

VERIZON
Up To Speed Live
FRIDAY, MAY 22, 2020
12 PM ET

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>> TELL ME, WHAT DO YOU BUILD A NETWORK FOR?
WHAT DID VERIZON BUILD THEIR NETWORK FOR?
PEOPLE.

EVERY HOLE DUG, EVERY WIRE SPLICED, EVERY TOWER RAISED, IT'S THE
PEOPLE.

AND WHEN PEOPLE'S EVERYDAY IS BEING CHALLENGED, THAT'S WHEN A
NETWORK STANDS UP AND SHOWS WHAT IT'S MADE OF.

BUSINESSES ARE USING VERIZON'S ADDED CAPACITY TO KEEP THEM
RUNNING AND CONNECTED WITH CUSTOMERS IN ENTIRELY NEW WAYS.

WHEN GOVERNING PUBLIC HEALTH AGENCIES ASKED FOR NETWORK
RESOURCES THEY WERE DELIVERED.

AND VERIZON CUSTOMERS ARE MAKING AN AVERAGE OF OVER 600 MILLION
CALLS AND SENDING NEARLY 8 BILLION TEXTS A DAY EVERY DAY.

OUR CONNECTIONS MAKE US ALL STRONGER.

AND WHEN YOU KNOW PEOPLE ARE DEPENDING ON YOU FOR THOSE
CONNECTIONS, YOU DO WHATEVER IT TAKES.

>> COMING TO THE OFFICE TODAY, THERE ARE CLOSED SIGNS ON MOST OF
THE BUSINESSES, STORES ARE LOCKED, LIGHTS ARE OFF, AND IT'S EMPTY.

>> WHAT I MISS MOST IS THE PEOPLE.

NOT ONLY IS IT A COFFEE HOUSE, BUT IT REALLY IS OUR MEETING PLACE.

>> IF WE WERE TO CLOSE, WE DON'T WANT TO CLOSE AS THE RESTAURANT,
WE CLOSE AS THE COMMUNITY.

>> MY BUSINESS MEANS THE WORLD TO ME.

>> I'VE ALWAYS JUST BEEN ABLE TO LET MY BUSINESS BE A TRAINING HUB
FOR YOUNG WOMEN.

>> WE HAVE ART AND CRAFTS MADE BY LOCAL REFUGEES THAT WE HELPED
RESETTLE TO PHOENIX.

>> IT'S AN OPPORTUNITY FOR US TO CONTINUE TO PAY OUR EMPLOYEES.

>> IT'S REALLY BEEN A GODSEND.

>> WILL ABSOLUTELY SAVE OUR BUSINESS.

>> AND I'M JUST SO GRATEFUL THAT VERIZON PARTNERED US WITH TO PAY IT

FORWARD.

>> I MISS YOU ALL AND LOOK FORWARD TO SEEING YOU SOON.

>> WHAT DOES IT MEAN TO BE VERIZON'S MOST RELIABLE NETWORK? RIGHT NOW IT MEANS HELPING THOSE WHO SERVE STAY CONNECTED TO THEIR FAMILIES.

THEY'RE ON THE FRONT LINES EVERY DAY GIVING THE MOST THEY CAN. SO VERIZON WANTS TO GIVE THEM SOMETHING BACK.

INTRODUCING OUR BEST PRICING EVER.

\$30 PER LINE FOR ALL NURSES, TEACHERS, FIRST RESPONDERS, MILITARY, AND THEIR FAMILIES.

NOT FOR A FEW MONTHS, BUT AS LONG AS THEY NEED.

BECAUSE THE PEOPLE WE RELY ON DESERVE A NETWORK THEY CAN RELY ON.

>> I JOINED VERIZON IN JANUARY OF 2014.

I WORKED IN SOURCING LEGAL WHERE I AM PRIMARILY RESPONSIBLE FOR THE NEGOTIATION OF HR BENEFITS.

THE CREDO AT VERIZON, IT REAL SETS THE FOUNDATION OF HOW YOU ARE AS AN EMPLOYEE, BUT ALSO THAT SPILLS OVER INTO HOW YOU ARE AS A PERSON OUTSIDE OF VERIZON.

WE HAVE EMBODIED THAT HERE AT HOME.

THIS REALLY IS A TIME WHERE WE REALIZE JUST BECAUSE WE'RE JUST CHILDREN, WE CAN STILL MAKE A HUGE DIFFERENCE IN OUR COMMUNITY. AND ANY LITTLE EFFORT GOES SUCH A LONG WAY.

OUR FRIENDS IN HILLSBORO FOUNDED MEALS FOR HEROES.

WE WORKED WITH THEM TO BRANCH OUT AND START A BRANCH IN BASKING RIDGE, NEW JERSEY.

>> I'M REALLY HAPPY AND APPRECIATIVE OF ALL THE NURSES AND FRONTLINE RESPONDERS THAT ARE SACRIFICING THEIR LIVES.

>> WE FELT IT WAS REALLY IMPORTANT TO SHOW OUR GRATITUDE AND SAY THANK YOU.

>> OUR MAIN GOAL IS TO GET MEALS TO A LOT OF DIFFERENT PLACES. WE WANT TO GIVE BACK TO EVERYBODY WHO IS ACTUALLY WORKING DURING THIS TIME.

THIS FUNDRAISER WAS A TRIPLE WIN BECAUSE WE WERE ABLE TO GET SUPPORT FROM OUR FRIENDS AND FAMILY ALL OVER NORTH AMERICA AND THEN WE WERE ABLE TO GIVE BACK TO LOCAL BUSINESSES THAT REALLY NEED THE BUSINESS DURING THIS TIME, BECAUSE OBVIOUSLY DUE TO SOCIAL DISTANCING THEY'RE NOT GETTING THEIR NORMAL CUSTOMERS. AND WE'RE ABLE TO USE THOSE MEALS TO HELP FRONT LINE RESPONDERS.

>> IT MADE US FEEL REALLY GOOD TO GET ALL OF THE PICTURES BACK OF THE NURSES OF THEM ENJOYING THE MEALS AND HOW GRATEFUL THEY WERE.

>> WE COULDN'T STOP SAYING THANK YOU TO THEM.

I SAID WE ARE HERE FOR YOU.

IF WE CAN PROVIDE ONE MEAL THAT ALLEVIATES THE ANXIETY OR THE CONCERN ABOUT HOW AM I GOING TO MAKE LUNCH, EVEN IF IT'S A FIVE-MINUTE MEAL, I FEEL THAT IS SUCCESS.

>> I WOULD LIKE TO EXPRESS MY PERSONAL THANKS TO YOU, YOUR TEAM, AND VERIZON.

>> FOR ALL OF THE AMAZING WORK YOU'VE DELIVERED IN THE LAST COUPLE OF WEEKS.

>> FOR WHAT YOU HAVE DONE FOR FIRST RESPONDERS AND SMALL BUSINESS.

>> I THINK YOU GUYS SHOULD GET ALL MY CREDIT AND I LOVE YOUR LADDER TRUCK.

>> I AM A MOTHER OF TWO AND HAVE MY ELDERLY FATHER WHO LIVES WITH ME IN MY HOME.

I JUST WANTED TO SAY THANK YOU.

>> I JUST WANTED TO TAKE A MOMENT TO GIVE ACCOLADES TO CHRISTINA FOR HER PATIENCE, PROFESSIONALISM, AND UPLIFTING ATTITUDE.

>> I JUST WANTED TO SAY THANK YOU TO OUR VERIZON PARTNERS WHO HELP US BRING JOY AND ENCOURAGEMENT.

>> IT'S A PRIVILEGE TO BE WITH YOU AND YOUR TEAM, HOW YOU GUYS ARE REALLY SYNCHRONIZED IN YOUR VISION.

>> MY THANKS TO ALL OF THE EMPLOYEES AND PARTICULARLY THOSE OF YOU THAT ARE REALLY PROVIDING ALL OF US IN THE WORLD KIND OF ACCESS TO INFORMATION.

WHAT YOU'RE DOING IS HELPING NOT JUST THE UNITED STATES, BUT THE WORLD STAY INFORMED.

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>> LOOK AT THAT.

SHE'S UPSIDE DOWN.

>> WHAT DID YOU DO TODAY, GRANDMA?

>> WORKING ON THE COMPUTER, WATCH TV.

>> WE'RE JUST GETTING READY FOR BED.

WE WANTED TO GIVE YOU GUYS A CALL.

>> HOW ARE MY BABIES?

>> SHE'S WIPING YOUR FACES WITH A TOWEL NOW.

>> NICE.

NICE JOB.

>> LOVE YOU TO THE MOON AND BACK.

>> WE LOVE YOU.

>> YAY!

>> DO YOU MISS ME, TOO?

>> I LOVE YOU ALL VERY MUCH!

>> VIRTUAL HUGS.

>> CUDDLES.

>> AWWW.
>> BIG HUGS IN A COUPLE MONTHS.
>> I CAN'T DO IT BECAUSE I WILL CRY.
>> THAT'S OKAY!
>> BIG BOY, BIG BOY.

