

# Quest

## PODCAST



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### **Episode 17: ABCs of Accessible Travel** **June 17, 2022**

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**Mindy Henderson:** Welcome to the Quest podcast, proudly presented by the Muscular Dystrophy Association as part of the Quest family of content. I'm your host, Mindy Henderson. Together we are here to bring thoughtful conversation to the neuromuscular disease community and beyond about issues affecting those with neuromuscular disease and other disabilities and those who love them.

**Mindy Henderson:** We are here for you to educate and inform, to demystify, to inspire and to entertain. We are here shining a light on all that makes you, you. Whether you are one of us, love someone who is or are on another journey together, thanks for joining. Now let's get started. Today's guest is Lorraine Woodward. Lorraine has lived a busy life full of accomplishments. So this might take a second.

**Mindy Henderson:** Lorraine is an entrepreneur and business owner born in Conway, Arkansas. She served on the staff of US Congressmen, Ed Bethune, in Washington, DC after college, and has been recognized for her work in marketing and communications for local television, non-profit hospitals, for-profit healthcare systems and national nonprofits like Easter Seals North Carolina.

**Mindy Henderson:** Lorraine is a lifelong advocate for people with disabilities. She created the National Barrier Awareness Foundation, and this is so cool, reached out to Snoopy creator, Charles Schultz, who designed the logo for the Barrier Awareness Foundation. In response to the invisibility of people with disabilities in print media and on websites, Lorraine founded Realistic Reflections, which portrays people with disabilities doing a wide range of everyday activities.

**Mindy Henderson:** Then Lorraine founded Lorraine's Canes providing custom artistic walking canes for children and adults and a company that sells custom wheelchair covers for

the upper back of wheelchairs that showcase the user's personality. She also created a handicap accessible vacation rental at Carolina Beach, North Carolina.

Mindy Henderson: Her newest endeavor, Becoming Accessible creates accessible rental properties at vacation destinations and near colleges and universities. Lorraine is married with two grown sons and shares every chair and lap in the house with two spoiled Maine Coon cats. You sound like a woman after my own heart. That is a lot of stuff you've done, Lorraine. Thank you so much for being here today.

Lorraine Woodward: Oh, I am thrilled to be here. Thank you.

Mindy Henderson: Absolutely. So you've done clearly a lot of wonderful things for the community of individuals with disabilities, but today we're focusing on travel.

Lorraine Woodward: Yes.

Mindy Henderson: So, I'd like to start just real quickly with giving the listeners a little more information about you. You are a member of the neuromuscular disease community and live with the neuromuscular disease. Would you mind sharing your exact diagnosis and how it affects you on a daily basis?

Lorraine Woodward: Sure. Gosh, I was diagnosed at two with what they knew at the time of limb ... actually, they knew muscular dystrophy. And so I'm 60. So 58 years ago, they said I have muscular dystrophy. It was about six that they diagnosed me with limb-girdle muscular dystrophy. They really didn't know that much about limb-girdle. So I spent a lot of times in going to different medical facilities for treatments and testing to figure it out.

Lorraine Woodward: So having MD has really just been a way of life for me. Today I use an electric wheelchair. I always tell everybody I'm a woman and I'm a high maintenance, what can I say? I use a lot of medical equipment to help me be independent. I'm profusely independent. I have a hospital bed that lifts me up so I can stand up and transfer to my electric wheelchair, which stands me up. Then I can go to a toilet that stands me up.

Mindy Henderson: Wow.

Lorraine Woodward: I know, it's really cool. I love technology today and I'm raising two young men that have limb-girdle muscular dystrophy. So MD has definitely been a part of my whole life. I mean, I look back at all of the things that I highlight and I'm proud of. And I think it's been a member of the MDA family that has really kept me going and optimistic and encouraging in my commitment to disability awareness and change.

