

**TAPE # LY.0503.0900.9**  
**Ling Young**  
**Interview, New York, 5/18/2003**  
**JIM WHITAKER, Producer/Director**  
**PROJECT REBIRTH**

09.00.40 PICTURE UP

(OFF CAMERA REMARKS)

JW: There's a lot to talk about?

09.01.19 LING: (LAUGHS) Yes, a lot to talk about since the last time I saw you, when did I? When was the last time?

JW: It was July, August.

09.01.27 LING: July, August. Ok, so that means (~I~) I would have had the injury, I mean, I would have had the surgery already. (~I~) And that's two failed surgery. And for making my hand mobilized actually made it worse. So completely I don't have a grip at all whatsoever. Because on the last surgery, they had, I had a blood clot, and that took off my medium nerve. So that means my index and my thumb is not moving. So I, that's the only thing I had before I went through the surgery, and I lost that.

09.02.00 So now this other doctor, Dr. Chou, is trying to fix it. He is supposed be one of the best-known plastic surgeon. At the same time, he is a hand surgeon. Then at the same time his, he does microsurgery, and also has some kind of uh, (?) nerve repair or whatever you want to call that. So everything's working ok. I finally found a doctor do well. And I just had a recent surgery, which is a (?) success, except my scar is just (?) you know, doesn't work out.

- 09.02.32 But then now they fighting with (?) the money. He doesn't want to accept a fee, because on a, this was supposed to be a 3 hour surgery, it became 6 ½ hours. So now workman's comp only pay him \$2800. He wants \$18,000. With a discount, comes down to \$14,000 and that's a whole \$12,000 difference. So and I was supposed to, schedule from April 21<sup>st</sup>. and so now the price has to be worked out. Because he said I have like 20 more surgery to go.
- 09.03.01 So he want to be I guess he want to be guarantee in writing that he will get that kind of fee. So now I'm in a standstill. But uh, I still go (?) six days uh, physical therapy, just try to move this hand. But they know it's a lost cause by moving it until they do something about it. But they have to move it to a point that I won't go backward. So that's why this cast is on, just to (?) just kind of hold this.
- 09.03.28 And somehow the last doctor fused this finger, which he never told me. It is a surprise, ok? He, he did the surgery, he had pins going through my knuckles. And it was disgusting-looking. It was horrible. Then for him, he was supposed to make my hand this way. And now my hand's like this. And then he fused (LAUGHS) this finger. And, and it's, the worst part is the little finger. So the other doctor Chou, he said that he might be able to fix it,
- 09.03.59 Probably not perfect, but at least not, not like this straight through. Uh, other than that, it's just the same old thing every, every day. And when they put me through pain, I have to take pain medication when they do a therapy. And but I take that, I'm itchy. So I'll be like, I better take the pain medication, I be like a monkey scratching. And then of course if I don't do it right, I have a blister. But other than that, I have no clue what's going on. Everything (?) is like an unknown.
- 09.04.30 I mean, I have a lot of friends, even the person who's (?) 80% doing a lot better than I am. Somehow I don't heal. So. Maybe like one of my pain management doctors said, maybe because, maybe when I got heated up, chemical went into it. And when I got to Cornell, we were the first batch there. I had a funny feeling they didn't clean me as, as uh, as well as they should be. So because of that, I heal like doesn't heal, period.

JW: When you say Cornell?

09.05.05 LING: Yes, Cornell uh, New York (?) Cornell Hospital.

JW: That first time?

LING: Yeah, (?) yes, the first time. 'Cos when you get there, they said, they ought to clean you up real good, and then put the uh, (?) super skin on it. But somehow, I was there to clean it real quick, 'cos they expect a lot of people coming in. That's the only thing that they could think of that could happen to me, because I was not cleaned well.

09.05.33 'Cos I have a girlfriend, also a (?) burn victim from uh, the Trade Center. She was in St. Vincent, and then she got transferred to St. Barnabus. When she got there, she had like 104 degree fever. She was very infected. They went and scrub her, like almost scrape her skin out. And she's doing quite well.

JW: Is that Mary?

09.05.54 LING: NO, that's uh, Virginia. Virginia DeGerry. And Mary's doing pretty good. You know. Uh, I said, I don't know what to do, what I, 'cos I'm, I'm scarring too every time. It's tighten more, I losing more function. So hopefully I get this thing done. And uh, hopefully get some, some movement back.

JW: You said there was a blot clot?

09.06.20 LING: It was a blood cot right here, which the doctor ignored completely. I was complaining. Uh, sometime in November. I call the doctors up, and I say, you know what? I'm in pain. He said, well, don't, take a uh, Advil. I said, I already took a, took an Advil. He said take 600 milligram of it. I said no problem, I took it. And it just continue on and on. I cannot even move my hand uh, that doesn't have pain. It's numb from here to here. It's a

severe pain. I cannot even sleep with it. So the next day, it was my doctor's appointment. I asked him, and my physical therapist from Jersey came with me, so I complained to him.

09.07.00 I said I have a, I have a lump in my, my uh, my armpit, what should I do? He said, don't worry about, go home and rub it. He didn't bother to touch it, he didn't bother do anything. So I said, ok, fine, 'cos I don't know anything. So finally by Thursday, he said we're being bugging him. He said, you know what? Why don't you go see sports medicine doctor and see what he can do. So I went to see, I got, I got squeezed in. I went to see the uh, sports medicine doctor. And he said, definitely you have something in there.

09.07.29 I tell you what. Uh, go have a uh, ultra (?) ultrasound done. But before I had the ultrasound, the neurology calls me back, 'cos I think he was scared, and he did the nerve graft. He said that uh, why don't you go see a neurologist. Ok, so I, I went to see a neurologist. Then he said to me, he, he went to two test. The (?) electroshock test, and also with the needle into your nerve, to see is any, any move, movement.

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09.07.59 He said to me, you have a slight damage in your nerve. Ok, fine. We, we finished that. We took the report, gave it to Dr. Wyan, and we, my hand, the hand surgeon. He said, I read the reports, nothing wrong with it. Everything's ok. I said, yeah, but I'm having severe pain. He said don't worry about it. All right. So I'm not gonna do now? So I says to him, I have ultrasound on Wednesday. He said, well, you don't need it. I said, well, yeah, but I have made the appointment, what's the harm in getting it? Well, if it makes you feel better, go ahead and do it. All right. So Wednesday I went and see, had the ultrasound.

09.08.33 While they having the ultrasound, the, they mentioned something about thrombus problem and my home health in March actually understand that word. Of course I didn't know what it is. She said, isn't that a blood clot? He said yeah. That's how he said it. So I said, ok, now I have a blood clot. What should I do? So he said, the best thing is, go see a uh, orthopedic. Fine, I go see an orthopedic (LAUGHS).

- 09.09.00 So before I did that, the, the uh, nerve report, we didn't trust that guy, because he was, that doctor somehow was very arrogant. And he told me one minute I have a nerve damage, the next minute I don't have it. The next minute I would have a uh, slight nerve damage. It's like he didn't know what he was talking about. And by reading the report based on my physical therapy, Janis from Jersey, she says, no, it's but that you do have some nerve damage. She said, she said why don't you go get a second opinion?
- 09.09.31 So I went to get a second opinion in Jersey, which is one of the doctor from Cornell had told me, if you want to do something, go out of the hospital. You don't do it within the area. So I went to New Jersey, he took the same test, we didn't tell him what's going on. We just said, we want to have, have a test. He said what's going on? So he did the test, he says no, it's, plus you have 80 nerve damage. Ok, I don't guarantee it's gonna come back or not, but you definitely do. So now I feel like ok, fine, now I have this problem.
- 09.10.01 So then he said, you know what? The best thing, again, go see orthopedic, see what's going on. 'Cos it has to do with the hand. So I see an orthopedic. He said, why don't you get an MRI? Ok, fine. I go, this all within two weeks' period. But in the, actually within a month. So I went to see a, see the, have the MRI done. Now all sudden they said I have a rotor, rotator cuff tear. So (LAUGHS) I said, well, what happened to my blood clot? He said, I don't know. So no one knows what to tell me.
- 09.10..29 For two months I live in, in limbo. But then finally my pain management doctor gave me some pain medicine that supposed to help. I (?) have to take it 24 hours. So it helped a little bit, somehow, it kind of disappear. It took about 3, 4 month for the lump to disappear. But my nerve had, didn't come back completely. I had a little motion, which is not bad. It like you take, my physical therapy 4 months to work on this finger. It finally got some movement, then I (?) have an infection (LAUGHS).
- 09.11.02 It's just like uh, mine's a never-ending story. So the (?) is what's now on my hand, my finger's stiff. So it doesn't move again. So with the infection, like I, when I went in with 101 degree fever, which is not too bad. But the fingers, they doubled the size. It's red, it was

just swolloed up and in pain. So I was in the (?) for like 4 days. And I kind of gotten the swollen down. But then I lost the function 100%.

09.11.31 It's like a stiff finger. So now they're working on it. Finally I think I'm getting a little bit back. But it's no guarantee. Until he does the surgery on my wrist I'm not gonna get too much function here, that's what he said to me. 'Cos my wrist is already stiffened up to a point, and the skins are pulling the thing down. So with this cast, he is only a matter of trying to immobilize this, this joint, hoping they're gonna work on the other joint. So it's like uh, a daily pain thing that I cannot get away with.

JW: Last time we saw you, you were in a wheel chair.

09.12.11 LING: I was in a wheel chair.

JW: You did have mobility in your hand?

09.12.20 LING: I did. (~I~) Now I don't. after the last surgery. The last two surgery by the hand surgeon had actually botched it up. And he's not taking any responsibility whatsoever. When I complain to him, he just like it, it's nothing, don't worry about it. (LAUGHS) He said that's it. When the first graft he did I looked at it and I said, now that doesn't look good. It look like it's dead. How do you know? This is how he said. You, what are you worry about? I said, yeah, but it does not (?) look good. And I had a lot of you know, had a lot of surgery, I know what it looks like. I might not be a doctor, but I know it's dead.

09.12.58 But he didn't want to admit it, so I said, but it's not doing well at all, 'cos it's that become hard and black stuff, black like scab on my (?) graft, and it's all open. So I said, this doesn't look good. He said, what, what are you worry about it? We worry (?) when times comes. All right, fine. A week later, I was in surgery. So I guess he just doesn't (?) want to admit that he failed on the first time. So the second time when he did it, then all the sudden I lost all of this, so he comes to me, and he said, I'm pissed.

09.13.33 I said to him, you're pissed? (LAUGHS) What about me? So the way he knew it didn't go well. And so it was a whole, it, it was just so upsetting. And that's why I want to try to get another, another hand doctor.

JW: When he said I'm pissed?

09.13.48 LING: He means that it didn't go well. (LAUGHS) I said, I looked at him, you're pissed? Think about me. (LAUGHS) I said if you're pissed that you didn't do a good job, I lost completely function on it. I had gripped this way all over.

09.14.02 Now my hand's like this. I can't even turn the finger to make a fist. And this is useless, because I can't hold anything. I try to hold, wrap something like this, but the strength is not good enough for me to pick up anything. So now (?) I come (?) I completely lost this function in this hand at all. Completely. And this doctors too supposed to be such a great doctor, he could have fixed anything. And I mean, not perfect, but at least I could use it.

09.14.30 He, I understand he's the head professor of plastic surgeon. So in a way he doesn't want to deal with paperwork's. He said, listen. I don't have the staff to do it, 'cos all he has is secretary. And someone comes in once in a while to do, do paperwork. So and he's the only one there. He said I don't have the (?) I don't have the time and patience or the staff to run through it, workmen's comp. And he said that I'm taking a sacrifice taking you. You got to do something else.

09.15.00 And he doesn't write any report. He doesn't want to be bothered with paper work. I said, ok. That sounds great. So what should we do. So after we discuss it, you know what? We looked, tried to work around him. We do all of the paperwork, and do whatever we can just to make his life easy. So but we wanted the nurse, that is, that knows what's going on, to follow us to certain appointment. Because before, between November and December, I was completely lost. I was going from doctor to doctor, and no one tells me the same story.

- 09.15.31 Each one has their own story. So. Like the (?) orthopedic tell me I have a rotor cuff tear. The ultrasound one told me I have (?) blood clot. Then you went to a nerve doctor, I have a nerve damage only. So it's like everybody is not consistent what they, what's about my hand. So let it go for a while 'cos there's nothing I can do.
- 09.15.59 So uh, but thank god it kind of go away, but my motion never got back. I never got the grip back. So uh. Let's see, I got my finger back a little bit. That's the wrong position. Because it should be coming this way, but it's this way. So it doesn't do any good. That's when he wanted, he wanted to change this so I could have a, some kind of motion back. So I'm still waiting, like I said, now it's almost a month. Actually it's a month already almost. But I haven't got any answer.
- 09.16.31 That what's gonna happen. I did get a call from workmen's comp and she said, we're working very hard with Dr. Chou to get you the right number. So we could go, proceed with the surgery. 'Cos when you're workman (?) comp doctor, you have a uh, set fee. So means that if it's 6 hour, it's \$2,800, and you know that's very low. And a lot of doctors does not work with workmen's comp. that's the reason why.
- 09.17.02 'Cos their fee is horrible. It's ten times less than what they should be done. So that's why Dr. Chou doesn't want to agree to the price he's getting. He said, my overhead is 50%. I can't subsidize the surgery. It was one or two, I think he would have been Ok with it. I have lots of surgery to go. 'Cos he told me 10 major one and 10 minor one. Not, not counting my ears. My ears is another 3, 4 surgery (LAUGHS).
- 09.17.31 So for the next ten years, I'll be going in piece work. Means that he can't do (?) he should not (?) do everything one time. So he doing a (?) lot of piece work. Like even my hand he's doing just this much. And then after he finishes and goes well, then I guess he (?) would do the (?) mobility portion of it. But it'd be like every couple of months I would go into, I check in to the hotel. That's what it seems like.

