

Webinar: AT3

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>> Marty Exline: Good afternoon, everybody. This is Marty Exline. I want to welcome everybody to this reuse community of practice webinar: Exploring computer, tablet and mobile device in 2020. This is obviously a topic which is very important right now in the time of COVID-19 with the demand for tablets, laptops for people with disabilities and that's true whether relating to community living or education. I want to thank Tools for Life for talking about the challenges and issues and cost and opportunity for AT programs for reuse in this area. It's a topic for AT programs that I think is going to remain important beyond the next few weeks. So I really appreciate it. With that I want to turn it over to Carolyn Phillips.

Carolyn Phillips: Thank you so much Marty. You're exactly right. This is perfect timing for this topic in particular. And I agree it's one that's going to continue to grow in importance. I absolutely

appreciate the opportunity to talk with all of you about this as we explore computer, tablet and mobile device reuse and thank you AT3 center for once again providing such leadership at this time as we all collectively move through this COVID-19 crisis.

A lot of our comments are going to be geared towards specifically looking at COVID-19 and I'm going to turn it back over to Liz who will walk us through a few things and then we'll jump into the meat of this important conversation.

Liz Persaud: Hi, everyone. I'm glad to see so many people on today's webinar. I want to go through a few housekeeping rules before we jump into today's content. We're using a fairly new to us webinar platform black board collaborate. We don't have the microphone or camera rights enabled. There are features in the platform that I encourage you to type your questions and comments in the chat section. You can lower and raise your hand and reach out that way. We have a number of moderators on today that will be keeping an eye on that specifically for your feedback, questions and comments. As you know, this webinar is brought to you today as a partnership, a collaboration with the AT3 center, Tools for Life. We're the assistive technology act program in Georgia and we're part of the Center for Inclusive

Design and Innovation here at Georgia Tech.

At the end of today's webinar we ask that you take a minute to click on the webinar link. We'll include that in the chat section as well. This is a survey that shouldn't take you more than 5 minutes. We want your feedback on today's webinar and we want to hear what topics do you want to know more about. We need to know what is the information that y'all are lacking, how can we help build you up and fill in the gaps. Take the time to fill out the survey and it would be helpful.

I want to say thank you to our contributors. Trish Redmon is on with us today. Trish Redmon worked diligently to contact so many people across the country to get feedback to answer questions and to prepare the content for today's webinar. It wasn't easy because of everybody being displaced and changing the role of the everybody day routine. We were really able to get some awesome material and feedback for you today. We appreciate people to explore this topic at an inconvenient time and despite of all the distractions we were able to get lots of great information. We want to thank Arizona... [Reading from PowerPoint].

So a lot of great folks pulled together information for today. With that being said, I will toss the microphone back to Carolyn.

Carolyn Phillips: Thank you so much, Liz. I also wanted to say thanks to so many of the contributors that were listed here and well beyond that. As many of you know, I've been in that space and working in computer reuse and recycling since 1995. I was one of those students and folks that couldn't afford a computer. I fell into that digital divide. So this is something near and dear to my heart and I appreciate all the folks who have been on this journey and we'll talk more about that. And the accomplishments we made and where the gaps still are. There are quite a few. I'm Carolyn Phillips. So thankful to have Liz with us today. Trish, will you introduce yourself, so everybody knows who you are and what all you have been doing to make this happen?

>> Trish Redmon: I'm Trish Redmon and I have the privilege of working with Carolyn and Liz since 2006 when Pass It On Center was started. It's a privilege to still assist. I want to tell all of you out there how much I admire you and what you continue to do for your customers during a trying time. It's a little bit challenging examining where we've been and where we are now in the computer reuse space because of all the marketplace challenges that Carolyn will talk about, but I continue to assist where I can and enjoy being with you. Thanks.

Carolyn Phillips: Our learning objectives are pretty clear. We want you to come away with good resources and we want you to understand the gaps out there. This growth pattern has not been consistent throughout the U.S. We know that more than ever before. We want you to know about the factors that affect device needs. We want you to understand factors that might mitigate against the refurbishing of computers and tablets and mobile devices.

We want you to be able to know alternative strategies. It's wonderful because we have so many more options now. It's a matter of making sure that we level the playing field if you will.