Mindy Henderson: That's so nice. I have to agree with you, there's nothing like the MDA family and our community. And it's just, it's a really special community of individuals. Let's pivot into talking about travel, which I love to do, but it can be a challenge, right? I'm also a member of the neuromuscular disease community. I have spinal muscular atrophy. So I suspect that you and I have probably shared some

of the same challenges. Would you begin by sharing some of your own travel experiences and what really prompted you to get into the business of accessible rentals?

Lorraine Woodward: Sure. In my younger years I traveled a lot, and I enjoyed the travel. It was great. It wasn't until my 20s that I really needed a little more help than I needed earlier. And as I got older, I needed a lot more help. So, the travel became a little more challenging. And then we had two boys with muscular dystrophy. And when we traveled, there'd be three of us in scooters.

Lorraine Woodward: So I'd go into Disney World. I mean, not only are you packing four people, three scooters and your luggage, it was quite an ordeal, but then also it was really hard on my husband because there are three of us. I'm in the bathroom going, Robert, can you lift me off the toilet? And the boys are, dad, I need help off the bed? Or can you pick this up? And then the other thing that was really interesting having three scooters, the buses that would take you to a Disney World, would only take two chairs.

Lorraine Woodward: So we always had to use two buses [inaudible 00:06:40] three of us. So again, that was another kind of like, ah. So traveling, we never could travel if we took public transportation as a family because Komalay was two. So it just became really hard. And so the boys, I didn't want them to grow up not having an opportunity to experience vacation.

Lorraine Woodward: So we built this property three hours from our home in Raleigh, North Carolina. And I built it with the idea of our family needs. I thought about myself, about what all I needed. So we had a room with a hospital bed. We had a roll in shower, we had a roll under sink. We had a kitchen with an elevated dishwasher.

Lorraine Woodward: Those things that would allow us to stay independent. Well, to my surprise, over the last seven years, we've had folks from all over the United States and Canada who come to this property. And I'm always amazed when I ask people, why did you travel two and a half days of driving? And they're like, because there's nothing else. And it's like, oh no, there's got to be. And there wasn't that much. And that's when we decided to create Becoming Rentable.

Mindy Henderson: Interesting. So you originally built this house for yourselves and then eventually started making it available to others?

Lorraine Woodward: Exactly. The idea was a family property, but I knew I needed to pay for it. So, I designed the second floor as a rental. What I didn't know is how few there were that were really truly accessible. If you go online, you may go to a booking site, which is an Airbnb, a VRBO, a Vacasa, and you key in wheelchair accessible and it populates 100 properties, but people have self validated like, oh yeah, this is accessible. We have handrails in the bathtub. Well, I can't get into a bathtub. My boys can't get into a bathtub. That's not accessible to me. So I was really surprised by the lack of truly accessible properties.

Mindy Henderson: It's true. So you mentioned the second floor and you mentioned an elevator a little while ago. Is there an elevator in the house?

Lorraine Woodward: We do. We have an elevator. It's a three story house. The third floor is what I call the private residence.

Mindy Henderson: Oh, nice.

Lorraine Woodward: That's for our family. And then the second floor is our rental and the first floor is the coolest, it's like an art studio and that we all can play and do art and have fun. And we have a beach wheelchair that is on the first floor. So my renters can get on the beach, get in the water and enjoy it through the beach wheelchair. And we have the zero threshold entry, basically that means it's flat. So you can come in the front door, there are 36 inch white doors. So all those things that I need that I feel other people could also benefit from our property.

Mindy Henderson: That's really amazing. And honestly, I'm thinking about hotels as well, which is a slightly different animal, but even hotels these days are challenging. I had to go to Houston last week for a work trip and had a hard time finding a hotel where I could scoot my patient lift, my Hoyer lift under the bed because all of the beds nowadays have those box frames underneath. So all kinds of challenges. So tell us more about becoming accessible and how it's different than from other rental property websites out there.

Lorraine Woodward: Becoming Rentable is, so we're a listing platform. So if you are looking for a place to stay in the short term rental industry, you could come to our site and we have over 700 accessible properties listed on our site, which I'm so proud of.

Mindy Henderson: Wow.

