

# AT Banter Podcast Episode 297 - Bradley Blair

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## SUMMARY KEYWORDS

sidewalk, cane, charlotte, people, city, echolocation, walk, blind, instructor, hear, teach, building, street, skills, sighted, client, navigating, rob, lis, techniques

## SPEAKERS

Rob Mineault, Lis Malone, Bradley Blair, Ryan Fleury

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- R** Rob Mineault 01:32

Hey, and welcome to another episode of AT Banter. This is of course the podcast where we talk with advocates and members of the disability community to educate and inspire better conversation about disability. Hey, my name is Rob Mineault. Oh, and joining me today. Lis Malone is back. She got top billing.
- L** Lis Malone 02:04

All kinds of glitter, glitter, glitter bomb
- R** Rob Mineault 02:10

And of course joining us as well, Mr. Ryan Fleury.
- R** Ryan Fleury 02:16

Hello again, I think that's one of my favorite parts of doing this show is when Steve Barclay isn't here. We'll leave that hole. And then I just do the cowbell sound, you guys giggle. I love it. It's great.
- R** Rob Mineault 02:27

Yeah, yeah. Yeah, it is funny, but it also throws me off.
- L** Lis Malone 02:35

We live to throw you off Rob. Keep you on your toes

We live to annoy you on Rob. Keep you on your toes.

R

Rob Mineault 02:39

Yes. My toes are very tired. Where are we? Oh, yeah. Welcome back, incidentally. How was your vacation?

L

Lis Malone 02:52

Oh, yeah. San Francisco and Tahoe. Amazing. Yeah. Wonderful. I'm a little broke because I lost a little money. I left a little money at the casino in Tahoe.

R

Rob Mineault 03:06

Is that a big gambling community? Like is that close to Vegas? I don't really know anything about Lake Tahoe. I hear about it all the time.

L

Lis Malone 03:15

It's where it's very high up in terms of altitude, it's like up in the mountains. And there's this magnificent Lake Lake Tahoe. just breathtaking. But the city of Tahoe is split between California and Nevada. Right where the line is, I would say like two feet on the Nevada side, that's where the first casino is. So you have to that's how you know which which side of this which state you're in.

R

Ryan Fleury 03:52

Right where it's legal to gamble.

R

Rob Mineault 03:57

And what else? And you went to San Francisco. How was that?

L

Lis Malone 04:02

Oh, San Francisco. Such a beautiful city. There's so much to do. I mean, went to Giants game went to San Francisco Symphony. Went to a bunch of beaches. I know. My life is horrible, right.

R

Rob Mineault 04:17

Did you do that Fisherman's Wharf thing?

L Lis Malone 04:20

No, no, because I've been to San Francisco a bunch of times. So did not do any of like the real touristy stuff just did the real fun stuff. The good stuff.

R Rob Mineault 04:30

Gotcha. And how long were you there for?

L Lis Malone 04:36

Eight days.

R Rob Mineault 04:38

Wow. So do you feel rested?

L Lis Malone 04:43

Oh, god. No, there was no rest. It was like moving, moving, moving. You know, it's constantly just do and stuff. So it wasn't it definitely wasn't restful.

R Rob Mineault 04:51

So you sometimes vacation is like that, you actually don't actually get any rest. I mean, they're cool. You're doing a bunch of cool stuff, but you kind of get home more tired than when you left.

L Lis Malone 05:02

And then the jetlag is just terrible. I know when they say when you travel west, they say traveling west is best and traveling east is the beast. So, yeah. So coming home and having that three hour difference. So it was it was a little rough going.

R Rob Mineault 05:21

Well it's nice to have you back.

L Lis Malone 05:24

Thank you. You guys held down the fort. Your shows were really good while I was gone.

**R** Rob Mineault 05:29  
Well, thank you. Yeah, we tried. They're all a blur.

**L** Lis Malone 05:34  
I was just making little notes and like, okay, Rob's talk smack about me on this show. Okay, there's little this little Ryan poke there. Okay, got it. Good.

**R** Rob Mineault 05:44  
See, I told you. She's got a really good memory.

**R** Ryan Fleury 05:48  
I'm gonna have to go back and listen, because I don't remember any of that.

**L** Lis Malone 05:53  
Rob saying. Oh, yeah, we have to be careful cuz Lis actually listen to the shows.

**R** Ryan Fleury 05:57  
Oh, that's right. I remember that.

**R** Rob Mineault 06:05  
We recognize we're gonna get in trouble. But do it anyway. Anyways. All right. Well, that's great. That's been our Lis vacation update. She's back. She's back with a vengeance. Literally. Well, then who the heck wants to tell me what we're doing today?

**R** Ryan Fleury 06:31  
I think Lis should.

**L** Lis Malone 06:32  
I have the honors? For coming back? All right. Hey, no, I'm really thrilled to introduce this week's guest. WW will be joined by Mr. Bradley Blair, who is an orientation and mobility specialist. a vision rehab therapist. and an assistive technology instructor for the Metrolina

specialist, a vision rehab therapist, and an assistive technology instructor for the National Association for the Blind, here in where I am, Charlotte, North Carolina. And just to make all of his accomplishments even more impressive, Brad is blind. And he is one of the very few blind orientation and mobility specialists in the world. At least I think so. Welcome Brad to the show.

**B** Bradley Blair 07:20

Thank you. I like you said, that we know of. I struggled for years throughout my internships in the start of my job to actually meet blind O&M instructors so I could learn how they do things. And now that I've actually gotten to my feet and know how I do the stuff that I do, I finally met them like, where were you three years ago? I just hadn't I just haven't met them yet. And now I met one week and now I'm meeting another one next week. So that's kind of funny.

**L** Lis Malone 07:52

So if you don't mind, just to give people a little bit of background about your personal story, so can you would you mind sharing some some insights into your your blindness?

**B** Bradley Blair 08:05

Sure. So by the way, the best way to make a small fortune at a Lake Tahoe Casino is to start with a big fortune.

**R** Rob Mineault 08:21

Oh, yeah, true.

**B** Bradley Blair 08:26

So I'm a lifelong blind person, I never had vision. And I came to the blindness field through a roundabout way I was originally going to be a college professor if you can believe that. But I chose an area of study where there were far more graduates than positions. I didn't really succeed at landing in that field. So I hit the reset button, worked at a chocolate store for a few years. That was fun, actually. And then I went back to school to get a new master's degree in this field. And I chose O&M, because it was fun, and it was difficult and I chose assistive technology because it never goes away. And I chose vision rehab vision rehabilitation therapy, because you need all those skills too. And a lot of them now include technology so now I do a lot of AT and a lot of O&M and a lot of everything else all over the Charlotte, Greater Charlotte metro area. Is it difficult? Sure. But what isn't? It's fun too.

