> I would like to say something about that question also. I said earlier when I was speaking that the more educated the community is, the easier it will be for everyone to become advocates because what we are asking I think I service dog handlers, is to have community advocates but then our responsibility is that our dogs will be under control, housebroken, well behaved, and clean. And I think if you look at especially, the behavior of a dog, and a dog under your control, it becomes easier and easier to figure out were see which dogs have really been trained to perform a service as a service dog and which have not and I think behavior is the first T cell in terms of the reality of the situation, I certainly welcome the legislation but in terms of the day today walking from one restaurant to a shopping center where to a grocery store, if the dog that you see and a handler that you see are not under control and working together as a team, that could be a good initial sign that it is not -- it may be fraudulent or the train, -- ill trained.

>> SB 1166, I do not understand how someone can be cited for having a fraudulent or fake animal on animal owner does not need to have any proof. This is really not an enforceable also what's the point?

>> We would consider -- I cannot answer that question.

>> This is J.J. 's proposed legislation at this point if it passes we will see how they intend to enforce it. As it exists now, how service animal users interaction with the public take place usually the police are called. I represent the client who had trespassing citations issued by police departments but because back to part of what Dori said about educating yourselves and also the community and the more more -- business owners and police the parts are educated what a service animals is And the actions they can perform will help and whether a law like this is necessary or not may not be effective but at the same time education is needed regardless.

>> Is a person with a disability has a service animal get through security at the airport, what if the person uses a wheelchair?

>> I am a person who uses a wheelchair, TSA is set up to screen and service anybody with a service animal, they have figured out ways to do it. It might take time but I'm sure it can be done. Just speak with them, I would not be concerned about it if you're in need of any of this.

>> I wonder if signage about the penalty will help deter those who are considering taking a service dog. Where do you post these? Maybe on a business website?

>> At this point is a proposed legislation, business owners have a decision, we see service animals and welcome signs, that continues to be the emphasis of hours. -- The emphases of hours. The we appreciate when we see service animals welcome.

>> I would agree, even if it does become a law which I personally do not believe it will, if we keep our signage in the positive promoting the better use rather than the negative than we are in a better place.

>> Thank you everyone for your comments and thank you for two presenters. -- Thank you for the presenters. If you have any of the questions, please feel free to ask.

>> In the upper right-hand part of the screen you can download the PDF version of the PowerPoint and also the DD network.

>> Maybe if you would like to address the port -- process for sending out the presentation, and direct people where everyone can share their ideas for the webinar topics that you would like to see.

>> Yes. It will take quite possibly, up to one or two days to get a copy or the archived version of to our YouTube channel, we can share and we can check back on the website, that is the link for the YouTube channel and that is where most of our programs that we have posted with state agencies are posted. You can check those out. You will see in the middle right of the screen, someone has placed an answer to our polling question and that is please list any ideas for future webinar topics. Feel free to populate the list, and share with us some topic ideas that you would like. Here's another link this is a small survey monkey survey and if there were questions that were not addressed we can go back to this link and I have placed a multiple-choice question that you can click on one of the presenters and you can put a question in there and it will direct the question to the presenter, as soon as we get any responses in the survey.

>> I will work on getting you a copy of the caption transcript. I feel like there was an option to be able to download them within the pod but if not, I will look and try to get that to you.

>> I believe that's it. We're closing in there are Any other questions, -- we're closing in, if there are Any other questions please ask.

>> I will work on that and try to get you a copy of that.

>> Can I get a copy of this with the questions and comments?

>> Yes. I have been copy and pasting the questions over into a separate document. The comments you would have to see the archived version.

>> Please feel free to contact me at any time for questions concerning the webinar. You can also contact ADDPC .

>> Thank you very much everyone for participating in today's webinar. Please utilize those links to ask us any questions or check back to see when this will be archived. We will go from here and we appreciate your participation. Thank you.

>> Thank you everyone for allowing me to participate with you.

>> Thank you.

>> Thank you everyone. We will see you next time.

>> Thank you.

>> [ Event concluded ]