Lorraine Woodward: It's taken a long time for us to get there, but we research, we look and we validate what exactly is in that property. And we post it. If people have a property that they are renting, they can go on our site and list their property. And we will go in and we'll look at it. We do a three person evaluation. So, we are a team of volunteers. There's 14 of us. And so, one person will do research and say, oh, look, I found this property that looks great.

Lorraine Woodward: The other person will go, yep and they put in the data and a third person does a double check to make sure that everything that has been listed is actually accessible. We've started a certification program where people can come in and actually certify that their property is what it says it is through our certification.

Lorraine Woodward: And then those properties are elevated to the top of searches, kind of like in Google. You'll Google something and a lot of times you'll see ads or you'll see things that are populated to the top. That's what our certification does for short term rental properties. So we do a lot of education and awareness because again, if you don't have a disability, or a friend or family that has a disability, you may not understand what it means to be accessible.

Lorraine Woodward: The other component that we're different than anybody else globally is we are changing and redefining what it means to be accessible beyond a wheelchair. So we are looking at Walker, autism, intellectual disabilities, vision and hearing because we all want to live that best life and be able to travel.

Lorraine Woodward: My goal is to go to Santa Fe, New Mexico. I have never been. And I want to go to Santa Fe. So, that's where I want to go one day. My son wants to go to Colorado. I'm like, okay. And so, each of us, Alexander's pretty happy about staying at home and that's great. And so we really are trying to change the way the short term rental industry really looks at and defines what is accessible and not only from a mobility standpoint, but others as well.

Mindy Henderson: You're right, because it's accessible and for that matter, the ADA, honestly, those terms and those laws and regulations are fairly subjective, and there's so much, even within the world of people who use wheelchairs, there's so much variation to what an individual actually needs. So I love that you are being so diligent and digging in and giving people what they actually need. It's fantastic.

Lorraine Woodward: Thank you. And we are trying and you're right about the ADA, we always said, everybody's like, well, we're not ADA compliant and I said, "Well, you know what? Nor are we, look beyond ADA."

Mindy Henderson: There you go.

Lorraine Woodward: ADA is 30 years old, our wheelchairs are bigger. Can I go through a 32 inch store? Yes, I can. But you know what, you're going to know at the end of the day that I went because I'm going to leave you skid mark on either side of that door. And I need a 36 inch door. A pediatric chair can go through 32 inch doors. The other thing that's interesting that I'm really excited about with what we're doing is we get the question a lot, what does it mean to have a wheelchair accessible rental?

Lorraine Woodward: What does it mean to have an autism accessible rental? And what we've really, what we found out through research is that there's not a checklist. We have 36 filters on our website that help folks find a rental that meets their needs. And that's really the key. It's not this checklist to determine if it's accessible. It's the renter who determines if it's accessible based on their needs.

Lorraine Woodward: For me, I need a hard surface driveway. I don't do well on gravel. I need a way to get into the front door, either no steps or a ramp. I need a 36 inch white door. I need a roll in shower with grab rails. That's really important for me. I need actually an electric commode, unless my husband's going to lift me up. And I need a lower profile bed to transfer versus high, where that's what I need and that's what accessibility means to me.

Lorraine Woodward: For somebody let's say that's paraplegic and is a small frame and uses a manual chair, they could maybe go through a 32 inch door. They may need that shower bed to transfer to, to take a shower. They may need those 36 inch doors. They may want a roll under bathroom sink. That's what is accessible to them. And so

that has been a great learning experience to know and understand that what is accessible to one person may not be accessible to another.

Mindy Henderson: It's so true. Are you seeing at all the other listing websites that may be similar to yours that are out there? Do you see other companies getting on board with this and making changes to add some more kind of diligence around options and specifications?

Lorraine Woodward: Yes and no. And we're trying. We're reaching out to VRBO and Vacasa and Airbnb. We recently just signed a new contract with a company called Find Rentals. They have 20000 properties and we are going to be teaming up with them over the next month to offer our certification program.