**L** Lis Malone 09:41

Can you explain a little bit about what O&M is?



09:46

Of course. So the way I like to explain it to folks who've never heard of it is travel skills, basically travel skills. How do you cross the street without sight? How do you find your way down to the building down the block without being able to see it? What skills are involved? And the breakdown of that is orientation. It's the part of the art and science of this thing where you are dealing with knowing where you are in the environment. How do I know where I am? How do I know where things A, B, C? and D are in relation to me? Or how do I know where things are in relation to each other? Where is Metrolina in relation to the central coffee company? How do I know that? And what can I do with that information? And then mobility is how am I going to get there? How do I safely walk down the steps and navigate down the block and cross the street? How do I do all that safely? What methods do I use to keep from falling on my face or getting hit by a car? Or what techniques do I use to make sure that I end up exactly where I'm meant to be? So I like to call it the fine art and exact science of travel skills for the blind, because it is an art with all of the exactness and you know, trial and error that that word maybe suggests. And it is also a science, there's a great deal of science behind it. Or as a good friend of mine once put it, what I teach is methods applied to common sense.



Rob Mineault 11:24

That's really interesting that you say that, the fact that it's a little bit like a science, because I'm sure that there's there is yes, there's a lot of very just practical tips and advice. But there's also this element of like, figuring out where you are in space and what is around you. And there there must be a little bit of a of a science to that. And in sort of spatial awareness in knowing where you are in your environment. Can you speak a little bit to that?



Bradley Blair 12:01

It starts with body awareness. The fancy word for it is proprioception. How is my body arranged? You know, are my feet and my nose pointing in the same direction? For some people that is surprisingly difficult. Am I holding my cane correctly? You know, does this the feel of my body tells me that my cane hand is where it should be? Am I at the point in space where I think I am now now we're talking about body to object relationships? You know, am I in front of the building? Am I not in front of the building? How do I know? You know? Now we get into things like echolocation. Maybe I'm using my two point touch. And I hear that there is no building line here because the sound waves aren't bouncing back to me the way they should be if there was actually a building line there. So no, I know, I'm definitely not in front of the building. Well, now that there is a building line, which is the correct building, have I gone the right amount of distance? Have I found the appropriate landmarks in the environment? Did I find the second stairway on the right? Or is it the third? Because if it's the third, I'm at the wrong building, if it's the second I'm at the right building. So yeah, it's it's navigation. It's auditory feedback. It's awareness of the human body and that proprioception. All of it.



Lis Malone 13:23

So Brad, you being born without sight, and having gone through some sort of O&M training in your own life .. I myself, I've had O&M training. Ryan, I'm sure you've had O&M training of some sorts. So I'm just curious how much of your personal training do you apply to now how you

sorts. So I'm just curious how much of your personal training do you apply to now how you teach other things that you have found that that were taught to you a certain way that now that you're walking in the shoes that you do a little bit differently from some of the traditional O&M techniques?

**B** Bradley Blair 14:04

Yes, I know. Some of the differences are cosmetic. I teach differently than your average sighted instructor because I am not sighted. So I use my other senses. I will occasionally when I'm teaching cane skills, I will, for example, put my hand on your cane hand to see just what you're doing or I will listen in ways that a sighted instructor doesn't have to but those are what I like to call cosmetic differences. In many ways, I was fortunate to be taught by some very, very good O&M instructors who absolutely believed that I could and would meet the goals, whatever it was, and who were relentless in forcing me to think and problem solve and who did not spoon feed me. They absolutely didn't. On a hot Texas August afternoon, when I was 10 years old, maybe I wanted them to tell me the answer they weren't necessarily going to. So in that respect, I carry that on. In other respects, there are differences, street crossing is harder to teach than it used to be. Because when I was a child, there weren't so many crazy intersections with signals that are controlled by how much traffic happens to be there at the given minute and where you absolutely needed to use pedestrian signals, if you want it to survive. That was less the case in the 90s. But that is a change with the times. But I do not think that I would have had the confidence and daring to walk into my program and say, I am going to do this if it hadn't been for the O&M instructors I had growing up.

**L** Lis Malone 16:02

Ryan, can you speak to some of your O&M training experiences in Canada?

**R** Ryan Fleury 16:07

Well, I was living in a smaller city than Vancouver at the time when I lost my sight. And so it was pretty basic for me because I wasn't working. But of course, I needed to learn a couple of routes so I could get out of the house. And so it was getting from the apartment to the bus stop getting on the bus going downtown, finding a coffee shop, working my way back. There's just a couple of different routes that I needed to be able to get access to get outside and, you know, start gaining some independence so that I could at some point get a job. . And, you know, at one point, you know, I did have a guide dog as well. And I'll tell you having that guide dog may not be for everybody, but the freedom of movement. It was night and day. You know, I'm hesitant with my cane. I don't like my cane. The cane gets caught in sidewalk, that cane is just a nightmare. You get punched in the gut. You know, but the cane does give you information that the dog can't.

**B** Bradley Blair 17:18

Let me know when you'd like me to come to Canada.

R

Ryan Fleury 17:20

Next week! I've had some really excellent orientation and mobility when I lost my sight. I've been living in Vancouver now for probably 30 plus years. And to be really honest with you, I've had no O&M since I moved here. I work from home. When I did have an employer where I had to go into the office with, they lived 10 minutes from me, they would pick me up, drive me home. I have a sighted wife who drives, so I've been very fortunate or very lazy, whatever you want to call it, I'm fine with that. If I had to get out of the house, though, I do know that I do have the cane skills that I could get to the bus stop, so I could get to where I needed to go. Rob and I were talking earlier about our transportation system here in the city. And it's phenomenal there really isn't a place I can't get to if I needed to. So even though I don't use my own skills on a daily basis, I know I still have them to fall back on.

B

Bradley Blair 18:29

I'm a guide dog user myself. I'm on my second.

R

Ryan Fleury 18:35

Yeah, it was just the flowing movement of a guide dog swerving around parking meters or cars that pull out into an alleyway. Your dog hits the brakes and backs you up and just yeah. But dogs get sick, dogs sometimes can't work. So not for everybody.