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>> MY NAME IS FRED.
I'M A NETWORK TECHNICIAN OF 21 YEARS.
VOLUNTEERING HAS ALWAYS BEEN A BIG PART OF ME.
I SAID WHAT WOULD BE BETTER THAN JOINING THE FIRST AID SQUAD IF I
COULD DO IT?
AND THEN ONCE I JOINED, MY GOAL WAS TO BECOME AN EMT, OF WHICH I
ACHIEVED LAST YEAR.
>> AS PART OF OUR RESPONSE TO THE COVID-19 PANDEMIC, WE'RE
OFFERING OUR MEDICALLY TRAINED AND CERTIFIED EMPLOYEES A FULLY
PAID LEAVE OF ABSENCE TO GO OUT ON THE FRONT LINES AND ASSIST IN
THE COMMUNITIES THAT ARE HARDEST HIT BY THIS PANDEMIC.
WE REALLY WANTED TO SHOW THE COMMUNITY THAT WE WERE THERE FOR
THEM AND THAT WE BELIEVED IN WHAT THEY WERE DOING.
>> AS SOON AS I SAW THE OPPORTUNITY FOR THE LEAVE, I MEAN I WAS ON
IT.
I KNEW MY SQUAD IS HURTING.
WE'RE SHORTHANDED, ESPECIALLY RIGHT NOW.
I COULDN'T GET THE APPLICATION IN FAST ENOUGH.
FOR THE NEXT EIGHT WEEKS I'LL BE AN EMT.
A LITTLE NERVOUS BEING MORE ON THE FOREFRONT OF THE VIRUS.
BUT I'M EXCITED.
I'M ENTHUSED.
AND I LOOK FORWARD TO BEING ABLE TO SERVE MY COMMUNITY AND TO BE
THERE FOR THEM.
OKAY, HERE I GO.
MY FIRST SHIFT.
AS A FULL-TIME EMT.
>> PEOPLE LIKE FRED DON'T COME ALONG VERY OFTEN.
SO WHEN YOU FIND SOMEONE LIKE HIM, YOU'RE VERY GRATEFUL TO HAVE
HIM.
HE'S BASICALLY GOING TO BE SCHEDULED FOR DUTY ON NOT ONLY NIGHTS,
BUT ON DAYTIME COVERAGE AND WEEKEND COVERAGE.
HE SAID IF THEY ALLOW ME TO DO THIS, HE SAID I'M GOING TO BE RIGHT ON
THE FRONT LINES WITH EVERYBODY.
>> AS AN EMT, I'M RESPONSIBLE FOR DIRECT PATIENT CARE.
SO THE GREAT THING ABOUT THIS LEAVE PROGRAM IS IT'S LESS STRESS
BECAUSE INSTEAD OF HAVING TO FOCUS ON TWO JOBS, NOW I ONLY HAVE
TO FOCUS ON ONE.

>> HE JUST FINISHED HIS FIRST 11 HOUR SHIFT.
MODERATE.

WASN'T TOO BAD.

I'M TIRED.

TIME TO HEAD HOME AND GET SOME REST.

>> THIS OPPORTUNITY HAS ME SPEECHLESS.

SO MANY PEOPLE ARE GETTING LAID OFF, SO MANY PEOPLE ARE GOING ON
UNEMPLOYMENT.

AND HERE, MY COMPANY IS PAYING ME TO BE A FULL-TIME EMT FOR MY
VOLUNTEER ORGANIZATION.

WORDS CAN'T DESCRIBE THAT.

IT'S OVERWHELMING.

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>> GOOD TO SEE YOU GUYS.

>> COME ON NICOLE.

>> YOU HAVE TO UNMUTE THE BUTTON.

>> WE'RE ENGAGING WITH THE PROCESS THAT WE HAVE.

>> SORRY GUYS.

I'LL JUST GRAB YOU A FILE.

>> THANKS FOR WORKING WITH ME.

>> CAN YOU CLOSE THAT DOOR BEHIND YOU.

>> OKAY, ALL RIGHT.

>> IT LOOKS LIKE EVERYONE IS REALLY HAPPY.

>> WE NEED TO FOCUS ON WHAT OUR NEXT STEPS ARE GOING TO BE.

>> THAT IS AWESOME.

THANK YOU SO MUCH FOR REMINDING US ABOUT THAT MILEY.

>> GOOD MORNING, HOW YOU GUYS DOING?

>> LET'S FOCUS ON THE POSITIVES AND SEE YOU TOMORROW.

SAME TIME, SAME PLACE.

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>> WE COULD NEVER DO WHAT THEY DO.

BUT WHAT WE CAN DO IS BE A PARTNER THAT NEVER QUILTS.

VERIZON IS THE MOST RELIABLE NETWORK IN AMERICA, BUILT FOR
INTEROPERABILITY AND PUTS FIRST RESPONDERS FIRST, GIVING THEIR
CALLS PRIORITY 24/7.

WE DO WHAT WE DO BEST SO THEY CAN, TOO.

>> TO ALL OUR VERIZON EMPLOYEES, WE'VE NEVER BEEN SO PROUD OF OUR
TECHNICIANS, ENGINEERS, STORE EMPLOYEES, AND CUSTOMER SERVICE
REPS WHO ARE DOING CRITICAL WORK ALL OVER THE COUNTRY.

AT A TIME WHEN THE COUNTRY IS FORCED TO BE APART YOU'RE HELPING US
COME TOGETHER.

OUR CUSTOMERS ARE MAKING AN AVERAGE OF 800 MILLION CALLS AND 8
BILLION TEXTS PER DAY.

AND YOU'VE KEPT OUR NETWORK RELIABLE THROUGH IT ALL.

KEEPING PEOPLE CONNECTED AND SAFE AT HOME.

SO THANK YOU.

BECAUSE OF YOU, WE ARE HERE AND WE STAND READY.

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>> MY NAME IS JANET BEST AND I WORK AT THE 9-1-1 CUSTOMER CARE CENTER IN NEW JERSEY.

>> 9-1-1 CARE CENTER, HOW CAN I HELP YOU.

>> MY HUSBAND AND I HAVE BEEN EMTS ON THE RESCUE SQUAD FOR 20 YEARS NOW.

WE'RE THE OLD FOLKS ON THE DEPARTMENT.

THEY ADDRESS US AS SQUAD MOM AND SQUAD DAD.

>> JANET HAS BEEN ON MY TEAM FOR OVER 12 YEARS.

SHE WILL HELP YOU WITH EVERYTHING.

SHE HAS LITTLE FREE TIME.

SHE LITERALLY DIVIDES HER TIME BETWEEN WORK AND VOLUNTEERING.

SHE HAD ASKED ME IF SHE COULD USE HER OWN PERSONAL TIME TO GO AND VOLUNTEER DURING THE COVID-19 CRISIS.

THROUGH COMMUNICATION WITH HR, THEY SAID THERE WAS AN OPTION FOR HER TO TAKE THE FULL-TIME LEAVE.

>> I WAS ON DUTY PRIOR TO THE PANDEMIC FROM THE TIME I GOT OFF AT WORK AT 4 P.M. UNTIL I HAD TO GET READY FOR WORK THE FOLLOWING MORNING AT 6 O'CLOCK.

NOW WITH THIS LEAVE, I'M ABLE TO DEDICATE MYSELF FULL TIME TO SQUAD AND TRY TO GET SOME REST IN BETWEEN.

EVERY TIME WE GET DISPATCHED FOR A COVID PATIENT, WE'RE HAVING TO PUT ON ISOLATION GOWNS, GOGGLES.

WE'RE USING NOW P100 MASKS.

AND ONCE WE HAVE FINISHED TRANSPORTING THE PATIENT, WE HAVE ABOUT THREE HOURS' WORTH OF DECONTAMINATION WORTH OF OUT OF AMBULANCE.

>> WE'RE CLEARED AND HEADED BACK TO STATION TO DECONTAMINATE.

>> HAVING JANET FULL TIME IS AMAZING.

NOT ONLY IS SHE ABLE TO RESPOND QUICKER, BUT SHE'S ALSO ABLE TO RESPOND TO MORE OF THE DAILY CALLS.

IT'S BEEN A BLESSING TO HAVE HER.

>> VOLUNTEERS ARE OUR BACKBONE IN THIS COMMUNITY.

TO HAVE HER PUTS OUR MIND AT EASE WHEN SOMEONE HAS TO MAKE THE CALL TO BE BROUGHT TO THE HOSPITAL, THAT SHE'S GOING TO BE THERE.

>> IT TAKES A LOVE OF THE PEOPLE TO BE ABLE TO DO WHAT WE DO.

YOU REALLY HAVE TO CARE MORE ABOUT SOMEONE ELSE THAN YOURSELF.

WE MAY NEVER GET TO HEAR THE WORDS "THANK YOU" BUT WE KNOW WHAT HOUSES PEOPLE ARE ALIVE IN TODAY BECAUSE OF WHAT WE'VE DONE.

AND THAT'S AMAZING.

YOU GET TO SIT BACK AND YOU JUST LOOK AND YOU GO, YOU KNOW, WE DID THAT.

>> DESPITE THE RISKS THAT I'M AT FOR MYSELF, I STILL FEEL CALLED TO BE OUT THERE SERVING THE RESIDENTS OF MY COMMUNITY, PROVIDING THEM THE MEDICAL CARE THAT THEY REQUIRE.

>> JEREMY GODWIN: GOOD AFTERNOON, GOOD EVENING, AND GOOD MORNING.

