Good morning and welcome to what’s happening to the ADA now that it is turning 29. This is a one part webinar one hour-long after completion we will make sure we put in on the man on our website for those who want to see it again or share it. I’m with University of North Texas workplace inclusion and sustainable employment also known as UNTY. We have the technical support and for all of you joining us on the Internet today I have some people getting into that question box and saying good morning today. Thank you so much. Find a small arrow to the side of the word question and open it up and say hello to me and type something in. Know you can hear my voice this morning, thank you so much. And getting lots of responses. This is the same section you will use if you have questions for our presenter this morning just type them in their and don't worry about grammar, I will make sure are presented get those answered for you. If you go a little further down -- I know I have more people on the lines of find that question box and pop it opened. Thank you so much. Further down that box you're going to find something that says handout and it should have a number 1 decided. That is our handout for today's presentation and the presenter is provided that for you and download that it is a PDF file and you can follow along if you choose. So there's a few more people that need to say hello to me. If you're calling in today and not on the Internet please make sure that you send us an email at UNTWISE @unt.com. Now our speaker is Joe Bontke at region coordinator officer of the EEOC and he has been in the field of human resources and civil rights for the past 30 years and has experience in employment law and adult education. With a bachelors in philosophy and a Masters in education he has been a human resources director, a trained coordinator for the American disability act, technical assistance Center for federal and region and he was appointed as an assistant professor at Baylor College of medicine and commissioned as an honorary Admiral in the Texas maybe. Joe and his wife choice have three children and two grandchildren. And I believe he will show us a picture. Thank you for being with us.