B

Bradley Blair 18:55

I like to tell people that the biggest difference I mean, anybody can be an excellent traveler with either tool. The difference between them is basically if I walk down the sidewalk and hit the thing or the person that I'm doing my job because if I haven't hit it with my face, right? If I walked down the same sidewalk and never know the things were there with my dog then again I've done my job because I've listened to my dog. I'm not going to know what's right. Miss it just right. But as you say, they have that built-in.

L

Lis Malone 19:33

Well I don't think O&M instructors get their fair share of credit for what, what they do for the low vision and blind community because I think that people who are who are sighted, they see somebody who's using a cane I think that there's this feeling that oh, it's must be really easy. If I had to use a cane like I could put a blindfold on I'd be you know that it's that it's just this thing that magically sends the signals to your brain that you know exactly what's happening in front of you. And, you know, as you were saying, as you were alluding to that there is, you know, a lot of there's a degree of signs, there's, you know, there's a ton of technique for sure. And the, and that commitment to using the using the device on a regular basis, especially if you're in the low vision, on the low vision spectrum, I think that a lot of times people become a little lazy, or they they say, well, I'll just use it when I need it. But then I mean, it is sort of like, if you don't use it, you lose it, that you need it to kind of just be an extension of your body at all times. So you can really become in tune with all those signals that you're getting from your cane.

R

Ryan Fleury 20:55

Well, I think too, though, you know, I'm totally blind myself. But if I was someone who was partially sighted, so I had enough vision that I didn't necessarily need my cane all the time. How can I expect people to know I have a vision impairment, without having that symbol to identify as someone with a vision impairment, you may look like you've got it all together, and you're strutting down the sidewalk and stuff. And then all of a sudden, you know, you don't know the lighting changes, and you're hitting a door or you trip on a step or something. So I don't know, that's a tough call I know for a lot of people.

B

Bradley Blair 21:35

So I agree with you. In fact, I talked to my my clients with vision that is useful, even if they can see the store well enough, they don't necessarily need to use the cane that moment against having it helps them to inform the public. And the example that I use is, you know, when you don't carry the cane, how often have you asked for directions and gotten the, "it's right over there. Can't you see?" But I would possibly disagree with you. In that, I mean, with what I think you said, maybe meant something else. But you know, you talk about the cane making us look like we have it together, et cetera, et cetera. But there's also a lot of stigma attached to the cane. And some people see a person with a long cane, like, oh, they must be helpless. Let me go do it for them.

L

Lis Malone 22:34

Oh, what the symbol of the disability is one thing for sure, and I and I 100% agree with you on that. But my point is that I think that people think that, that we're just handed a cane when we're blind and then we're able to get, and we're able to magically use it.

B

Bradley Blair 22:50

Many people come to me for the first time like, well, you know, I got a cane. How'd you get it, Amazon? And I've been doing this and this and this with that. I'm like, Yeah, about that. Let's let's talk about that.

L

Lis Malone 23:08

Yeah, but they I think that I don't think that people realize the amount of rehabilitation therapy and training that we have to go through to become, you know, adept at using it to be independent travelers! I'm not saying that, that all of a sudden they think that we're you know, we're magical unicorns and you know, we can solve all the world's problems but definitely that I think that they don't that there is this misconception about what we have to learn on how to navigate the world. And the training involved in that, the credit the O&M specialist should be getting, because I don't think there are enough I think there's certainly a shortage around the country. Because I know that that's why it takes so long for so many people to receive services

because they're, you know, a big part of it is obviously money. But they're, you know, when you hear about, well, how many like when you look at a city like Charlotte, how many O&M specialists are there serving the greater Charlotte area?

**B** Bradley Blair 24:24

That's a good question. I want to say that I know of exactly me and one other.

**R** Ryan Fleury 24:33

Wow. Do you think that's part of the reason why people buy a cane from Amazon, so they can get the heck out of the house and go meet their friends?

**B** Bradley Blair 24:40

They do. They'll watch YouTube videos or Tik Tok videos of blind people using their canes and they'll imitate what they see or try to deal with. Sometimes the results are pretty good and a lot of times they're not. And for example, if they bought a cane that was the wrong measurement they'll say I'm having a hard time with this. Yeah, I bet, your canes is only three feet tall. So, yeah, I wish there were more of us. Sure. In fact, I wish there were more blind ones. But hey.

**R** Ryan Fleury 25:12

Yeah, we have the same problem in Canada with service as well. And I think that's part of the problem. We have people who require service, who require the ability to have their independence back. Some people want it today. Others are willing to wait a little. And so like you said, they're watching YouTube or watching Tik Tok, they're getting a cane from wherever. And they're going out on their merry way. Because we can't just sit and wait.

**B** Bradley Blair 25:40

And I give and I give folks who do that credit for trying because they're not sitting around waiting. They're, by golly, they are trying something. And I will say that this stuff is harder on the folks who lose their vision as adults, because when you're a kid, you're getting O&M in school, at least you should. I had it for every one of the years I was in school. And when you age out of school when you graduate, I want them becomes a lot harder to come by. You move to a new city. Yeah, good luck with that.

**R** Ryan Fleury 26:18

A lot of the services are the same for adults. Yeah, and I don't think that matters where you are.

**B** Bradley Blair 26:24  
If I moved to Yellowknife up in northern Canada...

**R** Ryan Fleury 26:27  
Oh you'll get O&M probably once every month.

**B** Bradley Blair 26:30  
Yeah. I actually am a Star Trek fan and you have a town in Alberta I want to go.

**R** Rob Mineault 26:38  
Yep. Yeah, that's right. Vulcan. Yeah, we won't we won't tell you about the town in Nova Scotia that we also have. No tie to Star Trek, but..

**R** Ryan Fleury 26:49  
Oh, now you got me curious as to which one you're thinking of.

**R** Rob Mineault 26:52  
Lis will giggle.

**R** Ryan Fleury 26:54  
Oh, are you talking about Dildo? Or Come By Chance?

**R** Rob Mineault 26:59  
Oh, I didn't I didn't even know about that last one.

**R** Ryan Fleury 27:02  
Yes, there's Come by Chance and Dildo, Nova Scotia. There's a few good ones out there. This is also Screeching Eagle or Screaming Eagle.

**R** Rob Mineault 27:14

We've got a few doozies. So but I was just going to pitch in. Because as as sort of the sightee of the group. What I didn't really realize I think when when you're I'm watching blind people navigate an environment. I didn't really think about how important that built environment can really have on technique. Can you speak a little bit about that, and I'm talking about things like, you know, when when you're doing what's called shore lining and stuff, if the built environment isn't built to sort of optimize that technique, it can really run into issues. And I mean, even right down to things like lack of sidewalks, lack of curb cuts, there's all these things that can really have an impact on mobility. Can you speak a little bit about that? And how that can pose a challenge?

