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Please stand by for realtime captions.

>> Hello everybody. If you are just joining we will begin the webinar at the top of the are in about three minutes. Thank you for joining us.

>>

>> For those that are just now joining we will start the webinar in about one minute. Welcome and sit back and get ready. Okay,--.

>>

>> This is Robbin, just one moment please.

>> For those that are joining just now, Robbin is getting something resolved, and then we will get started so hang tight for a minute.

>> I am so grateful for Robbin 's help.

>>>

>>> Thank you guys for being patient.

>> Please stand by for realtime captions.

>>

>> [captioner on standby] Please stand by for realtime captions.

>> Thank you for holding as we figured out those technical difficulties. I want to welcome everyone here. I will go through a few housekeeping items before I hand it over to Megan who will kick off today's webinar. All phone lines have been muted to alleviate background noise. The question and answer session will occur at the end of the webinar that you can type a question throughout the webinar in the chat hard and that will be monitored throughout the webinar. I want to let you know that this webinar will be archived for future viewing. It will be posted on our website in the next couple of days and please be mindful of your comments and refrain from writing personal or sensitive information knowing that it will be archived. I am going to start the recording and when you hear the announcement that will be your cue to start.

>> Hello everybody. I would like to welcome you all to the webinar today. I'm the initiative lead at NCBd for early identification and referral as well as family engagement. The webinar is called a parent story with plans to vote-- to allow providers and stories-- providers about what the impact of having a child with concise needs can impact on a family. I want to welcome Myrna, the family engagement coordinator for California deaf blind services for your willingness to share and prepare her families story today. If you have questions during the presentation, as Robbin said, please feel free to put them in the chat pod and I will monitor it in case Myrna misses them and interrupt her to let her know your questions. We will have an opportunity at the end to get them answered. Thank you for stopping to

share your beautiful family and journey with everyone today and you can take it away.

>> First of all, I want to thank everybody for taking the time to take this webinar and be part of it. Before I go on I want to explain a little bit about this webinar. I divided this presentation into two parts. The first is going to be my story and my families story and the second part will be from a parent perspective, help with kids for families and kids and professionals to take under consideration.-- Into consideration.

>> I will talk a little bit about the purpose of this webinar. It's not just presenting my story, because I really want to have a purpose for it. I would like the professionals to gain awareness of the situations that are behind all of the families and the things they are facing, issues and concerns being a part of every family. They will learn that their families matter-- their stories matter, and hopefully listening to this story will be empowering to move forward instead of just sit still. In the end, both professionals and families will learn that the key to success is supporting one another. Having said that, I will start with my story.

>> This is my family. My husband, myself, my daughter Dolores and Norman. At this time he must have been for years old more or less. My daughter is six. We are a typical Hispanic working family that have a lot of dreams and as a family, we wanted a big family. We wanted to have six or eight kids. My husband wanted a lot of kids to be playing with them, and to have his own team, and stuff like that. And we also love to travel. With time, we have to put it aside. When he was born, I had my daughter and that was when the journey began. My pregnancy was, let's say a typical pregnancy with some issues but nothing really scary. At the end Norman was premature. They had to keep them for 10 days after he was born. After that, I remember going home empty-handed because he had to stay in the hospital for those 10 days. After that he was released and I started noticing different things and kept going back to the doctor and saying, something's wrong, something's wrong. Nobody was listening to me. At the end, nor been-- he had some surgeries, his first surgery. It was nothing big, it was a hernia which I thought would resolve all the issues that he was presenting at the time. But I started noticing that he wasn't alert, he wasn't paying much attention. Comparing the development of my daughter to his, there were some differences. So I went back to the doctor and I kept going back and kept going back and heard that term. It was me. I was pushing and pushing until he was finally accepted and all of the evaluations. By the time he was a month he was diagnosed with blindness. I started getting services and talking to other providers and he was diagnosed with blindness and deafness and those other things started coming after that. With that diagnosis and what they told us about his vision, at the beginning I did not understand because I was so new and young and I didn't know what to do. My emotions started coming from the beginning I said no he's not. It did not click. My mom was with me at the time and said is he going to have a surgery? What is going on? I wasn't present emotionally. I was so

affected by the news and on the other hand was thinking about, how do I tell my husband that our son is blind? All of those things start coming to me but thank God my mom was with me at the time and helping me sort things out. I went back in and said what do I need to do to fix this, to fix my son's eyes? He said nothing. We have to do more tests and ventilation so we can figure out what it is. To be honest I think it's his brain. They were telling me all of these things at the beginning that I did not believe. His eyes looked perfectly normal. The only thing I saw was that he was a little cross eyed, and they fixed the eye so I thought that would be done.