Good morning everyone and what an honor to be invited back to UNTWISE. It's always an honor to be invited back anywhere. I put together what's happening to the ADA now that attorney 29 and specifically with regards to issues of accommodation of people with disabilities in the workplace and to let's kick off I want to say anything I am telling you is not breaching any of the confidentiality that we have with EEOC, everything is part of public record and the information I am gleaning is really from the Internet and there is a wealth of information out there and I compiled it in such a way that I hope you are able to use it for your own training and my contact information on the first slide if you ever have the need for this kind of information it is something we give away and I would like you to have it because I feel that it's more good minutes staying on a flash drive. The Americans with Disabilities Act came about in 1990 and it added a person with a disability a record of an impairment or perceived disability as a protected category and that was the enactment of a law. Many times case law happens where no law has been enacted by Congress but we as the law enforcement agency look toward another group and an example of that could be fixed. -- sex. That's defined by the civil rights act of 1984 but through case law the adaptation of gender identity that comes from Ms. Holder with Price Waterhouse where Ms. Hopkins was told she was not feminine enough, and that they 1980 case and Macy versus Holder which is a transgender and the Supreme Court case about marriage equity and sexual orientation we take the court's interpretation and say these issues are protected. Most of what I'm going to share with you about disability related and other categories has to do with the myriad of cases that we see and how case law further defines these protections. Through the course of any given year EEOC.gov will put on
on the website was basis of charges we have seen in the collection of a synopsis for the previous year and while 2018 has not been all neatly piled together thanks to the government shutdown where we are running a little bit behind on these things here is a snapshot of 2017 and you can see the third basis at 26,838 charges where disability related and now any of you who are good numbers people will notice that if you tally up all those numbers it would exceed the 84,254 and that is because many times there might be multiple spaces. It might be retaliation and national origin and age and multiple basis is a very common. So there you have the EEOC 101. Let's get into the ADA and I will give you some brief history quickly because whenever there is a milestone like the 29th anniversary I like to flashback it where we were in 1990 and I remember a staff leasing company with an advertisement on the radio. The ADA will affect all hiring and firing. This unknown law was creating a lot of trepidation on people's mind, business owners mind and I was really taken back by that one particular ad and in essence, that stepped me into the advocacy world. At the time I was the HR director for state hospital associate director and the cancer center here in Euston and as a person with a disability, mine is hidden, I have dyslexia, and my sister is a wheelchair user and she was a medical doctor at the time and she sits passed on, I realized that's not the intent of this law. That's something very different and I began in a consulting role in organizations called accessibility consultants and on the screen there is a man and a black cowboy hat holding a little boy in a red cowboy hat, that is me and my son, my son Jordan is now a reporter at CBS Austin and he is much bigger, he is now in his 20s and life has changed. I remember at this chili cookoff the boots next to us was advocate for HIV and they had a task ahead of them because we knew nothing about that. The myths, the fears, were really pervasive in our society and the notion of contagious was an issue. I think back at prior to the ADA there is a great movie that I'm going to ask you to put into your next next flicks -- Netflix queue. It's the story of Richard creation of windmill training and how he championed the rehabilitation act educational venue in the federal sector and he talked about the ugly laws where people with disabilities would be rarely seen in popular culture and there was no law surrounded and then I stepped on the shoulders of who enacted this and Lex Friedan and Chai Feldblum, or the great Justin Dart Jr. was the Governor's committee for people with disabilities here in Texas then went on to national position under if you administrations. These folks made a difference in a specific way and as an educator I would like to tell some of their stories but mainly give the notion that only 18% of people with disabilities are born with that physical or mental impairment that substantially limits a major life activity. This is a good law that would affect all of those if we look -- if we live long enough and this shows how the percentage of people with disabilities grows exponentially as we go through life and the 61-year-old I have no one -- known the manifestation of my own dyslexia has taken an interesting turn in my senior years with regards to my cognitive abilities. I'm forever learning about this process. The EEOC gets money from Congress to do certain things and our main mission is obviously the enforcement of civil rights in the workplace or to make the workplace free of unlawful discrimination harassment and retaliation. I have an app on my phone called Waze and Waze tells me what to expect up ahead and it's a crowd source, a fun way to drive throughout the highways and byways in the great state of Texas and one of the things that it also tells me is if there is police up ahead. I like to call our Waze because what it is that we look for is in essence the strategic enforcement plan. As a national law enforcement agency we are trying to focus our resources in a strategic way and our website really gives all of the importance of this. I want to jump into where the ADA is on this so the six points, and here is the cover sheet of it, let me spell them out for you. Eliminating barriers in recruitment and hiring. You will see in some of the case law how people with disabilities very often are excluded just by the nature of how somebody can apply for a job. The kiosk at the store is not available