THANK YOU TO ALL OF THE FIRST LINE RESPONDERS OUT THERE.

WE'RE HAPPY TO SHARE THAT STORY WITH YOU ABOUT JANA AND WHAT SHE'S DOING TO SERVE OUR COMMUNITY.

IT'S SHOWING THE PURPOSE THAT WE HAVE HERE FOR VERIZON FOLKS. I HAVE 12:03 HERE ON THE EAST COAST, SETTING THE STAGE FOR WHAT WE'LL COVER TODAY.

IN A FEW MINUTES GURU WILL JOIN US WITH A CONVERSATION WITH THE BORN THIS WAY FOUNDATION, CYNTHIA GERMANOTTA, AN INSPIRING CONVERSATION.

YOU DON'T WANT TO MISS THAT.

A COUPLE OF UPDATES BEFORE WE GO ON.

YESTERDAY WE WERE TELLING YOU ABOUT SOME OF THAT FLOODING OUT IN MICHIGAN.

AND IT LOOKS LIKE A PEACEFUL SETTING FROM FAR AWAY THAT YOU'RE SEEING IN THIS DRONE VIDEO FROM OUR RESPONSE TEAM.

BUT YOU GET UP CLOSE AND YOU SEE SOME OF THE DAM BREAKS THAT THEY'RE DEALING WITH THERE.

HISTORIC FLOODING.

ALL OF OUR V-TEAMERS AND FAMILIES ARE SAFE.

WE'RE ON THE GROUND WITH OUR RESPONSE TEAM SERVING THE COMMUNITY.

WE WERE THERE JUST HOURS AFTER THE EVACUATION OF 10,000 FOLKS WERE ANNOUNCED. IT'S GOOD TO SEE THAT WE WERE THERE.

SO, WE'LL CONTINUE TO STAY ON THE GROUND.

NOW, AS WE COME BACK AND TAKE A QUICK REVIEW OF THE WEEK AND EVERYTHING THAT WE WENT THROUGH.

EARLIER THIS WEEK, HANS AND CHRISTY ANNOUNCED THE RETURN TO BUSINESS AS USUAL.

YOU CAN GET ALL OF THE INFORMATION THAT YOU NEED AND RESOURCES RIGHT ON VZWEB OR THROUGH THE STREET OR THE INSIDE VERIZON APP. YOU CAN DOWNLOAD THAT TO SEE WHAT OUR PLAN IS TO RETURN TO BUSINESS AS USUAL.

AND YOU SHOULD ALSO BE HEARING FROM YOUR LEADERS.

WE ALSO ANNOUNCED THIS WEEK THAT 5G IS COMING TO SAN DIEGO.

THAT'S OUR 35TH CITY.

IT WILL LIGHT UP AT THE END OF NEXT WEEK.

WE CELEBRATED TWO YEARS WITH VISIBLE YESTERDAY.

HEARING FROM KATIE AND MIGUEL AND THE TEAM OVER THERE.

AND EARLIER TODAY WE LAUNCHED OUR GRADUATION COMMENCEMENT SERIES ON LINKEDIN LIVE.

EACH FRIDAY THROUGH JUNE 12TH.
A LOT OF THINGS GOING ON THERE.
I WANTED TO SHARE THIS NEXT STORY WITH YOU.
SHIRLEY IS A MANAGER OF ORGANIZATIONAL EFFECTIVENESS IN BASKING RIDGE.
RIGHT NOW SHE IS SUPPORTING HER SISTER, A BROOKLYN NURSE WHO CONTRACTED COVID-19 AND MADE HEAD LINES AROUND THE WORLD.
TAKE A LOOK AT THIS STORY.

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>> MY NAME IS SHIRLEY LEASON.
I'VE BEEN WITH VERIZON FOR FIVE YEARS.
AND I AM A MANAGER IN ORGANIZATIONAL EFFECTIVENESS.
MY SISTER IS SYLVIA LAROY.
SHE'S A NURSE AT BROOKDALE HOSPITAL IN BROOKLYN, SHE CONTRACTED COVID-19 AND WAS PUT ON A VENTILATOR AND SUFFERED CARDIAC ARREST.
SHE WAS WHIPPED INTO THE EMERGENCY ROOM AND HER BABY WAS BORN BY C-SECTION AND PUT INTO THE NICU.
I'M GETTING CALLS ABOUT HOW MY SISTER IS DOING.
ALSO WITH MY SOCIAL WORKER, HOW I MIGHT NAVIGATE INSURANCE.
A LOT OF MY HOURS IN THE EVENING ARE SPENT DOING RESEARCH.
I HAVE THREE CHILDREN OF MY OWN THAT I TRY TO MANAGE AS BEST I CAN BECAUSE THEY'RE ALSO IN SCHOOL.
THAT HASN'T STOPPED.
VERIZON MADE IT SO EASY FOR ME TO FOCUS ON MY FAMILY IN MY HOUR OF NEED.
I DID NOT HAVE TO WORRY ABOUT INCOME.
I DID NOT HAVE TO WORRY ABOUT THE WORK THAT I NORMALLY DO WITH MY TEAM.
AND AT THE MOMENT, WHAT MATTERED MOST WAS JUST STABILIZING, CARING FOR THE FAMILY, AND ADVOCATING FOR MY SISTER.
THERE'S JUST NO WORDS THAT COULD REALLY EXPRESS HOW I FEEL AND MY LEVEL OF GRATITUDE AND JUST REALLY BEING PROUD OF THE COMPANY THAT I WORK FOR.
THROUGH ALL OF THIS, MY TEAM WAS PRAYING FOR ME.
THEY WERE REACHING OUT TO ME.
THEY SENT DINNER TO MY HOME EVERY EVENING, WHICH WAS SO HELPFUL.
I SAW HUMANITY IN WAYS I THINK I'VE NEVER EXPERIENCED BEFORE IN MY ENTIRE LIFE.
AND I'M FOREVER GRATEFUL FOR THIS FAMILY THAT I HAVE HERE AT VERIZON.
I HAVE SO MANY DREAMS FOR ESTHER.
THE MOST IMPORTANT ONE IS THAT SHE GETS TO KNOW HER MOM.
MY SISTER, SYLVIA, IS WARM, CHEERFUL, SHE'S A LOVING MOM.
AND SHE'S A GOOD DAUGHTER AND SHE'S A GOOD SISTER.
WE'RE VERY CLOSE.

WE'VE ALWAYS BEEN VERY CLOSE.
SINCE SHE DOESN'T HAVE A VOICE, I HAVE TO HAVE ONE FOR HER.
AND REALLY, I JUST WANT TO BE ABLE TO SEE MY SISTER AGAIN.
AND I WANT TO SEE HER SPEND TIME WITH HER CHILDREN AND WATCH THEM
GROW UP.

I SAW MY SISTER JUST THE OTHER DAY ON CAMERA.
AND WHEN I CALLED OUT HER NAME SHE PERKED UP.
AND SHE TURNED A LITTLE BIT AND IN THAT BRIEF MOMENT I SAW THE OLD
SYLVIA.

AND SO WE'RE VERY HOPEFUL THAT SYLVIA WILL HAVE A MEANINGFUL
RECOVERY IF WE CAN GET HER INTO THE RIGHT PLACE.

>> JEREMY GODWIN: WOW, THANK YOU TO SHIRLEY FOR SHARING THAT
STORY.

I WANT TO GIVE YOU AN UPDATE.

SYLVIA CONTINUES TO MAKE POSITIVE PROGRESS, AS DOES BABY ESTHER
WHO IS OUT OF ICU, BUT STILL NOT HOME YET.

STORIES LIKE THAT AND THE OTHER ONES WE'VE SHARED ALONG THE WAY
ARE WHO WE ARE AS A COMPANY, OUR HEART AND SOUL.

WE TALK ABOUT WE CREATE THE NETWORKS THAT MOVE THE FORWARD.
IT'S MORE THAN JUST THE NETWORKS ON THE GROUND AND THE THINGS
THAT CONNECT US.

IT'S ABOUT US AS HUMANS.

AND I WANTED TO SHARE THOSE STORIES WITH YOU TODAY.

REMINDE YOU THAT'S WHAT WE WANT TO CONTINUE DOING FOR YOU HERE ON
UP TO SPEED.

IF YOU HAVE AN EXAMPLE OF SOMETHING YOU WANT TO SHARE, YOU CAN
ALWAYS REACH OUT TO ME DIRECTLY.

YOU CAN SEND US E-MAILS TO GOOD@VERIZON.COM, BUT ALSO TO KNOW
WHAT OUR TEAMMATES ARE DOING AND HOW WE REALLY ARE THERE AND
WE REALLY ARE A V-TEAM FAMILY FOR ONE ANOTHER.

SHIRLEY, BEST OF LUCK TO YOU AND YOUR FAMILY, AND THANK YOU FOR
SHARING THAT STORY.

I WANT TO GO TO A FEW THINGS BEFORE WE GO TO GURU.

LET'S GO AND TAKE THE FIRST SLIDE HERE. CHRIS, IF WE CAN.

THIS IS PICTURES OF SOME OF OUR EMPLOYEES' KIDS HERE.

RAJEEV PATEL IN CALIFORNIA, RAISED MONEY TO GIVE MASKS TO FIRST
RESPONDERS IN THEIR COMMUNITY.