>> After the news, and they really confirmed that he was blind and they gave me the diagnosis of, I don't even remember what it was. That was the first diagnosis he was getting. I started getting emotions and didn't know what it was. I just knew that sometimes in one form or another, I was-- the way I was feeling but understanding, talking to a doctor for I remember when they gave us that diagnosis of his blindness. They sent us right away to a psychologist who explained to us other things we didn't want to hear. The first thing she said was that the Norman that we wanted has died. She just said it like that and I didn't understand at the time why she said that. I'm sorry if I get emotional.

>> The information that was given to us, we didn't believe that the Norman that we were expecting had died. Maybe he died with all of the dreams, but not him. So it was a shock. This picture on the screen, they said with grief and coping, you go sue-- you go through some phases and you go through all of them. You get denial, you're angry, bargaining, I remember doing all of that. I isolated myself, didn't want to talk to anybody, I was hoping, blaming, blaming myself for not taking care of him during my pregnancy which I did. I was afraid of my daughter having the same thing and going through all of the emotions once and again and again. Those emotions came back and I was like oh my God. Then to top it off, it does not just affect the mother. It affected the entire family. My daughter, even though she was young, it affected my husband. We didn't know what to do at the time so hopefully we got to the people they told us to go to and we were looking for help not to stay in the same state but to move on. I have my daughter and my son to care for and I was looking for help.

>> During my grieving process, all the parents, like I said we are typical Mexicans so we have our beliefs and our culture, but we did all of the things to get him here. That horrible thing that was happening to him. None of my family members in the past had some issue like that so we were really, really hoping that God would heal him and looking for every single service that there was to get the same-- out of the kids. So the services that were offered, I wanted him to have them all. I remember counting the services and I need the-- and the other hand to count the services I wanted to get for him because I wanted him to be okay. I'm sorry. That was his first year and a half to two years, going to the doctors or to the church. Looking to see if a miracle would have-- if America would happen and if he can get better.

>> So going through all of those things, I learned that emotions are natural and normal. When I was talking to my husband at one point I said we have to really deal with this and face things head on. We have family to care for. If we want to cry it's okay or get mad it's okay, but we have to know how to manage that. Like I said, I was sometimes mad, sometimes upset. And I didn't want to talk to anybody. So I understood that they are not experienced in a predictable order. And they recur every time there is some stuff that reminds me. Every time we went back to the doctor, they came back with more news. I remember getting upset and scared and frightened. It was really challenging for me to go to the doctor or talking about his development. He was getting behind and behind and I didn't know how to move them forward or make him go. Every time I was upset or really mad, I remember one time going to another specialist and she told me. He has muscular dystrophy, and I remember that hurt so much. I went back to the therapist and she said Myrna, who are you going to believe? A person that saw him for five minutes or a doctor that has been following him for many years? I understood that kids on paper look different than they actually are. So every time they told me about something it's reminding me of his needs and all of the challenges he was facing. So going back to emotions, they vary in intensity. I remember I would just shake myself and get up again and sometimes I couldn't. So that process is really something and can occur unexpectedly. Sometimes you're okay and the next day you aren't and you sometimes don't understand what's going on with you.

>> Dealing with the ups and downs of his journey. Many tests happen through his life, when he was young and in elementary school, middle school, high school. They were trying to figure out what was going on because he had so many things but they could not understand what was going on. He had a-- and every time they told me something it was trying to find out what could be the problem of this so it was really interesting because every time I said he doesn't have that. Deep in me I said no, he's not. Throughout his life, they did not know what caused what he had, but I learned at the end that he was the same Norman. Nothing changed. He was the happiest person, and he was my son.

>> That time of life made me understand that as a parent, we have to believe that even though we get all of the information and all of the news, at the end it's-- it's the same person we are raising and fighting for. It's the same person we get services for and it is interesting for professionals to understand that. Families go through a lot. We have many things that deep down in our hearts we are feeling and sometimes we don't show it but me, I show it. I'm a crybaby.