- 09.17.58 And (?) the worst part is when I had the problem with the surgery my right hand, my left hand has no motion, I cannot do anything. So I want to (?) and I can't stay alone in any place. So I wanted to get a, somebody to stay there with me. Because it's a semi-private room in NYU. It's not like in Cornell. You have a private room to yourself. Oh, in the burn unit, your room is by yourself. But NYU is semi-private, and it's a woman patient. So nobody could stay with me is my daughter or actually (?) my daughter, 'cos she's in school.
- 09.18.33 So she can stay with me. I can't get anybody to, they wouldn't pay for the home health aide, or anybody to stay with me. It's not that I want somebody to take care of me, but I'm not ready to stay by myself. So in a way when the 3 or 4 day uh, I stay in NYU, Richard just have to stay outside the hall, or the chair. That's how he slept for like 4 nights. I didn't, he didn't have a choice.
- 09.18.59 Uh, second time of this, when I had this surgery, I was lucky to have a room with no patient next door. So Richard was able to stay inside with me. And of course if I need help, he would push the bell to get the nurse, 'cos I didn't have any hand to push the bell if I wanted to. So that was the reason why I needed somebody, somehow they, they said it's duplicate service. We cannot provide it. So after we kind of fighting with that part. I did have a uh, workmen's comp lawyer hearing.
- 09.19.31 Of course didn't help me, 'cos the judge really care less what I look like, care less what I wanted to. He just say ok, what are we talking about, let's stick to the point. And the lasted about 15 minute, and that was done. Now we still don't know what's going on. I, I'm having another hearing again. And I'm having a doctor's appointment with them, I guess to see what's going on. Uh, but it's not, (?) now everything's open. I don't know what, when my surgery gonna, if my surgery (?) will be done by uh, DR. Chou or not.
- 09.20.05 If not, I got to start from scratch, from, from scratch. Got to look for a hand doctor. And go (?) do my plastic surgeon, then I would have an autopathic surgeon for my ears. So in a way Dr. Chou replaces 3 doctors that I would be using. So I try to explain to the workmen's

comp. he has the expertise of all three doctors. Instead of paying 3 doctors for 3 different surgery, I'm getting one surgery, like this one particular guy.

09.20.34 And he's very particular. He uh, he does everything himself. He has no student following him. Nobody. He's there by himself with, like two nurse and anesthesiologist, and that's it. And he's hands-on in every aspect of you. You are not uh, anybody touch you. Because I realize that when I was in the, I was, when (?) for the infection.

09.21.00 'Cos he say, if you didn't have see me, you, you would have lost this finger. That's how bad the infection was. And I was there like second day, I said I want to take a shower. He said, the nurse, on, no, no. You can't take a shower. I said, what do you mean? I don't have an open wound, I want to take a shower. She said, no, you can't. She said, the plastic uh, team is very, very particular in taking a shower. I said, all right. So I went (?) and called the doctor up. So I said, so (?) the uh, secretary said no, you can't.

09.21.30 I said, well, can I talk to Dr. Chou. I got back. No you can't take a shower (LAUGHS). Oh, Christ, no, I can't take a shower. I was there four day without a shower. It was driving me nuts. But I guess he's afraid of infections. And I might contact something whatever. But the thing is, when you're in a plastic unit, with Dr. Chou's team, you could forget it. He's rule is his rule. And no one dares (?) go above what he wants.

09.22.00 And after one of the nurse said no, no, no. Dr. Chou's protocols are very high. You got to with his protocol. So no one dare do anything that they're not supposed to do. So in a way, I mean, in a way it's good. That means he has the power to say what I want or I don't want. And no one dare question him. And he's that particular. I think he also at the, he's, he's on the hospital board, too.

(OFF CAMERA REMARKS)

JW: This is a lot to deal with emotionally?

- 09.22.40 LING: A lot to deal with, and every time I go forward one step, it's (?) I'm going back three step. It's keeping like this since day one. I mean, people out of the jokes already. I just kind of started it. And with all this gone, all this thing, it's so active that no one even dare to touch it.
- 09.23.00 So normally burns like this takes a year to two year, max, to mature. Now I'm going into 2 years very soon, and mine is still very active, 'cos it's bright red. It's not changed color. It hasn't gone anywhere, let's say it this way. It just go backward. So the more scarring I have, the more tightening I will get, and that will limit my mobility. And it's not doing anything better. It just goes backward and backward. And that's why this (?) good enough that know everything.
- 09.23.32 And it happened Dr. Chou's one. And then I have problem with the other thing. So (LAUGHS) I make my business go around him, so I don't have to bother him. And I didn't know the fee is such a big difference. And somehow I understand he wasn't workmen's (?) he is a workmen's comp doctor. So I ask him, I understand you're a workmen's comp doctor. He said, yeah, I did this because I was using that particular case as a teaching tool. So I first say, well, you could use me.
- 09.24.01 Can that be too, I haven't asked that I haven't uh, gotten to that point yet. He said, the reason why I take the workmen's comp because I want to use it as a teaching tool, but in your case, yes, I'm willing to accept the low fee, but I can't accept under \$3 thousand for 6 ½ hour surgery. He said that's, that's beyond what I wanted. He said my overhead is 50%. I don't want to, I can't subsidize the surgery all the time. So I feel with one or two surgeries we (?) probably would, he would have take, take it.
- 09.24.32 But since I have so many going (?) down the road, he cannot accept the fact. So he wants something in writing, almost like a guarantee that this is how much he will be paid before we even go to my second surgery. Because that, that \$2800 was paid for the first surgery. For the 6 ½ hour that he did the surgery for. Maybe that's their fee. That's like \$300 an hour. So uh, so in a way I'm just hanging on, hoping this doesn't go backward as much as possible.

09.25.02 And maybe by the time he gets to it, maybe I get a little bit more. 'Cos like I said, this will be 8 times that I (?). the same spot, from the wrist down, it's 8 times they touching it. And (~I~)

JW: The eighth time they've done surgery?

09.25.16 LING: Yes. Which is like, it's weird. So now when they say 8 time, I'm still not done because I also have this other fingers to play around with. I still got this part to go. So I don't even know how many time I have to do with this hand. Lucky I'm a right, I'm right-handed.

09.25.31 So that's why I'm very careful trying to get this grip back. But I'm (?) actually losing some, but it's still better than nothing. That (?) is not that big. If, if you look at your (?) it's completely different. Yeah, you see the difference? But this is good enough for mobility. It's not, it's the, workspace is a lot larger if it's a normal individual. But this is enough for me to do what I want to do. So that's what he's, he's goal is.

09.26.01 But it's scarred up to a point is I'm breaking out again. So I don't know what he's gonna do. I don't know he's gonna do it again or whatever.

JW: What about the breaking out?

09.26.13 LING: It cut, it opens up on me. And the scar is not normal. It's almost like a callous. It's rough. And does not go away. And if you do a little bit more it opens up and it starts bleeding. So that's what happened the last time. It bled (?) to a point, it opened up for almost a year and a half.

09.26.33 And uh, no one did anything. The doctor see me every other couple of weeks, every couple of month. Uh, every two weeks. No one had mentioned anything when I went to see Dr. and I've been complaining but no one seemed to listen to me. 'Cos this whole (?) is scattered

to a point is I can't remove my finger. This how, this is how it was before. But with a big opening, that (?) it's been bleeding like a year and a half ago.

- 09.27.01 So (?) I went to see Dr. Chou as a consultation, he actually spent 2 ½ hour with me, going into detail and detail, and he'd sketch out the whole body. So remember how Richard said why don't I give you the uh, the (?) pictures. I have lots of picture. He said, unless you give me a three dimensional, it's not gonna be good enough, 'cos I know what I'm looking for. All right, fine. So he spent nearly 3 hours talking to me and sketching out the (?) other scar. And the first thing he said to me, this is the emergency.
- 09.27.29 The first thing you're gonna do is do your (?) I said, hallelujah, someone's listened to me. And that's why I found him to be good. Not because he's Chinese or whatever. Also maybe because he know Chinese skin. Who knows? And plus he's the head surgeon, not the head surgeon, head professor in plastic surgery. So he know what he was talking about. He's been around for I guess many years. And the first thing he said to me is to get this back. And that's make me very comfortable with him. And he, he gave me like a very comfort zone.
- 09.27.59 And somehow I kind of trusted him. Just like trust my uh, (?) doctor, Dr. Bauer. He gave you, gives you the feeling that he's there for you. Like I was in the uh, operating table, and I was like, they were trying to stick this thing on me, 'cos they can't find a vein (?) they stick it in my, my neck. So what he did was he came over and just grabbed my hand. He said, I'm making you feel like Ok. And this doctor's there for you. Just like he said, I'm gonna try to make you better.
- 09.28.30 That's my job. I'm gonna concentrate on only making you better. Other than that, the rest (?) is just nonsense. I don't want to deal with it. So in a way, he wants to do the surgery, get paid, and do the best he can. He cannot have time to go around and testify to workmen's comp, 'cos that can be very hectic. That'd take a long time. It'd take a long, drawn thing going on. And you constantly got to be on the phone chasing up at them, constantly on the phone explaining why, why you're doing this, why you're doing that.

09.29.01 He doesn't want to go through all that. That's why I'm having problem. And but the nurse the workmen's comp hired to follow me to the appointments are great. And Dr. Chou kind of liked him. And when they talk about it, they know what they're talking about, and (?) see what the, what he wants to do. So he goes back and tell the workmen's comp, this is what Dr. Chou wants to do and this is how it's gonna be done. So I don't have to try to explain what medical term.

09.29.29 And Dr. Chou doesn't have to call workmen's comp saying this is what I'm gonna do. So Patrick the nurse, actually does all the middle work. It save me a lot of headache, also save Dr. Chou a lot of headache. So, but he can't make the price. That's the only thing he cannot do. So now they supposedly working on it, and see what happen.

JW: What do you think will happen?

09.28.49 LING: Uh, I don't know. This is, this is way too much of a difference. It's 12,000 difference post surgery. It's not like 2 or 3 thousand dollars. Ok, you know, what, 2, 3 thousand dollar. I'll (?) I'll see how, what I can do.

09.30.01 But \$12,000 each for the next 20 surgery is slightly different. You know, you only talk about one, one surgery. It's \$12,000 difference. There might be surgeries a lot longer, it might be more (?) there would be someone, something less, give you less. But if you take an average of \$10,000, that's a \$20,000 you're talking about. I can't come up with this kind of cash. One or two surgery, I, I'll figure a way out. But not \$200 and some odd thousand dollars. And that's in the long run.

JW: What would be the total in the long run?

09.30.32 LING: It's about 20 surgery. Actually more than 20 surgery, so if you times it by \$10,000 each, you're talking a minimum of \$200 some odd thousand. So that's cash that I have to (?) think of getting if I say ok, fine. I got to stick with him. And workmen's comp only willing

to pay \$2800, I could have gave him the difference. That's what I'm facing. If comes down that workmen's comp will not pay it, that's gonna be my problem.

09.31.01 I don't want to start looking for another hand surgeon. Ok. And every time when a doctor goes in and work on me, they think they could (?) do miracles. But they don't know how I scar. And I try to explain to them, but they have the ego, that they can, whatever you can, they're gonna do, they're (?) gonna do it. But after they've done it, it's like ok, it didn't work. That's my uh, biggest fear now. That I have to go around in circle looking for another one. So that means one's down the line. Got to get the workmen's comp to approve this doctor. It's just on and on and on.

JW: Sounds like (?)

09.31.37 LING: No, no. I even go to the workmen's comp and I said that to the judge. And we did hire a workmen's comp lawyer, but unfortunately the lawyer wasn't really prepared. And the workmen's comp lady did not, wasn't prepared either. So the judge over there looking me like, ok, what happened? Like he didn't care what happened. That I was from 9-11 and my burns are all over.

09.32.00 And the, the lawyer said to him, look. Just look at her, you know what's going on. And he's, he didn't bother. He was too busy eating his breakfast. I mean, (LAUGHS) this is a judge. Supposed to listen to my case, find out what's going on, but he just sat there like it was turning around, too busy playing on his breakfast, and the next thing he just say, well, get to the point, what are we talking about? So the lawyer said, well, we have a problem with the price on the uh, on the surgery.

09.32.31 So he said, you know what the difference is? He said, no. He said, well why don't you go out there and call the, call the doctor and see what's going on. And so we call the doctor. That's when we found out that workmen's comp want to give him \$2800. he wants \$18,000 but he gives 20% discount (LAUGHS) it's \$14,000. So the lawyer said don't bother wait.

I'll tell the judge and see what happen. And that's why I'm gonna go back again in June. And it's like constant now.

09.32.57 Uh, June 2<sup>nd</sup> I will have doctor's appointment with the workmen's comp. June 11 will be the hearing. It's gonna be like real quick. They want to get rid of me, that's what they want to do. Matter of fact, they want to buy me out. Ok, I, I said to them, no, 'cos I have no clue what my surgery's gonna be. 'Cos what she's saying to me that's Miss (?) from workmen's comp, she said that (?) we think about settling and (?) I don't have to deal with you, you don't have to deal with me. But there's no number that you could look at, say, Ok, I'll take a settlement.

09.33.30 If I'm well, there's nothing wrong with me, maybe people could think about it. With me I have surgery down the line, I have no clue how much it's gonna cost. And it could be a million dollars, it could be more. I can't just say ok, let's forget that. So we say not we're not even discussing. And the lawyer said that uh, it's way too much early to even think about anything. So that's where we stand on that respect. And other than that with supply I had no problem, but it comes to surgery it's a major thing.

09.34.02 Uh, I would have no clue. I'm, I'm pretty upset about it, but I try not to think about it. 'Cos what can I do? If I want to rush it, I want to call them up, but you call them up once, you call them up twice, leave a message, that's about it. So we just say this, how much can they do? Just wait and see what happen. So when I got the phone call from her, I felt a little bit better, but if they gonna try to (?) on the number, or they're gonna willing to pay the difference.

09.34.33 So that's where I'm at. 'Cos, 'cos I think they trying to get uh, opinion from other doctors that how much they would charge if you have a surgery on this particular issue. So I remind her, I say excuse me, he is, he is a doctor replacing all my three doctors, ok? Would that make a difference? Can you please bear in mind this doctor take over 3 other doctors. Instead of having 3 surgery I want to have one.

- 09.35.03 So she says, you understand, it's going up the chain of command already. So it passes the supervisor already and I don't know who else is above her that can review it. So I think they're waiting for letters to come back that, you know, so and so staff, if this caliber is costing this much. But it's gonna be very, very hard to find a doctor with all that caliber. It's kind of impossible. He's one of a kind.
- 09.35.31 And after the microsurgery, I think about 20 years ago, I think. I'm not too sure. He's actually the first one into it. He's the one they, he's the one that (?) well, that's what I'm listening to, I'm telling him, he's telling me all this story. That when they first came out, him, him and this other doctors are the only two I guess in New York that knows microsurgery. But with that he trained quite a lot. So now it was over 200 doctors that know how to do microsurgery. So I'm praying maybe with this he could do something.
- 09.36.01 You can't do too much with the function. But if you could do microsurgery, maybe it will release the scar in there. I'm just praying that maybe I'll get my hand back. 'Cos he likes to tell stories about what happened to certain doctors, or happened to certain ambassador from I don't know whatever. How they come in like this, and by the time he's done with them, and they can move it. So I'm just hoping that I will be that lucky.
- 09.36.28 If I'm not, at least give me something back that I could actually grip to something, because if now, this hand is useless. It looks great, but it's just a, almost assuming there's not no hand in there. 'Cos I have no control. One, when they're doing the time in November, you can even put a, put a piece of cloth on me and that doesn't bother me. I have no strength. I, you could put anything on me, it will fall off, because I am so weak on this hand. There's no feeling.
- 09.37.00 All I have is numbness pain. Severe numbness pain that I could not handle. And pain-wise, I'm very good. And I'm (?) when I, when I complain about the (?) pain, I talk to Dr. Wyatt, which is my hand doc, I said, listen. I don't want to complain about pain. If I'm in pain that means I'm pretty bad. Ok? I said, you could ask the doctors, nurse, while I was in the hospital, what kind of pain that I go through, I do not complain. If I complain it's pretty bad.

