



1

00:00:07,839 --> 00:00:19,470

>>>THANKS EVERY ONE FOR COMING OUT.

2

00:00:19,470 --> 00:00:21,970

I'M NANCY BRAY THE DIRECTOR OF SPACEPORT

3

00:00:21,970 --> 00:00:23,450

INTEGRATION AND SERVICES

4

00:00:23,450 --> 00:00:24,450

AT THE CENTER

5

00:00:24,450 --> 00:00:26,860

WE ARE ONE OF THE PARTNERS

6

00:00:26,860 --> 00:00:27,860

FOR SAFETY AND HEALTH DAY.

7

00:00:27,860 --> 00:00:30,619

WE ARE VERY EXCITED TO SHARE

8

00:00:30,619 --> 00:00:32,910

THIS WEEK WITH SNMA.

9

00:00:32,910 --> 00:00:34,359

WE BRING YOU THE SAFETY SIDE OF

10

00:00:34,359 --> 00:00:36,710

SAFETY AND HEALTH.

11

00:00:36,710 --> 00:00:38,660

TODAY I'M HONORED TO INTRODUCE

12

00:00:38,660 --> 00:00:40,480

THE NEXT SPEAKER, FAITH

13

00:00:40,480 --> 00:00:41,480

CHANDLER.

14

00:00:41,480 --> 00:00:43,120
IF YOU'VE BEEN READING THE ADS,

15

00:00:43,120 --> 00:00:44,690
YOU PROBABLY KNOW WHAT I'M GOING

16

00:00:44,690 --> 00:00:45,730
TO TELL YOU.

17

00:00:45,730 --> 00:00:48,230
JUST FOR COMPLETENESS, FAITH IS

18

00:00:48,230 --> 00:00:49,690
THE DIRECTOR OF STRATEGIC

19

00:00:49,690 --> 00:00:54,010
INNOVATIONS UP AT NASA

20

00:00:54,010 --> 00:00:55,170
HEADQUARTERS.

21

00:00:55,170 --> 00:00:56,290
SHE DOES HAVE ROOTS HERE IN

22

00:00:56,290 --> 00:00:57,610
BRAVARD COUNTY.

23

00:00:57,610 --> 00:00:59,989
SHE USED TO WORK FOR BOEING DOWN

24

00:00:59,989 --> 00:01:01,469
HERE AT KFC.

25

00:01:01,469 --> 00:01:02,469
SHE WAS IN THE ENGINEERING

26
00:01:02,469 --> 00:01:03,489
DEPARTMENT AND WAS A LEAD IN

27
00:01:03,489 --> 00:01:05,149
HUMAN FACTORS.

28
00:01:05,149 --> 00:01:07,561
SHE HAS A BACHELORS DEGREE IN

29
00:01:07,561 --> 00:01:09,140
PSYCHOLOGY FROM PURDUE

30
00:01:09,140 --> 00:01:13,729
UNIVERSITY.

31
00:01:13,729 --> 00:01:15,359
SHE HAS A MASTER'S DEGREE IN

32
00:01:15,359 --> 00:01:17,520
ENGINEERING PSYCHOLOGY.

33
00:01:17,520 --> 00:01:18,999
SHE HAS PUT ALL THAT KNOWLEDGE

34
00:01:18,999 --> 00:01:20,779
TO WORK AND HAS I BELIEVE THREE

35
00:01:20,779 --> 00:01:23,479
PATENTS THAT I UNDERSTAND, AND

36
00:01:23,479 --> 00:01:27,770
HAS SEVERAL INVENTIONS AND

37
00:01:27,770 --> 00:01:29,170
SOFTWARE THAT'S BEING USED

38
00:01:29,170 --> 00:01:30,590

ACROSS THE COUNTRY WITHIN THE

39

00:01:30,590 --> 00:01:32,380
AGENCY AND OUTSIDE THE AGENCY,

40

00:01:32,380 --> 00:01:34,289
ABOUT 74 DIFFERENT ORGANIZATIONS

41

00:01:34,289 --> 00:01:35,599
USING IT.

42

00:01:35,599 --> 00:01:38,029
SO FAITH IS HERE TODAY TO SHARE

43

00:01:38,029 --> 00:01:39,999
HER FAMILY'S EXPERIENCE.

44

00:01:39,999 --> 00:01:42,279
SHE DESCRIBES THE CATASTROPHIC

45

00:01:42,279 --> 00:01:46,520
FIRE THAT CHANGED HER FAMILY,

46

00:01:46,520 --> 00:01:47,700
SHE AND HER FAMILY'S LIVES

47

00:01:47,700 --> 00:01:48,700
FOREVER.

48

00:01:48,700 --> 00:01:49,999
SHE'S TALK TO US ABOUT HOW YOU

49

00:01:49,999 --> 00:01:52,139
CAN BETTER PREPARE YOUR FAMILY

50

00:01:52,139 --> 00:01:53,329
AND HOW YOU CAN REACH OUT TO

51
00:01:53,329 --> 00:01:56,369
HELP OTHER VICTIMS OF DISASTER.

52
00:01:56,369 --> 00:01:58,220
SO FAITH IS ALSO GOING TO BE

53
00:01:58,220 --> 00:01:59,609
DOING AN ENCORE PRESENTATION

54
00:01:59,609 --> 00:02:02,279
TOMORROW MORNING, 10:00 IN THE

55
00:02:02,279 --> 00:02:05,049
MISSION BRIEFING ROOM.

56
00:02:05,049 --> 00:02:06,069
IF YOU HAVE FRIENDS THAT DIDN'T

57
00:02:06,069 --> 00:02:07,069
GET TO MAKE TODAY'S

58
00:02:07,069 --> 00:02:08,340
PRESENTATION, BE SURE TO TELL

59
00:02:08,340 --> 00:02:09,560
THEM THEY CAN CATCH IT TOMORROW

60
00:02:09,560 --> 00:02:10,569
MORNING IN THE MISSION BRIEFING

61
00:02:10,569 --> 00:02:11,569
ROOM AT 10:00.

62
00:02:11,569 --> 00:02:12,569
WITH THAT I WOULD LIKE TO

63
00:02:12,569 --> 00:02:13,599

INTRODUCE FAITH.

64

00:02:13,599 --> 00:02:14,599

[APPLAUSE]

65

00:02:14,599 --> 00:02:16,060

>> THANK YOU.

66

00:02:16,060 --> 00:02:19,330

CAN YOU HEAR ME?

67

00:02:19,330 --> 00:02:20,330

GOOD.

68

00:02:20,330 --> 00:02:21,330

OKAY.

69

00:02:21,330 --> 00:02:23,890

FIRST OF ALL, IT'S REALLY NICE

70

00:02:23,890 --> 00:02:25,719

TO SEE SO MANY FAMILIAR FACES.

71

00:02:25,719 --> 00:02:27,799

THIS IS MY STOMPING GROUNDS.

72

00:02:27,799 --> 00:02:30,280

MY HUSBAND AND I WORKED HERE ON

73

00:02:30,280 --> 00:02:31,280

THE SHUTTLE.

74

00:02:31,280 --> 00:02:33,060

WE WORKED ON THE SPACE STATION.

75

00:02:33,060 --> 00:02:34,450

I WORKED ON THE ROCKET AS WELL

76
00:02:34,450 --> 00:02:37,060
FROM 1992 TO 2002 WHEN WE MOVED

77
00:02:37,060 --> 00:02:38,060
TO WASHINGTON.

78
00:02:38,060 --> 00:02:43,829
PART OF THE REASON I'M HERE IS

79
00:02:43,829 --> 00:02:46,190
BECAUSE I WANTED TO BRING THIS

80
00:02:46,190 --> 00:02:47,730
MESSAGE TO YOU.

81
00:02:47,730 --> 00:02:50,069
AND THE FIRST REASON IS BECAUSE

82
00:02:50,069 --> 00:02:51,069
THESE THINGS SEEM TO ALWAYS

83
00:02:51,069 --> 00:02:52,560
HAPPEN TO SOMEBODY ELSE.

84
00:02:52,560 --> 00:02:54,400
BUT IT DIDN'T.

85
00:02:54,400 --> 00:02:55,709
IT HAPPENED TO ME.

86
00:02:55,709 --> 00:02:57,409
AND I'M PART OF YOUR FAMILY.

87
00:02:57,409 --> 00:02:58,640
AND THERE'S ACTUALLY ANOTHER

88
00:02:58,640 --> 00:03:00,349

NASA MEMBER OF OUR FAMILY

89

00:03:00,349 --> 00:03:01,469

ACTUALLY GOING THROUGH THIS

90

00:03:01,469 --> 00:03:02,670

RIGHT NOW THAT'S A DIFFERENT

91

00:03:02,670 --> 00:03:04,090

PLACE FROM THIS PATH, AND IT'S A

92

00:03:04,090 --> 00:03:05,220

HARD PATH.

93

00:03:05,220 --> 00:03:06,689

THIS IS A VERY FRESH THING FOR

94

00:03:06,689 --> 00:03:07,689

ME.

95

00:03:07,689 --> 00:03:09,290

SO I'LL BE GOOD, I'LL TRY, BUT I

96

00:03:09,290 --> 00:03:10,930

CAN'T PROMISE, BECAUSE IT IS

97

00:03:10,930 --> 00:03:12,689

STILL VERY CLOSE.

98

00:03:12,689 --> 00:03:13,689

I WANTED TO START WITH THIS

99

00:03:24,310 --> 00:03:14,689

PICTURE.

100

00:03:24,310 --> 00:04:15,489

HOW

101
00:04:15,489 --> 00:04:18,120
TO PREPARE.

102
00:04:18,120 --> 00:04:27,470
WHAT DO YOU NEED TO DO?

103
00:04:27,470 --> 00:04:33,080
I WANT YOU TO WALK AWAY TODAY

104
00:04:33,080 --> 00:04:35,880
WITH A PLAN, WHAT YOU CAN DO TO

105
00:04:35,880 --> 00:04:37,340
HELP YOURSELF.

106
00:04:37,340 --> 00:04:38,340
THE OTHER THING I WANT YOU TO

107
00:04:38,340 --> 00:04:41,300
KNOW IS WHAT IT MEANS TO HELP

108
00:04:41,300 --> 00:04:43,210
ANOTHER PERSON.

109
00:04:43,210 --> 00:04:44,210
AND YOU'RE GOING TO HEAR FROM

110
00:04:44,210 --> 00:04:45,330
THE THINGS I'M GOING TO TELL YOU

111
00:04:45,330 --> 00:04:46,920
THAT OTHERS DID FOR US.

112
00:04:46,920 --> 00:04:48,720
AND SOME PEOPLE EVEN HERE TODAY

113
00:04:48,720 --> 00:04:52,770

AT KENNEDY HELPED US, AND HOW

114

00:04:52,770 --> 00:04:55,370

POWERFUL THAT IS, AND MAKE SURE

115

00:04:55,370 --> 00:04:56,610

YOU'RE AWARE THAT NO MATTER WHAT

116

00:04:56,610 --> 00:04:57,911

YOU DO TO HELP ANOTHER, IT'S

117

00:04:57,911 --> 00:04:59,580

AMAZING, ESPECIALLY IF YOU'RE

118

00:04:59,580 --> 00:05:02,039

GOING THROUGH SUCH AN EVENT.

119

00:05:02,039 --> 00:05:04,610

FOR US, FOR US IT STARTED ON A

120

00:05:04,610 --> 00:05:06,550

SUNDAY MORNING.

121

00:05:06,550 --> 00:05:09,200

SUNDAY MORNING TWO YEARS AGO.

122

00:05:09,200 --> 00:05:11,560

AND THAT SUNDAY MORNING, I'M

123

00:05:11,560 --> 00:05:14,129

LAYING IN BED, MY HUSBAND SCOTT,

124

00:05:14,129 --> 00:05:15,849

ANYBODY KNOW SCOTT, SOME OF YOU

125

00:05:15,849 --> 00:05:17,190

PROBABLY KNOW HIM, HE'S A

126
00:05:17,190 --> 00:05:18,660
GOLFER, SO YOU KNOW WHERE HE

127
00:05:18,660 --> 00:05:20,870
WAS, RIGHT, HE'S OFF DOING HIS

128
00:05:20,870 --> 00:05:21,870
GOLFING.

129
00:05:21,870 --> 00:05:22,870
I'M LAYING IN BED AND THINKING,

130
00:05:22,870 --> 00:05:23,870
I'M GOING TO GET UP AND GO TO

131
00:05:23,870 --> 00:05:24,870
CHURCH.

132
00:05:24,870 --> 00:05:25,870
MY DAUGHTER IS HOME FROM

133
00:05:25,870 --> 00:05:26,870
COLLEGE, IN MED SCHOOL.

134
00:05:26,870 --> 00:05:30,750
I WAKE UP AND I'M LIKE, GOSH, I

135
00:05:30,750 --> 00:05:35,220
SMELL SOMETHING KIND OF FUNNY.

136
00:05:35,220 --> 00:05:41,069
I LOOK AROUND AND I SAID, I

137
00:05:41,069 --> 00:05:44,430
DON'T SEE ANYTHING.

138
00:05:44,430 --> 00:05:51,960

I YELLED TO HER, BECAUSE I'M

139

00:05:51,960 --> 00:05:55,130

LAZY, DID YOU BURN SOMETHING?

140

00:05:55,130 --> 00:05:57,190

MOST OF US KNOW THAT PLAN,

141

00:05:57,190 --> 00:05:58,190

RIGHT?

142

00:05:58,190 --> 00:06:01,150

I GET TO THE STORE, AND MY

143

00:06:01,150 --> 00:06:04,000

CELLPHONE IS LIKE LOADED WITH

144

00:06:04,000 --> 00:06:05,000

MESSAGES.

145

00:06:05,000 --> 00:06:08,661

I'M LIKE, HONEY, LET ME GET TO

146

00:06:08,661 --> 00:06:09,661

GOOD RECEPTION AND SEE WHAT'S

147

00:06:09,661 --> 00:06:11,080

GOING ON.

148

00:06:11,080 --> 00:06:14,220

THE FIRST MESSAGE, HEY, FAITH,

149

00:06:14,220 --> 00:06:17,069

THIS IS SABINA, I'M IN ITALY, SO

150

00:06:17,069 --> 00:06:18,521

SORRY YOU LOST YOUR HOUSE, WHAT

151
00:06:18,521 --> 00:06:19,900
CAN WE DO?

152
00:06:19,900 --> 00:06:24,270
THE HOUSE IS FINE, IT'S A SUNNY

153
00:06:24,270 --> 00:06:25,880
DAY, WHAT ARE YOU TALKING ABOUT,

154
00:06:25,880 --> 00:06:26,880
RIGHT?

155
00:06:26,880 --> 00:06:29,050
THEN THE NEXT PHONE CALL, HEY,

156
00:06:29,050 --> 00:06:30,780
FAITH, IT'S DUSTY, DUSTY IS MY

157
00:06:30,780 --> 00:06:33,960
NEIGHBOR, WE'RE ON VACATION IN

158
00:06:33,960 --> 00:06:35,460
PENNSYLVANIA, SO SORRY YOU LOST

159
00:06:35,460 --> 00:06:36,460
YOUR HOUSE.

160
00:06:36,460 --> 00:06:38,300
I'M THINKING, OKAY, THAT WAS

161
00:06:38,300 --> 00:06:39,300
WEIRD.

162
00:06:39,300 --> 00:06:40,360
THEN THE THIRD ONE, SO NOW I'M

163
00:06:40,360 --> 00:06:41,490

STANDING ON THE CORNER GOING,

164

00:06:41,490 --> 00:06:43,129

OH, MY GOSH, WHAT DOES THIS

165

00:06:43,129 --> 00:06:44,460

MEAN?

166

00:06:44,460 --> 00:06:46,069

AND THIS WOMAN COMES UP TO ME

167

00:06:46,069 --> 00:06:47,810

AND SHE'S LIKE, ARE YOU HAVING A

168

00:06:47,810 --> 00:06:48,810

HEART ATTACK?

169

00:06:48,810 --> 00:06:50,270

I MUST HAVE LOOKED LIKE.

170

00:06:50,270 --> 00:06:51,650

AND I SAID, NO, BUT SOMETHING

171

00:06:51,650 --> 00:06:52,650

ABOUT MY HOUSE.

172

00:06:52,650 --> 00:06:54,419

SHE SAID, OH, IT MUST BE THE ONE

173

00:06:54,419 --> 00:06:55,419

THAT BURNED DOWN.

174

00:06:55,419 --> 00:06:57,500

THAT'S KIND OF HOW I FOUND OUT,

175

00:06:57,500 --> 00:06:58,500

YOU KNOW?

176

00:06:58,500 --> 00:06:59,500

THAT WAS MY HOUSE.

177

00:06:59,500 --> 00:07:00,500

SO I CALLED MY HUSBAND AND I

178

00:07:00,500 --> 00:07:01,500

SAID, HEY, WHERE ARE YOU?

179

00:07:01,500 --> 00:07:02,610

HE SAID, I'M COMING INTO THE

180

00:07:02,610 --> 00:07:04,009

NEIGHBORHOOD, THERE'S A FIRE

181

00:07:04,009 --> 00:07:05,050

SOMEWHERE.

182

00:07:05,050 --> 00:07:07,580

I SAID, IT MIGHT BE HOURS.

183

00:07:07,580 --> 00:07:08,650

THAT'S HOW WE LEARNED.

184

00:07:08,650 --> 00:07:10,389

NOW, HOW DID IT HAPPEN FOR THE

185

00:07:10,389 --> 00:07:11,760

PEOPLE AROUND OUR HOUSE?

186

00:07:11,760 --> 00:07:14,550

BAD DAY, PRETTY MUCH EVERYBODY

187

00:07:14,550 --> 00:07:16,409

ON OUR STREET WAS OUT OF TOWN,

188

00:07:16,409 --> 00:07:19,310

CHURCH OR OUT, NOBODY WAS THERE.

189

00:07:19,310 --> 00:07:20,780

AND ACTUALLY THEY WEREN'T AROUND

190

00:07:20,780 --> 00:07:23,050

BECAUSE THIS GUY IN THE BLUE

191

00:07:23,050 --> 00:07:25,120

SHIRT WAS FOUR STREETS AWAY.

192

00:07:25,120 --> 00:07:27,569

OUT IN THE SHED WORKING WHEN

193

00:07:27,569 --> 00:07:29,550

PART OF MY ROOF FELL INTO HIS

194

00:07:29,550 --> 00:07:30,720

YARD, BURNING.

195

00:07:30,720 --> 00:07:32,050

AND HE SAID, OH, MY GOD,

196

00:07:32,050 --> 00:07:33,050

SOMETHING'S ON FIRE, AND HE

197

00:07:33,050 --> 00:07:35,189

TURNED AND SAW THAT PILLAR OF

198

00:07:35,189 --> 00:07:36,189

SMOKE.

199

00:07:36,189 --> 00:07:38,729

HE TOOK OFF, CALLED 911, AND

200

00:07:38,729 --> 00:07:42,440

THEN HEADED OVER TO OUR HOUSE.

201
00:07:42,440 --> 00:07:43,680
AND ROBERT WAS A FRIEND OF MY

202
00:07:43,680 --> 00:07:47,020
DAUGHTER'S AND ROBERT, HE COMES

203
00:07:47,020 --> 00:07:49,130
OUT AND HE SAYS, OH, MY GOD, YOU

204
00:07:49,130 --> 00:07:50,990
KNOW, THAT'S FAITH'S CAR,

205
00:07:50,990 --> 00:07:53,240
THEY'RE HOME, OH, MY GOSH, IT'S

206
00:07:53,240 --> 00:07:54,240
RIGHT THERE IN THE DRIVE AND

207
00:07:54,240 --> 00:07:55,690
THERE'S A CAR IN THE GARAGE, WE

208
00:07:55,690 --> 00:07:57,449
HAVE TO HELP THEM.