When talking about access to computers and the Internet, the digital divide on this next slide is huge because what we find is that there's a lot -- there are plenty of folks that have fallen into that digital divide a decade or two ago but we're also finding that even though there's been steps taken to level the playing field that there's still some big issues that exist. Before everybody got on we were talking about interesting trends that we're seeing with folks even here in Atlanta having to drive to Starbucks and the local library. Even though everything is closed, they are still trying to get access to the Internet. They

either don't have the speed they need, there are too many people getting online and sometimes it's the device that might not be right. So we know you and us within the AT act community have played a huge part in making that digital divide not as big of a divide as it once was. I think when we talk about how successful we have been there's a lot to consider. There's a big need and we will talk about that. Working collaboratively with some partners that are known partners and a lot of other folks that want to help.

In 2008 -- just so we have a point of reference -- only 19.1% of adults had access to the Internet. That's a huge number to think about considering where we are now. Options for access were limited. We're looking at desktops. That was huge way back. Laptops as many of you recall weighed a ton back then. Now it's a very different type of machine that we're looking at. There were dedicated Internet service providers and ISP's is what that stands for. Affordability was a huge issue. Computers were very expensive. ISP's also had that add on expense that was often out of reach. Computer reuse was a key strategy in attempting to close that gap for folks with disabilities. A lot of us, including me in that group, needed access to computers so that I could read and

write and use my assistive technology. I'm far from alone in that. Back then the AT act programs reuse about 25,000 devices in the computer category in the decade in looking at the CATADA data.

10 years later it's a different world. We know that. There are still gaps. So 2019 daily Internet usage was at 90%. Obviously there's an asterisk there because there are gaps. The way we access and looking at cell phones and all of those things about 40% of Internet traffic originates from mobile devices. That's important to understand. When talking about telepresence and telework we're talking about digital learning and all of those things and it's important to know how our end users are utilizing the services and how are they really accessing information.

Some of the options for access they definitely expanded in this time. Less expensive desk top solutions. There was a group I was working with maybe 3 month ago of young folks and we were building computers. I was super cool because I knew how to build computers. So less expensive options. Subsidized phones made access affordable for a lot of low-income users. There's the life assistance program. Then also Internet service was included with cell phones which really was a game changer for a lot of folks. Consumer preferences have

also changed. We're finding there's multiple ways to utilize these devices from entertainment, messaging, just connecting. So some of the social isolation that we're seeing is hopefully being reduced a tiny bit when it comes to this.

Thinking about all of that and the tablets that so many people can now use across the board because they're lighter and really a full fledged mobile option which is great.

So a lot has changed, but about 15% of U.S. households with school age children do not have high speed Internet at home. Time magazine has given us information as recent of March 2020. According to the Pew research center and the census bureau data we find in rural communities they lag behind. There was a lot of information going around a week ago nationally we were talking about broadband access. Here in Georgia there was a huge report that was done on WABE NPR all about how the FCC data is not accurate. And so this is still somewhat of a mystery and there's a big gap there. Amy Goldman has said it clearly and we have said it before that emergencies show where the gaps are. So this means there's an accessibility gap too that is affecting students and people with disabilities disproportionately. The cell phone access to the

Internet doesn't provide the working tool needed by students for online education.

We have seen a huge surge in request in the need for assistance, need for demonstrations and solutions right now because of this pandemic. This crisis absolutely according to the FCC commissioner said will expose hard truths for the scope of the digital divide and we are seeing that.

Really in a statement she was calling on the commission to support a national loan program for Wi-Fi hot spots to combat what many folks have dubbed "the homework gap." I think it's important that people understand this gap is huge and so many people are truly affected by it.

It's not just students obviously when thinking about who all is this affecting. There's quite a few folks. Nearly 20 million folks, mostly in the rural areas. As many of you know the secretary for agriculture used to be the Governor of Georgia, Sunny Purdue and that was one of his big initiatives. We see it also in the farm bill. There's a huge gap when talking about rural residence that there's no access to broadband Internet and another 100 million have no broadband Internet subscription. This has been repeated in research.

So when thinking about the public libraries, restaurants -- that's where some folks are actually going. There have been other folks sharing their Internet access. Within our community here, a lot of people have opened up their own Wi-Fi so folks can actually borrow the Wi-Fi signal and they have let other folks know by putting signs in their yard. Come and feel free to sit in our yard. 1/3rd of those living on tribal lands do not have access to broadband. The crisis highlights the problem.