WAY TO GO.

THERE ARE STILL LOTS OF VOLUNTEER OPPORTUNITIES TO GET US
THROUGH MILITARY APPRECIATION MONTH LIKE CARRY THE LOAD, THAT YOU
CAN DO RIGHT IN YOUR HOMES.

YOU CAN VISIT VERIZON.COM/VOLUNTEER FOR MORE INFORMATION.

THE NEXT SLIDE, USUALLY GOING INTO THIS WEEKEND IS MEMORIAL DAY
WEEKEND.

THIS IS A PICTURE FROM LAST YEAR AT THE HONOR TABLE THAT WE HAVE IN

BASKING RIDGE WHERE WE HONOR THOSE WHO HAVE GIVEN THE ULTIMATE SACRIFICE TO KEEP US GOING HERE IN THE COUNTRY.

AND GO AND PLAY THE VIDEO IF YOU WILL, CHRIS.

THIS IS A TOUCHING MOMENT.

A MEMBER OF OUR TEAM, VERIZON BUSINESS GROUP'S BRIAN JOHNSON AND HIS CAUSE TO GIVE VETERANS ONE LAST SALUTE.

THIS IS OUR LAST SALUTE, AS WELL.

HE IS A SOLUTIONS ARCHITECT IN CINCINNATI.

HE AIMS TO GIVE AS MANY FAMILIES AS POSSIBLE A SENSE OF CLOSURE AND A SENSE OF RESPECT THAT EVERY MILITARY VETERAN DESERVES.

JUST REMEMBER TO FOLLOW YOUR LOCAL COMMUNITY'S RECOMMENDATION TO BE SAFE, FIND WAYS TO DO THAT.

BUT ALSO HAVE A GOOD WEEKEND, BUT REMEMBER WHY IT IS MEMORIAL DAY EXISTS.

SO THAT WILL WRAP IT UP FOR ME TODAY.

WE WILL BE BACK WITH YOU ON TUESDAY TALKING ALL ABOUT OUR NETWORK AND HOW WE'RE READY FOR THE HURRICANE SEASON.

NOW I'M GOING TO GO OVER TO MY FRIEND GURU TO TAKE IT AWAY FOR WELLNESS FRIDAY.

GURU, HOW ARE YOU?

>> GURU GOWRAPPAN: HEY, GOOD.

JEREMY, HOW ARE YOU?

>> JEREMY GODWIN: GOOD, THANKS.

>> GURU GOWRAPPAN: THANKS, JEREMY.

AND HI, EVERYONE.

I'M GURU GOWRAPPAN.

GOOD TO BE BACK ON UP TO SPEED LIVE TODAY FOR WELLNESS FRIDAY.

AS YOU HAVE PROBABLY HEARD ALREADY, WE'VE GOT A VERY SPECIAL GUEST JOINING US TODAY, CYNTHIA GERMANOTTA.

CYNTHIA IS THE PRESIDENT OF BORN THIS WAY FOUNDATION, WHICH SHE CO-FOUNDED WITH HER DAUGHTER LADY GAGA IN 2012, WITH THE GOAL OF EMPOWERING PEOPLE TO BUILD A KINDER AND BRAVER WORLD.

UNDER CYNTHIA'S LEADERSHIP, BORN THIS WAY FOUNDATION HAS CONNECTED WITH TENS OF THOUSANDS OF YOUNG PEOPLE AROUND THE WORLD, LAUNCHED PROGRAMMING, AND CONDUCTED CUTTING-EDGE RESEARCH FOR MENTAL HEALTH WELLNESS.

SHE'S ALSO AN AMBASSADOR FOR THE U.N. MENTAL HEALTH FOUNDATION.

VERIZON, VERIZON MEDIA, AROUND MENTAL HEALTH.

FOR THE PAST TWO YEARS.

I OF COURSE MET CYNTHIA AND ALSO WE PARTICIPATED IN THE BORN THIS WAY FOUNDATION, AND ALSO HOSTED AN EVENING OF POWERFUL STORYTELLING IN OUR BUILD STUDIO IN NEW YORK CITY.

WE'VE BEEN FORTUNATE TO HAVE BOTH THE DIRECTORS OF THE BORN THIS WAY FOUNDATION JOIN EMPLOYEES IN UNDERSTANDING MENTAL HEALTH AND SUICIDE PREVENTION.

WE WERE PRIVILEGED TO HAVE CYNTHIA COME ON ONE OF OUR COMPANY MEETINGS TO JOIN ME ON A CONVERSATION ON MENTAL HEALTH IN WORK, AND SCHOOLS, AND THE MEDIA.

CYNTHIA, WELCOME.

THANK YOU FOR BEING HERE TODAY WITH US.

IT'S AN HONOR AND PRIVILEGE AND IT'S SO GREAT TO BE TALKING WITH YOU AGAIN AFTER MANY MONTHS AFTER LAST TIME WE MET IN PERSON.

THANKS FOR BEING HERE.

>> CYNTHIA GERMANOTTA: GURU, THANKS FOR BEING HERE.

I WANT TO THANK YOU AND THE WONDERFUL TEAM AT VERIZON FOR HAVING ME BACK, FOR SUPPORTING OUR WORK.

IT'S REALLY AN HONOR TO HAVE SUCH AN IMPORTANT CONVERSATION WITH YOU.

AND I REALLY HOPE THAT EVERYBODY IS WELL AND SAFE AND, WOW SOME OF THE VIDEOS THAT I SAW WHILE I WAS WAITING ARE REALLY EXTRAORDINARY, THE WORK THAT VERIZON IS DOING.

SO CONGRATULATIONS.

>> GURU GOWRAPPAN: THANK YOU, CYNTHIA.

I WANT TO START WITH A LIGHTER ONE.

I FOLLOW YOU ON INSTAGRAM.

I ENJOY TEA WITH MRS. G.

WHAT TEA ARE YOU DRINKING?

FOR THE V-TEAMERS WHO ARE WATCHING, WHO AREN'T FAMILIAR, CAN YOU TELL US MORE ABOUT TEA WITH MRS. G?

>> CYNTHIA GERMANOTTA: YES.

THE TEA I'M DRINKING TODAY IS ECHINACEA.

I'VE BEEN DRINKING QUITE A LOT OF THAT TO BUILD UP MY IMMUNE SYSTEM.

TEA WITH MRS. G STARTED, ON THE ROAD AND TO MY DAUGHTER'S FANS I'M MRS. G, OR MAMA G.

THAT'S A COMMON TERM THAT I'M REFERENCED AS.

AT OUR FOUNDATION, WE HAVE DAILY CHECK-INS WITH OUR TEAM BECAUSE WE WANT TO REMIND THEM THAT THEIR MENTAL HEALTH IS THE MOST IMPORTANT THING WITH THEM.

KEY WITH MRS. G IS FOR ME TO CHECK IN WITH MY COMMUNITY, ON THE FOUNDATION COMMUNITY.

I HAVE TO TELL YOU IT WASN'T REALLY AN EASY THING TO DO.

IT WAS MY WAY OF LEANING INTO MY VULNERABILITIES WITH THE PANDEMIC.

IT STARTED WITH ME JUST SHARING WHAT I WAS FEELING, WHAT MY EMOTIONS WERE.

AND IT HAS NOW TURNED INTO WHAT I HOPE ARE REALLY DAILY WORDS OF AFFIRMATION AND INSPIRATION FOR THOSE THAT ARE LISTENING.

IT'S JUST ONE OF THE MANY WAYS THAT WE LET OUR COMMUNITY KNOW THAT OUR TEAM IS STILL HERE FOR THEM DURING THESE CHALLENGING TIMES.

SO THAT'S TEA WITH MRS. G.

>> GURU GOWRAPPAN: THAT'S GREAT.
AND JUST TO BUILD ON THAT, AND THEN I WANT TO TALK A LITTLE BIT ABOUT BORN THIS WAY.
IN THE VIDEOS YOU'VE SHARED A RANGE OF TOPICS FROM HOW WE CAN REFOCUS AND WHAT WE'RE GOING THROUGH RIGHT NOW ON FOCUSING OUR MINDS, LEANING INTO HOPE, NAMING OUR EMOTIONS AND ADJUSTING TO THE NEW NORMAL.

I WANT TO DOUBLE CLICK ON THIS, BECAUSE I THINK HAVING A POSITIVE MINDSET AND BEING GENTLE WITH OURSELF IS SO CRUCIAL TO GETTING THROUGH TIMES LIKE THIS.

SO CAN YOU ELABORATE A LITTLE BIT ON THIS AND WHAT YOU TALKED ABOUT RECENTLY?

>> CYNTHIA GERMANOTTA: ABSOLUTELY.

THIS IS A TIME OF WHAT I CALL THE FIRSTS FOR MANY PEOPLE, PARTICULARLY THE YOUNG PEOPLE THAT WE'RE WORKING WITH. THIS IS THE FIRST TIME THAT MANY OF THEM ARE EXPERIENCING THIS TYPE OF A CRISIS.

I THINK IT'S THE FIRST TIME IN HISTORY THAT THE ENTIRE WORLD IS TRYING TO SOLVE ONE PROBLEM TOGETHER.