B

Bradley Blair 28:17

Sure. So two ways that I'm going to come at that one. Charlotte is a very built city. And we are struggling to have enough sidewalks. So lack of sidewalks and curb cuts is a problem that you can run into in the heart of this city of a million people. Second of all, I hike and I've taught hiking, talk about the natural environment. And there are techniques for it. So the short answer to your question is, you adapt your techniques to the environment at hand. If I have to walk in the street, because there's no sidewalk, then I'm going to walk against oncoming traffic. Hopefully, there's not very much of it. And I might be using what we call three point touch to keep in touch with not only the street, the curb, and then what's on top of the curb because maybe I'm looking for something. And then I make a street crossing without a curb cut, which is to say, you know, I round the corner and you know, we call it indenting. It's our rural travel techniques. I've taught those in the heart of Charlotte to people who live in neighborhoods that simply don't have sidewalks or that might have one sidewalk on one block and then nobody built anymore. And that's a whole other issue. I've taught hiking lessons, you know how to you obviously you're not necessarily going to shoreline on a hiking trail and you're not even going to use the same cane tip. In fact, you may not even use a cane depending on our the trail as you might use something else. So I think the key word in my answer to your question is adaptation. We don't let the environment stop us. We simply adapt and we find the methods that keep us safe and allow us to keep moving efficiently.

L

Lis Malone 30:04

Well speaking of hiking, we interviewed your your buddy, Trevor Thomas a couple months back. Gosh, I'm losing track of space and time is that right? That's right. Yep. Great.

B

Bradley Blair 30:19

Yeah, well just don't lose track of space and time in the middle of the street.

L

Lis Malone 30:24

Let me tell you in Charlotte that is actually pretty easy to do. So I you know, living in Charlotte and navigating the streets and having some usable sight I can attest to how treacherous some of the streets the sidewalks situations are. And for people who are not familiar with Charlotte, it is an extremely green city where they they love their their trees. When I say green, I mean

actually green not green in terms of recycling that kind of thing, but foliage green, and even in areas where there is a walkable sidewalk, good luck getting the city to trim back the trees and the brush. So you can actually walk down some of the sidewalks, which so there's, you know, layers and upon layers of mobility and accessibility issues in a city that they're trying to make it very walkable. And so Rob had shared with us a video and I actually saw this video when it was airing on WBTV, where you were featured and talking about the the the transit issues and the accessibility issues for for traveling in the city of Charlotte. So can you can you just share a little bit about that for those who haven't seen that?

B

**Bradley Blair 31:56**

Sure. There were a couple of them. I think you're talking about the one that we did in the Oak Brook neighborhood. So I got a call from a reporter asking me, you know, can we talk about this transit issue because I had spoken to the City Council at the public forum where you get three minutes to say what's on your mind. And apparently somebody was taking notes because I got the phone call. Brad, we'd like to do a story about what you were talking about lack of bus stops and poor sidewalks in the city is there somewhere we can walk around? So I thought about it. And I called up AIRA and I said, here's a map of the city bus service. I want to find places where it's not covered. There are transportation deserts in this city. So I think Ryan was saying he could get to anywhere in Vancouver he wanted to? Not true in Charlotte in places the buses don't cover because the city has expanded so much. So I wanted to pick a neighborhood like that within the city limits. And I did. And it was a neighborhood with poor sidewalks. So sidewalks just stop. Some of them would go all the way to the curb cut, some wouldn't. Sometimes you go all the way to the curb cut and you make a crossing only to find that there's nothing to pick up on the other side because there's no sidewalk over there. And forget walking in the street because the street was too busy. So having the sense of humor that I did. I gave the reporters an address, and I said meet me here and we'll start our conversation, the address I gave them was a mortuary. Okay. And so we get there. And I was like, Yeah, you know, I'm going to we're going to illustrate the point that walking in this neighborhood is a dead end, pun intended. And so we're looking around. And this mortuary is on the east side of a North South Street. So it's where North, there's no sidewalk to ourself. There's no sidewalk across the street, there's a sidewalk so I said to the reporter, how do you think we're gonna do this? How would I get over there if I needed to get over there. So I took her elbow, we went human guide, we jaywalked through traffic because the nearest crossing was a very long ways away and not not really accessible. So we jaywalked to the sidewalk free traffic. And then we watched a mother with a stroller and small children make the same dash a few minutes later, to illustrate the point that this isn't just a blind problem. This is a problem period. So we walked around that neighborhood what little of it we could walk around from the point we started at. And we just made the point that when the city tells a business, you need to put in sidewalks and then mix the business pay for those sidewalks. The business is going to put in as little sidewalk because they can get away with and the result is going to be a neighborhood that nobody can walk around. It's a very car centric neighborhood. There are places in this City where if you don't drive, you are out of luck. Somebody asked me one time when's the safest time to cross Independence Boulevard? And I said when you don't feel like living anymore.

L

**Lis Malone 35:20**

Yeah, you guys would have to see Independence Boulevard to get the joke.

R

Ryan Fleury 35:26

just can't imagine. Brad's talking about walking down a sidewalk and crossed to the side. There's nothing on the other side. Like, did they run out of money? Like, Why is there nothing on the other side?

B

Bradley Blair 35:40

Take a crossing, and I'm describing a crossing that I actually did in this neighborhood. So you know, I come up to the curb cut, there's a curb cut or the down ramp is truncated dome does everything I could possibly want, whatever, etc. And make the crossing to the other side at the right time. There's a curb. There's grass, weeds, nothing, there's there's nothing to pick me up, nothing to follow. In fact, I'm not even so sure that was a curb over there. Now that I think about it. But yeah, there was nothing. And I said at the interview at the time, I said, you know, we have this expectation with the built environment that when you take off from a crossing point at an intersection, you naturally expect something to pick you up on the other side, you know, crossing step out of the street onto a sidewalk or into a parking lot. I mean, there's something there. You may not know what's there, but there's something there. And sometimes the truth is, there's not.

L

Lis Malone 36:41

And the sidewalk will literally just just end in all randoms in all different random spots in the city. And I mean, I moved here, I moved to Charlotte from New York City where it is just, you know, pavement central to walking around and trying to learn Charlotte, and then all of a sudden, I'm like, Oh, crap there, there's just no more sidewalk. And the only alternative is just to turn back around.