>> So after everything went through, with all his needs, they told me he was going to die at age 4. With all of his needs, one of the things that was affected was his heart. At age 4 his heart was failing, so we decided to enjoy life. We did a lot of things together. I think the pictures say a lot of stories. You can see him for Halloween day. We are waiting for a bike run here in Riverside. We had a lot of family, good times and the disability rodeo. We tried to involve him in every

single activity we could. This is a real elephant. I told my husband, we have to get up there but we were concerned because he was so heavy. I said we will make it happen. I'm so happy to have those memories.

>> I remember this picture of the beach, we get Norman to the beach, I don't even remember who said it. Let's drag him in a blanket, so we did and he enjoyed the day. I was going to post more pictures but you would say I'm crazy. So I think those pictures say a lot.

>> One of the things we have to understand is that there are many factors that influence the journey of the family. One of them is medical issues. They have not just disabilities, but medical issues. Those medical issues or though-- those special needs, they have special needs and challenges. The integration of having a child with a disability especially for a Hispanic family is something because our culture is very traditional and the acceptance of kids with disabilities is not quite there yet. Sorry if I am-- if I keep wiping my nose. Also the anxieties, fears of separation or death. I remember when he was starting elementary school or preschool, he was supposed to go on the bus and I didn't know how to do it because I was afraid of sending him on the bus because what if something happens to him? What if something happens and I'm not there? They won't know what to do with him. I remember following the bus to school to see if Norman was okay by the time he left to the time he was getting to the school. I remember leaving my phone numbers there. After that I regret it because they would call me every five minutes. Norman has this, Norman this or that. It was the pro and con of doing that but we have to understand there are anxieties and fears that we as parents face. Another thing is culture and belief and family dynamics.

>> Our culture as a Hispanic culture is really something because we believe that something happened in the past and that's why our sons are born like that, or we believe that our older kids will be taking care of younger kids and parents sometimes don't help much, sometimes they help a lot. We have to understand our beliefs and dynamics of every family. As parents we have to protect our instincts. Nothing could happen to my two kids. I always wanted to protect him and I always thought of what's going to happen to him when I'm not here. What will happen if my daughter gets married and we won't be able to care for him? So those are issues or factors that affect. We are always thinking about those. We are always in our minds and we really have him in our head.

>> Some predictable issues of families with special needs are the adjustment of the family. When we have a kid with special needs, the roles change in the house and the responsibility of family members change. Some parents have to leave work, I remember. Norman had so many therapies at the beginning that I had to quit my job and care for him. He spent a lot of time at the hospital so I have to really stay with him. And I don't have to forget about-- my daughter also needed help and needed support, so those things, the roles change. We have to really pay attention to those.

>> Constraints on family activities. We can't do a lot of things. They were saying do you want to go to the fair? And I said I remember the

last time I went to the fair. It has been 50 years. Because we couldn't go. We wanted to do something with our kids and Norman couldn't go because if it was too hot he would get too cold. Too cold he would get like a popsicle. He has some temperature regulation problems so we have to pay attention to those things and stay home. We did a lot of things for our daughters-- with our daughters as well. Siblings, sometimes we put them aside unconsciously and don't pay attention to them much, and they suffer. Right now she keeps saying that we love Norman more than we love her which is not true, but I keep on saying he needed more help, that's it. It's not that we love more Norman or you, he just needed more care. And also, the financial issues. I needed to stop working and it was only one paycheck until we figured out if other services. Those are predictable issues and socialization. One of the things we did for my daughter is have gatherings but we would also include Norman so whenever someone came into the house they had to say hi to him because he was part of the family. We did birthday parties, we did a lot of things to include everybody and when I say when they set include everybody, when they invited us they invited Norman as well. And inclusion, we have to include him in everything that is possible. He went with us to Vegas but the he couldn't play, so those things we have to pay attention to. >> After knowing that, we have to move forward. We have to do something about it. So family support is really important. My mother was a good pillar. My extended family also give us a hand. The ones that we had helped a lot. They did not push us to do stuff. They gave us time and space but never left us alone. We went to church and did a lot of quiet time. We would like to do that because we need it. We talked to service providers, and the professional support, I'm the person that talks to everybody as you can tell. And I really make friends with a lot of people, even service providers so I can be open and say what were my fears, concerns, or expectations. And the psychological support. Recognize the anxieties fears and desires. They came Warner but-- later but little by little we started connecting those. We allowed ourselves to have a grief time. We have to not be afraid to show emotions and sometimes we find ourselves crying or getting upset. Those are part of Corp.-- part of coping. We attend and created support groups but I learned how to manage emotions and at the end, it's one day at a time. You cannot look too many days in advance because we don't know what's going to happen.