SO WE'RE ALL FACING DISRUPTION OF OUR DAILY LIVES AND EXPERIENCING A RANGE OF EMOTIONS.

FEAR BEING PROBABLY THE GREATEST ONE OF THOSE.

WE'RE IN THAT FIGHT OR FLIGHT MODE.

FEAR IS PROBABLY THE GREATEST EMOTION THAT A HUMAN BEING CAN HAVE.

THE GOOD NEWS IS THAT IT'S TRUMPED BY KINDNESS AND BY COMPASSION. MY DAUGHTER TALKS A LOT ABOUT IT'S OKAY TO NOT BE OKAY.

AND LATELY, I'VE BEEN TALKING ABOUT WHAT I CALL TWO CLOUDS THAT ARE HANGING OVER OUR HEADS.

THE CLOUD OF UNCERTAINTY, AND A CLOUD OF A LACK OF CONTROL.

WE DECIDED TO JUST NAME THAT MOMENT AND TO ADDRESS IT HEAD ON WITH PEOPLE SO THAT THEY COULD UNDERSTAND WHERE THEIR FEELINGS WERE COMING FROM.

SO FOR ME, IT WAS REALLY JUST BEING OPEN AND HONEST ABOUT WHAT OUR FEELINGS ARE, GIVING TIPS FOR HOW TO DEAL WITH THAT.

FOR SOME PEOPLE IT'S VOLUNTEERING, MAYBE TALKING WITH FRIENDS.

FOR OTHERS IT'S TRYING TO GET OUT OF BED AND TIE THEIR SHOES AND GET ON WITH THEIR DAY.

WE'RE SEEING A WIDE RANGE OF PEOPLE WHO ARE COPING AND DEALING WITH IT OKAY AND OTHERS THAT ARE NOT.

I RECENTLY DID A TEA WITH MRS. G THAT I'D LOVE TO SHARE WITH YOU BECAUSE I THOUGHT IT WAS AN INCREDIBLE EXAMPLE.

A WOMAN NAMED JUDY SOLARNO, THE PRESIDENT OF THE NEW YORK ACADEMY OF MEDICINE.

SHE WAS IN RETIREMENT AND CAME BACK INTO THE COMMUNITY TO

VOLUNTEER.

IT WAS A WONDERFUL DISCUSSION ABOUT HER BRAVERY, WHAT SHE'S SEEING ON THE FRONT LINE, WHICH I THINK IS EXTRAORDINARY WITH THE FRONT-LINE WORKERS.

WE AT BORN THIS WAY ARE PREPARING FOR WHAT WE REALLY SEE AS THE NEXT PANDEMIC, WHICH IS IN THE MENTAL HEALTH SPACE.

>> GURU GOWRAPPAN: ALL RIGHT.

WE'VE GOT SOME VERY, VERY IMPORTANT POINTS YOU BRING UP.

IT'S AMAZING NOT JUST OUR EMPLOYEES, BUT IN THE SOCIETY, SUDDENLY OF COURSE THERE'S A LOT OF FOCUS TO YOUR POINT ON NOT DOING ENOUGH.

AND THAT LEADS TO BORN THIS WAY KIND OF BE KIND, BE THERE INITIATIVE THAT YOU'VE BEEN FOCUSED ON.

SO, I WANT TO TALK ABOUT THE AMAZING WORK YOU'RE DOING WITH BORN THIS WAY FOUNDATION.

I THINK IT WAS EARLY LAST WEEK YOU LAUNCHED A NEW INITIATIVE WITH YOUR PARTNERS, BE KIND, BE THERE.

I WANT TO DOUBLE CLICK ON THAT A BIT MORE ABOUT HOW MUCH IS MORE IMPORTANT.

AND ALSO THE POINT YOU MENTIONED THAT IT'S OKAY NOT BE OKAY, BUT HOW MUCH THAT TIES INTO BEING KIND.

>> CYNTHIA GERMANOTTA: ABSOLUTELY.

LET ME BACK UP, JUST TO REEMPHASIZE THAT WE'RE A RESEARCH-BASED ORGANIZATION.

EVERYTHING THAT WE DO IS EVIDENCE BASED.

WE HAVE USED AT THE FOREFRONT OF OUR WORK, THERE AT THE TABLE, PROVIDING INSIGHT ON OUR PROGRAMS.

AND ONE THING WE'VE LEARNED FROM OUR RESEARCH IS WHEN A YOUNG PERSON IS IN A TIME OF CRISIS, THEY WOULD PREFER TO TALK TO A PEER INSTEAD OF AN ADULT, AND THERE ARE MANY REASONS FOR THAT THAT I CAN GET INTO.

BUT WE ALSO RECOGNIZE THAT THAT PEER IS NOT NECESSARILY EQUIPPED TO LEAN INTO THOSE DIFFICULT CONVERSATIONS.

THEY DON'T HAVE THE CONFIDENCE OR THE SKILL SETS TO REALLY ASK THOSE QUESTIONS.

AND WE WERE FINDING OURSELVES CHALLENGING YOUNG PEOPLE TO BE THERE RIGHT NOW FOR ONE ANOTHER, BUT NOT NECESSARILY TELLING THEM HOW.

SO THIS TOOL THAT JACK.ORG HAS DEVELOPED AND THE CAMPAIGN THAT WE CALL BE KIND, BE THERE IS EXACTLY THAT.

IT'S A WAY OF BEING KIND BY BEING THERE FOR SOMEBODY, AND IT WALKS YOU THROUGH HOW TO HAVE THE DIFFICULT CONVERSATIONS.

IT TALKS ABOUT THE FIVE GOLDEN RULES, IT TALKS ABOUT GIVING YOU CONFIDENCE TO HAVE THAT CONVERSATION WITH A PEER, AND REINFORCES EQUIPPING PEOPLE WITH THE KNOWLEDGE TO RECOGNIZE AND RESPOND TO

PEOPLE IN A CRISIS.

WE'RE SEEING SO MUCH OF THAT RIGHT NOW.

>> GURU GOWRAPPAN: WHY DO YOU THINK IT'S IMPORTANT TO PROACTIVELY EQUIP OURSELVES WITH THE KNOWLEDGE, SUPPORT OURSELVES OR OTHERS.

YOU TALK ABOUT KNOWING THIS EARLY AND BEING PROACTIVE AROUND THAT, THE FIVE GOLDEN RULES THAT YOU TALK ABOUT, WHY IS THAT IMPORTANT?

>> CYNTHIA GERMANOTTA: MENTAL HEALTH SHOULD BE DISCUSSED JUST AS PHYSICAL HEALTH.

IF WE HAVE A PHYSICAL AILMENT, MOST OF US GENERALLY KNOW WHO WE WOULD TURN TO.

WE HAVE AN MD.

SOME OF US MIGHT GO TO URGENT CARE.

SOME MAY END UP IN THE EMERGENCY ROOM.

BUT WHO'S ON YOUR MENTAL HEALTH TEAM IN TIMES OF CRISIS?

WE DON'T FIND THAT PEOPLE ARE PROACTIVE ENOUGH IN DEFINING THAT.

SO THIS, WE FIND, IS JUST VITALLY IMPORTANT TO IDENTIFY THAT AS EARLY ON AS POSSIBLE.

YESTERDAY, I HAD THE PRIVILEGE OF TALKING TO A GROUP OF TEENS IN LAS VEGAS.

AND THEY WERE REALLY BRAVELY SHARING THEIR EXPERIENCES AND THEIR EMOTIONS.

THEY FEEL RIGHT NOW THAT THINGS HAVE BEEN TAKEN FROM THEM, YOU KNOW, IN A VERY, VERY CHALLENGING WAY.

AND THEY'RE NOT COMFORTABLE HAVING THESE DIFFICULT CONVERSATIONS.

SO WE'VE JUST BEEN ENCOURAGING THEM, AND I ENCOURAGE YOUR ENTIRE TEAM TO AT LEAST SPEND FIVE MINUTES ON BETHERE.ORG BECAUSE IT'S REALLY AN INCREDIBLE, AN INCREDIBLE RESOURCE FOR HAVING THOSE DIFFICULT CONVERSATIONS.

>> GURU GOWRAPPAN: THANK YOU FOR THAT.

I'M DEFINITELY GOING TO MAKE SURE I FOLLOW UP AND TALK TO THE TEAM ABOUT IT.

>> CYNTHIA GERMANOTTA: I HAVE, AS WELL.

>> GURU GOWRAPPAN: YOU BROUGHT UP AN IMPORTANT POINT HERE ABOUT WHO IS ON YOUR TEAM?

WHO'S ON YOUR MENTAL HEALTH TEAM?

THESE ARE THE THINGS THAT BUILD UP OVER TIME.

AND IF YOU DON'T THINK ABOUT IT, AND THEN MANY TIMES IT'S TOO LATE OR IT'S HARD TO FIX IF YOU START BUILDING UP.

AND MOST TIMES ON PHYSICAL HEALTH YOU START SEEING SYMPTOMS SOONER AND YOU'RE ABLE TO READ THROUGH THAT, SO YOU'RE ABLE TO HAVE THE DOCTOR OR WHATEVER IT IS AND YOU WORK THROUGH THAT.

IT'S A VERY INTERESTING POINT YOU BRING UP.