209
00:07:57,449 --> 00:08:01,969
THESE GUYS, WHAT THEY DID WAS

210
00:08:01,969 --> 00:08:03,699
THEY KICKED IN THE FRONT DOOR.

211
00:08:03,699 --> 00:08:05,469
NOW, HOW MANY PEOPLE HAVE SEEN

212
00:08:05,469 --> 00:08:07,240
"BACK DRAFT"?

213
00:08:07,240 --> 00:08:09,020

THAT HAPPENED.

214

00:08:09,020 --> 00:08:11,340

ALL THAT FIRE, OUT THE FRONT,

215

00:08:11,340 --> 00:08:14,199

BACK OF THE HOUSE GOES UP.

216

00:08:14,199 --> 00:08:15,500

NOW IT'S REALLY BIG.

217

00:08:15,500 --> 00:08:16,500

THEY'RE LUCKY THEY LIVED.

218

00:08:16,500 --> 00:08:20,580

NOW, I'M GRATEFUL.

219

00:08:20,580 --> 00:08:21,990

BUT AT THE POINT AT WHICH THEY

220

00:08:21,990 --> 00:08:23,210

ARRIVED, IT WOULD HAVE PROBABLY

221

00:08:23,210 --> 00:08:24,460

BEEN TOO LATE.

222

00:08:24,460 --> 00:08:26,490

THEY RISKED THEIR OWN LIVES TO

223

00:08:26,490 --> 00:08:28,979

HELP US.

224

00:08:28,979 --> 00:08:30,860

AND THEN THE FIRE STATION SHOWS

225

00:08:30,860 --> 00:08:33,030

UP WITH THE FIRST TRUCK.

226

00:08:33,030 --> 00:08:35,020

ONE TRUCK, ONE FIRE

227

00:08:35,020 --> 00:08:36,420

EXTINGUISHER.

228

00:08:36,420 --> 00:08:37,659

THE GUY THINKS IT'S A KITCHEN

229

00:08:37,659 --> 00:08:38,659

FIRE.

230

00:08:38,659 --> 00:08:39,700

THIS IS SUNDAY MORNING, IT'S A

231

00:08:39,700 --> 00:08:40,700

KITCHEN FIRE.

232

00:08:40,700 --> 00:08:41,700

I'LL TELL YOU WHY HE THOUGHT

233

00:08:41,700 --> 00:08:42,880

THAT IN A MINUTE.

234

00:08:42,880 --> 00:08:45,400

SO HE CAN'T EVEN GET THE HOSE

235

00:08:45,400 --> 00:08:46,420

OFF THE TRUCK BECAUSE IT'S JUST

236

00:08:46,420 --> 00:08:47,420

ONE GUY.

237

00:08:47,420 --> 00:08:48,520

THESE TWO GUYS BECOME FIREMEN

238

00:08:48,520 --> 00:08:51,700

FOR THE DAY, THEY RUN OUT OF

239

00:08:51,700 --> 00:08:52,710

WATER RIGHT AWAY.

240

00:08:52,710 --> 00:08:55,380

EVEN THOUGH THE HYDRANT IS AT

241

00:08:55,380 --> 00:08:57,950

THE END OF MY DRIVEWAY, BECAUSE

242

00:08:57,950 --> 00:08:58,950

THEY DIDN'T HAVE THE EQUIPMENT

243

00:08:58,950 --> 00:09:00,210

TO HOOK UP.

244

00:09:00,210 --> 00:09:01,730

IT TOOK ANOTHER 20 MINUTES

245

00:09:01,730 --> 00:09:03,020

BEFORE THE OTHER TRUCK SHOWED

246

00:09:03,020 --> 00:09:04,450

UP.

247

00:09:04,450 --> 00:09:06,830

ANOTHER 20 MINUTES.

248

00:09:06,830 --> 00:09:09,290

AND THEN IT LOOKED LIKE THIS.

249

00:09:09,290 --> 00:09:10,290

TEN FIRE STATIONS.

250

00:09:10,290 --> 00:09:12,620

IT WAS A TEN-ALARM FIRE.

251
00:09:12,620 --> 00:09:16,170
IT CAUGHT TWO HOUSES ON FIRE,

252
00:09:16,170 --> 00:09:17,560
ONE ON EACH SIDE OF US, AND THE

253
00:09:17,560 --> 00:09:19,940
COUNTY PARK BEHIND.

254
00:09:19,940 --> 00:09:22,630
SO NOW IT'S RAGING.

255
00:09:22,630 --> 00:09:24,990
FLAMES 70 FEET ABOVE THE HOUSE.

256
00:09:24,990 --> 00:09:26,030
THEY'RE TRYING TO CONTAIN IT

257
00:09:26,030 --> 00:09:27,030
BECAUSE NOW THE WHOLE

258
00:09:27,030 --> 00:09:28,690
NEIGHBORHOOD IS GOING TO GO, AND

259
00:09:28,690 --> 00:09:29,691
THEY'RE TRYING TO FIGURE OUT HOW

260
00:09:29,691 --> 00:09:30,800
TO STOP IT.

261
00:09:30,800 --> 00:09:35,500
SO THE CAPTAIN, FIRST HE SAYS --

262
00:09:35,500 --> 00:09:37,610
HE SENDS PEOPLE TO LOOK FOR US.

263
00:09:37,610 --> 00:09:41,340

WELL, WE WEREN'T THERE.

264

00:09:41,340 --> 00:09:42,340

I'LL TELL YOU A LITTLE BIT ABOUT

265

00:09:42,340 --> 00:09:43,340

THAT IN A MINUTE.

266

00:09:43,340 --> 00:09:45,310

THEN HE MAKES A DECISION THAT

267

00:09:45,310 --> 00:09:46,440

IT'S TOO LATE.

268

00:09:46,440 --> 00:09:47,710

AND SO THEY SET UP A PERIMETER

269

00:09:47,710 --> 00:09:49,880

AND THEY LET OURS BURN DOWN

270

00:09:49,880 --> 00:09:51,030

WHILE THEY SAVE THE REST, WHICH

271

00:09:51,030 --> 00:09:53,880

WAS THE RIGHT THING TO DO.

272

00:09:53,880 --> 00:09:58,200

LOTS OF FIREMEN.

273

00:09:58,200 --> 00:09:59,200

SO ALL THIS IS GOING ON WHILE

274

00:09:59,200 --> 00:10:00,730

WE'RE AT CHURCH.

275

00:10:00,730 --> 00:10:02,590

THIS IS ALL GOING ON WHILE WE'RE

276

00:10:02,590 --> 00:10:03,590

AT CHURCH.

277

00:10:03,590 --> 00:10:04,590

LOTS OF FIREMEN.

278

00:10:04,590 --> 00:10:05,850

THEY HAVE A HUNDRED PARAMEDICS,

279

00:10:05,850 --> 00:10:08,330

FIREMEN, POLICE OFFICERS, CROWDS

280

00:10:08,330 --> 00:10:10,250

OF PEOPLE.

281

00:10:10,250 --> 00:10:12,000

KIND OF AN AMAZING CROWD.

282

00:10:12,000 --> 00:10:16,900

AGAIN, TWO FIREMEN CALL IN A

283

00:10:16,900 --> 00:10:17,900

BATHROOM WINDOW.

284

00:10:17,900 --> 00:10:19,770

YOU SEE THEM OVER HERE STANDING

285

00:10:19,770 --> 00:10:21,710

IN THE BATHTUB, ACTUALLY.

286

00:10:21,710 --> 00:10:23,460

HE WAS INJURED, AS WAS ANOTHER.

287

00:10:23,460 --> 00:10:24,810

THEY WERE BOTH HOSPITALIZED FROM

288

00:10:24,810 --> 00:10:27,080

THIS, TRYING TO HELP US.

289

00:10:27,080 --> 00:10:28,900

AND SO VERY BRAVE, RISKING THEIR

290

00:10:28,900 --> 00:10:31,620

LIVES TO SAVE US, AND WE WEREN'T

291

00:10:31,620 --> 00:10:34,900

IN THE HOUSE.

292

00:10:34,900 --> 00:10:37,590

ABOUT THIS POINT IS WHEN I'M

293

00:10:37,590 --> 00:10:39,000

HEADED BACK.

294

00:10:39,000 --> 00:10:42,170

MY HUSBAND IS ARRIVING.

295

00:10:42,170 --> 00:10:45,400

AND I'M HEADED BACK.

296

00:10:45,400 --> 00:10:46,400

AND THIS IS WHAT WE ARRIVED TO

297

00:10:46,400 --> 00:10:47,400

FIND.

298

00:10:47,400 --> 00:10:48,400

AND ON MY WAY INTO THE

299

00:10:48,400 --> 00:10:50,230

NEIGHBORHOOD, BY THE WAY, THERE

300

00:10:50,230 --> 00:10:57,270

WAS A LITTLE KID, COLLECTING

301
00:10:57,270 --> 00:10:58,560
MONEY FOR THE FAMILY THAT LOST

302
00:10:58,560 --> 00:11:00,580
THEIR HOUSE.

303
00:11:00,580 --> 00:11:03,240
AND I'M THINKING, I HAVEN'T EVEN

304
00:11:03,240 --> 00:11:04,320
SEEN THIS YET, THIS IS WAY TOO

305
00:11:04,320 --> 00:11:07,680
MUCH, THIS CAN'T BE REAL, OKAY?

306
00:11:07,680 --> 00:11:09,000
THIS IS HOW I'M THINKING, IT

307
00:11:09,000 --> 00:11:10,620
CAN'T BE REAL, IT CAN'T BE REAL.

308
00:11:10,620 --> 00:11:11,690
WAY TOO MUCH DRAMA.

309
00:11:11,690 --> 00:11:13,090
WE ARRIVE TO SEE THIS.

310
00:11:13,090 --> 00:11:14,090
BLACK SMOKE.

311
00:11:14,090 --> 00:11:17,190
WHAT HAPPENS TO PEOPLE WITH

312
00:11:17,190 --> 00:11:20,440
ASTHMA WITH A LOT OF SMOKE?

313
00:11:20,440 --> 00:11:21,540

NOT GOOD.

314

00:11:21,540 --> 00:11:22,540

WHEN THERE'S A LOT OF

315

00:11:22,540 --> 00:11:23,640

FIREFIGHTERS AND PARAMEDICS THAT

316

00:11:23,640 --> 00:11:24,640

ARE STANDING AROUND?

317

00:11:24,640 --> 00:11:27,700

YOU GET A LOT OF HELP IN THE

318

00:11:27,700 --> 00:11:29,380

FRONT YARD.

319

00:11:29,380 --> 00:11:31,020

IT WASN'T THE GREATEST

320

00:11:31,020 --> 00:11:35,810

EXPERIENCE.

321

00:11:35,810 --> 00:11:37,120

AND THEN THE DAY BEGINS.

322

00:11:37,120 --> 00:11:39,211

SO I COULDN'T EVEN GET CLOSE TO

323

00:11:39,211 --> 00:11:40,211

THE HOUSE BECAUSE I COULDN'T

324

00:11:40,211 --> 00:11:41,211

BREATHE AROUND IT.

325

00:11:41,211 --> 00:11:42,670

I HAD TO SIT A FEW DOORS DOWN ON

326

00:11:42,670 --> 00:11:43,670

THE CURB.

327

00:11:43,670 --> 00:11:44,670

NOW I'M IN MY SUNDAY CHURCH

328

00:11:44,670 --> 00:11:45,900

CLOTHES WITH MY MY DAUGHTER AND

329

00:11:45,900 --> 00:11:47,630

MY HUSBAND AND WE'RE WATCHING

330

00:11:47,630 --> 00:11:50,230

THIS GO ON.

331

00:11:50,230 --> 00:11:52,150

SO 8:00 AT NIGHT.

332

00:11:52,150 --> 00:11:53,600

WE ARRIVED AT 12:45.

333

00:11:53,600 --> 00:11:55,500

THEY SAID, WE'RE GOING TO LET

334

00:11:55,500 --> 00:11:59,450

YOU COME AND SEE WHAT HAPPENS.

335

00:11:59,450 --> 00:12:02,020

AND THIS IS WHAT IT LOOKED LIKE.

336

00:12:02,020 --> 00:12:04,490

HE SAYS, THE FIRE WAS MORE THAN

337

00:12:04,490 --> 00:12:08,040

3,000 DEGREES, 3,000 DEGREES FOR

338

00:12:08,040 --> 00:12:09,610

MORE THAN TWO HOURS.

339

00:12:09,610 --> 00:12:10,860

DO YOU KNOW HOW HE KNEW THAT?

340

00:12:10,860 --> 00:12:12,110

BECAUSE THAT LITTLE PICTURE,

341

00:12:12,110 --> 00:12:13,540

THAT'S MY KITCHEN.

342

00:12:13,540 --> 00:12:14,560

AND THERE WERE GRANITE COUNTERS

343

00:12:14,560 --> 00:12:18,100

ALL OVER, AND THEY MELTED.

344

00:12:18,100 --> 00:12:19,740

AND THIS FIXTURE DOWN HERE OF

345

00:12:19,740 --> 00:12:21,940

THE TOILET, THAT'S PORCELAIN, IT

346

00:12:21,940 --> 00:12:24,310

MELTS AT 3200 DEGREES.

347

00:12:24,310 --> 00:12:25,460

AND IT WAS MELTED.

348

00:12:25,460 --> 00:12:27,520

SO BASICALLY THIS WAS A HOT

349

00:12:27,520 --> 00:12:28,860

FIRE.

350

00:12:28,860 --> 00:12:30,500

AND HE SAYS, IT'S GOING TO TAKE

351

00:12:30,500 --> 00:12:31,750

A DAY TO COOL.

352

00:12:31,750 --> 00:12:35,040

IT'S 8:00 AT NIGHT.

353

00:12:35,040 --> 00:12:37,060

THEN WE'LL COME BACK AND BEGIN.

354

00:12:37,060 --> 00:12:38,640

AND I'LL TELL YOU A LITTLE BIT

355

00:12:38,640 --> 00:12:41,080

ABOUT WHAT THAT MEANS.

356

00:12:41,080 --> 00:12:43,090

SO THIS IS WHAT IT LOOKED LIKE.

357

00:12:43,090 --> 00:12:46,930

NOW, BETWEEN THAT 12:45 AND

358

00:12:46,930 --> 00:12:48,940

8:00, A LOT OF THINGS ARE GOING

359

00:12:48,940 --> 00:12:50,750

ON.

360

00:12:50,750 --> 00:12:53,930

FOR EXAMPLE, FOR US, THE

361

00:12:53,930 --> 00:12:55,650

AMERICAN RED CROSS SHOWS UP, HOW

362

00:12:55,650 --> 00:12:56,680

MANY PEOPLE ARE PART OF THE

363

00:12:56,680 --> 00:12:59,970

AMERICAN RED CROSS, ANYBODY?

364

00:12:59,970 --> 00:13:01,570

THE AMERICAN RED CROSS SHOWS UP

365

00:13:01,570 --> 00:13:04,520

TO EVERY SINGLE FAMILY FIRE.

366

00:13:04,520 --> 00:13:06,620

DID YOU KNOW THAT?

367

00:13:06,620 --> 00:13:07,620

I KNEW THEY WENT TO THE

368

00:13:07,620 --> 00:13:08,620

HURRICANES.

369

00:13:08,620 --> 00:13:09,620

I KNEW THEY WANT TO THE

370

00:13:09,620 --> 00:13:10,620

TORNADOES.

371

00:13:10,620 --> 00:13:11,900

BUT THEY COME TO YOUR HOUSE.

372

00:13:11,900 --> 00:13:13,520

AND THEY SEND AN ADULT FOR EVERY

373

00:13:13,520 --> 00:13:15,200

ADULT THERE.

374

00:13:15,200 --> 00:13:16,520

AND THAT ADULT WALKS WITH YOU,

375

00:13:16,520 --> 00:13:17,770

BECAUSE THE WAY I GRIEVE IS

376

00:13:17,770 --> 00:13:18,770

DIFFERENT THAN THE WAY MY

377

00:13:18,770 --> 00:13:20,520

HUSBAND GRIEVES AND MY CHILD.

378

00:13:20,520 --> 00:13:22,200

THEY MAKE SURE YOU'RE OKAY.

379

00:13:22,200 --> 00:13:23,460

AND THEY WALK WITH YOU THROUGH

380

00:13:23,460 --> 00:13:24,460

THAT DAY.

381

00:13:24,460 --> 00:13:25,460

BUT THEY'RE ALSO GOOD AT

382

00:13:25,460 --> 00:13:26,700

EMERGENCIES AND THE KNOW WHAT TO

383

00:13:26,700 --> 00:13:27,720

DO.

384

00:13:27,720 --> 00:13:31,270

HERE IS WHAT THEY SAY TO ME.

385

00:13:31,270 --> 00:13:33,840

FAITH, REAL SOON YOU'RE GOING TO

386

00:13:33,840 --> 00:13:36,130

HAVE TO SIGN A CONTRACT TODAY, A

387

00:13:36,130 --> 00:13:37,290

CONTRACT TO BOARD UP THIS HOUSE

388

00:13:37,290 --> 00:13:38,530

BY LAW.

389

00:13:38,530 --> 00:13:39,650

YOU HAVE TO BOARD UP THIS HOUSE.

390

00:13:39,650 --> 00:13:41,170

IT'S GOING TO COST YOU ABOUT

391

00:13:41,170 --> 00:13:42,170

5,000, MAYBE \$10,000.

392

00:13:42,170 --> 00:13:43,580

YOU'RE GOING TO HAVE TO MAKE

393

00:13:43,580 --> 00:13:45,560

THAT DECISION RIGHT NOW.

394

00:13:45,560 --> 00:13:46,580

HERE'S WHAT'S GOING TO HAPPEN.

395

00:13:46,580 --> 00:13:47,580

THAT FIRE CHIEF IS GOING TO

396

00:13:47,580 --> 00:13:49,480

RELEASE THE BARRICADES AND ALL

397

00:13:49,480 --> 00:13:51,300

THE PEOPLE ARE GOING TO BE ON

398

00:13:51,300 --> 00:13:52,671

TOP OF YOU, THOSE ARE ALL THE

399

00:13:52,671 --> 00:13:55,160

AMBULANCE CHASERS, THE LAWYERS

400

00:13:55,160 --> 00:13:56,640

AND THE BUILDERS, THEY'LL ALL BE

401
00:13:56,640 --> 00:13:59,660
HERE WITH THEIR CARS, AND THEY

402
00:13:59,660 --> 00:14:01,390
WANT YOU TO BUY WHATEVER THEY'RE

403
00:14:01,390 --> 00:14:04,620
SELLING.

404
00:14:04,620 --> 00:14:05,620
I THOUGHT, THAT'S NOT HAPPENING.

405
00:14:05,620 --> 00:14:06,620
SO WHAT DO I DO?

406
00:14:06,620 --> 00:14:07,620
I CALL MY NEIGHBORS THAT ARE

407
00:14:07,620 --> 00:14:09,100
CLOSE TO ME, AND TWO OTHER

408
00:14:09,100 --> 00:14:10,510
FAMILIES THAT SHOWED UP TO WALK

409
00:14:10,510 --> 00:14:11,600
US THROUGH THIS PATH.