>> When Norman started early incubation, having all of the service providers come to the house, they said it may be time for him to be exposed to other environments. Navigating the system, how are we going to get those services and once he entered the program I was so fascinated with that because it is family oriented. I was not by myself. They are really parent oriented, we had trainings every week that welcome you and at the end it was a support system that held me through hard times and good times as well. The program that Norman attended when he was really young, I'm still friends with parents that attended at the time that he did. As you can see, I have a picture with two other mothers and their children that attended the same

program with Norman.

>> I'm sorry, I keep that.

>> Once he transitioned into the school system it was scary. Leaving the program where you were like him or being part of a group, it was scary because one thing is changing the environment, I could not go with him to school and he needs to be evaluated and I had to really pay attention to the law. What are my rights or what are Norman's rights? It was a lot of work that we did to understand how the system worked and stuff like that. Like I said, the school system is student focused, not in the early dimension program.

>> Throughout the journey, finding the perfect program, I thought he could go to a place where I thought it would be better and have good services. In the years further that's not what I want, it's what he needed. So finding the perfect program was a challenge because my focus was very different and family-- finding the perfect teacher, he was kicked out of one classroom once because the teacher thought it was not appropriate placement for him. My feelings were hurt and Norman-- I said why does him being such a friendly and social person, could he be picked out of the-- kicked out of the classroom? It was not clear to me but he deserves to be in a place where he is welcome and where his wanted. Finding the perfect teacher and program is a challenge sometimes. The right support and services was a bottle. Not a fight, but something that I needed to raise my voice or talk about and prove that Norman needed those services. So at the time I was not being passive and said whatever you want to give him, give it. I was not really fighting for the right services for him. I always got involved in his education in medical because I thought it was important for everybody to be aware that I'm that kind of person that gets involved in every decision-making and every evaluation they have to talk about what is going on. That helped a lot. Of course there were conflicts many times and I'm the kind of person where if someone is talking I'm not the kind of person that is very demanding so I don't know if that is good or bad but in my case it helped a lot. I got into agreements and collaborated with them so those things helped. Sometimes I needed advocacy support and it helped, so those things are important for families and professionals to know that parents go through a lot of those things.

>> The journey continues when we talk about adult life. When he was prepared to transition to adult services, it reminds me of the challenges that he has. We cannot forget he has medical issues, some disability issues, so what's going to happen was am I going to get all the services that he's going to need? Will he be in a good program or bad program? That program doesn't accept him because he has medical issues, that's one thing we face. Again, they remind you back to the grieving process because you have to deal with those emotions again. What is he going to get? The services and support that he needs? And what do I expect? The transition, we did not quite get there but the beginning was a challenge because it throws you off and reminds you of the challenges of what we are facing with Norman.

>> I would like as a parent to talk about how every child is unique.

We have to pay attention to those things when we are working with them and also face different types of boundaries from families. Sometimes they are rigid, sometimes they are flexible and sometimes when they are rigid they don't allow a professional support other than what they really select. If they are flexible they are more open to accept information that we can give them or vice versa.

>> They also fulfill the right to have access to help. The siblings, I'm talking about, sometimes when parents don't speak English they fulfill the interpreter function. Sometimes kids have to babysit because they don't have ever-- other babysitters because they don't have the money to pay other professional babysitters so they have to care for kids. We have to understand what is going on in the family. They experience grief in different stages and intensities and sometimes we have parents who are really passive but they are still struggling to cope with the loss of what they were expecting at the beginning.

>> The second part says we have to really pay attention and we have to view the parents as capable parents. Sometimes we see parents that don't do much because we don't believe in them. It's not because we don't want to believe, but sometimes we may be express or let them know in our body language or something. We have to review them as capable and give them the opportunity to show what they are available to do or capable of doing. Parents need assurance that they will receive current and accurate information. Sometimes we forget that they are ready to get information so we have to pay attention to that. They need guidance. As parents with special needs kids, sometimes we don't know what to do so just a phone number or the name of the person or telling us what to do is important to be reminded of that support that we can give to parents.

>> Another important one is a parent who is mad or have an attitude or professionals, they may have been influenced by good or bad experiences. Maybe they had a bad experience with another teacher or program and that's why they are really careful about this new program. Please take that into consideration.