B

Bradley Blair 37:09

So you've had that experience lives where like the street is maybe 150 feet away, you're cruising down the sidewalk, grass.

L

Lis Malone 37:17

Again, and you just stand there and you, you scratch your head for a minute, and you think wait. And it just I mean, it just goes from sidewalk to just grass. And then without notice.

B

Bradley Blair 37:23

But the street is very busy. So you're not going to risk your life. You have to just turn around. Yeah, I mean, it's an environment that is built to the driver. If you don't drive, you were out of luck and some of our environments,

R

Ryan Fleury 37:42

Right, and I understand that. But the city planners, these engineers that are laying out the sidewalks, they don't just end with grass, like who did the planning a grade five student?

B

Bradley Blair 37:54

What tends to happen, and this is my best understanding, I could be wrong, but I think I'm pretty square on the button with this. A lot of the sidewalks that are built in business areas are funded by the businesses or the developers. The city tells you, you must have sidewalk in front of your business per regulation. The city does not or at least does not always does not often contribute money to the building of said sidewalk. It's it's the business owners or developers expense, right? And so they don't build all the way down the block because down the block doesn't accomplish their business. They build it when they have to and they stop. So the so the answer to your question is the city is not necessarily planning this stuff. The city is simply telling private entities, you've got to do it. And they do it. And they do as little as they have to. And the other problem is that the city, he talked about city planning, the city is growing at a very, very rapid pace. And there's new construction all the time. Nobody knows where the next building is going to be put up. Because we have many, many, many hundreds or 1000s of people flocking to the city. They need places to live. New businesses are going up. And there are developments here that weren't here, say 10 years ago.

R

Ryan Fleury 39:23

Yeah. And that's happening all over the place. So is this advancement, or is this policy about to change with this whole 20/40 plan that was talked about in the news articles as well?

B

Bradley Blair 39:38

I don't know. I don't know what - I mean, this is just my personal opinion. But the city politicians here like everywhere else can talk a great game. what will actually happen five years from now, 10 years from now. I don't know.

R

Ryan Fleury 39:55

So you're not seeing changes now.

B

Bradley Blair 39:57

No. Advocating for, not seeing yet, right. Lis, you live here, do you have a different perspective?

L

Lis Malone 40:07

Nope.

**R** Ryan Fleury 40:12  
Don't go outside, it's dangerous.

**L** Lis Malone 40:16  
Don't cross Independence Boulevard, independently,

**R** Rob Mineault 40:24  
And so that but that must be really incredibly frustrating for you as as an instructor, as an O&M instructor because there must be just literally cases where you have a client and the best thing that you can suggest for them is don't go that way.

**B** Bradley Blair 40:40  
I have clients who cannot really leave their driveways because there are no sidewalks and there's nowhere for them to go. Like the nearest convenience store might be a mile away, and some of my clients, that would be a stretch. I work a great deal with senior citizens. Sometimes the client lives in a house, I'm thinking of a particular client I had, he lived in a house with some very busy intersections near him that were not appropriate for a beginner. So sometimes when those things happen, I bring them to me at the center at the agency, and I train them on our streets, because I can make a progression from a very easy, quiet street to a slightly less quiet street can find a traffic light that I know is civilized, and I can you know I can build them up with confidence and their skills. And then I can say okay, now let's go now let's go back home and look at that intersection near you that's kind of like this an hour back home in their environment. Working their intersections, but yeah, some some of my clients just have nowhere that they could walk to because of where they live. No, bus stop no buses to help them get there. No para-transit either, because no bus.

**L** Lis Malone 42:04  
Brad, have you faced any any barriers in your training to become an O&M specialist?

**B** Bradley Blair 42:14  
Less than some. My professors admitted, very frankly, that they didn't know how we were going to do it. But my master professor for O&M was a retired Army Cavalry Colonel. So he just said, you know, we're going to find a way to do this. And we did. The biggest barrier was lack of knowledge. All of the textbooks for O&M, of course, are written, assuming a sighted student candidate. So the advantage that I had over my sighted classmates was I had all the skills, I didn't need to be taught how to use a cane or how to cross the street. But all the teaching

methods, I had to just about throw out the window. So I borrowed what techniques I could from what few blind O&Ms I could get to talk to me on the phone and the rest I invented or reinvented for myself during my internship. So I was really fortunate in that I had people, especially my internship supervisor, who could have the wisdom to step back, you know, give me the goal. Be like, this is what he needs to like, say, my first few lessons, this is what the guy needs to work on. You figure out how to do it, and they would step back, and they would let me do it. And they would let me know if it works. And if it didn't, they would say, okay, this didn't work. So this is where this is where it broke down, Brad, so you can have that information, this is what I saw. Never once did they say this, this isn't working, because you're blind. They never said that. They just said this is this is this is what did not happen. This is what did. So you can take that into account for next week's lesson. And I would and I would think about, oh, the client wasn't doing what I told him to do, how can I address that? And then I would come back and address that and you know, rework and make sure the client was doing what I asked him to do. And then my super would say, yes, that was effective, the client was doing what you told them to do. So I consider myself very fortunate.

R

Ryan Fleury 44:22

I don't want to necessarily dwell on this topic too, too much, but I'm going to bring it up. So over the last two years, we all have been dealing with this COVID pandemic, how has O&M changed for you?

B

Bradley Blair 44:38

Essentially, it hasn't. Different people will give you different opinions about virtual instruction. I do not find teaching skills of O&M by virtual to be very doable. And I can tell you that the one experience I had my clients didn't either. So during my internship, my internship for O&M took place during the second major wave of COVID. We shut down face to face service on Halloween of 2020. We resumed in January. So my super and I were willing to think through some virtual methods. But my clients response was uniformly, just give me a call back when you're open again. I think you can do some theoretical discussion and some skill, you know, some conversations about the skills but you can't with O&M, you can't really demonstrate mastery, or I can see you actually do so. And I got to Charlotte, in summer of 21, when the biggest COVID waves were largely behind us. And so we have been on a face to face model since I've been here. And, you know, sometimes I, you know, in the early days, we would really be masked up and wearing gloves. And, you know, we still have a COVID protocol, you know, we make sure that the client is not symptomatic, or as a tested positive, but I would say other than some of the common sense precautions. COVID hasn't it really affected the way I teach O&M.

L

Lis Malone 46:34

Yeah, so to be 100% transparent, I had no idea that there were any low vision or blind, oh, nm instructors out there, because all my instructors had always been sighted. And I always, I always thought that it was a profession that you needed to be sighted to sort of, you know, like, we were saying, watch for technique, and, I guess, spot danger, especially in that in that learning process. So I mean, this is definitely no pun intended, very eye opening for me.