for somebody who uses Jaws to be able to assist because of a visual impairment. Or the application process is inaccessible based on a cognitive disability and none of these positions require division or the cognitive abilities to carry out the job. It is the front gate that's making it difficult. We looked long and hard of that process and educate people to be more inclusive. Protecting the immigrants, migrant and honorable workers and the avoidable workers I see here very often are not only people with disabilities but I want to give a shout out to our veterans who a lot of times are the vulnerable workers who people feel because of veteran issues, that means somebody considers that person in a stereotypical bias to say they probably have PTSD. Welcome as a federal governmental agency I can tell you we hire a lot of veterans and you know what I get? Well educated, well disciplined, young men and women who hit the ground running and I cannot be prouder to employ them. So while I'm in the business of shattering stereotypes so is our strategic enforcement plan. We also look to the third issue of emerging issues, developmental -- developing employment discrimination issues. The ADA is an ever changing wonderful piece of legislation and because there are so many aspects of employment with regards to hiring and firing, the discipline from -- but all through that jobs development you will see in a few of my examples where popular culture plays a role of that. We have all come through those sliding glass doors at Walmart and have been created I somebody in of best, and that somebody in a vest has been for years either a senior citizen like myself for a person with a disability that you can notice, whether they are a wheelchair user or some other -- and in popular culture you would see in the news and I have a slight for it but they decided to change that and let those people find other jobs and they want to have that person also help with loading vehicles of heavy loads of merchandise. It is well within their rights to do that but it will also be an opportunity to further define risk management and that's another piece of my job is to help businesses understand what is the risk and the perceived risk and what do you do about it. The fourth one is developing for emerging issues with regards to the ADA and the pregnancy discrimination act. When a pregnancy has some condition associated with it that may in fact create not a I will say normal pregnancy, this might have been increased blood pressure or some kind of a lullaby does, a circulatory problem and those may trigger a protection under the ADA and how educating folks with regards to that is an important aspect. Pay, a lot of us go to work to get paid, disparity and pay is one of those other issues that we look at. You can see from the snapshot across that there are many triggers that might bring -- might bring about ADA concerns. Let's dive into it and part of my rationale here is 90% of education is knowing where to find information when you need it and I like to look at what his current and so you feel you're getting the latest and greatest in this is the March 5 article that deals with the three lawsuits that have already been filed against Walmart by people who feel that the process they are going about is less than favorable or less inclusive for people with disabilities. Just so you get a sense of our dedication, we work long and hard, we meaning the EEOC at mediating or consolidating solution so to narrow down what happens yearly, it's a gross exaggeration, we made that about 1 million inquiries and of those 1 million inquiries one in 10 becomes a charge so just about 100,000 charges. So is bowling protected, it's educational opportunities and then some people just decide not to file. But let's get down to that one in 10, 100,000 charges and of those 100,000 charges, the slight irony showed you, 187,000, when we think in terms of litigating them, you hear very few of our litigations because less than 1% of the charges are litigated. In other words this has to have been gone wrong in a few levels. This case against Walmart, and I copy down some of these statistics in preparation for this, they were filed 431 suits with disability bias claims between 2010 through 2017 so in that seven-year period 431 were disability related and we recovered more than 78.5 million in monetary damages to people just in the last five years. But the risk is also a numbers game so Walmart
is very big employer and they faced 155 ADA cases according to Bloomberg laws data. This is all in public record and it's a calling through the EEOC stuff and the reality of the burden of proof that this is good for business may have already backfired for this employer and I am by no means have a crystal ball here. I think we all shop where we find the most comfort or the best price and Walmart obviously has a lie: that. But where this has looked back to them is in the court of public opinion because it seems that that one position if it needed to assist people lifting, there would be other people who could assist that person would a walkie-talkie. Joe's opinion, not something the EEOC has taken a position on. That's kind of how these issues go. How many of us have ever had a dog in a vehicle and I think of my little puppy who loves to when I cracked the window open he sticks his head out. This particular case with regards to CRST out of Cedar Rapids, Iowa, basically we are taking the position that it failed to accommodate a refused to hire and then retaliated against a truck driver applicant who was a veteran because he used a service dog to assist with his disabilities and the veteran disclosed that he had a disability and uses a service dog to help with his posttraumatic stress disorder or PTSD. I will give you a quick little side. The B -- D is this order according to this diagnosis but I will take the position that if somebody has been deployed four or five times to the of war that they are coming back that they're going to need a little bit of a cushion in society. Joe's opinion but I don't like the notion of the disorder, I like to call it the PTS disease. And maybe the dog was the curing. So this particular applicant successfully completed all the commercial driver licensing requirement but they had a no pup policy and anyone who understands the ramifications understands that this is not a pet and while the dog is probably not like my puppy with their tongue hanging out hanging out the window this puppy should probably be able to go anywhere. This gets us into the need of today's program with regards to the ADA requires some kind of an accommodation and who does it accommodate quite a? Is based on somebody that has a disability that is actual or a record of the impairment, so let's use the example of somebody was battling cancer, they are now cancer free and they have a record of the physical impairment and now they no longer have it but there is still protections. Or somebody is perceived as having a disability. I don't know the matter within, but that scar on his face is of concern, maybe somebody had a burn at a young age and due to that epidermal layer being a little bit shinier than the rest of the complexion somebody does not hire them because they are afraid the health department would shut them down because of a skin condition. You are perceiving that there is one, there is no disability. It doesn't have to be accommodated but you can discriminate against. There is two areas I want to dissect, a legal term and has disparate and reasonable accommodation.