Lorraine Woodward: And on their website, they will be including an accessible filter on their site. So if you click that accessible filter, anything that has been certified will pop up to the top on their list. And so we are really happy about that. I'd love to see these larger booking platforms add more filter searches. Right now, VRBO says, wheelchair access and elevator. Vacasa says, wheelchair access. And Airbnb has a few more filters, but it doesn't allow the perspective renter to really determine their full needs by using their filters.

Lorraine Woodward: And so that's a big distinction between what we're doing and they're doing. Our ultimate goal honestly, is to get out of business in less than 10 years. This is a way of life, right now it's a change. Nobody's doing what we're doing. It hasn't been thought of, simple travel beyond a mobility.

Lorraine Woodward: And so we hope that we will see that change and that we can educate folks. And the other thing is that we see properties a lot that, particularly in bathrooms that people design or have a property, they don't think of it as accessible because that's not our way of life. They want that HDTV spa bathroom. They're in an environment in Dallas, that's flat, so there is no stairs. And so we want to go in and go, hey, guess what?

Lorraine Woodward: You've got another audience that you can reach and benefit from that can enjoy your property if you were to include this language in your description, these photographs. I mean, and that's another big issue are photographs. When you go and look at properties, a lot of times photographs are taken from the waist up.

Lorraine Woodward: As you and I both know in a wheelchair, the waist up is good, but honestly I want to see what's on the floor. So what is that threshold at the door? What is that threshold going onto the deck? What is the threshold in the shower? I need to see what's on the floor. People don't think about that. They think about the pretty flowers that they have in their yard and the pretty dishes and look at our shower head. And so we want to revisit that element of marketing short term rental properties.

Mindy Henderson: That makes so much sense. And honestly, that particular thing isn't even something that I had thought of. So I love that you guys are really innovating

and thinking about all of these things. And you mentioned how, if property owners will create spaces like this, the additional market that becomes available to them in terms of renters. But honestly, if you think about it, with our aging population, so many of the accommodations and things that we're talking about are going to open up a whole new world of accessibility to our elderly population.

Lorraine Woodward: It really does. I mean, I really didn't know, honestly, until we started becoming rentable about the reach. There is \$658 billion in the United States, just in the United States of disposable income that people with disabilities have available for travel. And 93% of our 62 million Americans with disabilities do want to travel.

Lorraine Woodward: So they have the money, they want to travel. So there's this huge perspective niche audience that's not being tapped into. It's really a tremendous business opportunity. Let's not look at the humanitarian aspect, strictly business of what it can be. And that's one of the things that, again, that we're trying to reach and explain to the short term rental industry, it's like, how many more properties can we own to make money?

Lorraine Woodward: It's not about that. It's, how do you design your property today so you have the accessibility at a desk that's wheel under, and you've got a working space. We can work in different places. So again, it's thinking about that space very differently. Not that we need more spaces, but we need to maybe define these differently.

Mindy Henderson: Absolutely. And you certainly can't argue with those numbers. That's staggering. So for individuals with disabilities, so much is at stake. If you show up to your hotel or your rental property for a vacation or a business trip or whatever the case may be, what is your advice for people apart from maybe renting properties on your website, what is your advice for people when they are planning to travel to ensure the accommodations are what they need when they arrive?

Lorraine Woodward: It is being due diligent, I have to say of really doing your homework. And if it's a rental property to really look at what are your needs, and sometimes it may be calling that property owner or that hotel knowing do you have ... Here's a great one. I had a speaking opportunity in Chicago this summer.

Lorraine Woodward: And so the group that put on this conference wanted me there. Beautiful hotel in Chicago. Well, A, they had platform beds. Again, I'm high maintenance. Remember, I'm high maintenance. I need my little Hoyer lift. Well, Hoyer lifts can't go into the platform right then and there. And then the shower didn't meet my needs. I always look at, can I get in the building? Can I go to bed? Can I go to the bathroom? I can pretty much eat anywhere, but I need a bathroom, a bed, and I need to access it.