So in response to COVID-19, this pandemic, Comcast stepped up -- we have talked about this in a lot of conversations that we've been having -- to offer two months of free access to low income consumers. I can't tell you how many times I have put that in an e-mail to folks who have been reaching out to us. We are trying to make sure everybody knows that. There's no initial fees which is very important to be mindful of. It also increase the speed of those connections and offers free hot spots to nonsubscribers. Charter communication also offered free broadband and Wi-Fi to new subscribers. Even with all of this we're still finding the students and folks with disabilities didn't have computers at home to use. So that's where we're still seeing a gap. Reuse of computers I thought for sure back in 1995 that

there was going to be a time when that would no longer be needed but that's not where we are at all. There's still a huge gap and a big need.

So, how do these changes impact use? In 2008, 28 of the programs of our programs here within the AT act reported reuse in the categories of computers. Only 11 of those reported more than 50 devices that were reused. In 2018 we had an increase. 33 programs were reporting computer reuse. Once again, only 10 programs reported more than 50 devices. It sounds like that is stable and maybe even growing slightly but really the number of computer programs that are engaged in computer reuse is misleading. The total devices were 40%. So it designed from 2700 to 1600. This is referencing CATADA data. So maybe some of the categories that the computers are showing up in vision or hearing or speech or cognition could be different. But it's important to recognize there has been a decrease but there's still a big need.

Preferences really do follow trends. We see that. What we're seeing is that computer proliferated many would prove useful to people with disabilities. There's so much out there. With thought of portability that became preference for so many folks. Portability is essential for so many people and so many of the apps developed.

Laptops and tablets for a time were very expensive and then there was a peek and now it continues that there is more availability and access. And so it's been a challenging time for folks who did computer reuse to know should be keep staying in that, is it sustainable. So we will talk about that. Also what are some challenges and what to consider. I'm going to pause for a second to see if Trish or Liz have anything to add. Trish?

>> Trish Redmon: No. I think we're find. We will address some of those issues and how to pursue this.

Carolyn Phillips: Liz?

Liz Persaud: No, I think you are covering everything. I think it's important that we touch on this topic especially during this COVID-19 pandemic. I'm hearing from so many people that they are being strained to stay connected virtually. A friend of mine her computer died yesterday. So she's waiting on a new one to come in. That means she's out of work and communicating with friends or medical team as well too. So there's a need out there for taking a look at this and making sure that people have what it is they need to stay connected.

Carolyn Phillips: Thank you both.

I think another very interesting piece as we're

looking and considering what are trends and what are some of the things to consider, I remember during the last few major hurricanes that computers, tablets and cell phones had all been in major demand. It's one of those big things. As we start to plan and as we all collectively plan that we keep that in mind. It may not be a daily emergency or need but as we think about what do we need to plan for during crisis and great need within our communities that this needs to be part of our tool kit is having extra devices or at least access or conversations to move that forward.

So thinking about sustainability and thinking about what are some of the challenges and solutions here. Acquiring devices. The marketplace options reduced different donations. We used to do a little ad on the radio and computers would flow in. Now we find people have new options to profit from their own devices. I'm putting that in quotes. Their old tablets. A lot of folks are updating these devices every year, every 18 months, every 2 years. So they can sell the computers to other individuals for cash. I looked today and Craig's list is full of devices. E bay also. Also selling online for gadget salvation, Mack of all trades -- there are all kinds of options on how to get your device out of your house. They can trade it in to major manufacturers.

A lot of folks like Dell -- they came to Atlanta and had a huge drive for computers. They were trying to get all of the older devices out of the market. We referenced that in a webinar. We see Apple, HP, Dell, all of those are trying to get those computers where you can trade it in through an online site. Then you get a little deduction on a new device.

Also trading in through major electronic retailers. Best Buy does that here.

One of the questions that we have for all of you is how do you get your devices to refurbish? We're seeing there's solid folks with groups that still donate. We see that here in Georgia and in some other states that it really is about relationships. It's about those long-term relationships and making sure that people understand the need. And I see that Angela -- thank you. Do you want to weigh in?

Liz Persaud: Angela said good will is a steady supplier in Texas. That's great to hear.

Carolyn Phillips: I remember back in 2001, 2002 we tried to strike a national deal with good will. I'm so glad to hear that Angela. It needed to happen on a local level to be successful. Any other places that you are getting devices so that you can refurbish?

Liz Persaud: Angela followed up and said weird

ownership with good will regions in Texas.

Carolyn Phillips: Yes, I think we see that throughout the country. The other thing that we have done is we partnered with our area aging centers and independent living centers. They have drop off sites and we can go around and collect and get that back to our hub where they are refurbished and then put back out which is great. So collaborating and getting some of the devices so we're not competing with big companies or Best Buy or staples. We're making it convenient for folks to be able to donate.