410
00:14:11,600 --> 00:14:13,440
THEY SAW THE FIRE, THEY HAD

411
00:14:13,440 --> 00:14:14,770
FIRES, AND THE SHOWED UP.

412
00:14:14,770 --> 00:14:15,940
I GOT THE RED CROSS, THE

413
00:14:15,940 --> 00:14:17,990

FAMILIES, THE NEIGHBORS, I SAID

414

00:14:17,990 --> 00:14:19,330

TO THEM, GO UP INTO THE CROWD,

415

00:14:19,330 --> 00:14:20,880

GATHER ALL THE CARDS, FIGURE OUT

416

00:14:20,880 --> 00:14:21,880

WHO IS OUT THERE, BRING THEM

417

00:14:21,880 --> 00:14:23,680

BACK.

418

00:14:23,680 --> 00:14:24,680

AND THAT IS WHAT WE DID.

419

00:14:24,680 --> 00:14:25,680

WE LAID THEM ON THE GROUND AND I

420

00:14:25,680 --> 00:14:27,330

SAID, HOW ABOUT THAT ONE, THAT

421

00:14:27,330 --> 00:14:28,810

LOOKS GOOD, THEY'RE HIRED,

422

00:14:28,810 --> 00:14:30,310

SOMEBODY GO FIND THEM, LET'S

423

00:14:30,310 --> 00:14:32,010

SIGN A CONTRACT, BECAUSE I

424

00:14:32,010 --> 00:14:33,310

WASN'T GOING TO HAVE ALL THESE

425

00:14:33,310 --> 00:14:35,730

PEOPLE, WHEN YOU'RE THERE, AND

426

00:14:35,730 --> 00:14:40,570

YOU'RE IN DISBELIEF, WHAT ARE

427

00:14:40,570 --> 00:14:42,140

YOU GOING TO DO?

428

00:14:42,140 --> 00:14:43,490

SO HERE IS THE KIND OF THINGS

429

00:14:43,490 --> 00:14:45,120

THEY TELL YOU YOU HAVE TO DO.

430

00:14:45,120 --> 00:14:46,280

YOU HAVE TO NOTIFY THE INSURANCE

431

00:14:46,280 --> 00:14:47,280

COMPANY.

432

00:14:47,280 --> 00:14:49,640

SOUNDS LIKE SOMETHING SIMPLE.

433

00:14:49,640 --> 00:14:51,150

THE RED CROSS LADY SAID, YOU

434

00:14:51,150 --> 00:14:52,360

HAVE TO CALL THEM.

435

00:14:52,360 --> 00:14:53,560

I SAID, OH, YEAH.

436

00:14:53,560 --> 00:14:54,810

BECAUSE YOU'RE STILL GOING, OH,

437

00:14:54,810 --> 00:14:57,530

MY GOD, WHAT'S GOING ON HERE?

438

00:14:57,530 --> 00:14:58,790

YOU HAVE TO BOARD UP AND

439

00:14:58,790 --> 00:14:59,790

PROTECT.

440

00:14:59,790 --> 00:15:01,540

YOU ALSO HAVE TO FIND IMPORTANT

441

00:15:01,540 --> 00:15:02,980

VALUABLE THINGS.

442

00:15:02,980 --> 00:15:05,720

HOW DO YOU DO IT FOR SOMETHING

443

00:15:05,720 --> 00:15:06,720

LIKE THIS?

444

00:15:06,720 --> 00:15:09,910

YOU'RE KIND OF LIKE, YOU'RE

445

00:15:09,910 --> 00:15:11,550

KIDDING, RIGHT?

446

00:15:11,550 --> 00:15:12,550

SO THERE'S A LOT OF THINGS THAT

447

00:15:12,550 --> 00:15:13,550

YOU HAVE TO DO.

448

00:15:13,550 --> 00:15:14,550

YOU HAVE TO FIND A PLACE TO

449

00:15:14,550 --> 00:15:18,310

STAY.

450

00:15:18,310 --> 00:15:19,760

SO YOU HAVE TO DO A LOT OF

451
00:15:19,760 --> 00:15:21,600
THINGS.

452
00:15:21,600 --> 00:15:22,600
THE BOARDING UP IS A REALLY

453
00:15:22,600 --> 00:15:24,230
IMPORTANT THING.

454
00:15:24,230 --> 00:15:26,470
IT'S NOT JUST TO PROTECT PEOPLE

455
00:15:26,470 --> 00:15:27,790
FROM COMING IN AND TAKING YOUR

456
00:15:27,790 --> 00:15:28,990
THINGS, BUT FROM GETTING HURT.

457
00:15:28,990 --> 00:15:29,990
SO IT'S IMPORTANT THING.

458
00:15:29,990 --> 00:15:30,990
YOU ALSO HAVE

459
00:15:30,990 --> 00:15:31,990
>> IT WASN'T THE GREATEST

460
00:15:31,990 --> 00:15:32,990
EXPERIENCE.

461
00:15:32,990 --> 00:15:33,990
AND THEN THE DAY BEGINS.

462
00:15:33,990 --> 00:15:34,990
SO I COULDN'T SIT CLOSE ENOUGH,

463
00:15:34,990 --> 00:15:35,990

I COULDN'T GET CLOSE TO THE

464

00:15:35,990 --> 00:15:36,990

HOUSE, BECAUSE I COULDN'T

465

00:15:36,990 --> 00:15:37,990

BREATHE AROUND IT.

466

00:15:37,990 --> 00:15:38,990

I HAD TO SIT CHURCH CLOTHES WITH

467

00:15:38,990 --> 00:15:39,990

MY HUSBAND AND DAUGHTER, AND

468

00:15:39,990 --> 00:15:40,990

WATCHING THIS GO ON.

469

00:15:40,990 --> 00:15:41,990

SO 8:00 AT NIGHT, SO WE ARRIVED

470

00:15:41,990 --> 00:15:42,990

AROUND 12:45.

471

00:15:42,990 --> 00:15:43,990

AT 8:00, THE FIRE CHIEF SAYS

472

00:15:43,990 --> 00:15:44,990

WE'RE GOING TO LET YOU COME AND

473

00:15:44,990 --> 00:15:45,990

SEE WHAT HAPPENED.

474

00:15:45,990 --> 00:15:46,990

THAT'S MY KITCHEN.

475

00:15:46,990 --> 00:15:47,990

GRANITE COUNTERS ALL OVER AND

476

00:15:47,990 --> 00:15:48,990

THEY MELTED.

477

00:15:48,990 --> 00:15:49,990

THE PICTURE DOWN HERE OF THE

478

00:15:49,990 --> 00:15:50,990

TOILET, THAT'S PORCELAIN.

479

00:15:50,990 --> 00:15:51,990

IT MELTED AT 3,200 DEGREES.

480

00:15:51,990 --> 00:15:52,990

IT WAS MELTED.

481

00:15:52,990 --> 00:15:53,990

THIS WAS A HOT FIRE.

482

00:15:53,990 --> 00:15:54,990

HE SAYS IT'S GOING TO TAKE A DAY

483

00:15:54,990 --> 00:15:55,990

TO COOL.

484

00:15:55,990 --> 00:15:56,990

IT'S 8:00 AT NIGHT.

485

00:15:56,990 --> 00:15:57,990

IT'S GOING TO TAKE A DAY IT TO

486

00:15:57,990 --> 00:15:58,990

COOL AND THEN WE'LL COME BACK

487

00:15:58,990 --> 00:15:59,990

AND BEGIN AND I'LL TELL YOU

488

00:15:59,990 --> 00:16:00,990

ABOUT WHAT THAT MEANS.

489

00:16:00,990 --> 00:16:01,990

BUT, SO THIS IS WHAT IT LOOKED

490

00:16:01,990 --> 00:16:02,990

LIKE.

491

00:16:02,990 --> 00:16:03,990

NOW, BETWEEN THAT 12:45 AND

492

00:16:03,990 --> 00:16:04,990

8:00, A LOT OF THINGS ARE GOING

493

00:16:04,990 --> 00:16:05,990

ON.

494

00:16:05,990 --> 00:16:06,990

FOR EXAMPLE, FOR US, WE'RE

495

00:16:06,990 --> 00:16:07,990

SITTING ON THE CURB.

496

00:16:07,990 --> 00:16:08,990

THE AMERICAN RED CROSS SHOWS UP

497

00:16:08,990 --> 00:16:09,990

TO EVERY SINGLE FAMILY FIRE.

498

00:16:09,990 --> 00:16:10,990

DID YOU KNOW THAT?

499

00:16:10,990 --> 00:16:11,990

I KNEW THEY WENT TO THE

500

00:16:11,990 --> 00:16:12,990

HURRICANES.

501
00:16:12,990 --> 00:16:13,990
I KNEW THEY WENT TO THE

502
00:16:13,990 --> 00:16:14,990
TORNADOES, BUT THEY CAME TO YOUR

503
00:16:14,990 --> 00:16:15,990
HOUSE AND SEND AN ADULT FOR

504
00:16:15,990 --> 00:16:16,990
EVERY ADULT THERE.

505
00:16:16,990 --> 00:16:17,990
THAT ADULT WALKS WITH YOU,

506
00:16:17,990 --> 00:16:18,990
BECAUSE THE WAY I GRIEVE IS

507
00:16:18,990 --> 00:16:19,990
DIFFERENT THAN THE WAY MY CHILD

508
00:16:19,990 --> 00:16:20,990
OR HUSBAND GRIEVES.

509
00:16:20,990 --> 00:16:21,990
THEY WALK WITH YOU THROUGH THE

510
00:16:21,990 --> 00:16:22,990
DAY.

511
00:16:22,990 --> 00:16:23,990
THEY'RE REALLY GOOD AT THESE

512
00:16:23,990 --> 00:16:24,990
EMERGENCIES AND KNOW WHAT TO DO.

513
00:16:24,990 --> 00:16:25,990

THIS IS WHAT THEY SAID TO ME.

514

00:16:25,990 --> 00:16:26,990

FAITH, REAL SOON, YOU'RE GOING

515

00:16:26,990 --> 00:16:27,990

TO HAVE TO SIGN A CONTRACT

516

00:16:27,990 --> 00:16:28,990

TODAY.

517

00:16:28,990 --> 00:16:29,990

A CONTRACT TO BOARD UP THIS

518

00:16:29,990 --> 00:16:30,990

HOUSE BY LAW.

519

00:16:30,990 --> 00:16:31,990

YOU HAVE TO BOARD UP THIS HOUSE.

520

00:16:31,990 --> 00:16:32,990

IT'S GOING TO COST YOU ABOUT

521

00:16:32,990 --> 00:16:33,990

5,000, \$10,000.

522

00:16:33,990 --> 00:16:34,990

YOU'RE GOING TO HAVE TO MAKE THE

523

00:16:34,990 --> 00:16:35,990

DECISION RIGHT NOW.

524

00:16:35,990 --> 00:16:36,990

THEY'RE GOING TO RELEASE THE

525

00:16:36,990 --> 00:16:37,990

BARRICADES, AND ALL THOSE PEOPLE

526
00:16:37,990 --> 00:16:38,990
YOU SEEING STARING WILL BE ON

527
00:16:38,990 --> 00:16:39,990
TOP OF YOU, THE AMBULANCE

528
00:16:39,990 --> 00:16:40,990
CHASERS, THEY'RE GOING TO BE

529
00:16:40,990 --> 00:16:41,990
HERE WITH THEIR CARD.

530
00:16:41,990 --> 00:16:42,990
THEY WANT YOU TO GUY WHATEVER

531
00:16:42,990 --> 00:16:43,990
THEY'RE SELLING.

532
00:16:43,990 --> 00:16:44,990
SO I GOT THE RED CROSS, FAMILIES

533
00:16:44,990 --> 00:16:45,990
AND NEIGHBORS, GATHER ALL THE

534
00:16:45,990 --> 00:16:46,990
CROWDS, FIGURE OUT WHO IS OUT

535
00:16:46,990 --> 00:16:47,990
THERE, BRING THEM BACK AND WE'LL

536
00:16:47,990 --> 00:16:48,990
VOTE.

537
00:16:48,990 --> 00:16:49,990
THAT'S WHAT WE DID.

538
00:16:49,990 --> 00:16:50,990

WE LAID THEM ON THE GROUND AND I

539

00:16:50,990 --> 00:16:51,990

SAID HOW ABOUT THIS, THEY'RE

540

00:16:51,990 --> 00:16:52,990

HIRED.

541

00:16:52,990 --> 00:16:53,990

SOMEBODY GO FIND THEM.

542

00:16:53,990 --> 00:16:54,990

>>> YOU'RE GOING OH, MY GOD,

543

00:16:54,990 --> 00:16:55,990

WHAT'S GOING ON HERE.

544

00:16:55,990 --> 00:16:56,990

YOU HAVE TO BOARD UP AND

545

00:16:56,990 --> 00:16:57,990

PROTECT.

546

00:16:57,990 --> 00:16:58,990

YOU ALSO HAVE TO FIND IMPORTANT,

547

00:16:58,990 --> 00:16:59,990

VALUABLE THINGS, TARPS, BUT HOW

548

00:16:59,990 --> 00:17:00,990

DO YOU DO IT TO SOMETHING LIKE

549

00:17:00,990 --> 00:17:01,990

THIS?

550

00:17:01,990 --> 00:17:02,990

THAT'S KIND OF, YOU'RE KIND OF

551
00:17:02,990 --> 00:17:03,990
LIKE YOU'RE KIDDING, RIGHT?

552
00:17:03,990 --> 00:17:04,990
YOU'RE KIDDING, RIGHT?

553
00:17:04,990 --> 00:17:05,990
SO THERE IS A LOT OF THINGS YOU

554
00:17:05,990 --> 00:17:06,990
HAVE TO DO.

555
00:17:06,990 --> 00:17:07,990
YOU HAVE TO FIND A PLACE TO SAY.

556
00:17:07,990 --> 00:17:08,990
FIVE WEEKS WE WERE IN A HOTEL

557
00:17:08,990 --> 00:17:09,990
BEFORE WE WENT INTO A RENTAL.

558
00:17:09,990 --> 00:17:10,990
YOU HAVE TO DO A LOT OF THINGS.

559
00:17:10,990 --> 00:17:11,990
THE BOARDING IS AN IMPORTANT

560
00:17:11,990 --> 00:17:12,990
THING.

561
00:17:12,990 --> 00:17:13,990
NOT TO JUST PROTECT PEOPLE FROM

562
00:17:13,990 --> 00:17:14,990
COMING IN AND TAKING YOUR

563
00:17:14,990 --> 00:17:15,990

THINGS, BUT ALSO FROM GETTING

564

00:17:15,990 --> 00:17:16,990

HURT.

565

00:17:16,990 --> 00:17:17,990

YOU ALSO HAVE TO HIRE, YOU HAVE

566

00:17:17,990 --> 00:17:18,990

TO HIRE A COMPANY TO COME AND

567

00:17:18,990 --> 00:17:19,990

TAKE PICTURES AND ASSESS ALL THE

568

00:17:19,990 --> 00:17:20,990

THINGS THAT ARE IN THERE.

569

00:17:20,990 --> 00:17:21,990

THAT'S WHAT YOUR INSURANCE

570

00:17:21,990 --> 00:17:22,990

REQUIRES.

571

00:17:22,990 --> 00:17:23,990

IT COST \$14,000.

572

00:17:23,990 --> 00:17:24,990

OKAY, WHY AM I TELLING YOU ALL

573

00:17:24,990 --> 00:17:25,990

OF THIS.

574

00:17:25,990 --> 00:17:26,990

YOU THINK YOU HAVE INSURANCE,

575

00:17:26,990 --> 00:17:27,990

AND I'M GOING TO TELL YOU, YOU

576
00:17:27,990 --> 00:17:28,990
DON'T HAVE WHAT YOU THINK YOU

577
00:17:28,990 --> 00:17:29,990
HAVE.

578
00:17:29,990 --> 00:17:30,990
THAT'S PART OF THE STORY HERE.

579
00:17:30,990 --> 00:17:31,990
I WANT YOU TO THINK ABOUT WHAT

580
00:17:31,990 --> 00:17:32,990
I'M TELLING YOU.

581
00:17:32,990 --> 00:17:33,990
THESE ARE UNHEARD, UNLESS YOU GO

582
00:17:33,990 --> 00:17:34,990
THROUGH IT, WHO TELLS YOU THIS.

583
00:17:34,990 --> 00:17:35,990
THIS IS HOW IT PLAYS OUT.

584
00:17:35,990 --> 00:17:36,990
SO BASICALLY THEY COME AND YOU

585
00:17:36,990 --> 00:17:37,990
HAVE TO GO THROUGH THIS ASH.

586
00:17:37,990 --> 00:17:38,990
YOU HAVE TO DIG THROUGH IT.

587
00:17:40,990 --> 00:17:39,990
EVERYDAY.

588
00:17:40,990 --> 00:17:41,990

AND LOOK FOR ANYTHING THAT

589

00:17:41,990 --> 00:17:42,990

RESEMBLES SOMETHING YOU

590

00:17:42,990 --> 00:17:43,990

REMEMBER.

591

00:17:43,990 --> 00:17:44,990

MAYBE IT'S A SOFTER MEDAL THAT

592

00:17:44,990 --> 00:17:45,990

YOUR CHILD EARNED, WHO KNOWS.

593

00:17:45,990 --> 00:17:46,990

BUT YOU'RE LOOKING.

594

00:17:46,990 --> 00:17:47,990

YOU BAG IT UP IN BAGS, AND YOU

595

00:17:47,990 --> 00:17:48,990

CAN'T EVEN TAKE IT TO THE DUMP

596

00:17:48,990 --> 00:17:49,990

UNTIL YOU GO THROUGH IT AND

597

00:17:49,990 --> 00:17:50,990

CHECK IT OFF.

598

00:17:50,990 --> 00:17:51,990

SO IT'S VERY EMOTIONAL.

599

00:17:51,990 --> 00:17:52,990

ALL THE WAY THROUGH THE PROCESS.

600

00:17:52,990 --> 00:17:53,990

SO THERE IS US DIGGING.

601
00:17:53,990 --> 00:17:54,990
NOW, I HAVE TO TELL YOU, A

602
00:17:54,990 --> 00:17:55,990
LITTLE BIT ABOUT THE STORY, A

603
00:17:55,990 --> 00:17:56,990
FEW THINGS ABOUT THE STORY.

604
00:17:56,990 --> 00:17:57,990
FIRST OF ALL, I TOLD YOU, WE

605
00:17:57,990 --> 00:17:58,990
WERE IN OUR SUNDAY CLOTHES,

606
00:17:58,990 --> 00:17:59,990
RIGHT?

607
00:17:59,990 --> 00:18:00,990
SO I HAVE LOST, I GO TO THE

608
00:18:00,990 --> 00:18:01,990
HOTEL THE FIRST NIGHT, LET'S

609
00:18:01,990 --> 00:18:02,990
THINK ABOUT THIS, I LOST

610
00:18:02,990 --> 00:18:03,990
EVERYTHING.

611
00:18:03,990 --> 00:18:04,990
I DON'T HAVE A HAIR BRUSH,

612
00:18:04,990 --> 00:18:05,990
TOOTHBRUSH, CLOTHES, I HAVE --

613
00:18:05,990 --> 00:18:06,990

WE SHOWED UP AT THE HOTEL

614

00:18:06,990 --> 00:18:07,990

WITHOUT A SUITCASE.

615

00:18:07,990 --> 00:18:08,990

A WEIRD FEELING.

616

00:18:08,990 --> 00:18:09,990

I GUESS WE'RE USING THE HOTEL

617

00:18:09,990 --> 00:18:10,990

SHAMPOO, YOU KNOW.