Lorraine Woodward: And if I can't, then that's not accessible. So I encourage people to really look at what are those needs, what are those must haves. And if you don't see it online,

physically, like they have pictures of it, call that front desk, reach out to that property owner and just confirm, I see your photographs, but I can't tell what the size of the door is.

Lorraine Woodward: I'm in a Permobil electric wheelchair, are your doors 32 or 36 inch doors? It seems like there is a step to get onto your deck. Could you tell me what that threshold is? Because if it's an inch, I can do the budum-bump and get through. But if it's three inches, then my wheelchair, I don't care how fast I'm going, it's not going to make it up that step in my mind. So it's really, it is doing your due diligence and looking at it.

Mindy Henderson: It's very true. And in my experience, you make a great point about calling, for example, either the property, if it's a rental, the property owners, or actually talking to the front desk, if it's a hotel, because in my experience, I always, not always anymore, oftentimes I start with the front desk now, before I talk to the reservation line, because the reservation line, typically to answer the specific questions that I have about what is or is not in the hotel room, they either have to transfer me to the front desk or put me on hold while they investigate.

Mindy Henderson: So, that's a great point. So you and I both have mobility related conditions and have had our fair share of experience traveling. And I thought we could talk for a minute about some of the other considerations when traveling. Let's start with durable medical equipment rental. One of the things I really depend on is a patient lift or a Hoyer lift when I travel.

Mindy Henderson: And so what I've learned to do is, sometimes if I'm within driving distance, I can actually fit my lift into my minivan and bring it with me. But if I have to fly somewhere, I'll look for a durable medical equipment company in the city that I'm going to that has good reviews and looks reliable. And I work with them ahead of time to rent the equipment that I need and have it delivered to where I'm staying. Have you had experience in that area?

Lorraine Woodward: We have. At our own rental here, we get requests for a lift chair. A number of our renters who have ALS prefer a lift chair. They commonly sleep in the chair. It's comfortable. It's what they have at home so, that we have a vendor here that will bring one to the property. Oxygen is something else that we see a lot of rentals in.

Lorraine Woodward: And so I find that looking and identifying a durable medical vendor in that town and finding out what their options are. The greatest challenge has been finding companies that will rent you an electric wheelchair for the duration of your vacation. That seems to be the one area that I've seen having the most trouble in, that there's just not many companies that will rent that electric wheelchair.

Mindy Henderson: I wonder why that is. Do you think it has something to do with sort of the customized fit that you need from an electric wheelchair? Or what do you think the problem is?



Lorraine Woodward: I think it's supply and demand. I think that because of COVID and more people needing the electric wheelchairs, and I know this because I have a broken wheelchair-

Mindy Henderson: Oh no.

Lorraine Woodward: I know, and people don't understand, when I went to call to get it fixed, they said, it'll be three weeks. And I said, "Well, what am I to do? I'm in bed, I need my wheelchair to get around." And it's like, well, you should always have a backup. Well, not everybody can always have a backup, so that's why I called. And parts are still in the ocean in containers. And so right now it's a good three weeks to two months before parts are coming in. So right now what I'm seeing and hearing, it's just part of still the effects of COVID. The closest place I could find a chair was in Alabama and I'm in North Carolina.

Mindy Henderson: Oh my gosh. That's crazy.

Lorraine Woodward: And again, I'm like, I want to start an ... You can tell, obviously I'm an entrepreneur. I have coming rental, I had my Lorraine Canes, I do all of these things. And it's like, well, we need to have a rental company for people who need electric wheelchairs. You cannot stay in bed for three weeks to two months. Just the atrophy alone and the mental ability. I mean, I think that again, travel can be fun and exciting and travel can be really hard and that stinks sometimes that you get stuck waiting for somebody to come and put you in a wheelchair to get to your gate, and you miss your flight because they had to deal with somebody else. I mean, there are things about it, it's just no fun. So how do you look at that and deal with that?

Mindy Henderson: Well, I love the problem solver that you are. It's absolutely amazing and inspiring, and it makes me want to start some companies and solve some problems. It's amazing. So let's talk next about transportation. This can be a really big issue when traveling, but again, personally, I've found some solutions. Are there things that you've done to ensure accessible transportation when you travel?