09.37.31 But he ignored it. And uh, if, but since he did the surgery, Dr. Bauer cannot really say too much about it. All he can say is, I think it's a blood clot, but you should have to do deeper and see what's going on. He didn't do the surgery, so he really can't get involved. So because one doctor's from (?) says, the other (?) from Cornell. So even though they know each other, but once one doctor does the work, the other doctors cannot come in and say, hey, you know, what is wrong. (?) I'm kind of stuck in between. And.

JW: What are you feeling right now?

09.38.11 LING: Frustrated. Very (?) frustrated. And sometimes you just can't help emotionally. That you're looking at yourself. I actually, I'm a lot better than some people. I mean, there were people from like uh, there's program on uh, I think last week, in Discovery channel about skin graph and uh, what have happened.

09.38.31 They showed the cop from Phoenix that was completely burned when he was uh, when he was hit in the back by another car, the whole, the gas just completely blew up. And you must have heard about it Phoenix. I saw that one, the beginning didn't bother me too much. And there's another one that's also from the Pentagon that was burned really severely so he completely lost a hand. Ok, and things (?) with a chin. I read the article that they have to put Scotch tape to hold on to it.

09.39.01 So when I saw those two, it wasn't too bad. However, when they start showing them when they just first (?) I said, oh, no this is it. I said, Richard go some place and watch it, I can't watch this. This is a little bit too graphic for me. So this is something I said to myself, look, I'm a lot better than the. And that gave me a little boost. You're not as bad as you think you are. But like they say, you do have the right to complain. I do, but what am I gonna do about it? That's the only thing.

JW: What do you do to keep your spirits up?

09.39.37 LING: I do have a lot of friends who call me, ok? Uh, and I'm very busy all (LAUGHS) day long, running from appointment to appointment. So Monday through Saturday, I'm at appointment, so I don't have too much time to do thinking. When I'm, when I'm home, I'm like beat already. I'm so tired. I just sit down and just sometimes and just watch TV. And I don't like free time. Free time is the time that I'm in trouble.

09.40.00 'Cos when I have too much time in my hand, then I start thinking things, and I start looking at myself. Then it just gets very, very emotional.

JW: What do you think about?

09.40.11 LING: Actually I don't think too much. My mind's kind of blank. But it's just like I'm staring at it and I, ok, what's gonna happen? And, and I go back and I look at my life, you know what? I had my life planned so well. So well to a point it's before this happened, I was traveling all over the place. And I said, you know what? This is what we're gonna do.

09.40.30 We're gonna travel to this place, we're gonna travel to that place. I'm just planning vacation. That's my free time when I'm home. Planning vacation after vacation. 'Cos I could take time off and (?) could kind of take time off if he arrange it. So we're doing great with that, and uh, that year I was, I came, I went to China by myself. I was gonna go back to China with the kids to see where I was born, 'cos I came from uh, Canton, China. It really was planned, the tickets were done, hotels were booked.

09.41.01 So when I was laying in the hospital with all my, like a mummy and I said ok, good. Big deal, you got burned. So I still think I'm going on vacation in December. That's, that's what time I was going. But of course later after 3 weeks, I know it's not going. So I have to cancel everything. But if you know now you can't go nowhere, and even though I'm trying to go away for a couple of days, it's not possible, 'cos I cannot risk my physical therapy. If I miss it for a couple of days, uh, everything they have worked over the week is completely gone.

09.41.34 So that's why I go for 6 days. Now I'm gonna go for 5 days, 'cos I'm in a cast. So the whole point is what I'm gonna do is, is help my fingers that could bend it down all the way to here in severe pain. I cannot do it myself. But they could. They could bend this down, almost up to here. That hurts (LAUGHS). It was like oh. You can try to say this is how stiff it is, and they gonna bend all the way down here.

JW: Is that what they do in therapy?

09.42.01 LING: Oh, yes (LAUGHS). By the time I'm done, I'm tired. She's tired. That's how bad it is. They have to really force it down. But then the minute they finished, it goes back. The whole point for them to do it is to make sure it doesn't go backwards too much. So they torture me, and they know they torture me. And they know that they (?) that I'm in pain. But there's nothing they can do. So like they said, no pain, no gain.

09.42.30 But until this surgery's done, they're just doing a lot of pain for no reason. 'Cos if I have it done, I may get a little bit more motion, it won't be as painful. And uh, it's just an ongoing.

JW: What is your week like? What is a sense of your day?

09.42.55 LING: Ok, my days would be uh, during the week, I'd say now I had just change it back to Jersey. Monday (?) Wednesday, Thursday, Friday and Saturday it will be in Jersey therapy. That (?) a three or four hour trip, wasn't too bad. My Tuesday is like a 10 hour trip.

JW: What do you mean by 10-hour trip?

LING: What do you mean, distance?

JW: You get up in the morning?

- 09.43.16 LING: Oh, no, no, I'm just gonna talk about leaving my house, coming back, that's a 10 hour trip. I don't get home to 8 to 10 hours later on a Tuesday. 'Cos I try to squeeze everything in Tuesday and Thursday.
- 09.43.30 That's what I do. And before like I say, Monday, Wednesday and Friday, it's in Jersey, it's not too bad. It's less than an hour away. So by the time I come back it's only 3 hours. That's the 3 day I actually say ok, I can sit down and have lunch in a decent time. And just relax a little bit. And I can't do too much work 'cos it's only one finger. I mean, one hand. I try to write, write some diary. Richard wants me to write what's happened that day. I try to do that. And watch TV sometime. I cannot try to help the cook 'cos this is open.
- 09.44.01 I can't use this hand. And (?) matter of fact, the last time I tried it, I almost got burned. So I said, ok, this is it. I got something from the microwave try to transplant, transport it into the pot. It was so hot the thing bubble up, and I just dropped the whole thing right into the pot. I'm so lucky I didn't get burned. So I say ok, I'm not doing this, 'cos I can't have one hand trying to hold it, and this hand try to grab it. It, it wasn't possible.
- 09.44.28 Uh, on the days like get up in the morning, have your breakfast, go to the therapy come home, have lunch, that's (?) a typical Monday day. On a Tuesday, get up very early in the morning, I leave the house at 8 o'clock in the morning, ok? Or sometimes 7, 7:30. get to New York, go to all my appointments, from place to place. By the time I come home, it's about 4:30 or 5 o'clock.
- JW: (?) appointments?
- 09.44.53 LING: Those my, that's my occupational therapy and my physical therapy. My psychologist, my doctor's appointment. Sometimes the pain management doctor. So you can talk a minimum 4 to 5 appointments a day on that particular day. And my next week, I have to see Dr. Chou, so I will have Dr. Chou and the physical therapy in New Jersey, so that will be like a 6 hour, 7 hour round trip. I think my appointment's like 9:30, I leave the house 7:30. I will not get back like 4 o'clock. That's next Wednesday.

09.45.29 Tuesday I leave at 8, I'll be back by 4. Ok, the other day will be let's say 4 hour, 3 hours round trip. So that's my typical days. It's (?) that's my full time job. So by Saturday I'm, I'm beat. I'm so tired I can't do anything. And with the pills I'm taking to go to sleep, that's been pretty good. I (?) thought they, I call that a cocktail. (LAUGHS) I have my sleeping pill, my itch pill. My uh, I don't know, depression pill, the whole nine yards.

09.46.04 And that's pretty good so far. Gives me a (?) good four or five hours. But if I don't' take it, forget it. I will not, no, I can't sleep. Especially with this thing now. I have some opening in there. So somehow it's like burning inside. I can't take it off. So, so when I can't sleep, I'm gonna be itching all over, I'll be scratching all night.

09.46.29 It's just will be hell. So I'm taking those pill, I don't care. People say you know, why don't you stop? I said, well not yet. Until I get myself to a point that I could just, even watch TV all right if I can't sleep. That's not too bad. Assuming I can't sleep at all, I could watch TV all day, all night. And get myself tired. But now since I have so much pain on me, I don't want to take that chance. Sleeping is the one thing that's try to heal you, I understand. The more sleep you have, the better it is.

09.47.00 That's what they say. But if I can't sleep, I can't heal. So I'm trying to sleep at least 4 to 5 hour minimum. So it would help the sleeping pill and these other things. It helps me.

JW: Why not?

LING: Why not? That's exactly what I say. I have to. They say, oh, you're gonna get addicted. I say, you know what? I worry about, I worry about that when time comes. Now, I just want to get my sleep, and hoping it helps me heal. That's it. I mean, who cares? I might be addicted. It would better if you have some wine with it but (LAUGHS) but, but my family's very strict. They won't let me touch it. (LAUGHS)

JW: Why?

09.47.39 LING: I don't know. They say you got so many pills, you, you don't know what's going on. I said to, I called the doctor one day. I actually was going to a Christmas party. And I wanted to have a glass of wine (~I~) Ok, so I call the doctor, I say you know, I'm going to a party, I want to have either, can I drink wine? So he said, oh, it's no big deal. It'll probably make you sleep. Oh, that's great. Oh, god. Donna just went crazy.

09.48.00 He said, if you're gonna go drink, I'm turning this car, I'm going right back. So instead of having problem, I just shut up. So the net time I have a, they had the Chinese dinner, and Mary Jo, we invited Mary Jones and Wes (?) family to go. So Mary and I said, you know, let's, let's put the thing there. So I drank the whole, the whole evening. They wouldn't know the difference (LAUGHS). I told them after, they got mad. 'Cos you know, I know you could drink. I know everyone I know of could have some, could have a glass of wine with the sleeping pill, whatever you want to call it.

09.48.31 The only thing side effect is it makes you sleepy. But they were very strict. And they said, home, you could forget it. I can't even sneak that. (LAUGHS) so it's like ok. It's, it's crazy, but you know.

JW: Did they have wine?

09.48.45 LING: Yeah, they could. So that's why Mary and I just kind of sneak it in (LAUGHS). She puts it right there and I just turn around and look at them, and I said, Ok, let's do it. So I had a couple of glass, a couple of glass of wine that day. And they didn't know a thing. I didn't feel sleep actually. So it's like ok, that's pretty good. But maybe it's not as, that wine's not that strong maybe.

JW: How's your depression? I'm sure it's hard.

09.49.09 LING: It's hard. But I'm not as depressed as most people, ok? Like I got to support group and (?) uh, in Jersey. I have, there's quite a few, a lot of people more depressed than I am,

especially when it's not hurt. Because yeah. What happened was like one of them was in '93 bombing. He was young at that time, so it didn't bother him.

09.49.31 He came out of it, he was stuck in the elevator, (?) in a room or somewhere completely pitch dark for 4 hours. He came out alive, he was young. Came out, got married, have kid. This one totally completely destroy him. 'Cos what, that brings back everything from '93. So he got out alive, but however, he, he's so destroyed from it, he can't function.

09.49.59 All he does is taking these depression pill that make him feel better, but the depression pill make him very sleepy. And he's being going to a psychiatrist, which every time he walks in, he just increases the dosage. Ok, that doesn't work. Let's increase it. That doesn't work, let's try something else. For year and a half we've been trying to tell him, go see a psychologist. You can't just go into a psychiatrist, give you a pill. You got to talk it out and let them listen to you. So finally we got to him, one, that he's going to now.

09.50.30 But he's the type that uh, he gets this pressure, goes buys guns. Buy guns. I say what the hell you do that for? He's so scared that he actually put a gun under his pillow to go to sleep. And there was at least 4 or 5 of them making big money in Wall Street. And they lost that. That one guy we met last week, he had a business downtown near the World Trade. He's saying that after a year and a half, he cannot handle it anymore. He said, I used to make over \$400,000 a year.

09.51.01 Now I'm going to school to be a, a truck driver. 'Cos I've got to do what I have to do. I have to sell my house, move into a smaller place, but I have to say, I've got to do something about it. So he, he'd be, instead of making (?) \$400,000, he became a truck, he's gonna be a truck driver. So that guy kind of like inspired somebody else and say that you know what? You're not gonna get the job you had before. It's gone. You're not gonna make \$100, \$200,000 or half a million dollars any more. 'Cos you're not capable.

09.51.30 They are either vice president of bank, vice president of a broker's firm. They're all high, high up in salary. But because they did not, they was not injured at all, they're not getting

any help whatsoever. The only thing they would get is uh, counseling, psychological help.  
(STOPS)

09.51.52 END OF TAPE # LY.0503.0900.9

**TAPE # LY.0503.1000.10**  
**Ling Young**  
**Interview, New York 05.18.2003**  
**JIM WHITAKER, Producer/Director**  
**PROJECT REBIRTH**

10.00.00 PICTURE UP

(OFF CAMERA REMARKS)

JW: This guy was a VP?

10.00.12 LING: Yeah, and then he lost the business. (?) no, this guy I mentioned that (?) that was making \$400,000, he actually have his own firm, downtown Wall Street. Because what happened, he lost everybody, ok? At the same time, he also lost his business. So for a year and a half, over a year and a half now, that he's trying to cope with what he had.

10.00.34 He can't get help because he's not physically injured. So only thing he could do is get counseling. So he finally decided, I cant sit around doing nothing. This is not my life. He, he know he can't get back to his business because, to make the money. So what he, what he's gonna do. So he decided, I got to do something. So he, he's learning to be a truck driver. Uh, so they gonna move from a bigger house to a small house.

10.00.59 There's another one the same, the vice president of uh, some kind of bank, I don't remember what the bank's name. He can't go back to work, either. He refuse to go to New York. So

now, even though he takes a salary cut of half, they're not gonna hire him. The first thing they're gonna look at you, how come you're not working for a year? Well, I'm from the World Trade Center. Why? And right off the bat they know you have a psychological problem. You can, and they know they cannot function as a group leader that have someone under them working for them.