618

00:18:10,990 --> 00:18:11,990

WE LEARN, IT'S -- WE'RE THERE AT

619

00:18:11,990 --> 00:18:12,990

THE HOTEL AND THEY'RE TELLING US

620

00:18:12,990 --> 00:18:13,990

WE HAVE TO SHOW UP BACK AT THE

621

00:18:13,990 --> 00:18:14,990

HOUSE EVERYDAY TO MEET ALL THE

622

00:18:14,990 --> 00:18:15,990

INVESTIGATORS AND ALL THE PEOPLE

623

00:18:15,990 --> 00:18:16,990

THAT ARE AT THE HOUSE EVERYDAY.

624

00:18:16,990 --> 00:18:17,990

SO THE SECOND DAY, STILL IN OUR

625

00:18:17,990 --> 00:18:18,990

SUNDAY CLOTHES, THE THIRD DAY,

626

00:18:18,990 --> 00:18:19,990

WE'RE STILL IN THE SUNDAY

627

00:18:19,990 --> 00:18:20,990

CLOTHES.

628

00:18:20,990 --> 00:18:21,990

WEARING THE SAME STUFF.

629

00:18:21,990 --> 00:18:22,990

AND NOW WE HAVE TO GO IN AND

630

00:18:22,990 --> 00:18:23,990

DIG.

631

00:18:23,990 --> 00:18:24,990

SO PEOPLE, THANK GOD, THANK GOD

632

00:18:24,990 --> 00:18:25,990

FOR NEIGHBORS, THANK GOD FOR

633

00:18:25,990 --> 00:18:26,990

PEOPLE WHO ARE KIND FOR BRINGING

634

00:18:26,990 --> 00:18:27,990

US CLOTHES.

635

00:18:27,990 --> 00:18:28,990

SO THEY BRING IT, THEY BRING

636

00:18:28,990 --> 00:18:29,990

WHAT THEY THINK.

637

00:18:29,990 --> 00:18:30,990

WHAT SIZE, I'M A FOUR, KIND OF

638

00:18:30,990 --> 00:18:31,990

TALL, SO I GET THESE PANTS,

639

00:18:31,990 --> 00:18:32,990

THEY'RE ABOUT THIS HIGH.

640

00:18:32,990 --> 00:18:33,990

NICE FLOODS.

641

00:18:33,990 --> 00:18:34,990

I GOT THIS BEAUTIFUL EXTRA LARGE

642

00:18:34,990 --> 00:18:35,990

MAN SHIRT THAT SAYS I HAVE GAS.

643

00:18:35,990 --> 00:18:36,990

NOT KIDDING.

644

00:18:36,990 --> 00:18:37,990

AND SIZE 11 MEN BOOTS.

645

00:18:37,990 --> 00:18:38,990

THAT WAS MY OUTFIT.

646

00:18:38,990 --> 00:18:39,990

MY HUSBAND, AGAIN, BORROWED

647

00:18:39,990 --> 00:18:40,990

CLOTHS, HIS PANTS ARE TOO SHIRT.

648

00:18:40,990 --> 00:18:41,990

MY DAUGHTER SAID THESE ARE

649

00:18:41,990 --> 00:18:42,990

THINGS THAT PEOPLE DONATED.

650

00:18:42,990 --> 00:18:43,990

DAY THREE.

651
00:18:43,990 --> 00:18:44,990
BEFORE WE GO IN HERE, WE ARE

652
00:18:44,990 --> 00:18:45,990
THINKING IT COULD BE REALLY NICE

653
00:18:45,990 --> 00:18:46,990
TO HAVE CLEAN UNDERWEAR.

654
00:18:46,990 --> 00:18:47,990
IT'S WEDNESDAY.

655
00:18:47,990 --> 00:18:48,990
IT'S BEEN A WHILE.

656
00:18:48,990 --> 00:18:49,990
SO CAN YOU IMAGINE US GOING TO

657
00:18:49,990 --> 00:18:50,990
WALMART.

658
00:18:50,990 --> 00:18:51,990
WE GO INTO WALMART, WHAT DO YOU

659
00:18:51,990 --> 00:18:52,990
THINK HAPPENS?

660
00:18:52,990 --> 00:18:53,990
CAN YOU IMAGINE SEEING US

661
00:18:53,990 --> 00:18:54,990
COMING?

662
00:18:54,990 --> 00:18:55,990
NO HAIR BRUSH, NO MAKEUP, I'M

663
00:18:55,990 --> 00:18:56,990

FASHIONISTA.

664

00:18:56,990 --> 00:18:57,990

THEY STOP AND STARE.

665

00:18:57,990 --> 00:18:58,990

TO STEP BY AND WATCH YOU COME

666

00:18:58,990 --> 00:18:59,990

BY.

667

00:18:59,990 --> 00:19:00,990

YOU KNOW, I'M ONE OF YOU GUYS,

668

00:19:00,990 --> 00:19:01,990

YOU KNOW.

669

00:19:01,990 --> 00:19:02,990

WE HAVE PRIDE.

670

00:19:02,990 --> 00:19:03,990

WE HAVE JOBS.

671

00:19:03,990 --> 00:19:04,990

I'M THINKING, OH, MY GOD.

672

00:19:04,990 --> 00:19:05,990

I COME BACK AND I SAID TO MY

673

00:19:05,990 --> 00:19:06,990

GIRLFRIEND, LIKE WE WERE HOMES

674

00:19:06,990 --> 00:19:07,990

PEOPLE.

675

00:19:07,990 --> 00:19:08,990

SHE SAID FAITH, YOU ARE.

676

00:19:08,990 --> 00:19:09,990

OH, MY GOD.

677

00:19:09,990 --> 00:19:10,990

WE'RE DIGGING THROUGH OUR STUFF,

678

00:19:10,990 --> 00:19:11,990

THIS TOP PICTURE IS EVERYTHING

679

00:19:11,990 --> 00:19:13,009

WE FOUND IN OUR BEDROOM.

680

00:19:13,009 --> 00:19:18,260

SO THAT'S WHAT WE FOUND, JUST

681

00:19:18,260 --> 00:19:19,960

THAT ONE LITTLE PICTURE.

682

00:19:19,960 --> 00:19:21,220

WHY WERE THERE DRAWERS, KIND OF

683

00:19:21,220 --> 00:19:22,290

AN INTERESTING THING.

684

00:19:22,290 --> 00:19:25,070

WHEN THE WALL FALLS OVER, WOW, A

685

00:19:25,070 --> 00:19:27,300

DRAWER, NOTHING IN IT.

686

00:19:27,300 --> 00:19:29,710

A DRAWER, YEA.

687

00:19:29,710 --> 00:19:33,720

SO WE FOUND SOME INTERESTING

688

00:19:33,720 --> 00:19:35,679

THINGS, MY DAUGHTER CELEBRATING

689

00:19:35,679 --> 00:19:36,970

FINDING SOMETHING.

690

00:19:36,970 --> 00:19:37,970

THIS PICTURE IS ONE OF MY

691

00:19:37,970 --> 00:19:38,970

HUSBAND.

692

00:19:38,970 --> 00:19:42,870

ONE OF THE FAVORITE THINGS.

693

00:19:42,870 --> 00:19:44,499

HE SAID I THINK FOUND SOMETHING.

694

00:19:44,499 --> 00:19:46,029

OUR FILE CABINET WITH ALL OUR

695

00:19:46,029 --> 00:19:47,919

BILLS WAS IN OUR BEDROOM.

696

00:19:47,919 --> 00:19:50,670

THIS WAS THE KITCHEN, AND IT

697

00:19:50,670 --> 00:19:52,460

FELL INTO THE KITCHEN.

698

00:19:52,460 --> 00:19:54,110

NOW, IT BURNED UP ALL THE WAY

699

00:19:54,110 --> 00:19:55,110

DOWN.

700

00:19:55,110 --> 00:19:57,120

ALL THE WAY DOWN TO THE MIDDLE

701
00:19:57,120 --> 00:19:58,990
OF THE FILE CABINET.

702
00:19:58,990 --> 00:20:00,450
HE FOUND THE PAPERS.

703
00:20:00,450 --> 00:20:01,450
YOU SEE THE BURNT EDGES.

704
00:20:01,450 --> 00:20:05,269
DO YOU KNOW WHAT THAT WAS?

705
00:20:05,269 --> 00:20:07,639
IT WAS OUR MARRIAGE LICENSE.

706
00:20:07,639 --> 00:20:08,789
I SAID, I GUESS WE'RE STILL

707
00:20:08,789 --> 00:20:11,240
MARRIED.

708
00:20:11,240 --> 00:20:13,649
BUT YOU KNOW, SERIOUSLY, THAT

709
00:20:13,649 --> 00:20:15,889
IS -- THAT'S WHERE WE WERE.

710
00:20:15,889 --> 00:20:17,620
SO WE'RE DEALING WITH THIS,

711
00:20:17,620 --> 00:20:19,029
AMAZING PEOPLE, AMAZING PEOPLE

712
00:20:19,029 --> 00:20:20,029
COMING.

713
00:20:20,029 --> 00:20:21,450

THE RED CROSS, LIKE I TOLD YOU,

714

00:20:21,450 --> 00:20:22,450

CAME.

715

00:20:22,450 --> 00:20:23,889

I TOOK THE TRAINING TO BE A RED

716

00:20:23,889 --> 00:20:25,679

CROSS VOLUNTEER WHILE I WAS

717

00:20:25,679 --> 00:20:27,720

STILL HOMES, BECAUSE I COULD NOT

718

00:20:27,720 --> 00:20:29,549

BELIEVE THE IMPACT THEY MADE ON

719

00:20:29,549 --> 00:20:31,600

OUR LIVES AND I WANT EVERYONE TO

720

00:20:31,600 --> 00:20:34,139

KNOW, YOU DO SEE THEM, DONATE.

721

00:20:34,139 --> 00:20:35,510

THIS IS REAL.

722

00:20:35,510 --> 00:20:36,690

THEY SHOW UP.

723

00:20:36,690 --> 00:20:37,840

THEY SHOW UP AND THEY REALLY

724

00:20:37,840 --> 00:20:38,840

TRULY HELP.

725

00:20:38,840 --> 00:20:39,840

I DON'T KNOW HOW WE WOULD HAVE

726
00:20:39,840 --> 00:20:40,840
MADE IT THROUGH THE FIRST DAY

727
00:20:40,840 --> 00:20:42,669
WITHOUT THEM.

728
00:20:42,669 --> 00:20:43,669
OTHER PEOPLE SHOWED UP.

729
00:20:43,669 --> 00:20:45,140
TWO OF THE FAMILIES UP HERE,

730
00:20:45,140 --> 00:20:46,629
THEY HAD THEIR HOUSE BURN DOWN

731
00:20:46,629 --> 00:20:47,970
AND THEY TAUGHT US WHAT TO DO

732
00:20:47,970 --> 00:20:49,639
AND THEY'RE STILL WITH US TODAY.

733
00:20:49,639 --> 00:20:51,669
STRANGERS, WITH OUR BEST FRIENDS

734
00:20:51,669 --> 00:20:53,789
NOW, SHOWING UP TO TELL US WHAT

735
00:20:53,789 --> 00:20:54,789
TO DO.

736
00:20:54,789 --> 00:20:56,520
THE GROUP IN THE MIDDLE, THIS IS

737
00:20:56,520 --> 00:20:57,549
THE LADY THAT CALLED ME AND SAID

738
00:20:57,549 --> 00:20:58,809

SHE'S ON VACATION.

739

00:20:58,809 --> 00:21:03,900

SHE CAME TO BE MY XO, EVERY

740

00:21:03,900 --> 00:21:06,630

SINGLE DAY.

741

00:21:06,630 --> 00:21:08,669

PEOPLE OUTSIDE OUR HOUSE, TRYING

742

00:21:08,669 --> 00:21:10,330

TO SELL US THINGS, THEY WANT

743

00:21:10,330 --> 00:21:13,019

THINGS FROM YOU, WHATEVER IT IS.

744

00:21:13,019 --> 00:21:14,139

AND SHE'S COLLECTING WHATEVER

745

00:21:14,139 --> 00:21:15,970

THEY HAVE, AND COORDINATING

746

00:21:15,970 --> 00:21:17,440

EVERYTHING AROUND US, WHICH WAS

747

00:21:17,440 --> 00:21:19,900

ABSOLUTELY AMAZING.

748

00:21:19,900 --> 00:21:21,879

THE MOST IMPORTANT THINGS THAT

749

00:21:21,879 --> 00:21:23,160

YOU NEED, WHEN YOU LOSE

750

00:21:23,160 --> 00:21:24,940

EVERYTHING, AND YOU WANT TO HELP

751
00:21:24,940 --> 00:21:27,179
SOMEBODY BASIC NECESSITIES, THEY

752
00:21:27,179 --> 00:21:29,850
NEED FOOD, THEY NEED WATER, THEY

753
00:21:29,850 --> 00:21:31,549
NEED A PLACE TO STAY AND THEY

754
00:21:31,549 --> 00:21:32,549
NEED CLOTHES.

755
00:21:32,549 --> 00:21:33,549
I'M TELLING YOU, WE DIDN'T HAVE

756
00:21:33,549 --> 00:21:35,750
A TOOTHBRUSH.

757
00:21:35,750 --> 00:21:36,750
IT DOESN'T TAKE MUCH.

758
00:21:36,750 --> 00:21:38,139
PEOPLE SHOWED UP WITH AMAZING

759
00:21:38,139 --> 00:21:39,139
THINGS.

760
00:21:39,139 --> 00:21:40,850
SOMEBODY SHOWED UP WITH BOXES.

761
00:21:40,850 --> 00:21:41,850
WE DIDN'T HAVE ANY PLACE TO PUT

762
00:21:41,850 --> 00:21:43,340
THE THINGS WE WERE FINDING.

763
00:21:43,340 --> 00:21:44,360

SOMEBODY PUT SHEETS ON THE

764

00:21:44,360 --> 00:21:46,139

GROUND SO WE COULD LAY PAPERS TO

765

00:21:46,139 --> 00:21:47,139

DRY.

766

00:21:47,139 --> 00:21:49,669

THESE THINGS JUST SHOWED UP.

767

00:21:49,669 --> 00:21:53,950

SOMEBODY, LIKE, THEY SAID HERE,

768

00:21:53,950 --> 00:21:55,889

WHEN YOU'RE READY FOR A BREAK.

769

00:21:55,889 --> 00:21:57,090

THEN BETSY WOULD COME IN AND SAY

770

00:21:57,090 --> 00:21:58,440

FAITH, IT'S 4:00, YOU SHOULD EAT

771

00:21:58,440 --> 00:22:01,429

KNOW.

772

00:22:01,429 --> 00:22:02,470

WHO KNOWS WHERE TIME IS WHEN

773

00:22:02,470 --> 00:22:05,280

YOU'RE THERE.

774

00:22:05,280 --> 00:22:07,980

THEY HELPED COOK MEALS.

775

00:22:07,980 --> 00:22:08,980

WHY AM I TELLING YOU ALL THIS,

776

00:22:08,980 --> 00:22:10,120
BECAUSE YOU CAN DO THIS.

777

00:22:10,120 --> 00:22:11,350
THEY HELPED US LOOK FOR OUR

778

00:22:11,350 --> 00:22:12,350
PETS.

779

00:22:12,350 --> 00:22:13,710
I DIDN'T TELL YOU, BUT WHEN WE

780

00:22:13,710 --> 00:22:16,419
LOST THE HOUSE, WE LOST

781

00:22:16,419 --> 00:22:18,230
EVERYTHING.

782

00:22:18,230 --> 00:22:21,010
WE LOST OUR HOUSE, WE LOST THE

783

00:22:21,010 --> 00:22:22,690
CAR, WE LOST OUR BABIES.

784

00:22:22,690 --> 00:22:24,679
BUT IF HE BEGINNING, WE DIDN'T

785

00:22:24,679 --> 00:22:25,840
KNOW.

786

00:22:25,840 --> 00:22:27,140
AND SO THE FIRE DEPARTMENT, THEY

787

00:22:27,140 --> 00:22:33,049
SAID LET'S GET OUT.

788

00:22:33,049 --> 00:22:36,460

SO GO EVERYDAY, SEARCH FOR THEM,

789

00:22:36,460 --> 00:22:38,510

FEED THEM, FOR EIGHT DAYS.

790

00:22:38,510 --> 00:22:41,960

FOR EIGHT DAYS, WE WENT AND PUT

791

00:22:41,960 --> 00:22:43,980

FOOD OUT, THE NEIGHBORS SEARCHED

792

00:22:43,980 --> 00:22:45,440

WITH US.

793

00:22:45,440 --> 00:22:47,830

AND THEN WE FOUND THEM.

794

00:22:47,830 --> 00:22:50,370

SO IT'S KIND OF HARD.

795

00:22:50,370 --> 00:22:51,929

PEOPLE COOK FOR US EVERYDAY THAT

796

00:22:51,929 --> 00:22:52,929

WE WERE IN THE HOTEL AND WE

797

00:22:52,929 --> 00:22:54,690

COULDN'T COOK FOUR OURSELVES.

798

00:22:54,690 --> 00:22:55,929

WE DIDN'T COOK A MEAL.

799

00:22:55,929 --> 00:22:57,470

I CAN TELL YOU, IF THE FOOD

800

00:22:57,470 --> 00:23:00,409

WASN'T THERE, WE WOULDN'T HAVE

801
00:23:00,409 --> 00:23:01,409
EATEN.

802
00:23:01,409 --> 00:23:02,409
I CAN TELL YOU THAT AFTER YOU

803
00:23:02,409 --> 00:23:03,529
GET DONE DIGGING IN ASH FOR

804
00:23:03,529 --> 00:23:06,179
EIGHT OR TEN HOURS, YOU'RE NOT

805
00:23:06,179 --> 00:23:07,179
COOKING.

806
00:23:07,179 --> 00:23:08,600
THANK GOD FOUR THE PEOPLE THAT

807
00:23:08,600 --> 00:23:10,159
SHOWED US TO HELP US.

808
00:23:10,159 --> 00:23:11,529
THESE CHILDREN I TALKED TO,

809
00:23:11,529 --> 00:23:13,230
RAISED \$1,000 IN A WEEK.

810
00:23:13,230 --> 00:23:15,000
KIND OF AMAZING.

811
00:23:15,000 --> 00:23:18,440
ANOTHER GIRL MADE BRACELETS.

812
00:23:18,440 --> 00:23:19,700
OTHER PEOPLE DID THINGS LIKE

813
00:23:19,700 --> 00:23:21,090

PRAY WITH US.

814

00:23:21,090 --> 00:23:22,260

THEY BROUGHT US EVEN THINGS TO

815

00:23:22,260 --> 00:23:23,260

THE HOTEL.

816

00:23:23,260 --> 00:23:24,549

FLOWERS, SILLY THINGS, WHO WOULD

817

00:23:24,549 --> 00:23:27,120

BRING FLOWERS TO A HOTEL.

818

00:23:27,120 --> 00:23:28,889

KIND OF AMAZING HOW WONDERFUL

819

00:23:28,889 --> 00:23:31,190

PEOPLE ARE.

820

00:23:31,190 --> 00:23:32,360

THEY HELPED US FIND A PLACE TO

821

00:23:32,360 --> 00:23:33,360

STAY.

822

00:23:33,360 --> 00:23:35,620

THEY CAME AND DID OUR LAUNDRY.

823

00:23:35,620 --> 00:23:36,620

WHY AM I TELLING YOU ALL THIS?

824

00:23:36,620 --> 00:23:38,419

BECAUSE NO ACT IS TOO SMALL.