Lorraine Woodward: Again, fortunately travel is easier than it was even 10 years ago. I will say ADA has really helped that. I know that there was a time that you only could rent a wheelchair accessible van if you were in a capital city, that was the only place. So let's say you flew into Wilmington, North Carolina and Raleigh is the capital, they wouldn't have a van to rent in Wilmington, but the capital city did.

Lorraine Woodward: Well, today we're seeing more and more venues, not only have accessible rentals, but accessible taxis and busing systems are much better than they ever were about having public transportation for travel. And so I do see that more people are traveling because there are areas of transportation that are available that they're used to be. Now, again, I'm a lightweight and I get nervous Nellies. I still have not traveled on an airplane because I'm too scared. I'm scared of my wheelchair breaking.

Mindy Henderson: I don't blame you.

Lorraine Woodward: Every time that I've traveled, they've dropped me. And I end up on my vacation with bruises and so I haven't done the air travel. I have a van and how the van will travel. And I rolled my electric toilet seat in the van. I am in the van. And so like you, my van will carry a lot of stuff. And then that's how I travel. But I do think that again and globally, we're seeing a lot more accessible taxi services and public transportation. And that makes me really happy.

Mindy Henderson: I'm thrilled to hear that because honestly again, because of COVID and then before that I didn't travel a lot out of state. Honestly, I'm ashamed to say it, but because of the risks involved in air travel. I know that there are a lot of other people out there who risk it every single day and my hat is off to them, but it's been a while since I've traveled out of state.

Mindy Henderson: So I'm really excited to hear that things like taxi cabs and that sort of thing are becoming more widely available. And I think the key here, again, unfortunately, it's about making the phone calls, right? It's about looking online, seeing what's available, finding out if there are accessible shuttle services, maybe that your hotel, if you're staying at a hotel operates, that can take you from the airport to the hotel. If there are accessible rentals that you can get your hands on, where you're going to, and just doing the research.

Lorraine Woodward: Well, I have found also that there are a number of Facebook groups that are travel focused.

Mindy Henderson: Oh, nice.

Lorraine Woodward: And people will go on these different travel sites on Facebook and pose a question. What's the best taxi service in London? Where is the best hotel in Madrid for accessible travel? And so there's been a lot more dialogue. If you find a great accessible short term rental experience, I'm seeing it posted on these sites.

Lorraine Woodward: Also, LinkedIn also has a great number of accessible travel resources. I'm joining more and more of these groups, but just because I'm learning a lot about what is out there, what are the challenges. And I'm in just awe over people who are taking these unbelievable travel and flying and doing it. And it's like, I want to have that attitude that I can, but I'm not there yet.

Mindy Henderson: Absolutely. Well, that's great to know. I'm glad you brought that up. And so what can we all, as a community be doing to try to increase the accessibility and the number of options available to us in the world of travel?

Lorraine Woodward: Well, I think A, sharing your stories. Now, I'm a firm believer that unless we share, we're not going to know. I always tell people that, we know that one plus one is two, because that's what we're taught. So if we don't share what our needs are and experiences, then how can we see that change? How can the short term rental industry change if we're not getting request, if we're not

sharing those experiences and information? And I really do believe that it's together by getting information out, by sharing it with your relatives, posting it in different newsletters and blogs and reaching out to MDA, coming to Becoming Rentable website and identifying what your needs are and your successes and challenges, that's how we're going to see change.

Mindy Henderson: That's fantastic. And I could not agree with you more. I'm a big advocate of sharing our stories. And I think it's interesting to me, every time I do, the people who write back and they say, I had no idea. And it's true. If you don't have something in your life affecting you, you don't have any idea. And so I think that's huge. So what's on the horizon for Becoming Rentable. Did I hear something about TV?

Lorraine Woodward: Yes. Well, yes we are. So, my idea of providing education and awareness, it started out in the very beginning that let's create a TV show. And that was really the impetus of where we are today. We went down surveys and validations, and we're doing all of these other activities based on wanting to do a TV show.