AND I THINK YOU'RE DOING A GREAT JOB BRINGING THE AWARENESS AND RESEARCH INTO THAT WHERE IT'S GOING TO HELP PEOPLE BEING PROACTIVE.

IS THIS THE RIGHT WAY TO CHARACTERIZE YOU HAVE TO BE VERY PROACTIVE VERY EARLY ON.

>> CYNTHIA GERMANOTTA: ABSOLUTELY.

HALF OF THE MENTAL HEALTH ISSUES DEVELOP BY THE AGE OF 14.

75% OF THEM BY THE EARLY 20s.

AND UNFORTUNATELY, THEY'RE GENERALLY NOT DIAGNOSED FOR 10-11 YEARS.

YOU'RE ABSOLUTELY CORRECT.

MOST ISSUES THAT HAVE BEEN IDENTIFIED HAVE BEEN CHRONIC SINCE A VERY, VERY YOUNG AGE.

I THINK YOU'RE ABSOLUTELY THINKING OF IT THE RIGHT WAY.

WHICH IS WHY OUR APPROACH AT BORN THIS WAY FOUNDATION IS TO BE PREVENTIVE IN NATURE, IS TO EQUIP YOUNG PEOPLE AS EARLY AS POSSIBLE WITH THESE TOOLS SO THAT THEY'RE EQUIPPED TO DEAL WITH THEIR STRUGGLES.

YOU KNOW, WE QUITE OFTEN LOOK AT YOUNG PEOPLE AS PROBLEMS WAITING FOR SOLUTIONS.

WE DON'T AGREE WITH THAT AT ALL.

THIS IS AN INCREDIBLY PROACTIVE, ENGAGED GENERATION THAT WANTS TO DO GOOD IN THEIR COMMUNITIES.

AND WE'RE JUST TRYING TO HELP THEM LIVE THEIR BEST LIVES.

>> GURU GOWRAPPAN: SURE.

AND WHEN YOU THINK ABOUT THE TOOLS WE HAVE, AND THE BORN THIS WAY FOUNDATION, ALL THE WORK THAT'S GOING ON.

IN A PHYSICALLY-CONNECTED WORLD, IT WAS A LITTLE BIT EASIER TO RECOGNIZE IF SOMEBODY WAS STRUGGLING OR TO BE ABLE TO HELP OR WHATEVER IT IS, BUT DO YOU FEEL IN THE PHYSICALLY DISTANCED WORLD THAT IT'S HARDER FOR SOMEONE TO RECOGNIZE IF A FRIEND IS STRUGGLING.

AND WHAT ARE THE WAYS FRIENDS CAN SUPPORT THEM?

>> CYNTHIA GERMANOTTA: IT'S A BIT OF A DOUBLE-EDGED QUESTION.

IN SOME WAYS IT'S DIFFICULT BECAUSE OF THESE GRAVE FEELINGS OF ISOLATION THAT WE HAVE, BUT THIS IS A TIME MORE THAN EVER WHEN TECHNOLOGY IS REALLY OUR FRIEND.

WE HAVE FLIPPED THE PERCEPTION, IF YOU WILL, OF SOCIAL DISTANCING.

WE LIKE TO TALK ABOUT PHYSICAL DISTANCING WHILE REMAINING SOCIALLY CONNECTED.

YOUNG PEOPLE LIVE ONLINE.

THEY'RE USED TO IT.

AND WE'RE FINDING THAT THEY'RE FINDING COMMUNITY ONLINE.

THAT'S WHAT'S HELPING THEM AND SAVING THEM NOW BY WHETHER IT'S ZOOM, WHETHER IT'S TEXTING, WHETHER IT'S TALKING TO THEIR FRIENDS

ONLINE.

THAT'S NOT TO SAY THAT WE AREN'T SEEING INCREDIBLY DIFFICULT CHALLENGES.

THE RATE OF SUICIDE IS INCREASING.

RATES OF DEPRESSION.

DEPRESSION IS THE LEADING DISABILITY GLOBALLY NOW.

LESS THAN 1% OF GLOBAL AID IS SPENT ON MENTAL HEALTH.

SO WE ARE DEFINITELY SEEING CHALLENGES, BUT WE'RE ALSO SEEING TREMENDOUS AWARENESS NOW.

AND WE'VE SEEN REALLY POSITIVE STORIES AMONG YOUNG PEOPLE ALONG WITH THE BAD.

I'D LIKE TO MAYBE HIGHLIGHT ONE.

THERE'S A GROUP OF COLLEGE STUDENTS IN INDIANA.

THEY CAN'T GO TO SCHOOL, SO THEY'RE AT HOME NOW.

THEY STARTED WHAT BEGAN AS JUST A FACEBOOK PAGE WHERE THEY WERE DIRECTING PEOPLE IN THEIR COMMUNITIES TO FOOD RESOURCES.

THEY QUICKLY LEARNED THAT PEOPLE WERE LACKING OTHER RESOURCES THAT THEY DIDN'T KNOW WHERE TO TURN FOR SO MANY THINGS.

THAT HAS NOW BECOME A FULL-FLEDGED APP, BUILT BY THESE INCREDIBLY BRAVE COLLEGE STUDENTS AT INDIANA UNIVERSITY.

AND IT'S NOW A SOURCE OF THINGS IN THEIR COMMUNITY LIKE MENTAL HEALTH.

WE'RE SEEING CHALLENGES SITUATIONS BUT ALSO THE HEROES RISE.

>> GURU GOWRAPPAN: WHAT IS THE APP CALLED?

>> CYNTHIA GERMANOTTA: THAT APP, WE'LL HAVE TO GET YOU THE NAME.

>> GURU GOWRAPPAN: I'LL MAKE SURE TO, YOU KNOW, WE CAN SHARE THAT. BECAUSE THAT'S IMPORTANT.

I THINK ALSO WHEN YOU SEE GREAT THINGS LIKE THAT HAPPEN, ENCOURAGING AND MOTIVATING THEM IN WHATEVER FORM IS ALSO HELPFUL, RIGHT?

BECAUSE IT ALSO HELPS THE BROADER COMMUNITY TO THINK THAT WAY.

>> CYNTHIA GERMANOTTA: THERE'S SO MANY OTHERS LIKE THAT THAT WE CAN GET FOR YOU.

LET ME GET YOU ANOTHER ONE.

THERE'S A BROTHER/SISTER TEAM.

THIS STARTED WHEN THEY WERE VERY YOUNG.

I THINK SHE WAS 13 AND HE WAS 11 YEARS OLD, HER BROTHER.

SHE WAS HAVING A GREAT DEAL OF DEPRESSION, SUICIDAL IDEATION.

HER BROTHER IS A TECHY.

HE DEVELOPED AN APP FOR HER CALLED "NOT OKAY."

AND IN THAT APP YOU CAN NAME FIVE PEOPLE THAT ARE IN YOUR BUBBLE THAT ARE YOUR TRUSTED SOURCE OF PEOPLE.

IF YOU ARE FEELING ANY KIND OF CRISIS, YOU HIT THAT BUTTON ON YOUR APP AND THOSE FIVE PEOPLE ARE ALERTED.

WE JUST HAVE SO MANY INCREDIBLE STORIES LIKE THIS.

THAT'S PART OF OUR CHANNEL KINDNESS PLATFORM WHERE WE'VE CURATED HUNDREDS AND THOUSANDS OF STORIES OF YOUNG PEOPLE. WE'RE PROUD.

IT GOT THE ATTENTION OF A BOOK PUBLISHER, McMILLAN, AND IT'S COMING OUT AS A BOOK IN SEPTEMBER.

IT'S CALLED CHANNEL KINDNESS.

IT'S CURATED BY MY DAUGHTER AND THERE'S FOOTNOTES BY HER IN EVERY CHAPTER.

STORIES OF BRAVERY LED BY YOUNG PEOPLE.

>> GURU GOWRAPPAN: YOU ADDRESSED THIS A LITTLE BIT.

ESPECIALLY THOSE WHO ARE THINKING ABOUT MISSING THEIR PROM, HIGH SCHOOL, AND COLLEGE GRADUATIONS, OF COURSE YOU SAID LOOK THESE ARE THE TIMES THEY CAN BE CONNECTED MORE TECHNOLOGICALLY AND HAVING APPS AND ALL THE DIFFERENT WAYS THEY'RE DOING.

IS THERE ANYTHING ELSE YOU WOULD TELL YOUNG PEOPLE FOR GETTING THROUGH THIS TIME?

>> CYNTHIA GERMANOTTA: WELL, FIRST I WANT TO TELL THEM THAT THEIR FEELINGS ARE ABSOLUTELY VALID.

IT STINKS THAT THEY HAVE TO MISS THESE MILESTONES AND THESE INCREDIBLE MEMORIES IN THEIR LIVES.

AND I THINK THEY SHOULD ALLOW THEMSELVES TO HAVE THOSE FEELINGS, WHATEVER THOSE MAY BE.

AND WE ALSO THINK THEY SHOULD CELEBRATE IN WHATEVER WAY POSSIBLE AND FOCUS ON WHAT THEY HAVE CONTROL OVER RIGHT NOW.

AND WE'VE SEEN REALLY, REALLY WONDERFUL MOMENTS OF CELEBRATION ONLINE, ON ZOOM.

WE EVEN HAD MY DAUGHTER'S BIRTHDAY PARTY ON ZOOM.