- 10.01.30 And also the temper. Like really goes outrage. And (?) the temper, anything could trigger them, that's how bad it is. I mean, they could talk, they'd be driving and someone try to cut him, they would try and get up and kill that person. And that's how frustrated they are. I mean, I had, I have a uh, a couple that's actually burned in the World Trade. And I just found out what happened to them. They were in Building One, and when the fire ball came to the ground floor, open the elevator door, there was glass in a bunch of revolving door.
- 10.02.06 I just found out recently, 'cos I know they got burned bad, I just found out recently that they were blown through the revolving door, into the street. That means the wife was landed on one of the big planter outside, and he was, he was landed on the floor. I mean, I'm thinking, my god, these two was actually flew, flew through the door and he has glass all over him
- 10.02.29 For 6 months, once in a while, they still find piece of glasses in him. That's how bad it was. (?) my god. So, but they doing a lot better than I am, thank god. They finally out of their garment and now they getting laser surgery to make (?) themselves better. Like the laser surgery is supposed to be loosen your skin and take out the scar. So they're already into their fifth (?). So which I'm glad for them. But mentally, they can't, they can't handle it. He would not refuse, he refuse to go back to work.
- 10.02.59 At the same time, Eddy's his name, he was working for Blue Cross and Blue Shield. He had a friend, one of his best friend in the wheel chair, ok? You can't take him down because if you take him down, because he has an oxygen tank. So if you lift him up, he has no oxygen. If you take, you can't take the wheelchair and the oxygen down. So he actually know that he's waited there dying. That he cannot get over. So mentally he's, he's a wreck.

10.03.28 Because every time he think about it, he think about his friend standing there, sitting, sitting inside an office, waiting to die. That's what happened to this friend of his. So lot of problem emotion problem. It's just, you cannot describe.

JW: Do you think a lot about it?

10.03.45 LING: I do. Ok, because I don't have a choice. Sometimes it just come up. Matter of fact, a month ago, I start having flashback. I don't have it too much at all, 'cos I'm lucky, maybe because I don't remember anything. A little not remember kind of what happened.

10.04.00 Kind of remember what happened on the 78 floor, when I got up, everybody's dead. As a matter of fact, I have decided that the reason I was saved, 'cos I'm so short, I think everybody just shield me. 'Cos when I got up, this stays right here, and I kind of remember telling, I think I told you I found my pocketbook because the phone rang. It was all the way at the other end uh, under, underneath a whole bunch of uh, sheet rocks or whatever building thing.

10.04.31 And I had my pocketbook on my, on my shoulder. So to fly it over there, there must be (?) something that just blew me out. And for me to be alive, like out of nowhere, I think everybody around me shield me. And that's the only thing I could think of, why I'm not one of them. And uh, what was I saying? And I thinking about it, yes.

JW: You have flashbacks?

10.05.57 LING: Yeah. Actually last month of so, I was constantly having flashback that the explosion. It's like I remember like somehow so real and so realistic that I was there, and the explosion would come and I fly off to the other corner. It's getting, getting worse and worse by the day, so I finally told my uh, psychologist. And I said I, I haven't have this kind of flashback before. Why now, after a year and a half? I might have had them, but it doesn't seem real. You know, you have them but you think about what's going on. But it didn't seem like I was there.

- 10.05.29 And this other flashback, I was almost like it happening now. And it's pretty scary. (~JW~) I could feel it, I could hear it. It just, everything seem like it was happening right that minute. And it, I got scared. It was really scary. So she said to me, that's not a big deal, ok? Uh, just try to focus. She said, the minute you, you know it's happening, just (?) switch your head and do something else. And I had follow her instruction, and that helped tremendously. So I haven't got too much lately.
- 10.06.01 Even when I do, but it's not like real, 'cos I, I think I was very lucky because between coming down from the, from the floor, 78<sup>th</sup> floor all the way down, I don't remember anything. I don't remember I was going down the stairs. And I don't remember that Jim Devy picked me up. I have no clue. And when I got to the, got downstairs, the only thing I remember was I was in the (?) ambulance with Mary. Then after that. The next thing I remember, I was in the hospital and they tagged me, and then I was telling them all the phone number.
- 10.06.33 'Cos they love to tell the phone number, then that's the only thing I remember. Now, between the ride to, from the, from New York, I mean, from downtown to uptown, Mary said I was talking. Talking about everything but I have no clue what I, what happened. I understand around the whole area where I was coming out from VC street, I understand people were jumping, body parts all over the place.
- 10.07.00 I don't remember a darn thing. It's completely blank to me. So maybe I'm lucky. Maybe, maybe hopefully then maybe never come back. 'Cos he said to, Jim said to me, I was pushing you around. But I understand that's pretty nasty down there. That's how I understood it, 'cos I had known one a friend that came out alive. She said she had to walk through a lot of those things, things were all over the place, pieces. But I don't remember seeing it. So maybe I'm lucky. If I really didn't see it, you know, 'cos maybe I was just looking straight.
- 10.07.31 And I hope that's the case, 'cos even though it comes back it won't be what I think it would be. But the flashback has told me that things are coming back. Why I have no clue.

JW: Did the psychologist say there was a reason?

- 10.07.37 LING: No, she, she said that's normal. That uh, even though you didn't have it a year ago, it come back. Like one of the uh, girl from the World Trade again, her brother was burn 40 years ago.
- 10.08.00 She never dealt with it. Ok, never. It just like completely wipe out of her mind. That almost like he's (?) because 9-11, everything comes back. So it took her like almost a year to deal with it. Almost like a 3 to 4 day psychologist session for her to realize that this has happened, your brother is dead. He was burned to, he was burned. That's how bad it was. And he was 6 years old, so she can't be that much older or younger.
- 10.08.31 So but she never dealt with it, so after 40 years later, because of 9-11, it brought, it trigger all the memories, so for the first time she said to, to me, Ling, it's the first time I'm going to my brother's cemetery after 40 years. She's like 46, so I guess she would be, I would say she was 6 years old at that time. Just like the other guy from the, the group. Nine-eleven brought back what happened '93. So everything just come around in circle.
- 10.09.00 So he had to deal with two disasters in one. The first time he was young, when, went out, got married, have kid. Now in this situation, they can't pay the mortgage, they can't pay the bill. So he's getting Social Security he's getting some kind of a disability insurance, but it's gonna run out. Sooner or later it's gonna run out. He has young kid, he's had, like 4, 5 and 7. His wife never work before. What he's gonna do? He's home baby sitting his 4 year old, but he said, half the time I'm sleepy.
- 10.09.31 Somehow those pill make them sleep. I don't have any pill that make me sleep (LAUGHS). All day they, they are, they're knocked out. I said, tell me what the hell do you take? Maybe I should take that. But that don't work. Nothing works on me. I had try Zolof, I have tried you name it, the kind of depression pill that I take and they said, you know what? They will calm you down, you go to sleep. Would never work on me. Except one pill it was working, but I was like a zombie. I said no, I'm not putting myself in this position.

10.10.01 You can't even get up. I completely knocked out. All day. I said I don't want that. That's not what I want. I want something that's mild. Just to calm me down a little bit, but I don't want something to completely knock me out all day. So, so far this other pill's working, I think.

JW: You were talking about how some events trigger things, and we talked about your early life. Have any things come back to you when you were younger that have been strong?

10.10.31 LING: No, none of those. Nothing that I say happened to me many, many years ago. (?) because I have a pretty normal life (LAUGHS) which is good. Nothing really drastic that happened to me. Uh, when I'm in the hospital sometime I do think about my grandmother who died. She was like in hospital for actually like 6 weeks, I think, or more. But she was like a 70-year old and at that time, they don't know what to do with an ulcer.

10.11.00 And hospital it's like a slaughter house. They would take her and just push her over to the bed. When she had her first surgery, it was, it broke open. They didn't do a good job. The stitches came off. The second time they went in, they made it too tight, she had an infection. So it's like within 5 days she had two surgery, major surgery. So (?) worked out. So she died, I, she was suffering like 4, 6 week before she died.

10.11.27 Now with me going to the hospital, sometime you say, you know, you go in, you don't know if you're gonna come out alive. Because we had another group uh, from uh, Cornell, it's a burn group. The lady was burned because she went into a hospital to have a (?) prosthesis done through her throat. They all left her, she actually was on fire. From (?) the wire that was not grounded. She was burned completely from here to there. So you, you go into an operating room, you don't know the hell's going on.

10.11.59 So when I go to operating room, I was, it was, I tease. I say is all your wires grounded? I said, I'm not being funny, because I know somebody who got burned at this (?) not at this hospital. I have a, I know a burn patient that's in the hospital now because she was burned

in, in another hospital. They left the room, nobody was there. She was on fire. Next thing, and they see the smoke coming out of her chest. So they came out, the doctor came out and told the husband, I have good news, the procedure went well. I have bad news, she's burned.

- 10.12.30 So it's like of course they're gonna be sued, left and right. But every time I go into a surgery, I don't know how it's gonna come out. Because like this blood clot there, when the first surgery he did, I had, I felt something that was bothering me. He said, don't worry about it, so I left it alone. The second one made it worse. And then I found out the (?) anesthesiologist did the surgery on uh, Lauren uh, Manning. So while we were talking about it she, she say yeah, after the first one, I, I don't want him.
- 10.13.02 But I didn't know about it. I know about it afterward. So that's why this doctor was (?) calls me up, how you doing? Because I think he must be afraid I'm gonna sue him. I'm not, I'm (?) not looking to sue anybody get money. All I want is just tell me that something is wrong. I mean, things happen. Mistakes happens, but admit it. Say to me, you know what? That's what happened. It's a very possibility that you have a nerve block. This could happen. Let me know.
- 10.13.29 But don't just ignore me completely. And that's what I'm kind of mad uh, mad at. They ignore me completely. When I complain about a pain, they don't care. When I said I have a blood clot in there, they don't even bother to touch it. So that's I'm mad at. Instead of saying, you know what? I'm gonna sue you. I never really use the word. I mean, maybe later in the future I look into it, but I'm not looking to get money because (?) you did this to me wrong and you did this to me. But I just want you to tell me that you know, I screwed up.
- 10.14.01 It's nothing wrong with it, 'cos things happen. So that's why I want to go in the hospital, have surgery. Once she knocked you out, it's great, you don't know what's going on, but before you get knocked out, it's ok, I'm going into this room, am I coming out? So it's funny, it's weird. Every time I go into the hospital, I try to pay all the bill first, in advance, do all these things, god forbid something happen. It's kind of done, and I kind of tell them, you

know, this is where everything is. If anything happen, this is what happen. 'Cos I don't know what's gonna go happen. You walk in, you might not come out. And (~JW~)

JW: Is that a little bit from your grandmother?

- 10.14.35 LING: No, not quite from my grandmother. From what, what I've been seeing, ok? Uh, surgery could be easy, but it could be really a messy job. Like I went in for 3 hours, I didn't come out for 6 ½ hour. And Richard's like, you know, I can't go to lunch because what happen the minute I walk out, the doctor's coming out? So he actually starve until like 6:30. because he didn't want to leave.
- 10.14.59 So this time I call you, you'll be smart. You know, he will bring something with him. But the point is no doctor know until they open me up, ok? He thought it was such an easy job. All he do is take the scar up and put the skin on. Not knowing when he opened me up it's a mess. That's why it took so much longer. It's just strictly only this part right there. Took him six hours. Now if you look at it, it's not a big deal. Doesn't look (?) bad at all. But when you open up.
- 10.15.30 It's different, and I kind of know it, but uh, I can't tell the doctor, you know, this is what happened. You're almost saying to him that you don't know what you're doing. 'Cos it's so messed up in this (?) space that I said it's gonna be a problem. And it did. It's double the time he was in there. And uh, like I said, that's only this part. Imagine he does this whole thing. That's a pretty you know, heavy job. But that's why he doesn't want to take the small fee.
- 10.15.59 He, almost like it's up to taking 4, 5 surgery a day, he's stuck with me and one. By the time I got out, I bet you only could do one more surgery, if he's doing one. Richard said he was beat. Standing there 6 hours working on me. That's not an easy. You can't even take a coffee break. So I tease him, I said uh, don't you have lunch? He said, no, no, I train myself not to have lunch at all. I said, oh, god. So he know that he's not having lunch when he goes to surgery. He said sometime, one time he was like 24 hours straight.

10.16.32 So therefore he train himself not to have lunch at all. So I said, gee. That's pretty good. For therefore it doesn't bother him. He start about early morning, and at the afternoon didn't bother him 'cos he didn't have to have lunch. So. But I think he's a good doctor.

JW: (?)

10.16.51 LING: I know. I just hope that uh, he could see the light, that he's the doctor for me. Maybe he will come down a little bit, and then help workmen's comp go up a little bit. See they could meet him between, or a little higher than what he expected. And that's what I'm hoping for. They swear to him they work on it. So I don't know. But they think they're gonna convince Dr. Chou to take less money, they better think again. It's not happening. So either they're gonna willing to pay for it, or not. And with state insurance fund, I don't (?) know there's too many people got hurt anyway. So it's not like you have 100 people on the list saying that whoa, you had to pay all this bill. Mary's done, ok?

10.17.33 She still have maybe psychological (?) and other problem later in the future. But she's done. But me, it's a whole 10 years going down the line. So that's why they kind of like try to go with the fee. If you don't, instead of having 10 surgery, I might have 30 surgery. What are you gaining from doing this? That's why I'm hoping to understand what are you gaining? And the nurse is actually conveying the, the message to them. So that help tremendously with him around.

10.18.01 He (?) know what the doctor wants. He know how to go back and say to workmen's comp, this is what happened. So uh, so I'm hoping that, that works out. I can pray but, I hope that works out. And uh, talk about praying, there was a school that saw the article in uh, Philadelphia Enquirer, they still sending me cards, letters. Which yeah, which is really, (LAUGHS) it's great, it's great therapy.

10.18.29 So I plan to, I, I plan to go back to the schools. I promised them I'm gonna walk there. So I'm trying to make arrangement to go back there. 'Cos they uh, I guess every holiday, even

Valentine's day, they send me cards with a little note, how you doing? And they're like 7<sup>th</sup> graders. So that, that's good. Every holiday, you know, you're gonna get a bunch of cards. Like 30, 40, 50 cards (LAUGHS). So they've been doing good uh, they've been good and they've been great to me, you know? It helps uh, with the spirit. Yeah. Uh.

JW: Holidays are important to you?

10.19.03 LING: Yeah, it is. 'Cos normally holidays I do the cooking. I do everything and now it's like (?) do it. I can't have anything. I mean, we're not gonna go out to eat, so now I'll probably go to my brother's house. My mother will bring food and somebody will bring food. But I used to do everything. Every holiday in my house. So now, that's it. Even when I go, we go skiing, I used to do all the cooking. Now it's not my time now. 'Cos I, I can't even hold, go near the stove. So that's like.

JW: How are you dealing with that change? We talked a lot about how you were the center of people's planning, and everything's different now.

10.19.45 LING: Everything is different. It's very frustrated because if I want anything to be done, I got to ask this one to do something and ask the other one to do something. So it's like uh, like the other weekend uh, on Mother's Day ok? I, we normally don't go out on Mother's Day 'cos it's very crowded.

10.20.02 You're waiting 4, 5 hours to go in a restaurant it's ridiculous. So I said some, Donna said, why don't we have a barbecue? I said, well, ask your son if he's willing to do it, go right ahead. So he did it. So he (?) actually kind of took over my place of doing the cooking. Not Richard, but Junior. So he did all the preparation, he did the cooking and, and invited two friends, and we had a good time. My sister-in-law came over, so it wasn't too bad. So from now on, if you want to have a party, ask Junior.