So some of the tips we have when it comes to acquiring computers and we know these work. A lot of the successful programs we have talked with you. Build those relationships. It needs to be something that is long-term. So you get that ongoing supply of devices for refurbishing. Keep in mind we say gently used. We don't want used. A lot of programs ask what do you recommend when it comes to computer reuse. It's best not to get things that are over 3 years old because that technology will often have difficulty connecting. A lot of times those tablets are not supported by the manufacturer anymore. So you want to get things that are still relevant and have life. So to do that we found partnering with businesses that receive -- they are

often updating. They're able to get those devices in large quantities. Also with hospitals or schools. Sometimes what that has involved is you need to get in touch with your local government, if you will. Sometimes within the hospitals we've been able to figure out a way to get those through an ongoing agreement. A lot of times the hospitals are in alignment with our philosophy of access. I know we've even done activities where we were getting tablets from hospitals and then working with SLP's, speech language pathologist, to get communication apps on the devices and getting them back to the hospitals so folks could use them in the ICU or rehab processes.

Government agencies, years ago lesson learned. I got a dozen computers donated from the FBI and not one had a hard drive in them. So be careful with the government agencies. Sometimes you are able to find a device that you can sanitize the data and the machine itself. And also nonprofit organizations and supporters coming from folks who are like minded and understand. Sometimes devices that are not too old they absolutely can be reclaimed from an electronic recycler. There are times when there are good devices at a process that would be end of life for that device and it still has a lot of life in it. So making sure that you can get

those -- that good flow of device coming in. That you're not accepting old old equipment and that you're making sure that you have those relationships that you can depend upon. There are --

Liz Persaud: We have a comment related to that topic. Sophia says New Mexico donates to a local nonprofit to give or sell to individuals in need.

Carolyn Phillips: That is great. Thank you for sharing that. It's good to hear about those types of services too. One of the biggest groups that we've worked with -- also provide some computers for free in Idaho, computers for kids, it's amazing how robust that type of service is. So we see it also pops up in some regional ways. There was a group here called free bites for a while. They would give some parts of the computer for free and for fancier ones you pay a minimum amount which is great.

So thank you very much for the comment.

We're also finding that there are programs that a lot of folks are still not aware of. I know most of you on this webinar would be aware of the iCanConnect. A lot of you run the iCanConnect program, but we have found successfully that this has been the bridge and really helped bridge some of the gaps right now. Trish, do you mind jumping on this slide here?

>> Trish Redmon: Great. This program of course is very specific in the targeted group to serve which is the deaf/blind community. While about 1/4 of the programs are run by AT act programs Sandy McNally was helpful in explaining with me the issue of using devices that are returned. The first is that clients expect new devices and they are entitled to them under the program unless they run out of funding. There there's no provision at present for moving unused devices into a general reuse pool. So we can't cross that boundary between their program and the AT act reuse program. And that's discussion. Frankly I suggested to Sandy that they consider the model that we have for example the Medicaid program where it's federally funded, and Medicaid gets priority for their clients for a limited amount of time and then that device goes into a general pool. So I think she might pursue that with the powers that be. This is obviously really important program for the community that it does serve and perhaps that will -- their policy may change after they see there are parallel models for that.

Carolyn Phillips: Thank you, Trish. We know so many of you are heavily involved in that program, but we still find that some folks are not aware of it. We continue as we're working with our AAA and ADRC's and

our senior centers that they're not always aware of that and being able to understand how they can benefit from that. When talking about challenges also, there is the expense of refurbishing. That's not a little expense. If you can help folks pay attention to ways to lessons learned and avoiding pitfalls that other groups have had experienced then you can find that it's really not as expensive as it might seem. There are the cost when it comes to, you know, facilities and staff and supplies that are needed to really refurbish properly. When talking about facilities, there is the sanitization area. So when thinking about -- we all need to be thinking about this because there is data showing that the COVID-19 virus lives on devices longer than we expected. And it's even recognized 17 days later. They're not sure if it's still contagious at that point but they can still recognize the COVID-19 virus. That's important to know. So making sure that we sanitize all of these devices. That there's a work area and storage area. I'm happy to show you different designs for each of those things. I've seen some very small reuse programs that have been mighty in their affect because they're so effective in the way they organize everything. Thinking about safe and making sure that things are properly equipped and working in the

environment.