R

Ryan Fleury 47:13

So I think, correct me if I'm wrong, Brad, because you probably know more than I do. But was or is Daniel Kish, an O&M instructor as well?

B

Bradley Blair 47:23

As far as I know, he still is.

R

Ryan Fleury 47:24

I thought he was too. Yeah, so you're the second one I know of.

B

Bradley Blair 47:27

But I will mention three more in that case. There is another blind O&M working out in the Asheville area. At the AER conference, I met a lady who is totally blind and is an itinerant instructor for the state of Wyoming. And there is another totally blind O&M, at least I'm pretty sure he's totally blind, working in Alabama. So yeah, there. I am really happy when I find the source. I also know a couple of totally blind who are working for who have the alternative certification, the NMC certification, that's the one that the NFB kind of collaborated and came up with. So I know about five. That's great. So you had mentioned early on about echolocation. And you know, how you can tell the speed with spatial awareness, you know, where there's an obstacle / building and an open area? What are your thoughts on that? I'll just say it, I echolocation like Dan Kish uses with the clicks and the snaps. Is that a tool that's used? So I haven't gotten to hang out with Dan. Sure. And I want to be careful with what I say because I don't want to misrepresent him.

R

Ryan Fleury 49:03

No. And I guess what, you know, just to clarify, when you went through the program, are they teaching those techniques?

B

Bradley Blair 49:11

We learn about echolocation but we don't teach, you know, we don't walk around snapping our fingers, that's just not what we do. Now. It is true that if I'm walking down a city block my footsteps, and my cane taps, if I'm using to point touch will create active, yes, feedback from the environment. And I can listen to that and I can listen for the end of a building and I have taught clients to do that. But what I teach them and I'm very specific to teach them that this Echolocation is one tool and is no replacement for your foundational skills. But yeah, if you can hear that the building line has ended and then you take a few steps and it picks up again. Yeah, that probably was an alleyway. And if you're walking along the building, you're kind of near the

building line and you hear a little echoey sound, and then the building line picks up again and you hear another echoey sound, and the building line picks up again. Yeah, those probably were alcove entrances. We can learn to hear that.

R

Ryan Fleury 50:22

Yeah. And it's just like, just like ear training in music, you know. You can learn to hear notes, pitches, you know, same thing, right? If you go through enough of the training and the techniques.

B

Bradley Blair 50:31

If you focus on it enough, you will definitely pick it up. Now. There are some people who can hear crazy things with echolocation that I will never be able to hear. But I found it neat when I really started to learn what it was and so I can hear if I'm walking up Louise, which is where my agency is, I can usually hear because of my cane taps and footsteps. I can order my guide dog and my footsteps. I can hear the cars that are street parked along the street because I hear the sound waves bending around the cars. That's a car. It might be a truck, but I'll call it a car. Oh my god, there's a car there. It's kind of cool, but not gonna stake my life on it.

R

Ryan Fleury 51:13

Yeah. Okay.

L

Lis Malone 51:15

No, I went to too many loud concerts in the 90s to do echolocation.

R

Ryan Fleury 51:20

Yeah, I don't think I could do it. I might, but not something I've ever tried.

L

Lis Malone 51:24

I've never been I've never been taught or, you know, I never went through that kind of training at all. So I don't even know what to listen for. So, right. See? I'm gonna have to, I'm gonna have to, I'm gonna have to buy you some lunch, Brad. So we could talk about this echolocation you could tell me how crappy my ears are.

B

Bradley Blair 51:43

Give me an hour. I can show you a couple of things.

L Lis Malone 51:46  
I'll give you more than an hour. Better bring my credit card, man.

R Ryan Fleury 51:54  
Yeah, nothing's free in this world, lady.

L Lis Malone 51:57  
Yeah, believe me. I know.

R Ryan Fleury 51:58  
He can take you to a dead end street.

L Lis Malone 52:00  
I know. Don't leave me on Independence Blvd.

R Ryan Fleury 52:08  
That's right. Find your way back Lis.

R Rob Mineault 52:15  
All right. Well, listen, Brad, thank you so much for for coming on and taking some time and talk with us. Listen, best of luck with with with you. Sounds like you have your hands full with the with Charlotte. So. Yeah, hopefully they take care of some of that stuff.

B Bradley Blair 52:34  
Yeah, absolutely. Now who is doing the editing?

R Ryan Fleury 52:37  
That's Rob.

R Rob Mineault 52:38

That's me.

B

Bradley Blair 52:39

Best of luck to you.

R

Ryan Fleury 52:42

We say that every week. Or we should anyway.

R

Rob Mineault 52:46

It's a labor of love. All right. Well, listen. Yeah. Best of luck. And absolutely come back on again.

B

Bradley Blair 52:52

Anytime. Love to. Have a good day.

R

Ryan Fleury 52:55

All right. Take care, Brad.

R

Rob Mineault 52:56

Wow, that's shocking. I can't believe that.

R

Ryan Fleury 53:01

The city planner is like we're gonna build a sidewalk up to here and then just stop.

R

Rob Mineault 53:06

I know. Brad, like, it totally does totally make sense. And, you know, it makes me wonder about like, I don't know how things work here in Canada. I don't know what the bylaws are and stuff though. But when you when you do put it on the businesses? What do you expect? It's like you're trying to build an accessible network with hundreds of different businesses, usually, it's probably small to medium sized businesses, to build something that's going to be consistent. And even just having it consistent would be a victory from the sounds of it, let alone accessible. You're going to run into problems like that. So it's no wonder that it's all patchwork like that.

L Lis Malone 53:54

What what's so what's so funny is that in these spots throughout the city, where the sidewalk just ends, you can see like a dirt path through the weeds and people just keep walking anyway because people have to still get from point A to point Z whether their sidewalk there or not. And then as as a blind person, you have to decide how well can I navigate to this, you know, but there is but in some cases, you just yeah, just follow the dirt path because that's where everyone else is has been going. Yeah, it's i i bullshit you not with that. It's a real thing.

R Ryan Fleury 54:34

That's crazy. That is crazy.

R Rob Mineault 54:36

But it just goes to show you that you know, the built environment, the city, it has such a huge impact on just you know how people with disabilities can can get out because you know, we're talking about blindness and O&M. but you know, think about somebody in a chair as well.

R Ryan Fleury 54:53

While even Brad said you know that woman with the stroller having to jaywalk through this traffic to get to the other side of the street to write you know, like that. It's just ludicrous.