10.20.31 If he's willing to cook, you have a party. If he's not willing to cook, well, it got to be like catered from outside. But that's not my style. So it's pretty frustrating knowing that you

can't do any of those things, and you definitely not gonna do it in the near future. And I know I cannot travel. Ok? And I can't cook, I can't do anything that I used to do. I feel uh, useless sometime. Like what the hell am I doing? I'm sitting here doing nothing.

10.21.00 But I can't. I even want to try to help them wash let's say even a vegetable. I can't. I had to put the gloves on, and the glove doesn't really stay. And this hand if, even though without the cast, I can't hold anything anyway. So it's like pretty (?) I feel pretty useless when you're home. So what do you do? You watch TV. How much can you watch? Well, as much as you can. That's it. And it's funny, I tape uh, Murder, She Wrote. She actually somehow calm me down.

10.21.31 This little old lady solving crimes. Next thing you know, she knows everything. So I kind of tape the whole thing. And when I get to be really edgy, I just turn the TV on and I just sit there and watch her. And after a while I kind of calm down. And my temper does speed up a little bit once in a while. Out of no reason. I know I shouldn't do it, but I can't help it. You just get so frustrated sometimes when (?) do something for my wound care.

10.22.01 It's (?) almost like Donald he, he's trying his best, I know he does, but he's not used to it. So lot of time, I get so frustrated I would start screaming. I know I shouldn't but I couldn't help it, because I try to do something and he can't help me, and (?) like helpless. Especially when they try to put cream and try to put my (?) on. That's like a big task. It's a long time, sometime I get a little, little edgy. And I know I shouldn't be, but I have no choice.

JW: What do you feel when you feel rage?

10.22.39 LING: I'm not angry. Ok? I am upset about what happened to me. I'm not angry to a point that if I look at you, I want to hit you. I haven't done that because the others would, god forbid, you stop them or you cut them off, they could almost come out and (?) hit you with a bat.

- 10.23.00 That's how (?) outraged people are. They talk about my temper's so hot that if you come near me, I'll take a bat and kill you. And that's the kind of thing they wouldn't do. Of course I don't know if they'd do it or not do it, I don't know. Like the one with the gun, after a while, Richard say you shouldn't go there. But for me going there, I think it helps him a little bit. 'Cos here they see me with all this problem. I, I'm not bitching. (?) last week, this other guy, Richard, said to me, I said I was talking about I'm, I get depressed.
- 10.23.32 He (?) looked me and it's like you get depressed? I said, yeah. 'Cos I never show them what I, what I'm doing at home. So when I get there, like 2 hours we just chit chat of what's going on. And most people complain that uh, they can't sleep, they can't, they can't function, they can't do certain things. Now this, their kids are not going to school, they have no money. Everybody's (?) got a session that they could just complain, and everybody just listen.
- 10.23.57 And one time these, this guy, Andy, was so frustrated that they're both thinking how to kill themselves. That they say if I kill, if I'm dead, my family will be taken care of. So they, they feel like they're better off dead than alive. If they're dead, the family gets all the money from the Red Cross, from the Fellow Fund, whatever. But since they're alive and they're not hurt, they can't get any of those help. So now they're digging into the savings. And it's, it's cleaned out soon. What happened after that?
- 10.24.30 If they have to sell the house, fine, they sell the house. What happen you can, what do you do? So it's a lot of anger right there, and of course these charities are not helping. Any of them with the post uh, stress in a way you can't blame them because they have quite a few uh, I know, it's not true. Like one of my co-workers watched TV saw the building came down. She, she's so petrified she can't come into New York at all. So she tried to claim post traumatic stress.
- 10.25.01 Not because we don't believe her, because we know how she is. So we know that she's faking it. Not because I don't trust her. It's just her character. It's not the first time she did it. And (?) how she's suing one of my coworker for harassment, and the guy is dead, ok? He

died. And I think she's still pursuing it. I think because she was suing some kind of monetary reward or whatever. So we know what, how she operate.

- 10.25.31 So when she says she's so stressed out from 9-11, I said, look at the, think about the people who just went through it. Think of people that was there, alive. Even didn't get hurt. And my girlfriend says (?) she had walked through so many body parts. Just that thought would skew somebody, before you just watch TV at home and say you had that problem. Finally she resigned because she wasn't getting what she was supposed to get.
- 10.25.56 That's why, to me, lot of people that didn't get hurt, it's worse than us in (?) one way, because what they was uh, earning before is gone. Now the wife has to go back to work, getting minimum wages. That doesn't help the family who if you have like a big house, paying \$3, \$,000 mortgage, where are you gonna get the money? So one of them I know now is already selling his house. This is the one that was vice president of a bank. Except and he's lucky, he only had one more the 17-year old to pay for college.
- 10.26.32 The other ones are graduate and married. So he only have a 17-year old, which is not too bad. So he said, well, by July we'll have to sell my house. 'Cos I don't have a choice. We have to move to a smaller house. So we ask him, what's, what does your wife think? This is the wife that was complaining, complaining, why you're not going (?) back to work. So he finally say, I am gonna go and take care myself. He just took off and moved out.
- 10.27.00 Didn't bother tell the wife where he is or he's living. All they could communicate is through a cell phone. That's it. So he moved out almost a year. But because he moved out, I think the wife kind of see the light. That you know what? He is in trouble. So now he's selling the house, 'cos (?) they lived through like a very luxury life a long time. He just bring the money in and they just spend it. It was great. So now they can't spend any money, and they have nothing to spend on. So I said, what is your wife's gonna think?
- 10.27.32 And uh, and he said she, she realize it, she says it's ok. Before this, I suggested why don't we have the spouse come in and see what's going on. Uh, your husband's not the only one that's

going through this. And they did. Uh, the wife came in and looked at it and says, you know what? I'm not the only one. So one of the ladies said, he's not the man I used to be, that I married 20 years ago. He's different. And she said at the beginning it's very hard to accept.

- 10.28.01 She's lucky, I took a lot of psychology course, and she also went to counseling. So she kind of like adapted to what happened. And (?) he went back to work and couldn't handle it and, and left. He also have injury. So uh, and he had the, he has the uh, he could apply for the federal fund, the uh, workmen uh, I think it's the victim compensation fund. Fineberg came to a meeting and he said that if you were injured, well, we'll consider post traumatic stress.
- 10.28.34 But if you're not injured, we're not gonna talk about it. So he went and applied by himself last year sometime, yeah, last year. All by himself, filled in the forms, sent it in. So now Fineberg gave him (LAUGHS) the, the notice saying that we agreeing that you have, you are partially injured. However, we not consider you post traumatic stress. So he said wait a minute. He was here telling us this what's going on. So and they didn't (?) bother to give him a number to say what he's entitled to.
- 10.29.03 So what he says is one thing, what is gonna happen is another thing. So I don't know what's gonna be. Now with the money, I don't know how big the money is gonna be. He (?) says go from \$500 to \$6.8 million. The lady who got \$6.8 million is a, is a person who's burned 80-some odd percent. And the (?) I kind of think of is the one from Pentagon. If she's 100% disabled, I mean, she's almost like a completely gone, she get \$6.8, what the hell we getting when we like moving?
- 10.29.36 So it looks big, look like wow, you're gonna get all this money. But no money's gonna replace what we lost. So, but that's something just extra in case you need it for medial use. And that's what I was thinking that if I ever get any money, I have to set it aside. Who knows what gonna happen with workmen's comp? Down the line, they might drive me crazy, and they're already driving me crazy now.

10.30.00 So (?) hope (?) another (?) out of that kind of phase. That's not easy win that one. Especially when you work in the state people, you know, 'cos I'm a state worker (LAUGHS). So it's not easy (LAUGHS). I know how they operate. (LAUGHS) And (?) she retire, someone else come in, you know, and like, let's start from scratch. What happened? (LAUGHS) I swear. Even some of the funny as for like uh, Red Cross, we're getting help. After a year later, they ask me to get, the proof that I was in the hospital.

10.30.30 So I say, hello? Don't you think I was in a hospital, you know what I mean, so he had to start, go from scratch. Just like workmen's comp. the caseworker came in, and she has no records. No record whatsoever that I was (?) in the hospital. None of those record. What do you think she's supposed to come in with? I could see my lawyer didn't have because we just hire him a couple of weeks before. Well, she has no record whatsoever. Well, she had saying that oh, yeah, you were supposed to have a surgery April 21<sup>st</sup> and now everything's standstill, but doesn't know why?

10.31.01 Have no clue what reason. Has no clue what the price was all about. So she had a little stack of paper this, about half an inch thick. So the judge said, aren't you guys prepared? Neither one of us were prepared. So we wasted like a whole morning in New York. I left the house 7 o'clock one morning. I didn't get back 'til 2 o'clock, because we had to sit there wait for him to see what's going on. So by the time I get back to New Jersey, (?) finish my physical therapy, it's over, almost 5 o'clock when I got home. Like a typical crazy day. I'm going back again I guess next week and the following week. So that's the beginning of another crazy thing.

JW: What about the group you're involved with? Is it helpful?

10.31.39 LING: Yes, which one? (~JW~) Yeah, the group helps me a little bit. 'Cos I could see them, you know what? They're not hurt. They have different problems. I mean, I, I would (?) be in their position, you know, go through all this pain and suffering. But then in meantime, I help them when they look at me, you know, what am I complaining? Look at her, she's, she's a messed up case.

- 10.31.58 'Cos I, like the other burn injury is pretty severe, but they doing ok. And (?) looking to like plastic surgery just to make themselves look better. Has nothing to do with the wound, and (?) none of those problems. Like all my things are so red, they are flattened already. And they out of the garment already. So they're like back to normal clothes. Or they're doing now to make, I'm gonna say cosmetic. Nothing to do with function. One of them has to do with function 'cos she has a, whole back was grafted. They give him more mobility.
- 10.32.31 But the other one is like a little strip that they want to look better. I guess they could wear uh, I don't know bikini, whatever. Ah, shit, I wish I had that problem. But I don't (LAUGHS). I said, I wish I look like you. I mean, like one of the girl (?) the whole (?) surgery all over, and with a lot of dots over the place. Completely dotted up, and she, her skin is flat like nothing. But she says she want to do it, so she go through like a whole year of laser surgery. And I think they burned you.
- 10.33.02 And I (?) after they burn you, after you heal, I guess the skin is flatter. That's what they're going for. And good for them. And I'm glad for them that that, that's what happening to them. But unfortunately I'm one of the weird one. Whatever it could happen, it's gonna happen. This is my case. If they decide to say you know what? It's gonna happen, I'll guarantee you.
- 10.33.30 It's somewhat like a jinx. So sometime you say to yourself, gee what have I done in my past life? Have I done something wrong? You know, you think about stupid things like that.
- JW: Do you?
- 10.33.40 LING: I do. I do (?) some stupid thing like that, I do. But I said, what have I done? (?) I've been nice. I haven't (?) like tried to connive anybody. I'm always there for somebody, what have I done? So you think about weird things. That's why I don't like to be alone too much. Once I'm alone, it's weird thing comes in my mind, even though my mind is blank.

- 10.34.00 But things happened. And uh, when my family, my own family's ok. My, my brother's family is having a little problem. And I really cannot deal with everything. I used to get upset and try to deal, deal with it, but this is a situation I cannot handle. It's out of my control. Uh, when my sister-in-law tells me about it, it upsets me a little bit, but I don't dwell on it like I used to. That's something I learned, which is great.
- 10.34.30 I would it, before I would have stayed up all night a couple of night in a row, think about what I can do. Now, you tell me, ok, I listen to you, and then I try to focus on something else, and I kind of like ignore it, unless it come up again. But uh, I'm doing (?) pretty good with me, with that. I think that helped me tremendously. Then now (~JW~) now that my (?) the, my mind doesn't wandering all over the place. If anybody have problem, I try to help them, 'cos that's what I used to do.
- 10.35.01 Now if you tell me a problem, if I cannot control it I'm just gonna tell them it's out of my control; either accept it or do something about it. And I did get them help. Uh, other than that, it's complete out of my control. So uh, I listen, ok? I'm a very good listener. I listen to you. And I'm (?) after you are, (STUTTER) you finished? I said, well, you have to decide what you want to do, because I cannot tell what to do. So little bit handy.
- JW: It's more living in the present, too?
- 10.35.34 LING: Yeah, yes, 'cos now the present is I've got to take care of myself first. Ok, I got to worry about what am I gonna do with my physical therapy, or surgery, where am I gonna go? That almost consume all my time already. I don't even have time to figure out what can I do for you because I (?) really can't. it's not a situation I could handle. If I could handle it, let's say I would talk to my brother like that.
- 10.36.00 It's Ok. But I can't. so, and my mother calls me all the time to find out what's going on, and I have to play stupid. I don't know. 'Cos I don't want her to worry. 'Cos the situation no one can control it. Why bother tell her and make her worry? So she sometime would say, how come you don't know. I say I don't know. And uh, I have no choice but to say that to her.

'Cos otherwise she go crazy. And that's my mother. She's, I'm like her. The, the old one, not the present one.

10.36.30 Now I say, ok, I think about something else. So I try to occupy myself on the weekends.

JW: How's your brother? How does your brother deal with that?

10.36.40 LING: Well, he's the problem one. (~JW~) it's not what he's dealing with. He's gonna do what he damn please, ok? He's the one that say you know what? I've been taking (?) everybody, now it's my time. I'm gonna do what I want. What he's doing is not very kosher, but you can't tell him what to do. He, he's (?) one a very stubborn. You couldn't dare say something to him.

10.37.00 And he does respect me tremendously, but this is not an issue that I could tell him. I had talked to him and he had told me, hey, this is what happened. So I said, ok, I shut my mouth and I come back. I say this what's happening. You got to either deal with it. I said to her you do what you think is best for you but nothing's gonna change. It's either accept it or, and live with it, or you do something about it. You know, and I think you know what I'm talking about. (LAUGHS) Yeah, I don't have to go in detail.

(OFF CAMERA REMARKS)

JW: I'm thinking about the whole philosophy of accepting and move on.

10.37.44 LING: Yeah, it's weird, which is weird. That would not that was not the old me. The old me would try to do something about it. I might even uh, talk to him. Even though I know it doesn't work. But I do know that he does listen. He doesn't listen to too many people, but he does listen to me.

10.38.01 Ok, I'm the one that actually uh, does his, all his paperwork. Like I'm the one that know how much he make. Like people ask me how much he make, I will not tell them. Even my

mother ask me, I say I don't know. So how come you don't know, you're doing a tax return? I said, I don't know. I say, if you want to find out, ask him. Ok? I cannot tell my mother, even though I could have, but it's not right. So when he has problem before he would just blab it out to me. And I say you know what? It's your problem, because you made it that problem.