825

00:23:38,419 --> 00:23:40,010

I ALWAYS THOUGHT YOU HAD TO DO

826

00:23:40,010 --> 00:23:41,850

SOMETHING GRAND TO HELP.

827

00:23:41,850 --> 00:23:43,649

YOU ONLY HAVE TO DO ONE THING.

828

00:23:43,649 --> 00:23:44,999

BECAUSE IF EVERYBODY JUST DOES

829

00:23:44,999 --> 00:23:48,710

ONE THING, THAT FAMILY SURVIVES.

830

00:23:48,710 --> 00:23:50,279

SO THAT'S SOMETHING TO KNOW, I

831

00:23:50,279 --> 00:23:51,549

KNOW EVERYONE OF YOU HERE KNOWS

832

00:23:51,549 --> 00:23:52,879

SOMEBODY THAT'S BEEN THROUGH A

833

00:23:52,879 --> 00:23:54,710

MAJOR LOSS.

834

00:23:54,710 --> 00:23:55,720

YOU DON'T HAVE TO BE THERE

835

00:23:55,720 --> 00:23:56,929

EVERYDAY, BUT IF YOU COULD BE

836

00:23:56,929 --> 00:23:58,879

THERE ONE DAY FOR THAT PERSON,

837

00:23:58,879 --> 00:24:00,690

JUST ONE DAY, IT MAKES A HUGE

838

00:24:00,690 --> 00:24:02,549

DIFFERENCE.

839

00:24:02,549 --> 00:24:03,899

SO WHAT'S THE CHANCE THIS

840

00:24:03,899 --> 00:24:06,460

HAPPENS TO YOU.

841

00:24:06,460 --> 00:24:07,630

IT'S PRETTY HIGH.

842

00:24:07,630 --> 00:24:09,240

MOST LIKELY, IF YOU HAVE FIRE,

843

00:24:09,240 --> 00:24:11,590

IT'S GOING TO BE A COOKING FIRE.

844

00:24:11,590 --> 00:24:13,149

THAT'S WHY THEY SENT ONE TRUCK

845

00:24:13,149 --> 00:24:18,190

WITH A FIRE EXTINGUISHER, OURS A

846

00:24:18,190 --> 00:24:19,389

WAS AN ELECTRICAL FIRE.

847

00:24:19,389 --> 00:24:23,510

ONLY 8% OF THE FIRES ARE THAT.

848

00:24:23,510 --> 00:24:24,720

OURS STARTED IN THE CORNER OF

849

00:24:24,720 --> 00:24:26,130

THE HOUSE.

850

00:24:26,130 --> 00:24:28,659

IT WAS BETWEEN THE CEILING OF

851
00:24:28,659 --> 00:24:30,540
THE KITCHEN AND THE FLOOR OF THE

852
00:24:30,540 --> 00:24:31,679
BEDROOM.

853
00:24:31,679 --> 00:24:35,200
RIGHT UNDER MY BED.

854
00:24:35,200 --> 00:24:36,710
IT WAS ELECTRICAL WIRING THAT

855
00:24:36,710 --> 00:24:38,110
WAS RUNNING UNDER THE BED, AND

856
00:24:38,110 --> 00:24:39,570
THE REASON THAT I COULD SMELL

857
00:24:39,570 --> 00:24:40,779
IT, BUT I COULDN'T SEE IT IS

858
00:24:40,779 --> 00:24:42,450
BECAUSE THE FIRE HADN'T GONE OUT

859
00:24:42,450 --> 00:24:45,090
OF THOSE BOARDS, IT WAS RUNNING

860
00:24:45,090 --> 00:24:46,159
UNDERNEATH MY BED WHEN I WAS

861
00:24:46,159 --> 00:24:47,159
LAYING THERE.

862
00:24:47,159 --> 00:24:48,590
CAN YOU IMAGINE IF I WAS

863
00:24:48,590 --> 00:24:49,590

SLEEPING.

864

00:24:49,590 --> 00:24:50,590

IT WOULD HAVE BEEN A DIFFERENT

865

00:24:50,590 --> 00:24:54,499

DAY.

866

00:24:54,499 --> 00:24:56,260

THEY BELIEVE, THE FIRE

867

00:24:56,260 --> 00:24:58,520

DEPARTMENT, THEY CAME WITH FIVE

868

00:24:58,520 --> 00:24:59,830

TEAMS.

869

00:24:59,830 --> 00:25:01,590

AND THE INSURANCE CAME WITH TWO

870

00:25:01,590 --> 00:25:02,820

MAN TEAMS.

871

00:25:02,820 --> 00:25:05,309

12 PEOPLE INVESTIGATED FOR A FEW

872

00:25:05,309 --> 00:25:07,049

WEEKS.

873

00:25:07,049 --> 00:25:08,049

THEY WERE LOOKING FOR

874

00:25:08,049 --> 00:25:09,049

EVERYTHING.

875

00:25:09,049 --> 00:25:10,049

IT'S A BIG INDUSTRY.

876

00:25:10,049 --> 00:25:11,049

YOU KNOW WHY?

877

00:25:11,049 --> 00:25:12,960

THEY WANT TO PIN IT ON WHATEVER

878

00:25:12,960 --> 00:25:14,019

FAILS, BECAUSE THEN SOMEBODY IS

879

00:25:14,019 --> 00:25:16,580

GOING TO PAY FOR THE POLICY THAT

880

00:25:16,580 --> 00:25:18,059

THE INSURANCE COMPANY HAS GOT TO

881

00:25:18,059 --> 00:25:19,059

PAY FOR.

882

00:25:19,059 --> 00:25:20,059

IT'S REALLY IMPORTANT.

883

00:25:20,059 --> 00:25:21,490

THEY FOUND THE TOASTER, SO WE

884

00:25:21,490 --> 00:25:24,700

FOUND IT WASN'T THE TOASTER.

885

00:25:24,700 --> 00:25:25,710

AND THEY BELIEVED IT TO BE THIS

886

00:25:25,710 --> 00:25:27,860

LIGHT BACK IN THE CORNER.

887

00:25:27,860 --> 00:25:30,200

IF YOU DON'T KNOW HOW FIRE

888

00:25:30,200 --> 00:25:32,039

MOVES, IT'S KIND OF INTERESTING.

889

00:25:32,039 --> 00:25:34,779

IT MOVING IN A V-SHAPE.

890

00:25:34,779 --> 00:25:35,960

WHEN THE FLOOR BURNED THROUGH,

891

00:25:35,960 --> 00:25:38,149

IT DROPPED TO THE NEXT ROOM, THE

892

00:25:38,149 --> 00:25:40,320

V CHANGED ITS LOCATION TO THE

893

00:25:40,320 --> 00:25:42,269

LOWER LEVEL, THE SECOND V OVER

894

00:25:42,269 --> 00:25:44,440

HERE, AND THEN THE THIRD.

895

00:25:44,440 --> 00:25:46,639

IT KIND OF MARCHED ACROSS THE

896

00:25:46,639 --> 00:25:47,639

HALL.

897

00:25:47,639 --> 00:25:49,679

THAT ONE OUTSIDE HALL, WHERE THE

898

00:25:49,679 --> 00:25:51,139

SEE THE YELLOW ARROW, THAT'S THE

899

00:25:51,139 --> 00:25:53,220

PLACE THAT WAS LEFT.

900

00:25:53,220 --> 00:25:54,499

THAT'S A PICTURE OF THE ROOM AND

901
00:25:54,499 --> 00:25:57,110
YOU SEE IN THE ROOM A BOOKCASE.

902
00:25:57,110 --> 00:25:58,330
YOU SEE THAT TIFFANY LAMP, THE

903
00:25:58,330 --> 00:25:59,789
GLASS IS MELTED, SO IT'S PRETTY

904
00:25:59,789 --> 00:26:01,320
HOT.

905
00:26:01,320 --> 00:26:03,480
IN THAT LITTLE DOOR THERE, THAT

906
00:26:03,480 --> 00:26:05,350
LITTLE DOOR THERE, YOU CAN SEE

907
00:26:05,350 --> 00:26:06,771
THAT MY ALBUMS WERE IN THERE,

908
00:26:06,771 --> 00:26:09,440
AND THAT TOOK \$18,000 TO REPAIR.

909
00:26:09,440 --> 00:26:11,400
NOW, WHY WOULD I SPEND THAT MUCH

910
00:26:11,400 --> 00:26:12,529
MONEY?

911
00:26:12,529 --> 00:26:14,340
BECAUSE WHAT IS IN YOUR ALBUMS.

912
00:26:14,340 --> 00:26:15,590
YOUR PHOTOS, WHY DO YOU NEED

913
00:26:15,590 --> 00:26:19,049

THEM, YOU HAVE TO PROVE WHAT YOU

914

00:26:19,049 --> 00:26:21,289

HAD WHAT YOU HAD TO GET YOUR

915

00:26:21,289 --> 00:26:22,289

INSURANCE MONEY.

916

00:26:22,289 --> 00:26:25,970

IT'S NOT LIKE YOUR CAR.

917

00:26:25,970 --> 00:26:28,249

TALK ABOUT THAT IN A MINUTE.

918

00:26:28,249 --> 00:26:30,169

IN THE UNITED STATES, LAST YEAR,

919

00:26:30,169 --> 00:26:32,440

500,000 PEOPLE HAD A HOME FIRE

920

00:26:32,440 --> 00:26:33,490

LIKE THIS.

921

00:26:33,490 --> 00:26:34,490

THAT'S A LOT.

922

00:26:34,490 --> 00:26:38,169

OF THOSE 500,000, ABOUT 26,000

923

00:26:38,169 --> 00:26:41,399

WERE ELECTRICAL, AND ONLY 2,000

924

00:26:41,399 --> 00:26:42,720

WERE UNDETERMINED, LIKE MINE.

925

00:26:42,720 --> 00:26:44,179

SO THAT KIND OF SHOWS, IT MIGHT

926
00:26:44,179 --> 00:26:45,700
NOT BE MINE, BUT I'M TELLING YOU

927
00:26:45,700 --> 00:26:48,020
THAT NATURAL DISASTERS,

928
00:26:48,020 --> 00:26:50,600
HURRICANE, FIRE, NAME IT, THE

929
00:26:50,600 --> 00:26:51,600
THINGS I'M GOING TO TELL YOU,

930
00:26:51,600 --> 00:26:52,720
YOU NEED TO PREPARE.

931
00:26:52,720 --> 00:26:56,929
BECAUSE YOU CAN SURVIVE.

932
00:26:56,929 --> 00:26:58,800
WHEN YOU LOOK AT A HOUSE FIRE,

933
00:26:58,800 --> 00:27:00,730
YOU KNOW HOW PEOPLE DIE?

934
00:27:00,730 --> 00:27:02,019
THEY DIE BY TRYING TO RESCUE

935
00:27:02,019 --> 00:27:05,909
OTHERS OR THEY DIE BY RESCUING

936
00:27:05,909 --> 00:27:07,529
PETS.

937
00:27:07,529 --> 00:27:08,590
LIKE THE GENTLEMAN AT MY FRONT

938
00:27:08,590 --> 00:27:10,980

DOOR WHO RISKED THEIR LIVES OR

939

00:27:10,980 --> 00:27:12,770

IF I HAD BEEN IN THAT HOUSE, YOU

940

00:27:12,770 --> 00:27:13,770

KNOW I WOULD BE COMING AFTER

941

00:27:13,770 --> 00:27:15,110

THESE GUYS.

942

00:27:15,110 --> 00:27:17,649

SO THINK ABOUT THAT.

943

00:27:17,649 --> 00:27:19,179

THINK ABOUT WHAT YOUR PLAN IS.

944

00:27:19,179 --> 00:27:21,710

AND ARE YOU GOING, YOU KNOW,

945

00:27:21,710 --> 00:27:22,710

WHAT ARE YOU GOING TO DO.

946

00:27:22,710 --> 00:27:23,710

I WOULD SAY JUST LIKE THE

947

00:27:23,710 --> 00:27:25,799

GENTLEMAN THAT WAS BEFORE ME.

948

00:27:25,799 --> 00:27:26,870

THINK ABOUT YOU AND YOUR FAMILY.

949

00:27:26,870 --> 00:27:28,730

GET THE PEOPLE OUT.

950

00:27:28,730 --> 00:27:31,020

YOU KNOW, I SAY THAT TODAY, IT'S

951
00:27:31,020 --> 00:27:33,080
EASY BECAUSE THEY WERE GONE, YOU

952
00:27:33,080 --> 00:27:36,100
KNOW, BUT I MIGHT HAVE BEEN THE

953
00:27:36,100 --> 00:27:37,580
PERSON CHASING THEM AND BEEN ONE

954
00:27:37,580 --> 00:27:40,860
OF THOSE STATISTICS.

955
00:27:40,860 --> 00:27:42,520
THE BIGGEST THING YOU HAVE TO DO

956
00:27:42,520 --> 00:27:43,989
IS UNDERSTAND YOUR INSURANCE.

957
00:27:43,989 --> 00:27:45,381
WHEN I SAY INSURANCE YOUR

958
00:27:45,381 --> 00:27:47,159
INSURANCE, HOW MANY PEOPLE IN

959
00:27:47,159 --> 00:27:48,700
HERE KNOW WHAT YOUR POLICY IS

960
00:27:48,700 --> 00:27:49,700
TODAY?

961
00:27:49,700 --> 00:27:51,499
YEAH, NEITHER DID I.

962
00:27:51,499 --> 00:27:53,779
BUT I GOT INSURANCE, RIGHT?

963
00:27:53,779 --> 00:27:54,779

THAT'S WHAT I THOUGHT.

964

00:27:54,779 --> 00:27:56,279

I GOT -- I USED TO BE SAFETY, SO

965

00:27:56,279 --> 00:27:57,480

IT'S PROBABLY PRETTY GOOD.

966

00:27:57,480 --> 00:27:59,799

I PROBABLY HAVE THAT THING

967

00:27:59,799 --> 00:28:01,480

CALLED REPLACEMENT COST.

968

00:28:01,480 --> 00:28:03,590

IT'S PROBABLY OKAY, RIGHT.

969

00:28:03,590 --> 00:28:05,739

I HAD NO IDEA WHAT WAS IN THAT

970

00:28:05,739 --> 00:28:07,779

POLICY UNTIL THEY SHOW UP.

971

00:28:07,779 --> 00:28:08,940

AND THE FIRST THING THEY DO IS

972

00:28:08,940 --> 00:28:10,809

HERE IS WHAT YOUR POLICY IS.

973

00:28:10,809 --> 00:28:12,690

WHAT DOES THIS MEAN.

974

00:28:12,690 --> 00:28:15,049

IT HAS A NUMBER OF DIFFERENT

975

00:28:15,049 --> 00:28:16,049

PARTS.

976
00:28:16,049 --> 00:28:17,049
I WANT YOU TO PAY ATTENTION TO

977
00:28:17,049 --> 00:28:18,070
THIS, BECAUSE IT'S REALLY

978
00:28:18,070 --> 00:28:19,780
IMPORTANT TO KNOW THIS, BECAUSE

979
00:28:19,780 --> 00:28:21,330
THIS IS HOW THEY GET YOU.

980
00:28:21,330 --> 00:28:22,330
IF YOU DON'T KNOW THIS

981
00:28:22,330 --> 00:28:23,679
INFORMATION, YOU CANNOT PROTECT

982
00:28:23,679 --> 00:28:25,429
YOURSELF OR YOUR FAMILY.

983
00:28:25,429 --> 00:28:26,510
ONE PART IS THE DWELLING.

984
00:28:26,510 --> 00:28:28,299
THAT'S YOUR HOUSE.

985
00:28:28,299 --> 00:28:29,350
WHAT IT COSTS TO REPAIR YOUR

986
00:28:29,350 --> 00:28:30,350
HOUSE.

987
00:28:30,350 --> 00:28:31,369
ONE PART IS THE EXTENSION.

988
00:28:31,369 --> 00:28:32,779

THAT'S THE BUILDING, THE THINGS

989

00:28:32,779 --> 00:28:34,919

OUTSIDE THE HOUSE.

990

00:28:34,919 --> 00:28:35,919

PERSONAL PROPERTY, WHICH I'LL

991

00:28:35,919 --> 00:28:37,950

TALK ABOUT IN A MINUTE AS WELL,

992

00:28:37,950 --> 00:28:40,330

LOSS OF USE, THIS IS WHEN MY

993

00:28:40,330 --> 00:28:42,570

HOUSE IS GONE, YOU SELL IT,

994

00:28:42,570 --> 00:28:43,570

RIGHT?

995

00:28:43,570 --> 00:28:44,570

I'M STILL PAYING A MORTGAGE ON

996

00:28:44,570 --> 00:28:45,700

THAT.

997

00:28:45,700 --> 00:28:48,399

WHEN IT'S GONE.

998

00:28:48,399 --> 00:28:49,539

LOSS OF USE IS THE INSURANCE

999

00:28:49,539 --> 00:28:51,519

COMPANY GIVING YOU THE HOTEL.

1000

00:28:51,519 --> 00:28:53,200

OKAY, SO THAT'S WHAT'S

1001
00:28:53,200 --> 00:28:54,200
HAPPENING.

1002
00:28:54,200 --> 00:28:55,200
I'M PAYING MY MORTGAGE, I'M

1003
00:28:55,200 --> 00:28:56,230
WORKING, AND THE INSURANCE

1004
00:28:56,230 --> 00:28:59,590
COMPANY IS PAYING FOR THE HOTEL.

1005
00:28:59,590 --> 00:29:01,929
PERSONAL LIABILITY IS WHEN

1006
00:29:01,929 --> 00:29:02,999
PEOPLE WANT TO SUE YOU BECAUSE

1007
00:29:02,999 --> 00:29:03,999
THERE MIGHT BE HARM.

1008
00:29:03,999 --> 00:29:04,999
SO YOU'RE THINKING NOBODY GOT

1009
00:29:04,999 --> 00:29:05,999
HURT IN YOUR HOUSE.

1010
00:29:05,999 --> 00:29:06,999
WELL, YOU KNOW WHAT, WE HAD A

1011
00:29:06,999 --> 00:29:09,369
LAWSUIT ON THIS CASE AS WELL.

1012
00:29:09,369 --> 00:29:10,649
BECAUSE THE NEIGHBOR WHOSE HOUSE

1013
00:29:10,649 --> 00:29:12,340

CAUGHT ON FIRE WANTED TO BLAME

1014

00:29:12,340 --> 00:29:13,340

US FOR THAT.

1015

00:29:13,340 --> 00:29:14,700

I COULD UNDERSTAND.

1016

00:29:14,700 --> 00:29:16,629

BUT THE WAY IT WORKS IS IF WE

1017

00:29:16,629 --> 00:29:18,080

WERE NEGLIGENT BY THAT FIRE

1018

00:29:18,080 --> 00:29:20,600

STARTED BECAUSE OF CANDLES, WE

1019

00:29:20,600 --> 00:29:23,320

WOULD IS HAD TO PAY FOR THEIRS

1020

00:29:23,320 --> 00:29:27,450

AS WELL.

1021

00:29:27,450 --> 00:29:30,990

I DIDN'T KNOW IT WAS THERE, ON

1022

00:29:30,990 --> 00:29:31,990

THE POLICY.

1023

00:29:31,990 --> 00:29:34,220

ALL INTERESTING THINGS.

1024

00:29:34,220 --> 00:29:36,030

DEMOLITION.

1025

00:29:36,030 --> 00:29:43,280

REPLACEMENT COST, NOW, CHANCES

1026
00:29:43,280 --> 00:29:46,739
ARE, THAT \$100,000 IS NOT WHAT

1027
00:29:46,739 --> 00:29:47,739
IT COST IT REBUILD YOUR HOUSE.