R Rob Mineault 55:01

Yeah. I mean, there's all kinds of people that I'm sure that are impacted by things like that. So it's you know, it's 2022 I mean, good lord, figure your stuff out there, Charlotte.

L Lis Malone 55:13

I'll tell you something that's really amusing about Charlotte. In Canada has has the the electric scooter craze hit you guys?

R Rob Mineault 55:23

Yeah, yeah.

L Lis Malone 55:25

Yeah. So Charlotte is a very big has become a big scooter city. And I swear that they'll probably start building sidewalks out further so that the scooters can go by not so much for people who have mobility issues, but I can see that being the motivation.

R

Rob Mineault 55:43

Sure. Yeah. Well, in fact, one of our cities, I think it was, I think it was Toronto, actually. But it could be Ottawa, I can't recall. But I mean, they're, they're actually looking to try to produce bylaws, for electric scooters for the very reason that they're very quiet. And people for for visually impaired people who are navigating the sidewalk, they can't hear them. And so it was creating some real problems, in terms of like, being really dangerous. And in fact, there was kind of a push to actually outlaw some of the electric scooters and different devices. I mean, there are electric unicycles, there's all kinds of stuff that are, there are electric bikes, there's all kinds of stuff that that are out there right now that it's kind of new ground in terms of how those will fit in with navigating. And some of them can be actually really dangerous for, for the blind. Same thing with electric cars, right? Like they can be very quiet. And that can really, really pose a problem to people who are used to navigating around and being able to hear them.

R

Ryan Fleury 56:50

Yeah, there's a question that I believe right now, because there are all the car manufacturers have their own systems. Some of them have a little whirring sound, some don't. Some have a different sound that the electric cars emit. There is no standard. So GM can do something different than Volvo who can do something different. Which to us is blind people out traveling, who are going to hear chirps and bubbles and whistles and tweets, and we're not gonna know if it's audible signals or if it's like car. Like we there needs to be standards.

R

Rob Mineault 57:25

Yeah, yeah, it's a whole thing.

R

Ryan Fleury 57:27

But anyway, you're gonna say something Lis I jumped in.

L

Lis Malone 57:36

Well, I mean, they can't even get their their act together with deciding on sounds and getting the audible crosswalks in any kind of alignment. So I mean, if city agencies can't even get get their their act together with that, I mean, how are we going to get private, you know, large companies, corporations for profit organizations, to you know, give a crap about it.

R

Rob Mineault 58:07

Yeah. Well, I think I mean, that's really misguided. And I don't know maybe I don't know how many other cities in the states are like that in terms of that policy. But I think that that, you

know, just putting the onus on businesses to build out sidewalks is just asking for trouble. I mean, I think that you're gonna have the same result no matter where you do it. Yeah. So yeah, it's just it's got to be something that the city runs.

L

Lis Malone 58:34

Yeah. Yeah. So can I can I share with you guys my favorite O&M story? During my my trials and tribulations of learning how to use a cane. So because I'm legally blind, I will always use my sight whatever right at any every in any opportunity that I can. But have to be extremely skilled at using my cane because there are plenty of times like traveling at night or bad conditions that I am going to be 100% reliant on my on my cane skills but so one of the tests for my own O&M instructor back in the day was she blindfolded me she's like you're not using any any sight at all. You're gonna just go at it and I had to walk two miles with my cane. And my reward was getting toward Dunkin Donuts. I had to go through. I mean, it was like a long walk. It was like crossing major intersections. It was going you know, cutting through a university. Like it was a when I got to Dunkin Donuts. I was dripping in sweat because I was so stressed. It was a very stressful exercise but but I did it. And I had to do it again going home. But um, Yeah, so it's not easy. It's a hard skill, especially when you're learning it, there are so many things that you're thinking about and trying to concentrate on. Until it becomes a little more until it becomes second nature.

R

Ryan Fleury 1:00:20

I was terrified, I was terrified, I have no sight, and I lost it instantaneously. And when you start your own orientation, mobility, and you walk out the door, well, you get the cane and you're ready to take your first steps up the door and walk down the street. You are so hesitant, you are so tense. You know, your cane hits a car, what was that? What did I hit? You start to panic, and you can't be relaxed all the time. Like most people, while everyone who's sighted, just casually strolling down the street. You know, I think, and again, I don't travel independently here. So let's maybe correct me if I'm wrong. But do you when you are walking down the street or through a mall, are you actually relaxed? Or are you a little little tense a little on edge just waiting for that impact?

L

Lis Malone 1:01:08

No, I think that you're always on guard. I feel the tiniest little thing brush up against me, I flinch because I don't know if I'm going to walk into something that's going to hurt me or if it's just a, like a just a gentle touch. I mean, gosh, who knows what it is. But your your instinct is always if anything touches you, or your cane comes into contact with something you sometimes I stopped short, sometimes I flinch. So there's always - it is that that that constant, creating that invisible field around you that's tiring.

R

Ryan Fleury 1:01:43

Yeah. I mean, just thinking about it.

L Lis Malone 1:01:48

Yeah. Yeah. So I mean, I, I'm completely impressed with the fact that, you know, that, that, that Brad not only has to exist in our world, but then also has the skill set to be able to teach those skills. I mean, I would have gone with a with a blind instructor if that had that been available to me. Sure.

R Rob Mineault 1:02:17

Yeah think I think that in a way, you could say that it makes sense. I mean, who else has that perspective than somebody else who has to use those O&M skills on a daily basis themselves? I think that probably makes more sense to have more of them. I mean, because a sighted person doesn't - there's there's aspects of O&M and navigating your space that you don't share.

R Ryan Fleury 1:02:42

While I'd be willing to say to that, even the best O&M instructor who is sighted, misses things, right? You just you slightly turn your head for a second, boom, you walk into a branch that you didn't see, you know, it doesn't have to be anything substantial. It's just just a fleeting little moment, and they've missed it. Right. And you could you could get hurt, and it doesn't happen off and of course, thankfully, but there is that possibility.

R Rob Mineault 1:03:13

Well, it's also the difference between teaching something on a theoretical basis. You know, the theories you know, the skills and you can teach it as opposed to teaching it from that practical right point of view, because you use it every day.

R Ryan Fleury 1:03:30

So clear your branches people.

L Lis Malone 1:03:33

Seriously.

R Rob Mineault 1:03:34

Build some goddamn sidewalks.

L Lis Malone 1:03:37

But surely trim the damn trees back

But safety with the damn trees back.