>> On slide 20 disparate treatment. The commission is not both temporary and minor, a physical or mental impairment and its limiting and major life activity and the person is otherwise qualified to perform satisfactory qualified individual with a disability in other words the law does not say let's lower the standard and hire these people. Know. This individual is qualified to carry out the essential functions of the job. If an adverse action is taken so an adverse action again legalese for a tangible employment actor -- action, I'm not going to pay them as much or I'm just not going to hire them, those will trigger disparity of treatment. Different treatment. Someone not disabled but other similarly situated was treated better so a comparator of some sort. There is a legitimate nondiscriminatory reason or pretext for this decision and we will speak more about that in a minute. Under retaliation meaning I am going to respond differently so I engage in a protected activity and I objected to the disability discrimination or the request for the accommodation. They know their rights, I will show them just for that. And that adverse action more or less was creating an opportunity for the employer to transcend the person in some form or fashion. The purpose or the motivating pretext might be an apparent or assumption in
order to cloak the real reason. We cannot do that, we cannot have a sign language interpreter, it is too disruptive. These are the nitty-gritty of what we look for in investigations. Usually not in an inquiry but we are hearing one side of the story in that instance.

>> The ADA requires an employer's in the application process or as an employee who is hired to be reasonably accommodated and that reasonable accommodation needs to be ongoing unless they cannot perform the essential functions of the job with or without the accommodation. In other words, if I took away this reasonable accommodation, they could not carry it out so I am not going to do this. There is a course that's 40 hours long that just deals with those reasonable accommodations. Just in case you are watching this and you're thinking I don't know how to do this, you don't have to re-create the wheel. There is a wonderful organization called the job accommodation network, a Google search of those will get you to the website and anybody who is -- who has accommodated in the past to be part of their database and it's a great resource to go to. Factors to consider in determining a central function of the job. This is a really easy one where a pilot on the plane lands the plane less than 1% of the time but it's essential that they know how to do that. Essential functions are not necessarily the thing that we do the most of but it is the reality of the job. And if I can pick on the greeter position that seems to be -- in some respect, if I'm adding the creation of -- and I am making this up -- 35 pounds I have to be able to lift, how often does that happen, may come into consideration because if it happens once every day, could the walkie-talkie Bob needs assistance at entrance B for a lift be the accommodation. And I don't know but I'm taking on to show the practical nature of that. We're going to look at more of that in a bit. Reasonable accommodation change in the workplace the way things are customarily done is needed because of a disability and the checkmarks here are for the application process to perform the essential functions of the job and enable the employee to enjoy equal benefits and privileges of employment. So what could that mean starting at the bottom. If the holiday party is held in a place that's not wheelchair accessible, that they need to be if my spouse uses a wheelchair? That might be an equal benefit and privilege that everybody else is able to bring their spouse. So there is a wide when we think in terms of accommodation and 29 years into the long the world has become very much more accessible to people with mobility impairments. Remember prior to the ADA curb cuts did not exist and then they happened and we put wheels on luggage. We put a man on the moon before we put wheels on luggage. When you let that sink in the realization of barrier removal has benefited in many ways and to enjoy the benefits and privileges of employment is across the board. And that means inclusion. Diversity very very easy, we look around and received a diverse population and inclusion may mean what my little graphic in the upper left of the screen is. If everybody gets the same it does not benefit everybody. Some people may need something different or we have to look at better ways of doing it. So is the philosophy of accommodation. But if it helps somebody perform the essential functions of their job and it keeps them employed, in the big scheme of things I create a taxpayer as opposed to somebody on a social benefit. Not that any of those are good or bad, just reality.