>> We also experience high levels of stress that when they get sick, we face high levels of stress.

>> I'll be talking, this is my story. I'm sorry if I have to be wiping my nose all the time but I sometimes get very emotional talking about my family. Now I'll be talking about the tips that I think, as a parent, would be helpful. Not just for professionals but also for parents. Sometimes we want the professionals to understand, I also think that parents need to understand that there are a lot of things they can do to help so I will be talking about those tips. One of the support strategies that I think is a professional-- that I think is professional is befriending. Understand the family situation and it is important for everybody to understand that or provide information about other families in similar situations. I think that's crucial even though we have similar situations, with even-- even though we are different we have similar situations so it's really important if we know a family that could benefit the parent they are working with,

have permission to share their information so we can connect them.

- >> Invite families to participate in support groups, I think we already do that but just a reminder will be good.
- >> A be a good and effective listener to what parents have to say. When I talked to professionals, sometimes when the kids are very young, as parents just want to talk. We need to be listened to and to listen to what is going on and maybe you can give us advice or support or guidance to a person that can give us support. Being a good and effective listener it's a lot especially if the kids are really young.
- >> I think communication and collaboration is a key factor that would help through our journey through educational and medical.
- >> Provide family with guidance but around a specific issue. I think all of these tips are important but every time I talk about one, it's true it's true, this bullet is the perfect one and I think all of them are good. Provide information about specific issues. Especially when they are newly diagnosed they don't know what is going on so specific information about something that they ask.
- >> Be sensitive and respectful and believe in culture. One of the things that I encountered as a mother and a professional is avoid getting overly involved. We have many people involved in the families situation so we have to be careful about it.
- >> Build report.-- Report. That collaboration and information with the families in that relationship. I think it's really important.
- >> Helpful tips for parents. We have to not forget to be apparent. We have to be a parent before everything even though we where many hats throughout the day. We have to remember to be a parent. Understand your responsibilities and know your child. What is his diagnosis and his medical needs? Educational needs? How does my child learn? Is he visual or hearing or what is the best way to entertain him or the way he will learn? Strengths and weaknesses. My son can do many things but I always say Norman could do this. He smiles, he laughs, he's very social and a very happy person. Even though-- was longer lived I put strengths first. I always knew all of the things that Norman liked in this life. You know as parents we have emotional and health needs. Sometimes don't pay attention to those until they call our attention to say take me to the doctor which is when we would pay attention. Understand what your body is telling you, that's very important. In your financial needs. That's something that we don't say out loud but sometimes we are really struggling financially and there are things that can help us. My entire family, in this case my daughter needed a lot of help and I need to go to a conference saying help me. I don't know what I'm doing. So they guided me, and thank God I went early on. I think my daughter is okay.
- >> We as parents need to know that we are equal partners, we have to be prepared and be informed and available when they need us or request our help. We have to really be available to help out and ask questions. If you have a doubt, ask the question and don't leave without a number.
- >> For collaboration and communication, decision-making is important. Concerns and share information. We have families that keep evaluations

and medical reports in their drawer. Share with other professionals because that is important. We are talking about our kids and I think it's really crucial that everyone has the same information.

>>> Open and maintain lines of communication. You choose what better works for you. A telephone call or text her daily journal. I don't even remember having a cell phone so they can text or call me. A phone, email, I don't remember. So we had a daily journal that came back and forth with notes about how his day went and things like that. Sometimes I would drop into school and they were grateful about it. Thank God the program at that time accepted that sometimes schools don't allow that but in my case it helped a lot. And get to know your child's teams. Everyone working with kids, their rules and responsibilities.

>> What is parents we don't have to do-- we have to not do, don't lose focus of what is going on with your child. Sometimes we forget with the school district or something. Now it becomes you against me and it isn't that. We have to think about what is the outcome that we want and it's our child's benefit.

>> Don't forget your priorities. We have priorities in life, one of them is our kids, ourselves, and medical issues. You have to set your priorities so don't forget about that.

>> Don't let anyone decide for you. Making decision-- decision is important for parents to be conscious about. Don't forget about other needs. Your husband, your siblings, financial issues, don't forget about other needs or about you. And again, don't forget to be apparent. We fulfill many tasks throughout the day. Chauffeur, cook, secretary, nurse. Please don't forget to be a parent and fulfill that particular task, to be a parent.