1028
00:29:47,739 --> 00:29:49,210
IT'S WHAT IT COST IF YOU SOLD IT

1029
00:29:49,210 --> 00:29:50,590
ON THE MARKET.

1030
00:29:50,590 --> 00:29:52,540
PROBABLY \$200,000 TO REBUILD IT.

1031
00:29:52,540 --> 00:29:54,830
SO YOU ALREADY MESSED UP.

1032
00:29:54,830 --> 00:29:55,850
BY THE WAY, THEY DIDN'T TELL YOU

1033
00:29:55,850 --> 00:29:58,520
THE DEMOLITION COST WHAT THEY

1034
00:29:58,520 --> 00:30:01,960
JUST GAVE YOU.

1035
00:30:01,960 --> 00:30:03,960
OURS WAS \$72,000 NOW.

1036
00:30:03,960 --> 00:30:07,330
SO WE'RE 72,000 IN THE HOLE

1037
00:30:07,330 --> 00:30:09,000
BEFORE WE STARTED REBUILDING.

1038
00:30:09,000 --> 00:30:10,000

THINK ABOUT THAT.

1039

00:30:10,000 --> 00:30:11,129

THINK ABOUT HOW MUCH INSURANCE

1040

00:30:11,129 --> 00:30:12,580

DO YOU HAVE, AND DO YOU HAVE

1041

00:30:12,580 --> 00:30:14,869

ENOUGH TO REALLY SURVIVE IF YOU

1042

00:30:14,869 --> 00:30:18,640

LOST EVERYTHING.

1043

00:30:18,640 --> 00:30:19,779

PERSONAL PROPERTY.

1044

00:30:19,779 --> 00:30:21,369

HOW MUCH INSURANCE IS ENOUGH.

1045

00:30:21,369 --> 00:30:22,519

WHAT IS PERSONAL PROPERTY.

1046

00:30:22,519 --> 00:30:23,559

THEY SAY IT'S WHEN YOU TURN YOUR

1047

00:30:23,559 --> 00:30:25,119

HOUSE UPSIDE DOWN AND SHAKE IT

1048

00:30:25,119 --> 00:30:27,720

AND EVERYTHING FALLS OUT.

1049

00:30:27,720 --> 00:30:28,990

IT'S NOT JUST YOUR CLOTHES AND

1050

00:30:28,990 --> 00:30:29,990

YOUR CATS.

1051
00:30:29,990 --> 00:30:32,149
I DON'T NEED THAT IT'S NOT THAT

1052
00:30:32,149 --> 00:30:33,519
MUCH STUFF, RIGHT.

1053
00:30:33,519 --> 00:30:35,470
THINK ABOUT IT.

1054
00:30:35,470 --> 00:30:36,470
IT'S YOUR BLINDS, YOUR CURTAINS,

1055
00:30:36,470 --> 00:30:37,919
YOUR RUGS, IT'S WHAT'S IN THE

1056
00:30:37,919 --> 00:30:40,279
GARAGE, CHRISTMAS ORNAMENTS, ALL

1057
00:30:40,279 --> 00:30:43,009
THE BOXES IN THE BASEMENT, ALL

1058
00:30:43,009 --> 00:30:44,009
THE TOOLS.

1059
00:30:44,009 --> 00:30:45,769
THINK ABOUT THE LAWN MOWER, A

1060
00:30:45,769 --> 00:30:47,320
LOT MORE THAN YOU REALIZE.

1061
00:30:47,320 --> 00:30:48,869
LET'S JUST PRETEND.

1062
00:30:48,869 --> 00:30:49,869
HOW MANY CLOTHES DO YOU THINK

1063
00:30:49,869 --> 00:30:50,869

YOU HAVE IN YOUR CLOSET.

1064

00:30:50,869 --> 00:30:51,869

ANYBODY WANT TO THROW OUT A

1065

00:30:51,869 --> 00:30:55,740

NUMBER.

1066

00:30:55,740 --> 00:30:57,210

THE AVERAGE AMERICAN SPENDS

1067

00:30:57,210 --> 00:30:59,899

\$1,700 A YEAR ON CLOTHES.

1068

00:30:59,899 --> 00:31:01,999

HOW MANY YEARS DO YOU KEEP IT?

1069

00:31:01,999 --> 00:31:04,169

10, 20.

1070

00:31:04,169 --> 00:31:08,100

OKAY, YEAH, ABOUT HOW MUCH JUST

1071

00:31:08,100 --> 00:31:09,720

YOUR CLOSET COST, ADD TWO OR

1072

00:31:09,720 --> 00:31:10,929

THREE KIDS TO THAT.

1073

00:31:10,929 --> 00:31:12,679

I HAD A LOT OF STUFF.

1074

00:31:12,679 --> 00:31:14,559

WE WERE MARRIED FOR 30 YEARS.

1075

00:31:14,559 --> 00:31:16,759

WE HAD A LOT OF STUFF, OKAY.

1076

00:31:16,759 --> 00:31:20,490

SO IS YOUR POLICY GOING TO COVER

1077

00:31:20,490 --> 00:31:21,490

THAT.

1078

00:31:21,490 --> 00:31:23,980

OH, BY THE WAY, SO NOW YOU

1079

00:31:23,980 --> 00:31:25,029

THINK, OKAY, YOU HAVE ENOUGH

1080

00:31:25,029 --> 00:31:26,269

INSURANCE.

1081

00:31:26,269 --> 00:31:27,269

JUST PRETEND.

1082

00:31:27,269 --> 00:31:28,850

HOW DOES THE GAME PLAY OUT.

1083

00:31:28,850 --> 00:31:30,100

IT'S NOT LIKE WHEN YOU WRECKED

1084

00:31:30,100 --> 00:31:33,519

YOUR CAR AND THEY WRITE YOU A

1085

00:31:33,519 --> 00:31:34,519

CHECK.

1086

00:31:34,519 --> 00:31:35,519

FIRST, THE FIRST THING IS YOU

1087

00:31:35,519 --> 00:31:36,519

HAVE TO PROVE YOU HAD THE THING

1088

00:31:36,519 --> 00:31:37,679

YOU SAID YOU HAD.

1089

00:31:37,679 --> 00:31:41,789

HOW ARE YOU GOING TO DO THAT.

1090

00:31:41,789 --> 00:31:42,789

THANK GOD FOR FACEBOOK.

1091

00:31:42,789 --> 00:31:43,789

PEOPLE STARTED PUTTING PICTURES

1092

00:31:43,789 --> 00:31:44,789

ON FACEBOOK, BOOKCASE BEHIND

1093

00:31:44,789 --> 00:31:49,850

YOU, I WOULD LOOK UP EVERY TITLE

1094

00:31:49,850 --> 00:31:53,399

OF EVERY BOOK ON THAT SHELF.

1095

00:31:53,399 --> 00:31:54,399

SO I COULD FIGURE OUT HOW MUCH

1096

00:31:54,399 --> 00:31:55,830

MONEY WAS ON THAT BOOKSHELF,

1097

00:31:55,830 --> 00:31:57,039

BECAUSE THAT'S THE ONLY WAY YOU

1098

00:31:57,039 --> 00:31:58,039

GET IT BACK.

1099

00:31:58,039 --> 00:32:00,230

NOW FOR THAT BOOK, ELECTRICAL

1100

00:32:00,230 --> 00:32:04,160

ENGINEERING, THAT BOOK WAS \$100,

1101
00:32:04,160 --> 00:32:05,899
FIVE YEARS OLD, I HAVE TO PUT IT

1102
00:32:05,899 --> 00:32:07,769
ON A SPREADSHEET.

1103
00:32:07,769 --> 00:32:09,860
AND I HAD TO LOOK UP, BY THE

1104
00:32:09,860 --> 00:32:11,629
WAY, ON AMAZON, HOW MUCH TO

1105
00:32:11,629 --> 00:32:12,629
REPLACE IT.

1106
00:32:12,629 --> 00:32:13,629
BECAUSE IF YOU DON'T IT, THEY

1107
00:32:13,629 --> 00:32:14,629
WON'T GIVE YOU THE MONEY.

1108
00:32:14,629 --> 00:32:18,070
I SAID IT'S \$100.

1109
00:32:18,070 --> 00:32:19,700
THEY COME BACK AND SAY OH,

1110
00:32:19,700 --> 00:32:21,309
HERE'S 20 BUCKS.

1111
00:32:21,309 --> 00:32:23,159
WHEN YOU BUY IT BACK, WE'LL GIVE

1112
00:32:23,159 --> 00:32:24,409
YOU THE REST.

1113
00:32:24,409 --> 00:32:26,042

SO WHAT HAPPENS, YOU HAVE TO BE

1114

00:32:26,042 --> 00:32:27,042

VERY LIQUID.

1115

00:32:27,042 --> 00:32:28,042

YOU HAVE TO BE ABLE TO BUY IT

1116

00:32:28,042 --> 00:32:29,549

AND THEY'LL PAY YOU BACK, WHICH

1117

00:32:29,549 --> 00:32:31,989

TAKES A WHILE.

1118

00:32:31,989 --> 00:32:33,809

ANOTHER THING TO THINK ABOUT.

1119

00:32:33,809 --> 00:32:34,862

SO IT'S REALLY IMPORTANT TO HAVE

1120

00:32:34,862 --> 00:32:35,862

PICTURES.

1121

00:32:35,862 --> 00:32:38,309

WE MADE A VIDEO WHEN WE WERE IN

1122

00:32:38,309 --> 00:32:39,309

FLORIDA.

1123

00:32:39,309 --> 00:32:40,309

BEFORE THE HURRICANE, YEAH, WE

1124

00:32:40,309 --> 00:32:41,309

DID THAT.

1125

00:32:41,309 --> 00:32:42,519

THAT WAS THE LAST TIME WE DID

1126
00:32:42,519 --> 00:32:43,519
IT.

1127
00:32:43,519 --> 00:32:44,519
WE WERE IN WASHINGTON FOR TEN

1128
00:32:44,519 --> 00:32:46,190
YEARS, YEAH, WHERE WAS THE VIDEO

1129
00:32:46,190 --> 00:32:47,860
IN THE HOUSE.

1130
00:32:47,860 --> 00:32:50,039
IT DIDN'T HELP US.

1131
00:32:50,039 --> 00:32:51,710
I ALSO REALIZE THAT IT PROBABLY

1132
00:32:51,710 --> 00:32:53,919
WOULDN'T HELP BECAUSE YOU CAN'T

1133
00:32:53,919 --> 00:32:56,559
PUT A VIDEO IN THE SPREADSHEET.

1134
00:32:56,559 --> 00:32:58,690
KIND OF MESSES YOU UP A LITTLE

1135
00:32:58,690 --> 00:32:59,690
BIT.

1136
00:32:59,690 --> 00:33:00,929
SO TAKE PICTURES TODAY.

1137
00:33:00,929 --> 00:33:01,929
TAKE PICTURES.

1138
00:33:01,929 --> 00:33:02,929

DON'T JUST KEEP THEM AT YOUR

1139

00:33:02,929 --> 00:33:05,879

HOUSE, PUT THEM ON FACEBOOK, PUT

1140

00:33:05,879 --> 00:33:08,500

A CD OR A MEMORY STICK IN YOUR

1141

00:33:08,500 --> 00:33:13,279

OFFICE DESK, HAVE THEM IN A FEW

1142

00:33:13,279 --> 00:33:14,279

PLACES.

1143

00:33:14,279 --> 00:33:15,369

FIRE SAFE.

1144

00:33:15,369 --> 00:33:18,960

ANYBODY HAVE A FIRE SAFE?

1145

00:33:18,960 --> 00:33:19,960

BUT COULD I TELL YOU SOME THINGS

1146

00:33:19,960 --> 00:33:21,489

ABOUT THAT FIRE SAFE.

1147

00:33:21,489 --> 00:33:25,480

OUR FIRE WAS 3,000 DEGREES FOR

1148

00:33:25,480 --> 00:33:27,159

MORE THAN TWO HOURS.

1149

00:33:27,159 --> 00:33:30,429

THEY'RE RATED 1,700 DEGREES FOR

1150

00:33:30,429 --> 00:33:33,269

6 OH MINUTES.

1151
00:33:33,269 --> 00:33:34,559
PROBABLY WOULDN'T HAVE HELPED.

1152
00:33:34,559 --> 00:33:40,340
WHERE IS YOUR FIRE SAFE?

1153
00:33:40,340 --> 00:33:41,340
IT'S PROBABLY BROKEN OPEN ANY

1154
00:33:41,340 --> 00:33:44,239
WAY IF IT FALLS.

1155
00:33:44,239 --> 00:33:45,470
ALL THAT WATER COMES IN WHEN

1156
00:33:45,470 --> 00:33:48,649
THEY'RE PUTTING OUT THE FIRE.

1157
00:33:48,649 --> 00:33:49,649
IF YOU WANT TO KNOW THE BEST

1158
00:33:49,649 --> 00:33:52,789
PLACE TO PUT IT, THE BEST PLACE

1159
00:33:52,789 --> 00:33:54,190
TO PUT IT IS SOMEWHERE ABOUT TWO

1160
00:33:54,190 --> 00:33:55,970
TO THREE FEET OFF THE GROUND.

1161
00:33:55,970 --> 00:33:57,539
WHY, BECAUSE WHEN THEY PULLED

1162
00:33:57,539 --> 00:34:01,490
OUR HOUSE UP WITH WATER, HIGHER

1163
00:34:01,490 --> 00:34:05,970

THAN KNEE DEEP, IF YOU WANT TO

1164

00:34:05,970 --> 00:34:06,970

BE HIGHER THAN THAT, BUT LOWER

1165

00:34:06,970 --> 00:34:07,970

THAN THE BLACK SMOKE AND THE

1166

00:34:07,970 --> 00:34:09,470

CRAP THAT'S COMING DOWN, SO

1167

00:34:09,470 --> 00:34:11,750

SOMEWHERE AROUND HERE AT THE

1168

00:34:11,750 --> 00:34:13,060

LOWEST LEVEL OF YOUR HOUSE SO IT

1169

00:34:13,060 --> 00:34:14,460

DOESN'T FALL, THAT'S WHERE YOU

1170

00:34:14,460 --> 00:34:15,580

WANT THE FIRE SAFE.

1171

00:34:15,580 --> 00:34:16,970

PRAY TO GOD, IT'S ON THAT FAR

1172

00:34:16,970 --> 00:34:19,290

CORNER OF THE HOUSE THAT DOESN'T

1173

00:34:19,290 --> 00:34:20,750

BURN UP.

1174

00:34:20,750 --> 00:34:23,140

SO WHERE DO YOU PUT YOUR EXTRA

1175

00:34:23,140 --> 00:34:24,140

KEYS.

1176

00:34:24,140 --> 00:34:25,140

THIS IS WHERE WE KEPT OURS.

1177

00:34:25,140 --> 00:34:26,410

YOU SAW THE CAR IN THE DRIVEWAY,

1178

00:34:26,410 --> 00:34:28,560

YOU HAD ONE CAR, IT WORKED.

1179

00:34:28,560 --> 00:34:29,800

WHERE WERE MY KEYS.

1180

00:34:29,800 --> 00:34:30,800

MY KEYS ARE THERE.

1181

00:34:30,800 --> 00:34:31,800

SEE ALL THAT MUD, THAT WAS US

1182

00:34:31,800 --> 00:34:32,800

DIGGING THROUGH THAT MUD TRYING

1183

00:34:32,800 --> 00:34:34,690

TO FIND THE KEYS, WHICH WERE

1184

00:34:34,690 --> 00:34:35,690

MELTED.

1185

00:34:35,690 --> 00:34:36,690

THERE WASN'T ANYTHING LEFT.

1186

00:34:36,690 --> 00:34:38,419

THEY WERE IN THAT MUD SOMEWHERE.

1187

00:34:38,419 --> 00:34:40,920

WHAT HAPPENS TO TODAY'S CARS,

1188

00:34:40,920 --> 00:34:42,020

CAN YOU JUST GO GET A KEY.

1189

00:34:42,020 --> 00:34:43,660

YOU CAN IF YOU HAD A KEY, BUT IF

1190

00:34:43,660 --> 00:34:45,310

YOU DON'T, THEY HAVE TO COME

1191

00:34:45,310 --> 00:34:47,300

TAKE THE CAR, THEY HAVE TO ORDER

1192

00:34:47,300 --> 00:34:49,430

A NEW COMPUTER, THEY HAVE TO PUT

1193

00:34:49,430 --> 00:34:51,330

A NEW COMPUTER IN, I MEAN, IT'S

1194

00:34:51,330 --> 00:34:52,820

A BIG PROCESS, SO NOW WE'RE DOWN

1195

00:34:52,820 --> 00:34:56,250

A CAR, ACTUALLY TWO.

1196

00:34:56,250 --> 00:34:57,860

THINK ABOUT HOW ALL THIS PLAYS

1197

00:34:57,860 --> 00:34:58,860

OUT.

1198

00:34:58,860 --> 00:34:59,860

HOW DO WE SURVIVE.

1199

00:34:59,860 --> 00:35:02,280

ONE THING WE DID IS YOU HAVE TO

1200

00:35:02,280 --> 00:35:04,090

HAVE HUMOR, AND YOU HAVE TO HAVE

1201
00:35:04,090 --> 00:35:05,090
PEOPLE AROUND YOU.

1202
00:35:05,090 --> 00:35:06,850
THANK GOD FOR ALL THE PEOPLE.

1203
00:35:06,850 --> 00:35:09,010
THE PEOPLE WERE AMAZING TO US.

1204
00:35:09,010 --> 00:35:12,090
AND THIS ONE LADY GAVE US A

1205
00:35:12,090 --> 00:35:13,090
BOOK.

1206
00:35:13,090 --> 00:35:15,630
SHE SHOWED UP AND SHE SAID HERE,

1207
00:35:15,630 --> 00:35:16,860
EVERY TIME SOMETHING FUNNY

1208
00:35:16,860 --> 00:35:17,860
HAPPENS, WRITE IT DOWN.

1209
00:35:17,860 --> 00:35:19,040
EVERY NIGHT WE WOULD, BECAUSE

1210
00:35:19,040 --> 00:35:20,400
THAT'S ALL YOU GOT RIGHT NOW.

1211
00:35:20,400 --> 00:35:22,430
IT'S A BLACK, DARK, DARK PLACE

1212
00:35:22,430 --> 00:35:23,430
YOU'RE GOING.

1213
00:35:23,430 --> 00:35:24,430

YOU'RE GOING TO BE THERE FOR A

1214

00:35:24,430 --> 00:35:25,430

WHILE.

1215

00:35:25,430 --> 00:35:27,450

VERY SAD, AND IT'S HARD TO COME

1216

00:35:27,450 --> 00:35:28,450

OUT.

1217

00:35:28,450 --> 00:35:29,880

SO FIND HUMOR IN EVERYDAY.

1218

00:35:29,880 --> 00:35:30,890

THAT'S SHE TOLD US.

1219

00:35:30,890 --> 00:35:32,100

FIND HUMOR.

1220

00:35:32,100 --> 00:35:33,100

SO WE TRIED.

1221

00:35:33,100 --> 00:35:34,910

THIS ONE WAS THE FIRST ONE ON

1222

00:35:34,910 --> 00:35:35,910

THE LIST.

1223

00:35:35,910 --> 00:35:37,680

MY DAUGHTER WAS A FEW DAYS IN,

1224

00:35:37,680 --> 00:35:39,700

AND SHE REALIZED THAT SHE HAD

1225

00:35:39,700 --> 00:35:40,970

JUST PICKED UP HER DRY-CLEANING.