R

Ryan Fleury 1:03:43

We have a stretch of sidewalk just out from our townhouse complex here that my wife and I have to walk and she'll say okay, duck, and we start ducking and dodging and ducking and ducking and it's literally probably 25/30 second walk where I have to walk crouched. Thank goodness, you know, of course, I would know where it was if I had the O&M training. But yeah, if if I didn't have my wife with me and I was out for a walk, boom, you know, down you go. So kudos to all O&M instructors. We love you. Yeah, and kudos to those who are independent travelers.

L

Lis Malone 1:04:24

We'd love you too.

R

Ryan Fleury 1:04:27

Guide dogs. We love guide dogs.

R

Rob Mineault 1:04:31

Kudos to my dinner. Hey, you know who else we can probably remove from the list of potential sponsors for the show is probably the Charlotte Chamber of Commerce. I don't think is going to be joining the show anytime soon. Anyway, it's either a hurricane, or your power's going out, or it's a heatwave. You don't working sidewalks. Sounds like a shithole. No offense, Lis.

L

Lis Malone 1:05:00

You know what --

R

Ryan Fleury 1:05:04

Go Hornets.

L

Lis Malone 1:05:07

Somehow Charlotte just became a booming city and people were moving here because comparatively the, the real estate prices were fantastic. And you didn't have harsh winters. And it was a, you know, one of those cities that was like probably like, you know, written in up in magazines and articles like, oh, Charlotte is the, you know, the one of the best cities to move to and if you're coming from like a, you know, an expensive high tech city, and it just grew way too fast. And the City Council and you know, on all the people that run the city and do all the

planning and everything, they were all like small, small city minded, and did not really design the city from the beginning to be to grow with at the volume that has so they they just can't they just can't keep up. So I'm not blaming, I'm not giving them a pass. They need to get their act together.

R

Rob Mineault 1:06:06

Yeah. Well, there you go. We'll maybe get one of the we contact the city council and see if one of them wants to come on the show and do a counterpoint.

R

Ryan Fleury 1:06:18

Well, they do have a 20/40 plan that they're supposedly working on. And that has passed.

R

Rob Mineault 1:06:22

So what's, what's that?

R

Ryan Fleury 1:06:25

I don't remember, it was in that news story that you'd send to us today.

R

Rob Mineault 1:06:27

Hmm, I have to go back and read my own stories. Yeah. I just send them to you, so you guys can read them.

R

Ryan Fleury 1:06:36

I do the same thing.

R

Rob Mineault 1:06:37

I just Google something and send you guys the link, they'll do the research.

R

Ryan Fleury 1:06:42

Rob's the host.

R

Rob Mineault 1:06:43



Yeah, this is really good. You guys should totally read it. All right. Hey, Lis?



Lis Malone 1:06:59

Yeah. Hey, Rob.



Rob Mineault 1:07:00

Do you still remember where people find us?



Lis Malone 1:07:04

Um, if memory serves me, right, they can find us atbanter.com.



Ryan Fleury 1:07:11

We changed it while you were gone.



Rob Mineault 1:07:13

You just scared me.



Lis Malone 1:07:16

Yeah, not ca, it's com



Ryan Fleury 1:07:19

[www.wherislismalone.com](http://www.wherislismalone.com)



Rob Mineault 1:07:20

We should have started that hashtag.



Ryan Fleury 1:07:26

I should say the good ideas come out on the show.



Lis Malone 1:07:33

 LIS MAIONE 1:07:33  
Wait to hear about my next trip.

 Ryan Fleury 1:07:37  
Oh, really? We're well, I guess we'll tickle the audience with a feather about that. And you have to tune in next week when Liz drops another cryptic hint. Well done. That's right.

 Rob Mineault 1:08:00  
They can also drop us an email if they so desire. At [cowbell@atbanter.com](mailto:cowbell@atbanter.com)

 Ryan Fleury 1:08:21  
And they can find us on Twitter and Facebook and wherever you listen to your podcasts. Please rate us, like us. Subscribe.

 Rob Mineault 1:08:32  
Please like us. We need friends.

 Lis Malone 1:08:35  
Please follow us.

 Rob Mineault 1:08:38  
We don't beg enough. Maybe that's our problem.

 Ryan Fleury 1:08:40  
Well, yeah, every other show says, subscribe. Leave us a rating on iTunes.

 Rob Mineault 1:08:45  
I always cringe at that though. I know. I don't want to sound desperate. I don't know.

 Ryan Fleury 1:08:51  
Don't rate us. Don't listen.

**R** Rob Mineault 1:08:54  
Yeah we don't need you. Why are you even listening now?

**L** Lis Malone 1:08:59  
Hey, we could we could do like the people on Amazon be like, yeah, you just bought this and if you give us a five star rating, I'm gonna send you a \$20 amazon gift card. I got offered a \$20 gift card for giving this vendor five stars on product I purchased. Really I was like, I'm like wow, that that the thing I bought was 30 bucks. I'll I can recoup my cost.

**R** Ryan Fleury 1:09:26  
I guess if it's a product that you actually are willing to give an honest rating on. I'd be okay with that. But that seems a little skeevy to me to get fake ratings for companies.

**L** Lis Malone 1:09:35  
I mean it's it's 20 bucks. I mean God Yeah, people are going to. I didn't do it because I normally only do ratings when I feel really passionate one way or the other. Not just for like down the middle. Yeah. So yeah, so I'm going to forego the \$20.

**R** Rob Mineault 1:09:58  
I smell a rat either. I think she totally did.

**R** Ryan Fleury 1:10:03  
That's what she's drinking right now it's on the table in front of her.

**R** Rob Mineault 1:10:06  
Yeah, I think she I think she totally did, her card's in the mail.

**L** Lis Malone 1:10:10  
Actually it's a lot of work to be so like you got to do that you got to post the review and then you got to take a screenshot and then you have to like send this with this and this and this. I was like, oh my god, this is like a lot of work for this \$20.

R

Rob Mineault 1:10:24

Yeah, actually, that's a good point that that would turn me off too. There you go, rate and like and follow us and Ryan will send you \$20 Okay, let's see. There you go. Try it. You never work. Send an email to Ryan-

R

Ryan Fleury 1:10:55

at lismalone.com

L

Lis Malone 1:11:00

I am not giving out \$20. So if you guys want if people want to email me they can but you're not getting \$20.

R

Rob Mineault 1:12:22

All right. Well, I think that is going to about do it for us this week. Big thanks, of course to Brad for joining us. And we will see everybody next week.