IT WAS A BEAUTIFUL THING TO SEE.

I ALSO WANT TO TELL THOSE YOUNG PEOPLE THAT EVERYONE AROUND THEM IS DOING THEIR BEST TO TRY TO HELP THEM CELEBRATE THESE MILESTONES.

THE SILVER LINING THAT I SEE IS THE RESILIENCE THAT IS DEVELOPING AMONG YOUNG PEOPLE.

THAT THEY MAY NOT REALIZE IT NOW, BUT IT'S GOING TO BE SOMETHING THAT WILL STAY WITH THEM FOR THE REST OF THEIR LIVES.

I'LL SHARE TWO QUICK THINGS WITH YOU.

I JUST VISITED MY MOM WHO IS 92.

AND SHE'S ILL NOW.

NOT COVID RELATED.

BUT SHE SAID SOMETHING THAT JUST REALLY STUCK WITH ME.

AND I THINK THE ANALOGY FOR ME IS GRADUATION WHERE YOU FLIP YOUR HATS IN THE AIR.

HER ANALOGY WAS WHEN THIS IS ALL DONE I THINK WE SHOULD ALL GET TOGETHER IN A GROUP AND THROW OUR MASKS UP IN THE AIR.

AND I LOVE THAT.

BUT I ALSO WANT TO SHARE THAT MY DAUGHTER'S DOING SOMETHING WITH FORMER PRESIDENT OBAMA AND HIS WIFE MICHELLE.

IT'S CALLED DEAR CLASS OF 2020.

AND SHE'S GIVING A COMMENCEMENT ADDRESS IN JUST A FEW DAY'S TIME ALONG WITH SOME OTHER WONDERFUL PEOPLE THAT ARE DOING THE SAME. THAT IS ONE WAY THAT I KNOW SHE'S TRYING TO REACH OUT AND HELP YOUNG PEOPLE CELEBRATE.

AND WE'LL DO EVERYTHING WE CAN TO MAKE IT SPECIAL FOR THEM.

>> GURU GOWRAPPAN: THAT'S GREAT.

THANK YOU.

AND ACTUALLY, ON THAT NOTE, WE ARE ACTUALLY, VERIZON, IS DRIVING A GRADUATION.

HANS VESTBERG, WHO IS SENIOR CHAIRMAN OF VERIZON, AND BILL CLINTON AND SOME OTHERS.

IT'S GREAT HOW WE'RE COMING ALONG FOR THE YOUNG AND YOUTH.

I THINK IT'S GOING TO BUILD A LOT OF RESILIENCE AND A GREAT COMPASSION PART OF THIS PROCESS.

IT WILL BE A CHALLENGING JOURNEY, BUT I DO FEEL ON THE OTHER SIDE THERE'S GOING TO BE A LOT OF GOODNESS.

SO I WANT TO GO TO THE NEXT TOPIC, WHICH IS AROUND KINDNESS.

YOU TALKED ABOUT THIS.

I KNOW KINDNESS IS A BIG FOCUS OF BORN THIS WAY FOUNDATION.

CAN YOU TALK ABOUT THE BENEFIT OF FORMING HABITS OF KINDNESS AND THE IMPACT IT CAN HAVE ON OUR MENTAL HEALTH, SPECIFICALLY HOW IT CAN HELP US MANAGE THROUGH A CRISIS, LIKE WHAT WE'RE EXPERIENCING NOW.

I LAST YEAR DID A 21-DAY CHALLENGE, AND I POSTED WHAT I DID EVERY DAY AROUND THE 21-DAY KINDNESS CHALLENGE.

IT WAS AMAZING.

FORCING KINDNESS.

IT'S A VERY GOOD THING.

I WOULD LOVE TO HEAR A BIT MORE ABOUT THAT.

>> CYNTHIA GERMANOTTA: OF COURSE.

I LOVE TO TALK ABOUT THIS.

AS I MENTIONED, WE'RE PREPARING FOR WHAT WE SEE IN THE NEXT PANDEMIC, AND THAT IS IN THE MENTAL HEALTH SPACE.

WE'VE DONE QUITE A BIT OF RESEARCH IN THIS AREA.

AND WE'VE LEARNED THERE'S A DIRECT CONNECTION BETWEEN KINDNESS AND MENTAL HEALTH.

WE'VE SURVEYED THOUSANDS OF YOUNG PEOPLE AND THOSE WHO REPORTED LIVING IN KIND COMMUNITIES, WHETHER THAT WAS THEIR HOMES, SCHOOLS, COMMUNITIES, OR THE WORKPLACE HAD SUBSTANTIALLY HIGHER MENTAL HEALTH SCORES.

AND THERE'S A NUMBER OF OTHER STUDIES THAT WILL BACK THAT UP.

SO, WE KNOW THAT NOW IS REALLY A TIME OF VERY, VERY SERIOUS MENTAL

HEALTH STRUGGLES.

IF WE MOVE THAT INTO THE WORKPLACE FOR EXAMPLE AND SPECIFIC THINGS THAT YOU DO, WE PARTNERED WITH THE CHAMBER OF COMMERCE AND A CAMPAIGN CALLED THE BUSINESS OF KINDNESS.

AND THEY STUDIED THAT AND SOME OF THE OUTPUTS FROM THAT WERE EMPLOYEE RETENTION, REDUCTION IN ABSENTEEISM, IMPROVED PRODUCTIVITY, AND SOME OF THE THINGS THAT WERE IMPLEMENTED WERE SIMPLE AND VERY ACTIONABLE.

FOR EXAMPLE, CHECKING IN REGULARLY ON EMPLOYEES AND SIMPLY ASKING HOW THEY'RE DOING WITH A GAME CHANGER.

YOU KNOW?

WE'RE ALL HUMAN BEINGS.

SO GOING THAT EXTRA MILE, REALLY CARING ABOUT INDIVIDUALS AND TALKING ABOUT THAT.

OFFERING MINORITY AND FEMALE-BASED AFFINITY GROUPS AND ORGANIZATIONS WAS ALSO VERY, VERY IMPORTANT.

SO THESE ARE JUST SOME OF THE WAYS THAT KINDNESS CAN BE IMPLEMENTED IN THE CORPORATE WORLD, FOR EXAMPLE, AND THEN OF COURSE THERE'S BE KIND 21, WHICH WE'VE DONE ALSO WITH THE CHAMBER OF COMMERCE.

I THINK DELOITTE IS A GREAT EXAMPLE OF HOW THEY'VE IMPLEMENTED THAT IN THE WORKPLACE.

WE KNOW FROM OUR RESEARCH THAT IF YOU DO SOMETHING FOR 21 DAYS IT CAN BECOME A HABIT.

WE'RE DOING THAT WITH KINDNESS.

BY INTEGRATING IT INTO THE WORKFORCE, IT GOES TO THE BOTTOM LINE.

MY DAUGHTER TALKS ABOUT KINDNESS CURRENCY.

WE ALL HAVE IT TO GIVE AND IT REALLY GOES A LONG WAY TOWARD IMPACTING YOUR MENTAL HEALTH.

>> GURU GOWRAPPAN: THAT'S GREAT.

KINDNESS CURRENCY.

I AGREE.

AND IT'S SOMETHING THAT WE'VE TALKED A LOT ABOUT.

YOU'RE THERE.

WE TALK ABOUT AT VERIZON MEDIA AROUND ZERO TOLERANCE FOR HATE AND THE EFFECTS IT'S HAVING ON THE COMMUNITY.

ESPECIALLY WITH THE ASIAN COMMUNITY.

WHAT ARE WAYS THAT WE PRACTICE AND CHANNEL COMMUNITY AND TOLERANCE.

>> CYNTHIA GERMANOTTA: THERE'S NO PLACE FOR HATE.

THAT'S A WONDERFUL ORGANIZATION.

BUT WE'RE SEEING AN INCREASE IN CERTAIN COMMUNITIES.

THE ASIAN COMMUNITY BEING ONE OF THEM.

I HAVE TO GO BACK TO KINDNESS.

WE KNOW EMPIRICALLY THAT IF IT'S INTEGRATED INTO OUR LIVES, WHETHER

IT'S SCHOOLS, COMMUNITIES, WORKPLACES, IT GOES A LONG WAY TO HELPING TO REDUCE THAT.

INCLUSION IS ANOTHER, YOU KNOW, HUGE WAY OF THAT, IN ANY WAY, SHAPE, OR FORM.

AND I KNOW, AND I KNOW THAT VERIZON CONTINUES TO SUPPORT MANY TYPES OF INCLUSION AND TOLERANCE.

YOU KNOW, PRACTICES AND POLICIES.

SO, OUR HEART IS WITH KINDNESS AND INTEGRATING THAT INTO THE WORK ENVIRONMENT.

AND EVERY ENVIRONMENT.

>> GURU GOWRAPPAN: AND WHAT YOU DO WITH BORN THIS WAY FOUNDATION AND REALLY PROMOTING KINDNESS, PEOPLE CAN LEARN, A LOT OF TIMES THESE ARE TIPS THAT COME IN FROM LEADERS OR FOUNDATIONS LIKE YOURS.

VERY HELPFUL.

THANK YOU FOR THAT.