10.38.31 'Cos you were complain she doesn't do this and she doesn't do that. I said, well, you know why? 'Cos you allow it to happen, and don't complain. So we also have like a nice, quiet talk when I'm alone with him, and on a drive. (?) tells me everything. And with that, I try to tell her what to do. In a way, indirectly. But she didn't listen. So now things happen, it's too late. And I don't think he's changing. He's not gonna change. So when you look on the outside, it's one big, happy family. But there's a lot of problem inside.

10.39.01 And he's 45 and uh, he's not gonna change. He's having too much fun. Enjoying his life. He said, I've been helping everybody now, it's time for me to enjoy myself. I don't care. He's not wrong in that respect. And uh, I don't blame him. But it's not right. So, you know? Things happen.

JW: How is Don doing?

10.29.24 LING: He's doing ok. He's learning a little bit more (LAUGHS) Still not there yet. (LAUGHS) I used to get very frustrated because he's, he tend to forget what's going on. (?) sometime I would get mad, I say, you know, you're doing this hand for over a year and a half, and the same spot I have problem. Why can't you remember it? He would go through and boom, he would hit me, like oh, my god. And sometime it would just bleed, and I says, that, then I get, then I get mad. Then afterward I feel bad. I guess I get him so nervous. He had never taken care of anybody. And for 50 years. Either his mother did or I did everything.

10.40.00 He didn't have to worry about a thing. All he has to worry about, play with his garden outside, do the outside work or, or the house, you know, electrical, anything that has to do

with construction. Other than that, I took care of everything. They ask Donald how much you have in the checking account, he has no clue. How much money he has? He has no clue. And if someone calls on the phone, saying anything about financial, he says, don't talk to me, talk to my wife. So now I said, do you at least know how to get money out of the bank? Go deposit a check.

10.40.30 Actually just learned it this year. He know how to go to put in deposit. Uh, it's not that he's stupid. He just never had to do it. So I got Richard doing certain things, I got my son doing his own checking. I used to do everybody's checking. When it comes in, I balance the book. it was (?) it was something I do, I enjoy doing it. And now, I said, now you guys are on your own. Even my sister, I gave her, I gave it to her. She was doing Ok. You know, she, she gets her credit card, she never checks it.

10.40.58 She doing ok for like one or two month, and make her copies of it, and she look at it. After a couple of more nights, and I say you don't have the uh, the uh, statement. Have you been checking it? I don't. so she came over with a shopping bag (?) I said forget it. Just give it to me. She does not capable of doing it. It's not that she doesn't know how. But just don't know how to do it. So I say ok, by. I said (?) a couple, you know, now I'm gone 4 days in Jersey, give it to me. So I kind of, she kind of embarrassed so she at least she fold it up, put (?) it in, in like a pile for me. It took me like an hour, but it wasn't too bad.

JW: Then do you do it at home when you still work the computer?

10.41.36 LING: Yeah, I know yeah, I do at home.

JW: Do you do e-mail?

LING: I do e-mails, yeah, but I don't do too often. I read, read each e-mail. He at least send me one or two from what's going on with my appointments. And then anytime someone, someone send him an e-mail about me, he forward to me. So I do that almost on a

daily basis, just that (?) with the e-mail. And I don't go chit chat on the e-mail. I don't do any of those things.

10.41.59 I don't really go on the phone, either. 'Cos I'm not comfortable with the phone, 'cos I can't hear. I could hear, but it's like the, the uh, the microphone's right on me, and makes me very itchy. And I put on this ear, it's not comfortable, either. So, so I said, I don't bother. But if they call me, if they want to just talk to me in the speakerphone, it's Ok. 'Cos I (?) just touch a button. Without (?) or so holding a phone is very uncomfortable. So that's why I said to them, I'm gonna use the (?) speakerphone.

10.42.30 If you have no problem, I'll talk to you. But I don't really stay on the phone too long. Ten, twenty minute would be a lot for me. And like yesterday two people call me, and I was in no mood to talk to nobody. Actually (?) my, my doctor, Dr. Bauer called me about a prescription. So Richard say, you want to talk to him? I said no (LAUGHS). And I'm like oh, my cousin call me, here, I said no. I was not in the mood to talk to anybody yesterday.

JW: Does that happen a lot?

LING: Yeah.

JW: What's that?

10.42.58 LING: It's like what am I gonna tell them? They gonna talk the same thing, how you doing, what's going on. If you try to explain to those, them about surgery, they don't know what I'm talking about. So after a while, you get frustrated. I mean, they meant well, but I can't sit there and just discuss the whole thing over and over again. Just like my surgery, oh, yeah, that's how it happened, you know, it'll get better and Ok. I don't need that. So instead of just chit chatting about nonsense, I don't bother. I just say that either I'm sleeping or whatever. Not that I'm sleeping, I said, I'm not in the mood.

10.43.31 Just tell them. 'Cos I know two people called, at least two people (?) called me. I'll call them back. I haven't called them back yet. I will (LAUGHS). When the time comes.

JW: Do you get a chance to talk in your group meetings?

10.43.49

LING: Oh, yes. (~JW~) Yes. That's something I, I find out very helpful. I'm not afraid telling him, telling her anything. Including my personal problem uh, other personal problem.

10.44.02 I just, after I finish I think I feel a little bit better. Because like my other family's problem, my own family just say there's nothing you can do, why don't you just stay out of it, 'cos she's just getting you upset. I say I understand that, but I can't just completely ignore it. I really can't. when she comes to talk to me, I can't tell her to go home, or say that you know, I have my own problems, don't bother me. You know what? I'm the only one she could talk to.

10.44.28 Unfortunately she has no friend, nobody. That her own fault, and I've been bugging her about that, but still. By now she's 40-some odd years old. She don't have one friend that she could talk to, which is pretty sad. Like she quit work, stay home, baby sat and did nothing but stay home with the kids. So now, of course, they're all grown. They're not really grown, at 14, 15 years old. But they still not capable of doing anything. And he decided to have fun, so he just live the kid home.

10.45.00 And then when they leave the kid, I'm stuck with them, I have to make sure they eat. So it's like, like this weekend, somehow they went upstate to work, so I got the kid. But then the kid say, don't worry about it, I have, I have food home, I say ok, that's it. I don't want to bother. Unless I know something happen, but it's not, to me I don't like it, but I can't do anything about it 'cos I would never leave my kid, 14, 15 at home, alone at home for a day or two, or even two days.

- 10.45.30 That's not something I would do. But that's not my kid. I have no control. And they would not want to come over, sleep over my house, so. Nothing I can do about. They said they Ok by themselves. So. I guess they're learning to be independent. Uh, like what my psychologist said again uh, I could tell anything I want. I have no problem. And actually this is a new one. I was going to Dr. Robert for over a year and a half, but I was under federal study.
- 10.46.00 And in (?) I have to apply for my psychology with the workman's comp within two years. So I have to (?) establish another one. She cannot take me over because she was with the federal study. I said why can't I take you as a private, private (?) she said, no. That's on the fund, cannot work. Something has to do with the federal and the, and the state. I don't know what the reason is. So now someone recommend me a new one. I'm seeing her every week, once a week about an hour or so.
- 10.46.32 So within the hour I just talk. I just put (?) whatever, whatever's in my mind just comes out. I didn't have any problems with that. And that's the reason why we're trying to get this other guy, Andy, to do it. He had not talked to anybody. He just get pills on top of pills. And anytime he goes in, they give him another kind of pills. So you name it, this depression pill, I think he (?) had them all. But he never sat down and talked to somebody.
- 10.46.58 And I said to him, talking to someone that you could just bring out your frustration and all your anger, you might get a load off. But he never (?) do it, and his wife never pushed him. So now he's doing it. I don't know how it's gonna work out. I hope it works out. 'Cos there was some other one was always, has been very frustrated and anger, angry. They got a little bit better. So that's why we're pushing the issue. Go talk to a psychologist, not a psychiatrist, just give you a pill. Talk to somebody.
- 10.47.31 Say how you, see how you feel. I say, the one that makes uh, a match you is the one you could say anything you want. I tease him, you can even tell by your sex like, you can say anything you want. And that's the one you're looking for. So now she, he got this trauma psychiatrist. Strictly deal with (?) trauma. I don't know if it's gonna work or not, so he's

going next week or something like that. So I have two group, actually I go to three group.  
(~JW~) (LAUGHS) Oh, yeah.

10.47.58 One is St. Barnabus with the burn unit, strictly people who got burned. I go to Cornell, also strictly people that got burned. It could be many years ago, it could be in patient. You share what, what you know about burns. Like if I wasn't burn, I would never thought burn is like this, never in my wildest dream that burn is the way I am now. I get burned all the time from cooking. Big deal. That's what I thought I was going on vacation. No big deal I got burned. 'Cos when I got to the hospital, everything popped out, so what? Not a big deal.

10.48.30 The skin comes back and that's the end of it. But of course now it's different. So anything I could get information from that I could learn from, that's really the two group I go. Of course and the one in Jersey it's just like a group session that you talk about things that you're hurt and not hurt. How you feel psychologically, what's going on with your life. It's like a little chatting session that they could talk uh, what, within our group. Where they're very comfortable talking. And uh.

(OFF CAMERA REMARKS)

10.49.06 END OF TAPE # LY.0503.1000.10

**TAPE # LY.0505.1100.11**  
**Ling Young**  
**Interview, New York, 05.18.2003**  
**JIM WHITAKER, Producer/Director**  
**PROJECT REBIRTH**

11.00.40 PICTURE UP

JW: What about if you get a opportunity to help other people?

11.00.15 LING: Ok. Like I said, in that group, I would say out of 12 people (~JW~)

JW: Which group?

LING: The, the New Jersey group, (?) at the library, ok? That's strictly 9-11 patient. All people from 9-11.

11.00.29 Like the other group is the burn, burn clinic group, that ask about people was burned and other area. But this other group in New Jersey is strictly 9-11 individuals. Either they got hurt or they didn't get hurt, makes no difference. It's (?) a group mixed up, physical injure, serious (?) seriously injured and the one that's only psychologically impact on them. So in that group, when Andy's complaining how he's, how life been changed, he doesn't save any more, he can't do this, he can't do that.

11.01.00 I'm frustrated. I would say (?) Andy, look at me. If you look at me, don't you think that you (?) you be glad that you don't have any of these problem? So somehow when they talk they would say you know what? We're looking at our self and we look at Ling, what am I bitching about? The same time like one guy came in uh, a new group, a new guy. I walked in, he was in tears. He said because I looked at her, and look (?) my god. You know, I'm only here talking about me getting frustrated.

11.01.31 Look at what, what's, look at what she look like. 'Cos when I had my short sleeve, having this all exposed, and I don't have a choice and I really don't care anyway, because I can't hide them. So why try? So when you see me the first sight is oh, my god. This is how he had the impression. So I got him crying that, that session. But he didn't come back because he has other appointments.

JW: How did that make you feel?

- 11.01.57 LING: I just turn around to them, don't worry. I'm ok with it. Ok, I said, uh, do not get upset over it, 'cos I'm used to it already. So he calmed down a little bit, but he outright saying that, you know, I look at her the minute she walked in, I can't, I can't take it. So to me, Richard's saying that he doesn't like me to go to the group because one of the guy might be suicidal. You don't know when he might bring a gun in, and he always talk about bringing gun, talk, taking the gun and shoot somebody. It's always in constant mind or how to kill himself.
- 11.02.31 That look like an accident. So it's crazy thought that he has, and Richard got a little worried. And he said, I don't think you should go. I said, no, I'll see what happen. And I talk to my psychologist. She said, anyone who talks about it normally doesn't carry out. That's what he said. She said to me. And I know him that this two hour is the hour that he let go. That he's looking forward every single week to come and just talk. And (?) by now we know about his sex life, everything (LAUGHS).
- 11.03.02 Everything that he did or he didn't do. It's very funny thing, and when he start talking, and we just laugh as a group. I said, ok, this is what you did, or this is what you didn't do. So he was very comfortable telling us everything. So I even one time, I, know about his wife pushing him to go to work, and I, when I talk to him, and I call on the phone, his wife sounds very friendly. I said you know what? Maybe we should have dinner together. So actually have dinner with those, those two.
- 11.03.29 And I said to myself, they seemed ok. I don't understand what the problem is. Now they, they don't talk. They're not in talking term, they haven't been doing anything together. It's just like you is you and I am I, I am what I am. And of course she quit work after she got married, about 8,9 years ago. So she had not been back to work almost ten years. And uh, now she has to go back and get minimum wages. So she feels frustrated. She said, I didn't go to college for this crap.
- 11.03.59 So she's frustrated, and he's like a zombie all day 'cos he's half-asleep. The 4-year old's home and he could be playing, he's, he's knocked out on the (?) sofa. So I guess his wife

saying what's wrong with you? You're Ok, you're not hurt. Why don't you go back to work. But he can't because he cannot function. His mind is not there. He used to supervise (?) over a hundred people who do, who does trading, a million dollars a shot. He can't go back now. He had a couple of interview.

- 11.04.30 They looked at him, and they look at him World Trade, you've been out for almost a year, they know something's wrong with you. Do they want to hire you to supervise somebody that has to do with money? No. 'Cos that's what's gonna be. And he's not willing to change. He's not willing to change job yet. And to him, nothing is good. Nothing is doing well for him. He wants to move to a town that's nobody there. So I said, ok, when you move down there, would your kids, your wife gonna go with you?
- 11.05.00 He said, I don't care. (?) What you want to talk about? We said to him, you got to move out of the Tri-state, and maybe you feel a little safer. And he goes to the internet, look through all kinds of first aid kit, what happen there's a biochemical uh, disaster. He just go a little crazy. So he's like one extreme. So that's why Richard's always not crazy about me going there. He think that one day he may come in with a guy. But then my psychologist said don't worry about it.
- 11.05.30 He said, she said the way I know it, if he says it, he's talk about doing it, he's not gonna do it. And that's what she said, and I said, OK. And I kind of back to my comfort zone. I'm Ok with it. And uh, like I said, with me being there, it does help a little bit. They look at me and they look at themselves, and say you know what? She's not complain, what I'm complaining for? I don't complain in group. That's why the other guy say, are you depressed?
- 11.06.00 Yeah. So he kind of shock that I have my moments. I say, yeah, I have my moments. But that's not to spend a two hour talking about my depression. It's no use. They can't help me. Ok, it's something I have to work on myself. Yes, people could indirectly help me. But not to a point that help me to stop it. 'Cos it just come and go. You don't know when it's gonna come. Out of nowhere. It, I could wake up one day and I, I cannot control myself all day.

11.06.30 I be crying all day. Ask me why, I have no clue. It just happen. But uh, I got a lot better, ok? Uh, sometime towards the end of (?) and beginning of this year I have real problem. But now I'm kind of over it. But it's gonna happen again, uh, I don't know. I would never think I would talk to a psychologist. Ok, like the other one I talk to, he doesn't believe in it. I don't either in the beginning. I said why you won't bother talk to them? And they said, what good it is?