>> I have 2 quotes and I like it. Never underestimate the power of a story. It has the potential to touch hearts and change minds well personally delivered fax can be forgotten-- in personally facts can be missed. If you tell your story and share what's going on, I think it will be in everyone's, or the person that's going to hear your, their heart.

>> There's another story, no one brings to the table the same experience. They are unique and it's necessary to share them. There won't always be agreement but better understanding a new way of thinking can be powerful and may change things for the next person.

>> This is my Norman. He was really happy. At the end, it has been a wonderful learning journey. The end.

>> Thank you, everybody.

>> Myrna I want to thank you again for sharing your story, it's really an important one and in the chat you are getting a lot of shouts of praying for your honesty and your leadership and how incredibly important your message is. Thank you to you and thank you to Norman, and thank you to the rest of the family who you took time away from to create this story for everyone. Thank you.

>> We have time remaining, so I wanted to know if anyone had any questions.

>> There are tons of people typing. They are saying thank you for your honesty and willingness to share, so powerful, thank you. We loved it. Patty had a comment about what an amazing leader you are and people loved your quote, they were curious to know who the first quote was from.

>> I don't know. I took it from someplace and put my two cents and I think.

>> She says she loved it. Rich, thank you for sharing your story.

>> If anyone would like to unmute, you are welcome to do that as well.

>> Drew-- Julie says you certainly provided by sharing with us. I hope it empowers families to share their story and the professionals take time to ask and listen. Loved all of the photos, thank you Myrna This is Julie, can you hear me? Myrna, bravo. That was wonderful.

>> I just wanted to say to any family engagement specialist or other people that work with professionals, that Myrna has shared this presentation, or version of it, with three or four different groups of students that are getting trained at San Francisco State and they cry as much as we did listening to her story. I'm glad this is being archived because I think people could just share this recording and maybe make the same impact but it really makes an impact for professionals to hear it from a mother saying this, so thank you Myrna.

>> I agree. We will be archiving this which is one of the questions. For state deaf blind projects, and encourage them to give.

Perspective, it's really important. The other thing is that Myrna will be graciously doing this webinar again Saturday, September 23 at 12:00 Pacific, 1:00 Mountain time, 2:00 central and 3:00 Eastern. If you know state-- Spanish-speaking families are providers that would benefit please share the information from them. Robbin has posted the link for where you will be able to find the archive so you can watch it later or share it with others.

>> The other thing I'm going to do is-- Cindy says this will be great to share at. Meetings, so glad it is being archived.

>> The other things we are going to do is put up some polling questions. It seems like an insensitive thing to do with such an insensitive webinar, but she wants to make sure her message was heard and you know we need the information to prove that we are doing good work. Robbin will put up some questions for everyone. For those of you that may just be joining via telephone and not on the computer there is a superlong link for a survey that Robbin will also put in the chat pod and I will read it to you guys but you can also email me which is much simpler. The link to the survey, get ready. However got that, congratulations to you because it is so long. I think it would be best if you email me if you would like to fill out the survey. Again, megan.cote@hknt.org. I will send you the direct link to the survey.

>> The questions are coming up, thank you for responding. We will give those just a minute.

>> This is Robbin, there are only four more questions so we will be done putting them up.

>> Thank you for your feedback. Does anyone else have any questions for Myrna about her presentation or her families-- order the story of her family? Just a few minutes typing so we will wait. Robbin, Mary is saying that the polling questions are not working so I will send you the link after the webinar and you can fill out the survey electronically that way. I'm so-- I'm sorry Adobe is pulling a lot of tricks on us lately.

>> If there are no other questions, I want to thank everyone for coming today and give Myrna one more big shout. Thank you. Everybody who joined should feel-- everybody who joined should feel more urgent about serving the needs of families and making sure they are sensitive. That is everything they do to make a difference in the lives of families. Thank you, I feel 100% confident that the information that you shared today will be watched over and over again by countless people and I celebrate that for you and your family and I celebrate that for Norman. A huge thank you to Myrna, the network is indebted to you.

>> Thank you, Myrna.

>> Thank you Robbin.

>> Thank you Myrna Who's that?

>> Cindy Robinson.

>> That was wonderful. You should be happy and proud, your son is so lovely. Thank you for your heart shall-- heartfelt sharing.

>> Thank you for watching it. Sorry I cannot stop crying.

>> Totally understandable.

>> Have a great day, everybody.

>> Goodbye.

>> [event concluded]