>> Request for accommodation. They did not ask for it is the defense I very often here. Generally an individual with a disability must request a reasonable accommodation. In other words, here is the duties and responsibilities of the job, would you have any difficulty carrying them out? No, I can do that or I cannot do that may disqualify somebody so let me flush that out. Our requirement in this hotel is that you clean a room during your shift 19 times. I could not do 19 rooms, I can only do six. That is lowering the standard. The law does not say that. Yes, I can do 19 rooms I would just need assistance of a device because of my hearing impairment in the event somebody is trying to get my attention. Okay, we can do
that. So as a reasonable accommodation and requires a bit of a dialogue and that dialogue is known as the interactive process. Chatting with somebody about what they need in carrying out the job is essential in being able to make this work. The request for accommodation is no magic word, it does not have to be in writing and it may come from a third party and those are all noninclusive list of examples of how this could flush out. Let's look at a little bit more of case law because I think that has the tendency to at least fill in some of the blanks. Williams versus AT&T mobility services they had a strict attendance guidelines and identified attendance at the central, which I think most employers would, you have to come to work because it's a very good thing. The guidelines existed prior to this case going to litigation and the managers testified as to why the attendance was essential and the plaintiff provided no contrary evidence and basically this case reflects that there are some jobs that a person with a disability simply are unable to perform unless they are there and this had to do with a call center and I know you will say a call center, that's just a phone, you can do that anywhere and have a screen. The holding was that a case going back to I want to say 2015 case that had said precedent -- set precedent for this. It said that a person's attendance is essential in most jobs especially where a worker must interact with others, and the customer service presented at this mobility -- mobile services require them to be physically there and log onto the computer to be able to have a fluid interaction with the customer and a follow-up. The reality is some positions you will have to be there and now it's case law and it is further defined from last year's case that that is a reality. Not everyone. Here is Hostettler v. College of Wooster and HR generalist and she is out on maternity leave and has a bout of fairly significant postpartum depression and during that is invoking a 12 week unpaid leave under FMLA. FMLA is a different piece of legislation in force by the Department of Labor and they say hey, employer, hold my job. I cannot come to work. And if in the last year you worked 1250 hours you can go 12 weeks of unpaid leave. It is not a reasonable accommodation. Reasonable accommodation for leave is I have a significant physical and mental impairment that's limiting a major life activity, I can work, I just might need a reasonable accommodation. Under FMLA it is required you do not call the person and say how many more copies do we get? Let me call you into this meeting. No, this is I cannot come to work. While that was exhausted, the Sixth Circuit said although regular in person attendance is an essential function most jobs it is not unconditional. So courts must perform a fact intensive analysis. And while this particular employee submitted documentation confirming her diagnosis and needed additional leave, the request is granted and was given a reduced hourly amount, a part-time position for the next six months and no other restrictions. So why this is a significant case is more or less to the folks who enforce the law. While it's ever more important that an employer critically assess whether the function is truly essential, nearly indicating that the job requirement that you be there it really has to be in trickle into whether or not this is a real honest to goodness requirement. While that might sound a tad confusing, I want to muddy the waters even more. Because telework as a reasonable accommodation very often seems to be kind of popular and while Memphis gaslight and water in the seventh circuit this past year in 2018, we had an in-house attorney asked to work from home for 10 weeks while on bed rest for complications with pregnancy. So it is by no luck on my part that I showed you under the strategic enforcement plan that the interaction of the ADA and the pregnancy discrimination act really comes to play. Here is an attorney and she says 10 weeks, the employer says physical presence is essential and you may have to go to court. You have to do depositions and the you have the job of the attorney you have to supervise people and throughout the course it really came down to she probably -- this was problematic as a job function because in the eight years prior to her request she had never tried a case nor the post a witness. So the requirement being essential eight years earlier had never happened. She
had previously telework without any incidents for two weeks while recovering from neck surgery and three weeks while awaiting the ADA committee decision on the request to be issued. Remember she is asking for 10 weeks. Her neck surgery had a ready given her five weeks so this was in the normal course of -- she's a longtime employee, eight years she had never tried a case there and she obviously did other things and the $92,000 in compensatory damages and the 18,184 in back pay was in essence her winning this for a committee to decide what is right for the individual. Really backing away from this interactive process by having people who probably were not that well versed in the workings of the scenario to figure it out. I will take a breath to see if there's any questions in the queue before I go on.