11.07.01 But now I understand it does help, where you just unload your whole thing in there. But of course they said psychology is crazy themselves (LAUGHS) because that's why they go into the field. I said, oh, so what, you know? (LAUGHS) So.

JW: How bad was it?

11.07.17 LING: Christmas? Christmas ok (~JW~) Before Christmas a little problem because I used to be, I like to shop at the last minute. So I'll be going uh, shopping like the last two weeks, and then I would have to wrap all the gifts and say that.

11.07.31 And this year I can't do that. And the year before that. So if I could buy something, I'll buy something. If not, it'll be cash. It's just like the fun is gone, you know what I'm saying, of opening gifts and doing that is gone because I used to buy all my nephews and nieces Christmas gift. Now to me, I buy them a gift card, 'cos I can't just go around shopping, ok? And before when I was in a wheelchair, it was a pain in neck.

11.07.57 For the last two Christmas, it'll be like a gift card from Gap or from Banana Republic or something like that. It would not be a gift. So instead of opening a big gift, they got a little envelope which I get them in the end. So Christmas I have fun, you know, opening gift is gone. Of course the other one has it, but uh, it's not the same.

JW: That used to be very important?

11.08.21 LING: Oh, yeah, 'cos it was a great thing. You have gifts that you've got to open, take time to open a gift. Like we always (?) normally go to one houses. One of the uh, either my uh, sister-in-laws or my two brothers' house, or my house. So we will have all the gift right (?) laying in front of the tree, we take pictures first. Then we start opening gift one at a time. So I open one, I'll pick another one. So it lasts like 2 hours. Just having fun, getting uh, and seeing, seeing their faces, how surprised they are getting certain games or certain toys. Uh, something in that effect. Uh, like one of my cousin, I know that like my (?) cousin, my nephew.

11.09.01 I know I cannot buy him clothes. He hates it. So we'll be like jokes, we have all kind of clothes for him. You know, I have a fun time. But now it's like they have the gift if they give it to, to each other. But for me, I don't do that any more. I don't go out and buy gift. I just give them money. A uh, gift card, which is Ok, but it's not the same. The spirit is not there any more, the fun part of opening gifts uh, that's a half gone.

11.09.34 It's not fun. 'Cos I can't unwrap the gift, so I have to, and they don't know how, they don't want to wrap it. So I say forget it. I'm not gonna bother. so I said, just give them (?) the money or cash and get over with. And that's what's been happening these past two years.

JW: How's Richard doing?

11.09.52 LING: He's doing Ok. He's trying to get uh, find a job. However, he doesn't like his old job., he doesn't want to go back what he, he's doing before. But the problem was he's a business major. If he doesn't want to go back to what he used to do, then he's out of luck. First of all, the business is gone. You know, the everybody who has a computer uh, degree, he can't find a job (?) It's so hard, the market is so bad. So now he's thinking about being a massage therapist. Physical (?) complete different thing, complete. 'Cos what happened was last Monday I was invited to this uh, group in Jersey.

11.10.34 For some (?) an organization strictly for widows, mothers, or sister of the deceased. I was invited. That was a day like they pamper you. So I, I got that, I got a massage.

JW: How was that?

- 11.10.47 LING: That was great. I said to her, do you mind doing it, and I'm very scarred up? She said, no, I have no problem with it. 'Cos I was you know a little different. She said, no, I have no problem. And I just go ahead, then, because I love massages. So my, my home health (?) said I have never seen you so relaxed. It was an hour. I was just close my eye, I was just having a lot of fun with that. That was the day they give you like they have manicure, they have face, face, facial massage. You name it, they have. So the day just kind of go out for the, the uh, the deceased family. But I was invited. I was the only one there that was hurt.
- 11.11.29 So uh, doing lunch somehow we had hooked up in the same table with these, with the two girls and the mother, whose, it was the son and the brother who was, who died. And he is in charge of the Port Authority. He's the one that was outside on one of the street when the building got hit. Only reason why he was inside because his friend want to buy Krispy Kreme on the corner. So when that happen, he would try to get everybody out. To him, that was his building.
- 11.12.01 That's how they told me. And in order for him to get out everybody clear out first, and that's why he didn't make it. His friend (?) happened to make it. He was outside buying donuts. So and she said, and we never met anybody who is a survivor, and make them feel good. They said by just talking to you make me feel that my son had died for a reason. He died helping people. I said, yes, he did. Anybody who was stuck there died for a reason.
- 11.12.30 And like my uh, my worst (?) it wasn't him, I wouldn't be walking out there, Ok? And it wasn't because of Jim, I won't be all the way down the stairs. And it wasn't because Mary, who heard my voice just talking, 'cos outside, I understand like completely a chaos. But she heard me from laying down on the stretcher. Say, everything little thing happens for a reason. So for them make them feel so comfortable, she said, oh, my god, you know what?

11.13.00 After talking to you, make us feel great. She said, now, I now that he did it for a reason. So I think that help once in a while that if they, that's how they, they did. The same reason that my uh, team uh, (?) sister call me because I said that I was there with her when the building got hit.

JW: Who is this?

11.13.24 LING: Uh, this was Diane Gladstone. Ok, her sister I think Julia, I don't know her other name, called me. She said I understand that my sister was alive after the plane hit. I say, yes.

JW: Is this the woman we spoke about at length?

11.13.43 LING: It could be. There's two of them, two Diane. One of my supervisor, ex-supervisor. One is the unit head. They both Diane.

JW: Right. There was one we talked about at length that had a fairly contentious personality.

LING: Oh, yes, yes, yes, that wasn't the one (LAUGHS).

JW: Can you clarify?

11.14.02 LING: Ok, this, this one's the unit head is called, is Diane Gladstone. (~JW~) Right, and her sister called me because I said to someone, I don't know who I said it to that she was there with me after the building hit. And she had a broken ankle. Now Diane Urhman is the one help her down. And my immediate supervisor, Ken St. Carol was helping somebody else. The four of them, including me is five of them at the same area sitting down around waiting to see if, to get help. So they were alive with me after the building uh, after the plane crash in the building.

11.14.36 So I told her, yes, she was there with me, and she saw on the way going down. So in a way, that made her feel comfortable because she know at least her sister is in building Two not wandering somewhere. And when the building came down, she know in her mind that she's there where she die. Somehow that give them some peace, I don't understand.

11.15.00 And so she said, it gave me peace knowing my sister where she, where she was at the last moment. And I think because they were coming down and they were hurt and they was resting. If you rest 'cos the firemen say, you know, don't rush, take it easy, the building's safe. If you rest, you'll never make it out. And that's the reason why only 12 or 17 people made it out from that floor.

11.15.27 Either they were on their way down already or they were trying, they were down because the stairs like Mary, she know where the stair is, she climb off there. I didn't. She (?) and they were there for a while. So it's like either you make it, you don't, and I know that not many people were going down when I was going down. So either you're dead or they all went down already. And uh.

JW: Richard might become a massage therapist?

11.15.56 LING: Yeah (LAUGHS) that's what he think. (~JW~) He's a helper. He likes to be hands on, ok? And because I got a massage at that place, he's thinking maybe I could look into it. So he's looking into that. Before he's looking to be in physical therapy. But that takes 5 years. And he's gonna be 26 soon. So he think that I got to do something else, so he's looking into that. I said, I don't know, Richard. He asked me, and I said, I don't know. I said I have no clue what the markets are about, with massage therapy.

11.16.28 Now, if that, if that is sufficient for you to raise a family, that'd be great. But if it's not sufficient. Then it's no use. I know that you, you need to do something you like. AT the same time you have to be able to support yourself either. I mean, I could do something I like that doesn't pay me anything. But does that mean you could raise a family with it? I said, that you have to put in your mind. You can't just say I want to be doing this, I want to do that.

No, you can't. and one time he said I want to be a nurse. I looked at him, I said, Richard, you're not a nurse person.

- 11.17.00 How do you know? So uh, you're not even optimistic, you're not (?) supporting? I said no, I'm not, because I don't support you. I know who you are. 'Cos I know you by the book. I said, you are not gonna go and change somebody's bed and clean somebody and go to the bathroom and clean them up. And that's not you? How do you know? You always say something so negative. I said, Ok. Next time when he say he want to do something else, I didn't say anything. I said, go ahead. Whatever you want, go ahead. He want to be a physical therapy, I said, go ahead.
- 11.17.30 So now I get, he, I ok whatever he said. But when he say he want to be a massage therapist, I say, well, it's great. You need to support your family with that kind of salary. If you don't, then you think about it. I said, I'm not gonna tell you want to do. Now just remember you're doing it at 26, so. Think about that, and uh, his girlfriend wants to get married so bad. He, she just want to get married, she don't care how. Richard's (LAUGHS) not saying it. Richard's saying no. She want to be Mrs. Young so bad.
- 11.17.59 She's so funny. I, but look at me. Ok? And until he finds a job and able to kind of stand on his feet, he's not gonna say yes. So sit tight. So it's like uh, you know, he's just driving me crazy, though. He drives me crazy. You know, he's so particular. And we fight all the time. He just drive me nuts, I should not do this, I should not do that. And it just like why don't you do this, why don't you do that? And I said sometime you know what? It's not that I don't want to do it. I'm not in the mood to do it, just leave me alone.
- 11.18.31 I had to go (?) to machine and walk around. It's just like little nagging (?) old woman. I know it's doing it for my good, but sometimes it's just leave me alone. I'm just too tire, just leave me alone. So now he's uh, he should done with all my paperwork soon. A matter of fact, they go on vacation uh, June, middle of June, for a week, just to go away. So he's said by the time he come back he will look for a job. I don't know what the hell he's gonna look for, but he's looking for something.

11.19.01 I think also he's, he's also got little too comfortable. And especially the market's not going anywhere, so you can send resume, they don't bother return it. By the time, I think he's a little discouraged. So that's why I think he's looking into another field, 'cos the work he used to do is like 14-16 hour day. And you (?) lift up a suitcase. He doesn't want that. He said that's not good anymore. If he take the salary and divide up by the hours he worked, he, I think he working for less than minimum wages. So that's what he, doesn't want to go back. He hated the job with a passion. So I said, go ahead. I'm not gonna say anything.

JW: What about your daughter?

11.19.43 LING: Oh, god. It's great she's graduating, I'm excited. 'Cos finally this is it. I don't have to worry about it, and also kind of excited because I'm able to be there. Ok? If I wasn't there, it would be complete different story. I'm actually now able to see them graduate, all three of them.

11.20.02 They gone. But graduation means unemployment sometime, ok? Uh, she has an interview she could set up that. As matter of fact, they said to her, call us a few day before you graduate. Let's talk about it. So other than that, there's no news. You can send resume and they send it back that we'll put you on hold. But they're not looking for anybody. So she's not working, it's ok in a way, 'cos at least they're living home and it's not like they have a rent to pay.

11.20.32 Uh, I actually got more help when she's home, but I also hope that he, she gets a job. So I said, no. I don't know what's gonna happen. But at least she graduate, thank god. It's like she's excited. She can't stand it any more. She be like working day and night in, on school projects. So she finally over. This week is like a senior week they, they go on show, they go to Great Adventure, the whole school goes.

11.21.01 So that's good. After this week is back to looking for a job. (LAUGHS) So it's like it's kind of scary 'cos she never really work, work in her life. 'Cos I don't normally uh, I didn't ask

them to work during school time. To me, if I could do it, don't bother. I mean, like Junior and Richard had got them some part time job before, but it's so tiring for them. They're running around (?) from one job to another and then go to school. I said, don't bother. you're not even making enough to pay for the things.

- 11.21.30 So they never really work, especially Melissa. 'til now it's a job. But she had an internship working for someone doing this, this whole year anyway. So she got a few (?) workers (?). And I said to them, it's not the same. With you, with you in school is the best time of your life. All you have to do is worry about homework, worry about your tests. I said, where you're going in the world, you worry about everything. Now you're like your boss, you don't like it, it's too bad. You got to eat it sometime. That's what (?) is having problem with.
- 11.22.00 He think he doesn't like something he should come out and say it. Yeah, you're right, you do. However, it's not gonna help you, it doesn't help you, just shut up. 'Cos my, the boss I was talking about before. I yes her to death. You can't say no to her. If you say no to her, you get into trouble. For what? Just shut up and plus, she is your boss. There's a line of respect right there, ok? I would not tell you off, I will not start screaming at you because you are my boss. Richard's attitude is yeah, you're my boss, but if you say something wrong, I'm gonna complain.
- 11.22.30 That doesn't help. So I'm not too sure how he's gonna work out with that respect. Melissa's a lot better, but she can have a temper. But so (?) I said to them, you're gonna learn when you go outside and work. You're gonna learn there's nothing what you think it's gonna be. It's be completely different. What you don't like, you gonna have to eat it. And get along with your co-worker, it's another situation. I say, so much (?) that you have to learn, that you, it's gonna be so different for you think it's gonna be.
- 11.23.02 So I keep on saying, school's the best. You don't have to worry about anything. You just go to school and, and just go to school, go to class. So uh, yeah, it'll be a big thing for us. We don't know what to so yet. She's thinking about having a party, but she doesn't know when, so she didn't tell me yet. So whenever she's decided, that's when we're gonna have it. You

know, with the family over and (?) that. After graduation, we normally go out to eat, but I don't know if she wants to do it. It's like all up in the air, it depend on what she wants to do. Uh.

JW: How do you feel about being there after 9-11?

- 11.23.39 LING: Oh, it's like it's kind of scary. 'Cos I could have not been there, ok? Uh, I do think about it. Because I think about it 'cos she's one person would be really have a nervous breakdown if I wasn't there. Uh, actually that day she almost go crazy.
- 11.24.00 Ok? We, we are quite close. And she'll be sitting there, 'cos I sat through the other two. To be sitting there and also because after 9-11 and (?) I felt lucky also, I say, gee, I'm here. And some of the people are not here to, to witness this. I'm here to see that she graduate in collage. Uh, hopefully they get married. And I could think what (?) could happen ahead of me. But if I was gone, it's gonna be pretty tough for all of them.
- 11.24.32 'Cos I think I did everything and I mean, I did everything. From I don't know, everything in the house you, you think about. I did. And they just lived their life doing nothing. So now, almost like Donald, he haven't done any before, now he has to learn how to cook. It's just a little bit too overwhelming for him. So he's trying to cope with it. I think he gets nervous. He go crazy. I guess the way he, he makes spaghetti sauce. I said how hard could it be? You just have to heat it up.
- 11.25.00 So he was trying to do a thing, and he dropped it. He got frustrated it's my fault. I said, (?) it's my fault. You dropped. Well, I'm not cooking anymore. I'm not eating, I'm not doing. I said, well, don't eat. He just got frustrated, he dropped the whole thing on the floor (LAUGHS). He just dropped the whole thing. I said, oh, my god, this spaghetti is all over the place. The sauce is all over him. I said (?) and he's screaming. I said, why you blaming me? I have nothing to do with it. I said, you trying to do it and drop it, what am I gonna do? I'm not eating. I said, Ok, don't eat.