Qualified technicians. I was looking today in preparing for this webinar and there's some free courses that are available right now for computer refurbishing technicians. We'll attach some of that information. I was looking through some old papers and I found my A+ certification from 20 years ago. That A+ certification is still relevant today. And also thinking about the physical and software tools that are needed and thinking about when do you repair something, when do you move it on to end of life and then also how much time and energy do you want to put into different devices? Sometimes it's best to just let those go and thinking about gently used. Replacement parts for repairs and then licensing for operating systems and all of that. It's great really that so many of us within this community, the assistive technology act community have helped overcome a lot of those hurdles. There's tech soup that partnered with us early on in making sure that we could get operating systems for computers at a reduced cost. That still is very valid and important for folks to know that resource is there. If you're not a member of that, I encourage you to be a member.

Some of the major issues -- I remember talking about this years ago is this idea that folks didn't

realize they needed to remove their personally identifiable data. That's still relevant and important that whether if somebody says yes I wiped it myself that you make sure you wipe clean all of that data. The sanitization of the hardware and also making sure that you sanitize the data and wiping all of that from the hard drives.

Replacing the operating system without violating copyright laws and making sure you stay within licenses. One of the most common solutions is become a certified reseller. That's been a successful strategy for a lot of folks and then safe, legal disposal at the end of life through a certified recycler. All of you who have been working with us for years know it's important to have policy and procedures up to date. If you want copies of that, you can find that through AT3. Feel free to get in touch with us. Our tip is to create policy and procedures to address the risk and that you train your staff, so they adhere to those.

Some of the tips that we have when it comes to offsetting the expenses it comes down to partnerships. I'm going to let Trish talk about this.

>> Trish Redmon: Most of the programs that refurbish computers have been creative with partnerships and one of the first ways to reduce expenses is to

address how much your staff cost. Several of the programs partner with the school for free or reduce cost repair services. AT Ohio happens to be based in an engineering school so they have high power exchange to call on for training about use of technology among people with disabilities. All of us are near some local technical school with an A+ certification training program where you might afford them some real hands on experience as they progress through the program for certification. Sometimes you can partner with an agency or another service organization who may want to provide tech. Refurb IT in Arizona is already a partnership with a larger nonprofit organization, but Robert Morales told me they hold to partner with Voc Rehab to create a program that would become part of their refurbishing program. There are a lot of businesses that like to have their employees volunteer. So sometimes you have businesses that provide volunteer hours with qualified techs. Sometimes you may find a retiree that may be interested in donating services. That can be a big part of reducing expenses for refurbishing.

Carolyn Phillips: Thank you. That's great. Our second tip when thinking about fees for service would be generate revenue through fee for service offerings. We have seen this is very successful. Trish, do you mind

talking about this? I don't hear Trish. We found that if you set the fees for refurbished computers -- we have seen folks who have done this. FODAC has done this. They set fees from \$50-250 and they are able to make fees to cover costs. In Arizona, thank you for talking with us about this, they went a step beyond, and they sell devices to the general public. So both of those seem to be approaches that are working. So think about what works within your community. Offering computer repair services. We have seen this pop up and where it's a very helpful service and it really helps the public and helps a lot of folks that are within the disability community. The other piece is thinking about data destruction services. Thinking about how that service can be so valuable. The third area that we want to think about is recycling devices at the end of life through electron recyclers. Some folks are generating enough funds to cover their phone bill for the month or what have you. It's not necessarily a huge amount of money but it helps. Every program that is doing computer reuse or mobile or tablet reuse needs to have a relationship or contractor or some type of tight relationship with a federal EPA registered universal waste electrons destination facility. It's important that we do that, and we are compliant around that. It can be expensive on

some levels but depending on how much money you have coming in you can actually end up making money too. Some of those they offer data destruction services and that can be helpful. Where you can get a certificate and that reassures the folks in your community that you have been able to do that and get rid of the data in a safe and effective way.

Computer reuse through exchange. There are lots of programs who are doing exchange computer reuse. What we find is that there's this own special challenges to that but also it can also provide an avenue where you avoid some challenges of onsite refurbishing. 10 of the AT act programs reported computer reuse through exchange. Rarely do we see some of the computers. So I think a lot of what we're finding are the peripherals. So maybe that's part of what we could do. Get more action within our exchange programs with this.