Lorraine Woodward: So now we're at the point of, we have our website, we have 700 postings. We are building our monetization of our business. And now it's time to start thinking about our TV show. So we have our sizzle reel, we have our storyline, and now we're getting all the support mechanisms in place to be able to pitch it to the Netflix and the Hulu and Discovery. I envision that we'll start pitching this in the fourth quarter of this year. And hopefully in 12 to 18 months, you'll see Becoming Rentable coming on TV and our streaming services.

Mindy Henderson: That's amazing. And that's what it's going to take, I think to educate the world on this form, if you will, of inclusion and what the world at large needs, in terms of accessibility and access to travel. That's so exciting.

Lorraine Woodward: We're just finishing up a property in Conway, Arkansas, where I grew up, which I haven't been in years because there's been nothing that is accessible that I could stay in. So we have built a little house called the little yellow house. It's a bungalow house. And it will be fully accessible for wheelchairs, walkers, autism IDD, vision and hearing. That's why it's our model house, where we will use this as a tool of education.

Lorraine Woodward: I did this past spring, a lecture at the university of central Arkansas to their master level students in occupational therapy. They then went over to the little yellow house, could see all these features that I talked about. They can take that experience as they start their careers. We hope to do webinars there, and also the opening and closing of our TV show will be from the little yellow house.

Mindy Henderson: Oh, so exciting. I've got this picture in my mind of a little yellow house. I can't wait to see it.

Lorraine Woodward: Yes. So hopefully I can send you wonderful photographs this month.

Mindy Henderson: I would love that. I can't wait.

Lorraine Woodward: Thank you.

Mindy Henderson: So, as we wrap up, do you have any other final words of wisdom that you'd like to share with our audience?

Lorraine Woodward: Wow. Wisdom. Wow. That I don't know, but I encourage people, come to our website, look at the different properties, share what their needs are. It's like, wow, I want to go to Purdue university and I want to go to check out the college and I'm looking for an accessible property, can you help me? And that's one of the things that we're doing. If we do not have a property that's in a geographic location, I've been doing a social media post ... In fact, this was a really, really cool story. So somebody reached out to me and said, I want to go to Fort Lauderdale on a vacation. And I can't find anything.

Lorraine Woodward: I did a social media reach out. We found a property in five minutes, they booked it. And so somebody had a booking of \$3500 for their beach rental. So they benefited and this family's going to Fort Lauderdale this summer. And so what's one of the things that I'm trying to do from a business for this industry is to say, look, here is somebody that wants to spend money in this town. If you have a property that has these features, let me know. And so I encourage people if you have that come to [becomingrentable.com](http://becomingrentable.com) and let us know.

Mindy Henderson: Wow, that's a great story. How fantastic, and Fort Lauderdale who doesn't want to go there?

Lorraine Woodward: I know, exactly.

Mindy Henderson: Wonderful. Well, Lorraine, I can't thank you enough. You're doing amazing things and making huge impacts in the world for us. And I thank you for all you're doing and for spending a little bit of your time with me today.

Lorraine Woodward: Oh, it was really my pleasure. I feel like there's a sisterhood here.

Mindy Henderson: Definitely.

Lorraine Woodward: And I'm just really happy and thank you very much. And my MDA family continues to be there.

Mindy Henderson: I love it. Thanks so much, Lorraine.

Lorraine Woodward: Oh, you're more than welcome.

Mindy Henderson: Thank you for listening. For more information about the guests you heard from today, go check them out at [mda.org/podcast](http://mda.org/podcast). And to learn more about the Muscular Dystrophy Association, the services we provide, how you can get involved and to subscribe to Quest Magazine or to Quest Newsletter, please go to [mda.org/quest](http://mda.org/quest). If you enjoyed this episode, we'd be grateful if you'd leave a review, go ahead and hit that subscribe button so we can keep bringing you

great content and maybe share it with a friend or two. Thanks everyone. Until next time go be the light we all need in this world.