>> We don't have any questions. I think the audience is so and thrilled with your case law and I'm taking notes as you are talking myself. I think it's fascinating.

>> Case law can be extremely boring but I'm a bit of a nerd where I find that when issues -- and I want to run through these because you may use the as teachable moments. This one is a sleep apnea one and there's an awful lot written for that particular community about it. Walgreens and if there was a favored one I would say here it is. It's a little bit old, July 2014 and if anyone has ever known somebody with diabetes who dealt with hypoglycemic issues this was a one dollar and 39 -- $1.39 and this is a good employee and the security officer, not going to call them overly zealous but he did not understand nor did he see clarification when she wrote my sugar is low, not have time and request in his reply in his request for show me the receipt. She just needed to get food into her and this was $180,000 settlement versus $1.39 back of chip and boy, a teachable moment and they also had to revise their policy and explain to the zealous, overly zealous -- well that's judgmental. He may have had a good reason for it. 2017 brought quite a few of these cases where how long are you going to be out? I really like this versus AstraZeneca form because there was no light at the end of the tunnel and this particular case said just saying you cannot be here for 12 months and I like to say the interactive process, if there is an opening weighing your back together there's always an option for an employee. One of those cultural things that we need an adaptation of and I know I'm speaking philosophically here but the restaurant services are similar issues where they said in essence if you're not coming back at 100% I do not want to. We take the position and especially me and my counterparts who do outreach and education where we say at overly broad policy that has a tendency to exclude or deny participation based on the policy may in fact need to be looked at. Going back to the Exxon would be a good example of this were a -- it cost Exxon so much in public pressure when the oil tanker ran aground and it turned out that it was a man with alcoholism who had had too many drinks and had somebody less qualified and Exxon's result was find anybody that's an alcoholic and let's terminate them. In the backlash of that again, policy without looking at the individual. Very senior Vice President, 20 some odd years with alcoholism finds himself terminated. A lot of good stories and all of this. Murphy Oil USA from the Western District of Texas this is one of our cases out of the San Antonio office and was intricate with regards to this was because of a medical restriction the back impairment this person said I cannot do this part of the job, whether or not that was a particular essential thing to job gets to be argued. I will move ahead because I watched the clock and I want to get through all 45 slides for.