1226
00:35:40,970 --> 00:35:44,040
SHE'S LIKE, IF I HAD JUST WAITED

1227
00:35:44,040 --> 00:35:45,360
ONE MORE DAY.

1228
00:35:45,360 --> 00:35:47,380
THEN I WOULD HAVE SOMETHING TO

1229
00:35:47,380 --> 00:35:48,380
WEAR.

1230
00:35:48,380 --> 00:35:49,380
WE THOUGHT THAT WAS KIND OF

1231
00:35:49,380 --> 00:35:50,380
FUNNY.

1232
00:35:50,380 --> 00:35:51,380
THIS WITH IS ONE OF MY KID'S

1233
00:35:51,380 --> 00:35:52,380
BEDROOMS.

1234
00:35:52,380 --> 00:35:54,310
YOU CAN SEE IT WAS DESTROYED.

1235
00:35:54,310 --> 00:35:56,740
PULLED THE BURNED BEDDING OFF,

1236
00:35:56,740 --> 00:36:00,800
THE MATTRESS, FLAME RETARDANT,

1237
00:36:00,800 --> 00:36:03,360
LOOK AT THAT IT DIDN'T BURN.

1238
00:36:03,360 --> 00:36:05,860

BUT WE FIRE STARTER LOGS IN THE

1239

00:36:05,860 --> 00:36:06,870

BASEMENT, THEY DIDN'T BURN

1240

00:36:06,870 --> 00:36:08,730

EITHER.

1241

00:36:08,730 --> 00:36:11,350

SO IT'S NOT YOUR FAULT.

1242

00:36:11,350 --> 00:36:15,420

I CAN'T GET THEM STARTED.

1243

00:36:15,420 --> 00:36:16,420

HOW DO YOU SURVIVE.

1244

00:36:16,420 --> 00:36:17,420

YOU SURVIVE WITH THE GOODNESS

1245

00:36:17,420 --> 00:36:18,600

AND GRACE OF GOD AND ALL THE

1246

00:36:18,600 --> 00:36:20,570

PEOPLE THAT ARE AROUND YOU.

1247

00:36:20,570 --> 00:36:22,490

EIGHT MONTHS AFTER THE FIRE, WE

1248

00:36:22,490 --> 00:36:25,620

GOT TO THINK ABOUT DEMOLITION,

1249

00:36:25,620 --> 00:36:27,600

BUT IN OUR STATE, WE DIDN'T GET

1250

00:36:27,600 --> 00:36:28,600

PUT AT THE FRONT OF THE LIST.

1251
00:36:28,600 --> 00:36:29,600
WE'RE IN THE CUE WITH EVERYBODY

1252
00:36:29,600 --> 00:36:30,600
ELSE.

1253
00:36:30,600 --> 00:36:32,100
IF WASN'T UNTIL I WAS SPEAKING

1254
00:36:32,100 --> 00:36:34,740
IN FRONT OF AN AUDIENCE FOR THE

1255
00:36:34,740 --> 00:36:36,260
AMERICAN RED CROSS, AND SOMEONE

1256
00:36:36,260 --> 00:36:39,590
SAID WHERE ARE YOU, WHY, BECAUSE

1257
00:36:39,590 --> 00:36:40,670
THE COUNTY HASN'T GIVEN US A

1258
00:36:40,670 --> 00:36:41,670
PERMIT.

1259
00:36:41,670 --> 00:36:44,360
IN THE AUDIENCE, THE GUY FROM

1260
00:36:44,360 --> 00:36:45,870
THE COUNTY.

1261
00:36:45,870 --> 00:36:47,330
AND ALL HIS FRIENDS AROUND HIM

1262
00:36:47,330 --> 00:36:50,050
GOT HIM, THEY CAME AND TOLD ME

1263
00:36:50,050 --> 00:36:52,290

AFTER MY SPEECH, AND NEXT THING

1264

00:36:52,290 --> 00:36:54,450

I KNOW, I HAVE A PERMIT ON

1265

00:36:54,450 --> 00:36:55,450

MONDAY.

1266

00:36:55,450 --> 00:36:56,450

AMAZING.

1267

00:36:56,450 --> 00:36:57,450

BUT, AND THEN WE GOT TO REBUILD.

1268

00:36:57,450 --> 00:36:58,830

WE REBUILT THE HOUSE, WE MOVED

1269

00:36:58,830 --> 00:37:01,940

IN IN APRIL, AND IT WAS A

1270

00:37:01,940 --> 00:37:03,130

HUMBLING EXPERIENCE.

1271

00:37:03,130 --> 00:37:04,560

WE WERE IN AN APARTMENT, OR

1272

00:37:04,560 --> 00:37:06,530

EXCUSE ME, A HOTEL AND THEN A

1273

00:37:06,530 --> 00:37:08,480

FURNISHED RENTAL.

1274

00:37:08,480 --> 00:37:09,620

WE MOVED IN AND HAD SOME DISHES

1275

00:37:09,620 --> 00:37:11,760

AND CLOTHES, AND FEW OF THE

1276
00:37:11,760 --> 00:37:14,420
THINGS FOUND IN THE FIRE AND A

1277
00:37:14,420 --> 00:37:15,420
MATTRESS.

1278
00:37:15,420 --> 00:37:17,150
LITERALLY, A MATTRESS ON THE

1279
00:37:17,150 --> 00:37:19,390
FLOOR.

1280
00:37:19,390 --> 00:37:20,390
THINK ABOUT THIS.

1281
00:37:20,390 --> 00:37:23,340
WE HAD MORE IN COLLEGE THAN WHEN

1282
00:37:23,340 --> 00:37:24,750
WE MOVED IN THE HOUSE.

1283
00:37:24,750 --> 00:37:28,330
WE WERE STILL WORKING ON THAT.

1284
00:37:28,330 --> 00:37:31,810
WE, TODAY, HAVE 8,000 ITEMS LEFT

1285
00:37:31,810 --> 00:37:33,500
TO BUY.

1286
00:37:33,500 --> 00:37:36,460
TO PUT OUR HOUSE BACK TOGETHER.

1287
00:37:36,460 --> 00:37:38,050
AND WE'RE TRYING TO LIVE ALL OF

1288
00:37:38,050 --> 00:37:39,780

THIS EVERYDAY, WHEN WE LEAVE

1289

00:37:39,780 --> 00:37:41,330

THIS PLACE, THIS PLACE CALLED

1290

00:37:41,330 --> 00:37:43,250

NASA WHERE WE WORK AND MANY OF

1291

00:37:43,250 --> 00:37:44,560

YOU KNOW ME AND YOU SEE ME

1292

00:37:44,560 --> 00:37:45,770

EVERYDAY.

1293

00:37:45,770 --> 00:37:47,970

AND SO I SAY TO YOU, IF YOU KNOW

1294

00:37:47,970 --> 00:37:50,360

SOMEBODY, A LOT OF PEOPLE HERE

1295

00:37:50,360 --> 00:37:51,550

HAVE SOME TRAUMA THAT THEY'VE

1296

00:37:51,550 --> 00:37:52,600

GONE THROUGH, MAYBE SOMEBODY

1297

00:37:52,600 --> 00:37:54,390

DIED, MAYBE THIS IS THEIR

1298

00:37:54,390 --> 00:37:55,910

PARENTS OR THEY'RE HELPING

1299

00:37:55,910 --> 00:37:56,910

SOMEBODY.

1300

00:37:56,910 --> 00:37:58,060

IF YOU SEE THEM, THEY'RE HAVING

1301
00:37:58,060 --> 00:37:59,890
A BAD DAY, IT MIGHT NOT BE YOU.

1302
00:37:59,890 --> 00:38:02,070
IT MIGHT BE SOMETHING ELSE.

1303
00:38:02,070 --> 00:38:03,520
JUST BE A FRIEND FOR A DAY.

1304
00:38:03,520 --> 00:38:04,620
HELP THEM OUT.

1305
00:38:04,620 --> 00:38:06,370
YOU WOULD BE AMAZED HOW POWERFUL

1306
00:38:06,370 --> 00:38:07,920
IT IS.

1307
00:38:07,920 --> 00:38:11,610
SO TO FINISH THIS UP, I'M HOPING

1308
00:38:11,610 --> 00:38:14,770
THAT YOU LEAVE HERE WITH A FEW

1309
00:38:14,770 --> 00:38:15,770
PIECES OF INFORMATION.

1310
00:38:15,770 --> 00:38:16,870
ONE, IF YOU DON'T DO ANYTHING

1311
00:38:16,870 --> 00:38:18,500
ELSE, JUST CHECK YOUR INSURANCE.

1312
00:38:18,500 --> 00:38:20,640
SEE WHAT YOU GOT.

1313
00:38:20,640 --> 00:38:21,990

ARE YOU COVERED.

1314

00:38:21,990 --> 00:38:22,990

ARE YOU COVERED THE WAY YOU WANT

1315

00:38:22,990 --> 00:38:24,100

TO BE COVERED.

1316

00:38:24,100 --> 00:38:25,100

TAKE SOME PICTURES.

1317

00:38:25,100 --> 00:38:26,790

GET A FIRE SAFE.

1318

00:38:26,790 --> 00:38:28,850

AND IF YOU DON'T DO ANYTHING

1319

00:38:28,850 --> 00:38:31,490

ELSE, HELP THE NEXT GUY.

1320

00:38:31,490 --> 00:38:32,620

BECAUSE YOU KNOW HERE IN

1321

00:38:32,620 --> 00:38:34,020

FLORIDA, THERE ARE TORNADOES AND

1322

00:38:34,020 --> 00:38:35,860

HURRICANES ALL THE TIME.

1323

00:38:35,860 --> 00:38:36,860

DON'T LEAVE THOSE PEOPLE

1324

00:38:36,860 --> 00:38:38,970

STANDING, YOU KNOW.

1325

00:38:38,970 --> 00:38:40,360

DON'T LEAVE THEM STANDING.

1326

00:38:40,360 --> 00:38:41,511

NOW I'M READY FOR YOUR

1327

00:38:41,511 --> 00:38:42,511

QUESTIONS.

1328

00:38:42,511 --> 00:38:45,280

>> I THINK WHEN YOU WERE TALKING

1329

00:38:45,280 --> 00:38:52,820

ABOUT PICTURES, SOMETHING ABOUT

1330

00:38:52,820 --> 00:38:53,820

YOU HAD TO HAVE AN UPDATED

1331

00:38:53,820 --> 00:38:54,820

ARCHITECTURAL DRAWING.

1332

00:38:54,820 --> 00:38:55,820

>> YEAH, SO THANK YOU FOR THAT

1333

00:38:55,820 --> 00:38:56,820

ONE.

1334

00:38:56,820 --> 00:38:57,820

SO WHEN YOU GO TO REBUILD,

1335

00:38:57,820 --> 00:38:59,470

YOU -- THEY HAVE TO DECIDE WHAT

1336

00:38:59,470 --> 00:39:00,830

YOUR HOUSE LOOKED LIKE.

1337

00:39:00,830 --> 00:39:01,940

IT WAS GONE.

1338

00:39:01,940 --> 00:39:03,000

SO HOW DO THEY DECIDE WHAT THE

1339

00:39:03,000 --> 00:39:04,240

ELEVATION OF THE HOUSE IS.

1340

00:39:04,240 --> 00:39:05,240

WE DIDN'T HAVE ARCHITECTURAL

1341

00:39:05,240 --> 00:39:06,240

DRAWINGS, BECAUSE THEY'RE NOW

1342

00:39:06,240 --> 00:39:07,360

BURNED UP.

1343

00:39:07,360 --> 00:39:09,430

THEY HAVE IT RECREATE YOUR HOME.

1344

00:39:09,430 --> 00:39:12,250

SO USING GOOGLE MAP AND EARTH,

1345

00:39:12,250 --> 00:39:14,570

IT GOT THE ELEVATION OF THE HOME

1346

00:39:14,570 --> 00:39:15,780

AND THEY HAD TO WALK THROUGH AND

1347

00:39:15,780 --> 00:39:16,780

RECREATE IT.

1348

00:39:16,780 --> 00:39:19,420

THIS IS IMPORTANT.

1349

00:39:19,420 --> 00:39:20,420

WHEN YOU TAKE PHOTOGRAPHS, IT'S

1350

00:39:20,420 --> 00:39:22,370

NOT JUST OF YOUR PERSONAL

1351
00:39:22,370 --> 00:39:24,060
BELONGINGS, BUT WE HAD TO HAVE

1352
00:39:24,060 --> 00:39:25,960
PHOTOGRAPHS OF PROOF OF THE TILE

1353
00:39:25,960 --> 00:39:27,490
THAT WE HAD, THE PROOF OF CARPET

1354
00:39:27,490 --> 00:39:29,780
THAT WE HAD, WHAT KIND OF LIGHT

1355
00:39:29,780 --> 00:39:31,430
FIXTURE, WHAT KIND OF FAUCETS,

1356
00:39:31,430 --> 00:39:33,150
IF WE HAD A CHAIR RAIL, WHAT

1357
00:39:33,150 --> 00:39:34,410
KIND OF WINDOWS.

1358
00:39:34,410 --> 00:39:35,530
IF YOU COULDN'T PROVE IT,

1359
00:39:35,530 --> 00:39:36,530
THEY'RE GOING TO GIVE YOU THE

1360
00:39:36,530 --> 00:39:37,530
LOWEST BUILDING GRADE THEY CAN

1361
00:39:37,530 --> 00:39:38,530
GIVE YOU.

1362
00:39:38,530 --> 00:39:39,800
THAT'S REPLACEMENT COST.

1363
00:39:39,800 --> 00:39:41,180

IF YOU'VE UPGRADED ANYTHING IN

1364

00:39:41,180 --> 00:39:43,580

YOUR HOUSE, GRANITE, BECAUSE AS

1365

00:39:43,580 --> 00:39:45,750

FAR AS I KNOW, IT'S A CHEAP

1366

00:39:45,750 --> 00:39:46,990

COUNTER TOP.

1367

00:39:46,990 --> 00:39:49,990

WHERE IS THE RECEIPT.

1368

00:39:49,990 --> 00:39:51,190

IN THE HOUSE.

1369

00:39:51,190 --> 00:39:54,290

OKAY, BUT LET ME TELL YOU,

1370

00:39:54,290 --> 00:39:55,680

RECEIPTS.

1371

00:39:55,680 --> 00:39:57,620

DIRECT BUY, I WENT TO DIRECT

1372

00:39:57,620 --> 00:39:58,900

BUY, THEY GAVE ME EVERYTHING I

1373

00:39:58,900 --> 00:40:00,790

EVER BOUGHT FROM THEM IN THE

1374

00:40:00,790 --> 00:40:02,580

LAST TEN YEARS AND SEARS AS

1375

00:40:02,580 --> 00:40:03,580

WELL.

1376

00:40:03,580 --> 00:40:04,580

TWO AMAZING STORES.

1377

00:40:04,580 --> 00:40:07,040

SCARY THAT THEY'RE DOING THAT,

1378

00:40:07,040 --> 00:40:08,710

BUT I'M TELLING YOU, THAT WAS

1379

00:40:08,710 --> 00:40:10,280

AMAZING, BECAUSE THAT HELPED.

1380

00:40:10,280 --> 00:40:12,270

DOES THAT ANSWER YOUR QUESTION?

1381

00:40:12,270 --> 00:40:13,270

WE HAD TO RECREATE THE

1382

00:40:13,270 --> 00:40:14,270

ARCHITECTURAL DRAWING.

1383

00:40:14,270 --> 00:40:16,460

I THINK IT WAS LIKE \$10,000.

1384

00:40:16,460 --> 00:40:18,800

>> DO YOU HAVE A RECEIPT,

1385

00:40:18,800 --> 00:40:22,200

PICTURE YOU'VE CHINA CABINET, DO

1386

00:40:22,200 --> 00:40:23,220

YOU KNOW WHAT KIND IT IS.

1387

00:40:23,220 --> 00:40:25,800

>> IF YOU HAVE A PICTURE OF IT,

1388

00:40:25,800 --> 00:40:27,100

YOU LOOK IT UP ON THE INTERNET

1389

00:40:27,100 --> 00:40:28,140

AND THEN YOU HAVE TO FIND

1390

00:40:28,140 --> 00:40:29,670

SOMETHING LIKE THAT AND SAY THIS

1391

00:40:29,670 --> 00:40:31,020

IS HOW MUCH IT COSTS.

1392

00:40:31,020 --> 00:40:32,631

SO LITERALLY, MOST OF IT, WHAT I

1393

00:40:32,631 --> 00:40:34,410

DID WITH MOST OF THEM IS I

1394

00:40:34,410 --> 00:40:35,610

BASICALLY GOT A PICTURE AND

1395

00:40:35,610 --> 00:40:37,410

SPENT HOURS AND HOURS LOOKING

1396

00:40:37,410 --> 00:40:39,080

THINGS UP ON THE INTERNET SAYING

1397

00:40:39,080 --> 00:40:40,880

THAT KIND OF SHIRT, THAT KIND OF

1398

00:40:40,880 --> 00:40:43,030

SUIT, THOSE KIND OF SHOES, THAT,

1399

00:40:43,030 --> 00:40:44,940

WHATEVER IT IS, COST THIS MUCH.

1400

00:40:44,940 --> 00:40:47,470

SO YOU HAVE TO PROVE ITS VALUE.

1401

00:40:47,470 --> 00:40:49,070

SEND THE LIST IN, THEY GIVE YOU

1402

00:40:49,070 --> 00:40:50,281

A SMALL AMOUNT OF MONEY, YOU GO

1403

00:40:50,281 --> 00:40:51,850

BUY THAT THING AND THEN YOU HAVE

1404

00:40:51,850 --> 00:40:53,410

TO, OH, BY THE WAY, LOOK IT UP

1405

00:40:53,410 --> 00:40:54,410

AGAIN.

1406

00:40:54,410 --> 00:40:56,030

ITEM 6,192.

1407

00:40:56,030 --> 00:40:59,930

SUBMIT THE NEW RECEIPT AND THEN

1408

00:40:59,930 --> 00:41:01,750

THEY PAY YOU BACK, BUT THEY

1409

00:41:01,750 --> 00:41:03,060

DON'T GET EVERYONE OF THEM.

1410

00:41:03,060 --> 00:41:05,130

SO THIS WEEKEND, I CHECKED THE

1411

00:41:05,130 --> 00:41:07,270

LIST, THEY FORGOTTEN THINGS I

1412

00:41:07,270 --> 00:41:08,300

SENT RECEIPTS ON.

1413

00:41:08,300 --> 00:41:12,340

IT'S A CONSTANT PROCESS.

1414

00:41:12,340 --> 00:41:17,260

[INAUDIBLE QUESTION]

1415

00:41:17,260 --> 00:41:19,380

>> I WOULD TELL YOU THAT IF YOU

1416

00:41:19,380 --> 00:41:20,380

HAVE A VIDEO, YOU'RE GOING TO

1417

00:41:20,380 --> 00:41:21,560

HAVE TO CONVERT IT TO PICTURES,

1418

00:41:21,560 --> 00:41:22,560

BECAUSE THEY DON'T ACCEPT

1419

00:41:22,560 --> 00:41:23,560

VIDEOS.

1420

00:41:23,560 --> 00:41:24,560

>> THEY DON'T.

1421

00:41:24,560 --> 00:41:25,740

>> NO, I DON'T KNOW ANY OF THEM.