A lot of the exchange programs we spoke with did say that a lot said they were hurt by new options out there. When talking about cell phone or mobile phone reuse there's a lot to think about with this. It's even more difficult than the computer acquisitions. We found a lot of folks are trading in the cell phones because they get incentives. The manufacturer absolutely does not want that in the market. So they have the buyback

programs. Same thing individuals can use online sites so they they can sell their cell phones back. I know that we still continue to donate these. Sometimes we hold on to them and give them out. Some of our folks within our own community do the same thing. We reuse our cell phones that way which is helpful. An EPA study showed that 11% of E-waste is made up of mobile phones. So often 90% of them are ending up somewhere like a drawer. I was at somebody's house the other day and they showed me all the cell phones they had. I said gosh we could really use those during COVID-19 so more folks could have connectivity.

Data removal is quite challenging when it comes to cell phones. There are good videos around this. You can find them on YouTube. We have some videos that we made years ago around this. Reuse involves a wide range of manufacturers. There's hundreds to thousands of manufacturers of cell phones and models and makes and all of that. Also thinking about how do you note all of those various makes and models. One of the things when talking about cell phone reuse and how to acquire those is encouraging donors to locate unused phones at home and donate them to a good cause. There's refurbishing newer phones and reuse phones for modest fees, selling donated phones to the general public or online. You see

several sellcell.com. The phones are 2 years old or newer. They are up to \$175 each. So that's good to know. Also use end of life recycling as an opportunity to generate some of those funds. I know some of our programs collect cell phones and generate funds from it.

Then reuse of other digital devices. We know that our lives are full of digital devices. We have quite a few echoes and smart devices that are out there. And really thinking about all of those voice control devices. All of those things can be reused. So we have started collecting some of those and getting them out to folks. Dr. Willcom [Unsure of spelling] who is part of our community and creator of tools from everyday items she has a blog. She had a great suggestion in the AT3 blog about thinking about how all of these different devices could be used. So I encourage you to read that blog. I'm a big fan of that. Very helpful.

Also thinking about different pieces when talking about how we can reuse these and what you see with Theresa is connect it with a love one. Plug the phone in under their bed or somewhere. Do check that out. It's very cool when you think about how many folks are able to get these different devices. Here in Georgia the echo dot that Therese is referring to you can get for free.

When thinking about all of these very important pieces and thinking about everything that is going on, we want to hear more from you. We know that we need more devices out there. We know we have partners who need them. So what are some of your additional suggestions and how can we help you? That's really what we want to hear from you. I think we've had some comments. Liz, do you mind sharing some of that with us?

Liz Persaud: Yes. We have one comment from Krista. She says consider advertising the tax benefits of donating devices. Idaho has a state tax credit for donations to schools and rehabilitation facilities up to \$200 so they can get a tax credit equivalent to the buyback amount.

Carolyn Phillips: That's excellent. So keep the conversation going and share more information with us and additional suggestions with us. We want to get more information out there. Liz, do you want to talk with us about the rest of how we can get feedback from folks?

Liz Persaud: Sure. Thank you, Carolyn. As we said in the beginning of the webinar, please take a few moments. I'm about to put a link in the chat section. Be sure to follow that link and take a few moments to provide us feedback. We want to hear what other topics you want to hear about. So take that moment and give us

feedback and communicate with us. We want to be able to push out information that y'all need in a timely manner as well. I also wanted to read another comment that came through from Angela with the Texas program. She said we did a training on what to do for those old gen iPads. They were mostly read write supports and they didn't want to throw them out. Why not spend time doing trainings on what to do with old tablets and cell phones with the community? Sophia has a question. This is a little different question, but do you have sanitization policy and procedures for our devices especially because of COVID-19? We absolutely have sanitization procedures in respect to COVID-19.

Carolyn Phillips: Yes. Actually we can send out more information about this, but we do know that there are some important things that we need to consider when it comes to what we want to use with COVID-19. Soap absolutely has been most effective when it comes to breaking that down. It doesn't have to be as complex as what we have used in other areas of getting rid of viruses and bacteria. We'll post that because I think it's important. We'll point you to those resources. There are resources on the AT3 resource page. There's one or two more comments and then we'll wrap up. Liz, what are the other comments.

Liz Persaud: One additional comment from dale. Most newer computers come with a license for MS windows built in and replacing the hard drive with a \$45 solid steak drive will extend the life of computers by another 4 or 5 years. So this is another great tip on how to extend the life of a computer. Amy followed up that there's tons of resources on the AT3 page.

Carolyn Phillips: Excellent. Thank you all so much for paying attention to this very important and very timely webinar. Thank you again to AT3 for hosting and being progressive and thinking about this. And I appreciate that. Trish, excellent job pulling together this information and thank you to Heather Johnson who is doing our captioning and of course Liz, excellent job. Everyone stay safe and keep the conversation going and thank you for your time today.