>> We do have a question that came in. And persons that I work as an employment provider and we always write an accommodation letter for an employee file in the event of change in management. Do you feel this is best practice. I did not realize accommodations did not have to be in writing.
Excellent question and yes, it is best practice that if the supervisor who granted the accommodation moves on, now there is a record of that document in a file with those who have a right to know. In other words it is not a file that someone can vote on. I'm sorry if that was not clear but yes, that is a best practice for continuation of an accommodation. I want to spend a moment on the trifecta were associated fresh market had to pay $80,000 with regards -- $800,000 with regards to a group of employees. If you came forward and asked for an accommodation you were just retaliated transferred or denied and terminated. If I can say this our investigators kind of like these the best because electronics footprint that's left behind shows the pattern of disregard for people with disabilities. Also similar to Coca-Cola case and Home Depot case. All three of them really echo the same type of issues, overly broad policy of this Home Depot one had to do with a particular digestive issue and this one. This one really troubles me. Cases that I found had to do on behalf of desk workers who had a failure to accommodate. One does not listen by the type of accommodation but it seems as if fear for this community is fairly significant where the inability to understand somebody's hard of hearing or the culture of the deaf community and a teachable moment and this should not be so difficult as it is. But I want to get to an important other teachable moment with regards to Amsted Rail and this has to do with an issue of testing. This is a company who is making railcars and welders and they use a third-party to be able to determine whether or not these shippers or the people who get the product and any of the wells that need to be cleaned, there are using a hammer and the chisel I guess for pieces of it and it is a Chicago based company where it's disqualifying job applicants based on the result of a nerve condition test for carpal tunnel. In other words the person has no disability but the test is showing them to have the potential for it. Now I'm old, I have been doing this since the 1990s and when the law first came out and I appreciate what case law has taught us but carpal tunnel has to do with repetitive motion and anyone who knew before the ADA -- ADAAA amendment act that Toyota was one of those repetitive motion cases and the court ruled that nerve condition test were unlawful and had no value in predicting the likelihood of future injury is a reality. This is the latest and greatest from June 12 of the $4.4 million settlement and if workers are concerned whether they have a particular medical exam is unlawful or necessary they should ask the question of why are they giving me this test. The agility test while sexy too many risk management want to -- risk management is key to do children - - due diligence excluding people based on the perception of this third-party, that third parties not observing your risk of excluding people to the extent that they could do the job. You can see where I'm ending with a very important point of the interactive process and why that interactive process is key. I have five minutes left and I want to give a quick shout out to -- yes, I am 61 and is somebody who is using this medium to get information out, the latest and greatest in employment law, feel free to follow tran02 Houston where I promise it is only a tweet per day. There is a great network that while I am not encouraging anything more than know where to find information when you needed, the Americans with Disabilities Act ADA symposium is in Texas this year and June 16-19 at the Gaylord and it moves around the country and I will be speaking at the preconference and a wealth of information and a lot of folks who are doing similar kinds of work will be there. And I alluded to the job accommodation and there it is. If you have never heard of them, I cannot think of a better resource for anyone involved of people with disabilities then this. Our investigators often finds that this is the best defense that they did whatever they could to accommodate an individual and they have a good paper trail of looking at the consultation with consultants via Skype and it is a good risk management. And of course although the webinar comes to a close, I have been around for a while and you can see I no longer look like that cowboy in the black hat. I now have another gig as it real beard Santa so I was brought into a Third
World in my life. If you don't have my cell phone in your cell phone put it in. I respond to text and I answer my own phone and an email may also help. You may need a PowerPoint or you may need a lesson plan and we have that information and if you follow linked in, Joe Bontke is another resource for employment information. I have three minutes before the curtain call and if there's any other questions I will take them.

>> You have great comments. People really truly enjoyed all your case law information so when you stop there and I said I was enjoying it, quite a few more people jumped in and said yes, this is so interesting. I think because we are all employment providers on here today they can just as you are talking about the Walmart issue and a different caseload they are like yes, I'm experiencing that right now. You may get questions and comments for sure from some of our employment providers today and I think you're encouraging that and we appreciate that so much. Sometimes being out there in the field you are just like I know this is wrong and I need help and I think it's great to have resources.

>> I want to add one caveat to that. If you call me, don't think I am recording you or I'm telling anybody what you are asking. It is completely confidential.

>> Outstanding. Thank you. We need more people like you in the world and I'm impressed by your Santa beard, that is amazing.

>> [ laughter ]

>> If you look on YouTube, you can see my 92nd video about my Santa.

>> As always we appreciate you. You give such good presentations and we learned so much from you and thank you for being here today. As always we have recorded this webinar and if you feel other people in your industry and your offices and agencies need disinfection, feel free to use that. Of course if they need the continuing education there is a fee attached to that and we will send everyone online today a survey and please fill that out and let us know if you have other areas covered, if you need additional help or if you need suggestions for webinars send it to us. We appreciate your feedback. We will also load assertive enough completion into your user portal today and look for that within the 3 to 5 business days and if you called by phone only, make sure you send us an email we want to make sure you receive credit. And as always is you need credit we will make sure you get that. Thank you everyone for being here today. Joe, fabulous presentation as always. We learned so much today and we appreciate you being here with us.

>> I hope everyone has an excellent week. Take care.

>> [Event concluded]

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