>> CYNTHIA GERMANOTTA: I JUST WANTED TO MENTION, I ALSO FEEL, YOU KNOW, SOME PEOPLE ROLL THEIR EYES WHEN THEY HEAR KINDNESS.

IT'S LIKE OH, IT'S THIS MUSHY THING.

YOU KNOW.

AND I TALK TO YOUNG PEOPLE A LOT.

DON'T MISINTERPRET KINDNESS WITH WEAKNESS.

YOU CAN STILL BE AN INCREDIBLE LEADER AND MAKE TOUGH DECISIONS, BUT DO THEM WITH A KIND HEART.

YOU KNOW, THERE IS A WAY TO DO IT WITHOUT A MEAN SPIRIT IN THIS TO IT. SO JUST A POINT THAT I WANTED TO MAKE PARTICULARLY IN THE WORKPLACE.

>> GURU GOWRAPPAN: KINDNESS IS NOT WEAKNESS.

I WANT TO TALK ABOUT YOUR LEADERSHIP.

AS A LEADER, HOW ARE YOU TAKING CARE OF YOURSELF SO YOU CAN BE THERE FOR YOUR TEAM OR THE COMMUNITY BROADLY?

THERE ARE SO MANY PEOPLE WHO FOLLOW YOU AND LISTEN TO YOU.

I WOULD LOVE TO HEAR WHAT YOU DO IN TERMS OF TIPS AND THINGS THAT WE CAN LEARN FROM THAT.

>> CYNTHIA GERMANOTTA: YEAH.

SURE.

MAYBE YOU TRY SOME.

MAYBE YOU THINK THEY'RE OFF THE WALL.

I DON'T KNOW.

BUT I'VE ADDED A DISCIPLINE THAT I USED TO PRACTICE BEFORE, BUT NOT AS A DISCIPLINE.

AND I GROUND MYSELF EVERY MORNING OF COURSE WITH MY TEA.

I GOT TO PUT MY PLUG IN FOR MY TEA.

BUT I ALSO WRITE IN A GRATITUDE JOURNAL EVERY MORNING THREE THINGS THAT I'M GRATEFUL FOR.

AND I ALSO READ A BIT OF A PHILOSOPHICAL PASSAGE.
IT COULD BE FROM DEEPAK.
IT COULD BE MARK NEPO.
IT'S NOT RELIGIOUS IN NATURE, BUT IT'S SOMETHING THAT GETS ME
CENTERED FOR MY DAY.
I THINK THAT'S REALLY IMPORTANT.
I'M DOING MY BEST TO PRACTICE SELF-CARE.
I LOVE BALLET, I LOVE JOURNALING.
I LOVE WORKING ON MY TEAS, OF COURSE.
I ALSO DON'T WANT PEOPLE TO FEEL PRESSURE.
THIS IS A REALLY CHALLENGING TIME.
IF YOU WANT TO SLEEP UNTIL NOON, WE'RE TELLING PEOPLE TO SLEEP UNTIL
NOON.
I DON'T HAVE THAT LUXURY.
BUT I DO SLEEP LATE SOMETIMES.
THIS IS NOT A TIME TO GET SIX-PACK ABS, OR GETTING THIN.
BUT MOVING IS GOOD, ENCOURAGING PEOPLE TO EXERCISE.
BUT THE BIG THING I'M TRYING TO DO IS MODEL BEHAVIOR OF RESILIENCE
FOR MY TEAM DURING THIS TIME.
AND BELIEVE ME, I HAVE MY MOMENTS.
I'M FIRST AND FOREMOST A MOM.
MY GIRLS ARE NOT HOME WITH ME NOW.
I MISS THEM TERRIBLY, SO I HAVE MY MELT DOWNS.
BUT WHAT I'M TRYING TO MODEL TO MY TEAM IS WE'RE MAKING SHORT-TERM
SACRIFICES FOR LONG-TERM GAINS.
AND WE TALK A LOT ABOUT THAT AND WE TRY AS A TEAM TO JUST TALK THAT
OUT.
SO THOSE ARE JUST A FEW OF THE THINGS THAT I'M TRYING AND WE HAVE
SO MANY THAT WE CAN SHARE WITH YOUR TEAM.
WE HAVE PEOPLE WRITING THANK YOU LETTERS TO FRONTLINE WORKERS.
I SAW ONE FRONTLINE WORKER, A NURSE, SHE HAD COME OUT OF THE
HOSPITAL JUST TO BREATHE SOME AIR.
AND SHE TOOK A SELFIE, AND SHE SAID I DON'T KNOW WHAT MY LIFE IS
GOING TO BE LIKE AFTER THIS, BUT I KNOW I'M NOT GOING TO BE OKAY.
WE HAVE SUCH TREMENDOUS ADMIRATION AND RESPECT FOR WHAT
THEY'RE DOING AND WE'RE WRITING THANK YOU LETTERS TO FRONT-LINE
WORKERS.
WE'RE ENCOURAGING KIDS TO WRITE THANK YOUS TO THEIR
SCHOOLTEACHERS BECAUSE THEIR SCHOOLTEACHERS AND THEIR PARENTS
AND THEMSELVES WERE ALL TRYING TO FIGURE OUT THIS HOMESCHOOLING
TOGETHER, AS WELL.
SO BACK TO THERE BEING A LOT OF FIRSTS FOR EVERYBODY.
WE DIDN'T ASK FOR THEM, BUT WE HAD THEM.
SO LET'S TRY TO BE KIND AND COMPASSION IN THE PROCESS.
>> GURU GOWRAPPAN: THANK YOU.

I THINK THE KEYWORD THAT YOU SAID, THE KEY PHRASE, WAS MODELING THE BEHAVIOR OF RESILIENCE.
THAT'S SO IMPORTANT.
AS A LEADER, YOUR KIDS, YOUR COMMUNITIES, YOUR EMPLOYEES, IT'S EVERYBODY WHO IS WATCHING.
TO YOUR POINT, YOU'RE NOT TRYING TO GET THE SIX-PACK ABS.
THAT'S NOT THE POINT HERE.
BUT MODELING THAT BEHAVIOR, REALLY LOVED THAT AS A TAKEAWAY.
THANK YOU, AGAIN, CYNTHIA FOR BEING HERE.
ANY FINAL REMARKS YOU WANT TO MAKE AS WE GO INTO THIS MEMORIAL DAY WEEKEND THAT YOU WANT TO SHARE WITH EVERYBODY HERE?
>> CYNTHIA GERMANOTTA: MAYBE YOU HAVE ONE EXTRA DAY, SO I WANT YOU TO ENJOY THAT.
BUT I ALSO WANT TO SHARE WITH EVERYONE SIMPLY BY STAYING HOME, COMPLYING, WEARING YOUR MASK, DOING THE PHYSICAL DISTANCING, THAT REALLY IS ENOUGH.
DON'T BEAT YOURSELF UP THAT YOU HAVE TO DO MANY, MANY OTHER THINGS AND PILE THAT ON.
WE'RE ALL CONTRIBUTING SIMPLY BY DOING THAT.
AND THAT'S REALLY GOING A LONG WAY TO HELP KEEP US ALL SAFE AND HEALTHY.
SO THANK YOU AGAIN SO MUCH FOR SHINING THE LIGHT ON THIS IMPORTANT TOPIC.
WE LOVE OUR VERIZON FAMILY AND I HOPE THAT WE CAN CONTINUE THIS PARTNERSHIP.
SO THANK YOU VERY MUCH, GURU.
>> GURU GOWRAPPAN: NO, THANK YOU SO MUCH CYNTHIA.
WE LAUNCHED SOMETHING LAST WEEK THAT IS REALLY FOCUSED ON EMOTIONAL WELLBEING.
OUR TEAMS ARE THINKING ABOUT WHAT WE CAN DO TO SPREAD THE WORD AND SHARING THESE TIPS AND I THINK MODELING RESILIENCE IS GOING TO BE THE CORE PART OF THIS JOURNEY.
I ALSO WANT TO DEDICATE THIS TO, AS YOU SAID EARLIER TO THE CLASS OF 2020.
I THINK THE KEY IS READY FOR ANYTHING.
THAT'S WHAT WE'RE CALLING IT.
AND THIS RESILIENCE WILL BUILD FORWARDS.
THANK YOU SO MUCH FOR JOINING US.
IT IS ALWAYS GREAT TALKING WITH YOU.
IT WAS AMAZING MEETING LAST YEAR.
IT WAS REALLY INSIGHTFUL AND HELPFUL FOR EVERYONE TUNING IN.
TAKING SOME OF THE NOTES.
WE'LL DEFINITELY SHARE THAT.
AND FOR THOSE IN THE U.S., I WANT TO WISH YOU A VERY HAPPY MEMORIAL DAY WEEKEND.

CYNTHIA JUST SAID WE HAVE ONE EXTRA DAY.
BUT ALSO TALK TO ALL THOSE WHO SACRIFICED IN YOUR SERVICE.
I ENCOURAGE YOU TO TAKE TIME TO CONNECT WITH THOSE CLOSE TO YOU,
DISCONNECT FROM WORK, REJUVENATE, AND HAVE A WONDERFUL
WEEKEND.
STAY SAFE, STAY STRONG, AND WE'LL SEE YOU NEXT WEEK.
BYE.
>> CYNTHIA GERMANOTTA: BYE.