1422

00:41:25,740 --> 00:41:27,810

I'VE TALKED TO A LOT OF VICTIMS,

1423

00:41:27,810 --> 00:41:30,160

BECAUSE YOU KNOW, WE KIND OF

1424

00:41:30,160 --> 00:41:31,160

GATHERED, LEARNED FROM EACH

1425

00:41:31,160 --> 00:41:32,990

OTHER ALONG THE PATH AND WE NOW

1426

00:41:32,990 --> 00:41:34,270

TEACH OTHER FAMILIES, WE'VE

1427

00:41:34,270 --> 00:41:35,930

HELPED OTHER FAMILIES GOING

1428

00:41:35,930 --> 00:41:36,930

THROUGH IT.

1429

00:41:36,930 --> 00:41:37,930

BECAUSE WHEN YOU'RE THIS CLOSE

1430

00:41:37,930 --> 00:41:39,520

TO IT, THERE ARE A LOT OF THINGS

1431

00:41:39,520 --> 00:41:42,170

THAT CAN SAVE YOU A LOT OF MONEY

1432

00:41:42,170 --> 00:41:43,170

AND HELP YOU THROUGH THE

1433

00:41:43,170 --> 00:41:45,010

PROCESS.

1434

00:41:45,010 --> 00:41:52,671

>> WE HAVE LOST PHOTOS, WE DON'T

1435

00:41:52,671 --> 00:41:53,671

HAVE RECEIPTS MY MORE.

1436

00:41:53,671 --> 00:41:55,080

>> WE HAD ONE OF THOSE TOO.

1437

00:41:55,080 --> 00:42:02,580

>> AND WE ALSO HAD.

1438

00:42:02,580 --> 00:42:06,330

[INAUDIBLE QUESTION]

1439

00:42:06,330 --> 00:42:12,261

>> SO, SO AGAIN, WHAT YOU WOULD

1440

00:42:12,261 --> 00:42:13,510

HAVE TO DO IS TAKE THE

1441

00:42:13,510 --> 00:42:15,710

PHOTOGRAPH, IF YOU DON'T, MAYBE

1442

00:42:15,710 --> 00:42:16,880

SOMEBODY ELSE HAS A PHOTOGRAPH

1443

00:42:16,880 --> 00:42:18,090

OF YOU SITTING ON THE COUCH OR

1444

00:42:18,090 --> 00:42:20,130

WHATEVER IT IS, YOU TAKE THE

1445

00:42:20,130 --> 00:42:21,130

PHOTOGRAPH, LOOK IT UP ON THE

1446

00:42:21,130 --> 00:42:23,690

INTERNET AND FIND SOMETHING THAT

1447

00:42:23,690 --> 00:42:24,690

SAYS THAT.

1448

00:42:24,690 --> 00:42:28,630

SO SIMILAR EXAMPLE, I HAD MY

1449

00:42:28,630 --> 00:42:30,440

GREAT GRANDMOTHER'S WEDDING

1450

00:42:30,440 --> 00:42:32,630

DRESS.

1451

00:42:32,630 --> 00:42:35,690

I DRESSED MY KID UP IN IT ONE

1452

00:42:35,690 --> 00:42:37,530

TIME, SO I HAD A PICTURE.

1453

00:42:37,530 --> 00:42:39,730

GO LOOK IT UP AND FIND OUT HOW

1454

00:42:39,730 --> 00:42:41,050

MUCH IT'S WORTH.

1455

00:42:41,050 --> 00:42:42,100

YEAH, AND SO YOU HAVE TO DO THAT

1456

00:42:42,100 --> 00:42:44,010

FOR EVERY ITEM.

1457

00:42:44,010 --> 00:42:45,080

HOW MANY, I JUST WANT TO ASK

1458

00:42:45,080 --> 00:42:47,680

YOU, HOW MANY BELTS DO YOU HAVE,

1459

00:42:47,680 --> 00:42:50,410

SHOES, HOW MANY, YOU KNOW, HOW

1460

00:42:50,410 --> 00:42:51,510

MANY PAIRS OF SHORTS.

1461

00:42:51,510 --> 00:42:52,510

IT'S KIND OF CRAZY WHEN YOU

1462

00:42:52,510 --> 00:42:54,040

START DOING THIS.

1463

00:42:54,040 --> 00:42:55,520

>> -- REPLACEMENT COST?

1464

00:42:55,520 --> 00:42:57,740

>> OH, MY GOSH.

1465

00:42:57,740 --> 00:43:00,100

ARE YOU KIDDING?

1466

00:43:00,100 --> 00:43:01,560

I CAN'T IMAGINE HAVING DONE

1467

00:43:01,560 --> 00:43:02,560

THIS.

1468

00:43:02,560 --> 00:43:04,640

OH, MY GOD.

1469

00:43:04,640 --> 00:43:05,730

SO THANK YOU FOR ASKING THAT,

1470

00:43:05,730 --> 00:43:08,840

BECAUSE HAVE YOU EVER HEARD

1471

00:43:08,840 --> 00:43:10,400

PEOPLE THAT HAVE INSURANCE AND

1472

00:43:10,400 --> 00:43:11,740

FIND OUT THEY'RE HOMELESS AFTER

1473

00:43:11,740 --> 00:43:16,570

THIS.

1474

00:43:16,570 --> 00:43:17,740

THEY'RE NOT AS GOOD AS EXCEL AS

1475

00:43:17,740 --> 00:43:18,740

I AM.

1476

00:43:18,740 --> 00:43:19,740

I'M A WIZARD.

1477

00:43:19,740 --> 00:43:20,950

THEY THOUGHT THEY WERE BEATING

1478

00:43:20,950 --> 00:43:25,680

ME, THEY'RE NOT BEATING ME.

1479

00:43:25,680 --> 00:43:26,910

THEY DON'T GET TO KEEP ANY OF

1480

00:43:26,910 --> 00:43:27,910

THAT, YOU KNOW.

1481

00:43:27,910 --> 00:43:28,910

AS FAR AS I'M CONCERNED, IT'S

1482

00:43:28,910 --> 00:43:30,140

NOT HAPPENING.

1483

00:43:30,140 --> 00:43:31,760

IF YOU WEREN'T GOOD AT COMPUTER,

1484

00:43:31,760 --> 00:43:33,140

THREE LITTLE KIDS RUNNING AROUND

1485

00:43:33,140 --> 00:43:35,010

AND NO TIME TO DO THIS OR YOU

1486

00:43:35,010 --> 00:43:37,160

DIDN'T HAVE PHOTOGRAPHS, YOU

1487

00:43:37,160 --> 00:43:38,630

DON'T GET THAT MONEY BACK, AND

1488

00:43:38,630 --> 00:43:41,020

YOU END UP STAYING LIKE WE WERE,

1489

00:43:41,020 --> 00:43:42,760

HOMELESS, YOU KNOW.

1490

00:43:42,760 --> 00:43:43,760

THERE IS NO -- YOU KNOW, HOW ARE

1491

00:43:43,760 --> 00:43:45,190

YOU GOING TO SURVIVE THAT.

1492

00:43:45,190 --> 00:43:46,460

PEOPLE GIVE YOU STUFF AT THE

1493

00:43:46,460 --> 00:43:48,220

BEGINNING, THE FOOD AND THAT

1494

00:43:48,220 --> 00:43:49,220

KIND OF STUFF, BUT AT SOME

1495

00:43:49,220 --> 00:43:51,880

POINT, YOU'RE ON YOUR OWN, BUD.

1496

00:43:51,880 --> 00:43:53,440

YOU DON'T HAVE THAT INSURANCE, I

1497

00:43:53,440 --> 00:43:54,710

CAN'T IMAGINE WHERE WE WOULD BE

1498

00:43:54,710 --> 00:43:55,710

TODAY.

1499

00:43:55,710 --> 00:43:56,760

I CAN'T IMAGINE.

1500

00:43:56,760 --> 00:43:58,960

>> DO YOU THINK AN UMBRELLA

1501
00:43:58,960 --> 00:44:01,160
POLICY, DOES THAT HELP REPLACE?

1502
00:44:01,160 --> 00:44:02,160
>> I DON'T KNOW MUCH ABOUT

1503
00:44:02,160 --> 00:44:03,160
THOSE.

1504
00:44:03,160 --> 00:44:04,440
I'M SORRY.

1505
00:44:04,440 --> 00:44:06,060
>> [INAUDIBLE QUESTION]

1506
00:44:06,060 --> 00:44:07,770
>> WE DID, BUT THEY DIDN'T GO

1507
00:44:07,770 --> 00:44:09,110
OFF WHEN I WAS THERE.

1508
00:44:09,110 --> 00:44:10,930
WHO KNOWS WHAT, WHEN I WASN'T.

1509
00:44:10,930 --> 00:44:13,600
YEAH, YEAH, WE DID.

1510
00:44:13,600 --> 00:44:17,730
>> FAITH, I KNOW YOU'RE STILL IN

1511
00:44:17,730 --> 00:44:18,730
THE PROCESS.

1512
00:44:18,730 --> 00:44:20,230
HOW LONG HAS IT BEEN?

1513
00:44:20,230 --> 00:44:22,650

>> TWO AND A HALF YEARS, YEAH.

1514

00:44:22,650 --> 00:44:25,860

A FEW PEOPLE WORK WITH ME TODAY,

1515

00:44:25,860 --> 00:44:27,410

AND, YEAH.

1516

00:44:27,410 --> 00:44:28,800

THEY KNOW THE DAYS.

1517

00:44:28,800 --> 00:44:30,170

MY STAFF KNOWS THERE WAS A

1518

00:44:30,170 --> 00:44:31,540

PERIOD OF TIME WHEN WE FIRST

1519

00:44:31,540 --> 00:44:35,440

MOVED IN, WE HAD A CARD TABLE

1520

00:44:35,440 --> 00:44:39,150

AND A CHAIR AND I WOULD DO

1521

00:44:39,150 --> 00:44:40,150

TELECON.

1522

00:44:40,150 --> 00:44:44,970

AND WHY DOES IT ECHO SO MUCH.

1523

00:44:44,970 --> 00:44:46,380

I DON'T KNOW.

1524

00:44:46,380 --> 00:44:49,170

THERE IS NOTHING IN HERE.

1525

00:44:49,170 --> 00:44:52,620

YOU KNOW, MY HOUSE, IT IS AN

1526

00:44:52,620 --> 00:44:53,620

ECHO CHAMBER.

1527

00:44:53,620 --> 00:44:54,720

MY STAFF USED TO LAUGH AT ME A

1528

00:44:54,720 --> 00:44:55,720

LOT.

1529

00:44:55,720 --> 00:44:56,720

>>.

1530

00:44:56,720 --> 00:44:57,720

[INAUDIBLE QUESTION]

1531

00:44:57,720 --> 00:44:59,650

>> I'LL TELL YOU OFF-LINE, ONLY

1532

00:44:59,650 --> 00:45:01,790

BECAUSE THEY'RE FILMING, BUT I

1533

00:45:01,790 --> 00:45:04,500

WILL TELL YOU THAT EVERY -- I'LL

1534

00:45:04,500 --> 00:45:06,660

TELL YOU THE EXPERIENCE I'VE

1535

00:45:06,660 --> 00:45:08,450

HAD, NO DIFFERENT THAN ANYBODY

1536

00:45:08,450 --> 00:45:10,060

ELSE AND EVERY FAMILY THAT I'VE

1537

00:45:10,060 --> 00:45:11,860

TALKED TO IS GOING TO DO EXACTLY

1538

00:45:11,860 --> 00:45:13,130

THROUGH THE SAME PROCESS.

1539

00:45:13,130 --> 00:45:15,170

NOW, I DO KNOW A FAMILIES THAT

1540

00:45:15,170 --> 00:45:21,120

IS UNDER INSURED AND YOU HAVE

1541

00:45:21,120 --> 00:45:22,670

\$5,000 WORTH OF PERSONAL

1542

00:45:22,670 --> 00:45:23,670

PROPERTY, YOUR PROPERTY IS

1543

00:45:23,670 --> 00:45:26,100

\$100,000, THEY MIGHT GIVE IT TO

1544

00:45:26,100 --> 00:45:28,820

YOU AND WALK, BUT CHANCES ARE,

1545

00:45:28,820 --> 00:45:29,850

YOU ALREADY HAVE A BIGGER

1546

00:45:29,850 --> 00:45:32,240

PROBLEM THAN THAT.

1547

00:45:32,240 --> 00:45:35,300

ANY OTHER QUESTIONS?

1548

00:45:35,300 --> 00:45:36,300

>>.

1549

00:45:36,300 --> 00:45:37,340

[INAUDIBLE QUESTION]

1550

00:45:37,340 --> 00:45:40,400

>> YEAH, PROBABLY, YEAH.

1551
00:45:40,400 --> 00:45:42,830
YEAH, BUT YOU KNOW WHAT, EVEN

1552
00:45:42,830 --> 00:45:44,330
HERE, IT IS A GREAT QUESTION,

1553
00:45:44,330 --> 00:45:46,460
BECAUSE EVEN NASA, EYE US TODAY

1554
00:45:46,460 --> 00:45:48,010
TEACH INVESTIGATIONS HERE, AND

1555
00:45:48,010 --> 00:45:50,140
ONE THING I USED TO TEACH IS AN

1556
00:45:50,140 --> 00:45:51,780
ACCIDENT ISN'T SOMETHING THAT

1557
00:45:51,780 --> 00:45:53,430
STARTED IT, IT'S ALL THE THINGS

1558
00:45:53,430 --> 00:45:55,300
THAT HAPPENED AFTER THAT MAKE IT

1559
00:45:55,300 --> 00:45:56,470
REALLY BAD.

1560
00:45:56,470 --> 00:45:58,760
NASA, IT'S, YOU KNOW, MAYBE

1561
00:45:58,760 --> 00:46:00,180
SOMEBODY MADE A MISTAKE AND

1562
00:46:00,180 --> 00:46:01,400
DON'T PUT A BOLT ON AND THE NEXT

1563
00:46:01,400 --> 00:46:05,240

GUY DIDN'T CATCH IT AND INSPECT.

1564

00:46:05,240 --> 00:46:07,090

THE NEXT GUY, SO THAT'S THE WAY,

1565

00:46:07,090 --> 00:46:08,560

TO MAKE AN ACCIDENT REALLY BAD

1566

00:46:08,560 --> 00:46:09,660

AND YOU LOSE A ROCKET, IT'S

1567

00:46:09,660 --> 00:46:11,230

BECAUSE MULTIPLE THINGS HAPPEN.

1568

00:46:11,230 --> 00:46:12,310

THAT'S WHAT IT WAS WITH MY

1569

00:46:12,310 --> 00:46:13,670

HOUSE.

1570

00:46:13,670 --> 00:46:15,900

IT WASN'T JUST THAT IT STARTED,

1571

00:46:15,900 --> 00:46:16,900

EVEN THOUGH THAT I HAD SMELLED

1572

00:46:16,900 --> 00:46:17,900

IT, THE FIRE DETECTOR HADN'T

1573

00:46:17,900 --> 00:46:23,500

GONE OFF YET.

1574

00:46:23,500 --> 00:46:24,970

WHEN PEOPLE STARTED, YOU KNOW,

1575

00:46:24,970 --> 00:46:28,010

WHEN THEY GOT THERE, THE TRUCK

1576

00:46:28,010 --> 00:46:29,260

DIDN'T COME RIGHT AWAY.

1577

00:46:29,260 --> 00:46:30,421

IT WAS 13 MINUTES TO RESPOND TO

1578

00:46:30,421 --> 00:46:32,050

THE FIRST ONE, AND THEN LIKE I

1579

00:46:32,050 --> 00:46:33,470

SAID, THEY HAD ALL THESE OTHER

1580

00:46:33,470 --> 00:46:34,650

THINGS GOING ON.

1581

00:46:34,650 --> 00:46:36,450

SO IT WAS THE CIRCUMSTANCES, AND

1582

00:46:36,450 --> 00:46:38,500

YOU KNOW, IT IS LIFE.

1583

00:46:38,500 --> 00:46:40,270

AND THAT'S WHY I SAID TO YOU,

1584

00:46:40,270 --> 00:46:42,000

YOU CAN'T CONTROL EVERY EVENT.

1585

00:46:42,000 --> 00:46:45,240

BUT YOU CAN PREPARE TO SURVIVE.

1586

00:46:45,240 --> 00:46:47,570

AND SO WHAT WE'RE DOING IS

1587

00:46:49,570 --> 00:46:48,570

SURVIVING.

1588

00:46:49,570 --> 00:46:51,250

AND SO YOU CAN PREPARE YOURSELF

1589

00:46:51,250 --> 00:46:53,170

TO SURVIVE, BECAUSE THIS AREA IS

1590

00:46:53,170 --> 00:46:54,350

RIGHT FOR HURRICANES.

1591

00:46:54,350 --> 00:46:55,890

I'M TELLING YOU, ALTHOUGH IT

1592

00:46:55,890 --> 00:46:57,420

LOOKS DIFFERENT AT THE END, IT

1593

00:47:00,470 --> 00:46:59,470

FEELS THE SAME.

1594

00:47:00,470 --> 00:47:01,470

YES?

1595

00:47:01,470 --> 00:47:02,470

>> HOW ABOUT MORTGAGE INSURANCE?

1596

00:47:02,470 --> 00:47:03,470

YOU HAD SAID THAT YOU WOULD

1597

00:47:03,470 --> 00:47:04,470

STILL PAY MORTGAGE ON THE HOUSE,

1598

00:47:04,470 --> 00:47:05,770

AND WE'VE GOTTEN LETTERS IN THE

1599

00:47:05,770 --> 00:47:07,020

MAIL, BUY MORTGAGE INSURANCE,

1600

00:47:07,020 --> 00:47:08,580

PROTECT YOUR HOME, THIS AND

1601
00:47:08,580 --> 00:47:10,450
THAT, DO YOU KNOW ANYTHING ABOUT

1602
00:47:10,450 --> 00:47:11,450
IT?

1603
00:47:11,450 --> 00:47:16,060
>> HERE IS WHAT I WOULD SAY,

1604
00:47:16,060 --> 00:47:17,580
REGARDLESS OF WHAT INSURANCE YOU

1605
00:47:17,580 --> 00:47:19,300
PURCHASE, MAKE SURE YOU KNOW

1606
00:47:19,300 --> 00:47:20,620
WHAT YOU'RE DOING.

1607
00:47:20,620 --> 00:47:23,680
LOOK INTO IT, BECAUSE I JUST

1608
00:47:23,680 --> 00:47:24,680
THOUGHT, IT'S GOOD TO HAVE

1609
00:47:24,680 --> 00:47:25,930
INSURANCE TO BUY SOMETHING,

1610
00:47:25,930 --> 00:47:26,930
RIGHT.

1611
00:47:26,930 --> 00:47:27,930
REALLY UNDERSTAND IT.

1612
00:47:27,930 --> 00:47:30,700
THERE ARE SO MANY FINE NOTES.

1613
00:47:30,700 --> 00:47:32,720

IF YOU DON'T UNDERSTAND IT, SO

1614

00:47:32,720 --> 00:47:33,720

IT REALLY DEPENDS.

1615

00:47:33,720 --> 00:47:35,030

I CAN'T REALLY ANSWER.

1616

00:47:35,030 --> 00:47:36,770

IT DEPENDS.

1617

00:47:36,770 --> 00:47:40,250

>> WE'RE ABOUT OUT OF TIME, SO

1618

00:47:40,250 --> 00:47:41,590

I'M GOING TO CALL IT ON THE

1619

00:47:41,590 --> 00:47:42,590

QUESTIONS.

1620

00:47:42,590 --> 00:47:44,470

BUT FAITH WILL BE HERE.