- 11.25.02 I ate my food. Of course he was (?) he went to eat it. So that's like this kind of thing, little thing happens that he also get very frustrated, 'cos he want to try to do the best. But in meantime I tell him to do the same thing 10 times, 100 times, they do the same thing again. Ask me the same question. So it means in order for them to cook, I'm just gonna have to stay right next to them. I, ok, do this and do that. So I have to get a chair to sit next to them sometime. But they getting a little bit better, a lot better than last year.
- 11.26.00 And his, and I said now, I said, heating spaghetti sauces easy, put in a pot and heat it up and, and low fire. How hard can it be? But to him it's like it's a big job. Uh. Like I said uh, get back to Melissa. Uh, it would be great to her to have home because she's not home now. She's at school like 6,7 days a week. So having her home, the cooking's gone so she could do that. And even taking a shower she could help out.
- 11.26.29 So it's like (?) a big major job out of Donald. 'Cos a lot of time Donald end up cooking and trying to take care of me. So by the time he finish, almost 10, 11 o'clock, and then he gets up at 4 o'clock in the morning. So he's like always beat. So with Melissa home, even, even though she's working, but might be better. So I'm looking forward to that. So this one (?) maybe everybody's mind is ease off. Donald don't have to worry about what to cook. He don't have to worry about doing anything else. 'Cos summertime is, this is your time.
- 11.27.00 He has to go outside and do all kinds of work. He can't do that and try to take care of me at the same time, and try to cook. So could be (?) a major change. Be good, I hope. Uh, what else can I say.

JW: The woman who was your boss, do you think about her?

- 11.27.26 LING: Once in a blue moon, not really. Because she make my life a miserable hell for one year. I mean, she was really driving me nuts. To a point this one time she just got so mad she threw things at me. And that's how it ended. And when I asked for a transfer, she refused to (?) let me go. And after that, when I asked for a transfer, and before I didn't know

how to do anything. I was new. I have no clue what I was doing. I've been doing auditing for 28 years. I know what I'm doing. Especially income tax.

- 11.28.00 She has no idea where I came from, what my background is. To her, I'm just a brand new person from the street. You can't treat me like that. But I let her do it until one day she got so frustrated she threw the thing at me. 'Cos she couldn't, she cannot tell me what to do 'cos I know what I'm doing. And she's trying to push the issue, but I don't need her to push it. If I, if she want me to do something, she come back later, she said did you do it? It's already done. So she's like she had no control me. And I understand she don't know how to deal with me.
- 11.28.31 Should I deal with her as a new person? I was on probation. What probation? I've been a great, I there for over 20 years. What probation you put me on? But she (?) put me on probation. I said, go ahead. Do it. But that one day she got so pissed at me that she just throwed a, I don't know, a folder at my face. Now, but at that day she was so calm, she was a complete different individual. She got up, she, she tells everybody, everybody's moaning and groaning.
- 11.28.59 And she said uh, don't worry, we're gonna get help, just calm down. And I said, my god, it's like a complete different person. It's a side of her that I have never seen before. For over a year I with her. Never, ever saw it. 'Cos all she does is complain, carry on, screaming. That's her, that's her character. Never nice. And if I wanted to be nice, she yell back. Like one time uh, one of the other supervisor from the other end try to help me with a computer. Something that I couldn't get into the computer.
- 11.29.30 So he kind of called the (?) office and asked for help. Well, she found out, whoa. She went crazy. She said don't you dare tell my auditor what to do. And you're not her supervisor I am. The poor guy just made a phone call. That's the kind of person she is. She yells, she screams, she carry on. She don't care who you are. She don't care that you the head of the department or you uh, are one of the accountant that you're dealing with. She care less who you are.

- 11.29.58 She don't care who she yells at, and on her uh, obituary it's so funny. That they said that she have a uh, tongue of a, I don't know what the heck was it. A tongue of steel or something like that, that she's so nasty. She's so out, out (?) with her word. And the whole thing wasn't that great. That she was nasty to her family, she wasn't talking to her family. I don't know who wrote that. But someone had written that, it was on the newspaper. So, but that's her character. She's a little crazy.
- 11.30.31 I guess she's very unhappy, that's another thing. Uh, she's alone, she don't have any, I don't think she had too many friends. She's kind of isolated herself, and when she's so nasty, people kind of isolated her. So I guess that's how she, she makes herself feel better. And with me, I just let you do what you want to do. And I do my things, and go ahead and scream. I kind of like tune you out.
- 11.31.00 But 'cos if I don't, what good's that gonna do me? I'm not gonna ask (?) to transfer because I don't like her. Until day when she start throwing the thing. I said that's the last straw. You can yell and scream at me all the time, but you are not gonna throw things at me. And that's what happened. And I, this got changed in July. I didn't get to enjoy my telecommuting yet. And this happen. 'Cos she wouldn't let me have telecommuting. 'Cos she said I'm not capable of doing it. So (LAUGHS) I said, the one, only one's not getting is if they're not a permanent employees.
- 11.31.31 I've been permanent for 28 years. She don't care. She refuse to give it to me, so I never put it in 'cos I didn't want to have it, have to go through a denial. So finally when I came to the new team, I did it twice. That's 9-11. Never enjoyed the telecommuting. Everybody's enjoying two days a week. I don't have to schlep myself 3, 4 hours round trip. Never had that, I never had the (?) doing it. But that's not a (?) bad job. If you could go on the field, comes home and next day you don't have to get up 5:30 in the morning to go to work by 8.
- 11.32.04 You get up a quarter to 8, you can start working 8 o'clock, which I do. I don't take advantage of it. Of course you don't have to go, go to have lunch. You can have lunch at home. But

then you're home by 4 o'clock. You shut off the computer by four, before you had to be home right before 6 o'clock. You leave the hill 5:30, you come home by 5:30, 6 o'clock. It's a 12 hour thing. I save myself like 4 hours two days a week. That was the greatest thing. I thought about all these things I could do.

- 11.32.31 When I'm home, because I'm home early already. I'm already home. Or (?) even you could just throw in the wash and come back to work. That's the kind of thing I was dreaming about. Of course, didn't happen. So the (?) life kind of say oh, well, it turns. My life is started to go forward. It relaxing, 'cos Melissa's already on uh, in college already. I don't have to worry about them. 'Cos I was part time until like '98.
- 11.32.59 That's when you talk my salary, my salary's not high at all 'cos that's what I chose to do. Uh, so I was back to full time since '98. I was doing good, and then I was having all the time off, go on vacation. I went to the (?) 8 or 10 places within a year and a half. I'm talking about between Asia, within the United States and Europe. I mean, I went all over the place.
- 11.33.29 Like the uh, like in uh, before 9-11, I was just in uh, Hong Kong, China, for like about 3 weeks. And I went to Thailand and all these other places. And before that in, same year in 2001, I went to Las Vegas. I went in November. I went to China end of March. And before that I was in Vegas again. I was like all over the place. You know? Uh, the uh, Colorado, I was there.
- 11.34.00 The Grand Canyon. I was in California, San Diego. I was in Tijuana. I didn't like that place so much (LAUGHS). I didn't like that place. It was like oh, god, there's nothing there. It's just like all over. We had plans, we had so many plans. I have so many things I wanted to do. And I was planning it already for 2001 and 2002. But 2002 I was gonna go to my friend to Japan. Of course that didn't happen. So other thing I had planned is just like down the garbage, garbage can.
- 11.34.30 And with him telling me I have 9, 10, 10 major surgery and 10 touchup, that means every couple months I'm in there. So hopefully that to a point that surgery would let me go

somewhere. 'Cos if I'm gonna be tied down in 10 years, I have no clue what I want to do. I'm kind of like scared about it.

JW: (?)

11.34.55 LING: The surgery part. That uh, if I'm gonna go through like so many surgery, that means I'm not able to do anything. Nothing whatsoever. Uh, everything that the other plastic (?) surgeon tells me that he's gonna do, Dr. Chou does not agree. So I said, ok. 'Cos they were trying to up put an expansion on my skin. He doesn't believe in that. So (?) where the hell you gonna get the skin from? I don't have any much, I don't have much to give him. But I don't know what his plan is. Uh, we don't, we didn't discuss it yet, 'cos he does one thing at a time. He doesn't go ahead and do the whole thing.

11.35.30 Like he said, I'm not God. I only do what I can do, ok? I'm not gonna say to you that I could fix everything at one time. Like give me time, I will do it. And that's why I (?) like about him. He's not rushing to do all my surgery. 'Cos with this surgery beforehand, my therapist said please don't have him do your web space. He said, she said to me, you don't need all this at one time. Do it some at a time. Of course he didn't listen. He did it. And now instead of having my functional with my thumb is messed up.

11.36.03 Ok, he did it to a point like instead of coming like this, it went like this. Dr. Chou said that's like (?) a monkey's hand. They cannot close the paw. That's exactly why I have like, like a hand just hand out. I can, I cannot fold it, I cannot do anything. But he said give him time, he'll do something. And that's why I'm not willing to change doctor.

JW: But it's scary having 20 surgeries over the next 10 years? And it means you won't be able to travel?

11.36.31 LING: No. Unless some miracle happen that I could travel with whatever I have. But until this hand move, I'm not going nowhere. And that's gonna be for a while. 'Cos I, when I was thinking about 2002, now I talk about 2003, now it's like who knows? 'Cos when I came

home I said oh, take a year or so, I'll (?) be over. So I'm thinking about 2003 already, 2002 I mean. Then after 2002, all the problem. That's not gonna happen in 2003. So now 2003 came.

11.37.01 It's almost half a year gone already and knowing this problem, I'm talking about another 2, 3 years if, before I even think about doing anything. So that gets me very made and frustrated sometime. 'Cos I can't do anything at home. I cannot even try to help out. I'm sitting here like a dummy. I mean, I could walk now, thank god, but I cannot stand. So I cannot even stand in the kitchen say, let's do this. Or I could put a gloves on and try to work, but with one hand, what can you do one hand?

11.37.28 I try. I could have somebody let's say cut something and I would try to peel them. But to do it, like one little piece of vegetable take me like 5 minutes, and after that I get so tired. So I don't know what to do with myself.

JW: When do you think it will end?

11.37.45 LING: I don't know. I don't think it's gonna end for a while, for a long while. Until they try to get this hand. It's not an end for a while. And know I know what to do, to make sure this doesn't get worse. So I'm constantly doing, doing exercise.

11.38.00 But you can't do exercise when this (?) doesn't move. Until this nerve comes back. I actually had another nerve test done recently. It seems I'm getting something back. And when I saw Dr. Chou the first time, when ever doctor said I don't know what's gonna happen. It might, it might not, you have a 50-50 chance. They talked to me like all the kind of medical terms, I don't know what the heck they're talking about. This one doctor say, you know, the brain carries (?) a uh, a thing with the brain to the hand, the hand to be brain, it's on and on and on for like almost a half an hour.

11.38.34 And all he says, well, you have a 50-50 chance. So I wasn't too happy about that. So when I went to Dr. Chou, the minute he say don't worry about it, it'll come back but give it time.

Maybe a year, but it, give it time. And since then, it was say November it happens uh, this is what May? About six month. I actually, you got this, you see this? It came back. So this hand not yet.

- 11.39.01 This, this hand is only like this one. But maybe after he release it, I might be able to do it a little more. I, I could feel it. Before I can't even feel it. Before I was trying to move it. It's completely numb. I have no feeling whatsoever. I cannot even touch it and pose it. It doesn't work. It's like a frustration like you want to grab your hand this way, it won't let you do it. Now, I could feel that it's coming. It's moving.
- 11.39.29 So that gives me a little hope that I might get something back. If I don't get this two finger back, they're working on this three finger like this. So even I lose this two, I get these two back. So at least I could grip, I could grab. Otherwise without any gripping motion, this hand is useless. So that's what they working very hard. That's why they kill me for an hour every day. They work very hard for me. And they very good and uh, they know I have problems.
- 11.39.59 So they try to like almost bend over backwards for me, which is great. Like my therapy is say, half an hour, an hour, I in there sometimes two hours there. Yeah, especially in New York. In New York what they, they do is a one hour therapy. However, they make me do other things that (?) lasts another half an hour. And I can't get away with them. And this lady over there who's just a helper, Claudette. She knows everything that happens. She could walk away and know that I'm, I'm not doing it right.
- 11.40.28 So they actually watch me, and very careful with me, and uh, also with the program they're doing they making sure that it works out for me. That's why it's so funny, when my therapy in New York and New Jersey went to a course, it happened to the same course they were taking. So she said during the whole weekend, all they did was discuss about me, to see what they can do. And they both came up to the conclusion, they got to cast me. And that's why I'm being cast. It comes off on a Tuesday, goes back on a Tuesday.

11.41.02 And last time they were gonna leave it for two weeks, I say you can't. 'Cos I feel like I'm open in the, in the inside. I said, I would like to see what's going on. I said knowing me, I have problems.

JW: So explain that again, you get cast every week?

11.41.14 LING: Every week. Every Tuesday I go in uh, at the Cornell (?) Hospital. They cut off the cast, and they cast me back again the same day after they stretch me. But if I have the cast on, they only stretch certain way. This certain limit to the, to the, uh, to the, uh, bending.

11.41.33 But they think that it gives me a better chance of having these two finger back. That's why they cast me. And this cast (?) is to restrict my motion. That's the whole purpose of it. 'Cos if I do it myself, try to pull this way, the skin will come, come pulling, and it's drawing it back. By, by putting a cast here it limit my motion right here, the skin cannot draw backward. So that's why they trying to work it this way, trying to get this two finger to go with my thumb.

11.42.04 After this surgery. Uh, like I said, they discuss about me all weekend, and they even took my case to talk to the instructor. And that's what they came with, came to conclusion. Let's try this way. So this only the second week I'm having done. But I know if I have a complain, they have to open me up to see what's going on. I did complain about it. And when they open me up, it's a big blister there. 'Cos I feel it and I have the pain.

11.42.31 So even know I know it's still not working, 'cos it's, I still feel the burning pain. So I have no clue what's in here. But I told the therapy I want to take this off for Melissa's graduation. I don't want to have this big thing there. She said, Ok, but I want you to have it, the cast back as soon as possible. So (?) go into New York, New Jersey, I'm gonna go to New York. 'Cos she gonna cast me back Friday. Thursday she's not there, that's why I can't go in there.

11.42.55 But and then my therapy in Jersey is also on vacation, so no one's gonna be able to cast me. So she said, come in Friday, and that's why I'm going next Friday to have it done. Instead of waiting 'til (?) next Tuesday. So that's too many days in between. Uh.

JW: Do you think it'll work?

- 11.43.18 LING: They don't know either, 'cos after when she take off my cast, took off my cast, she measured it. Hasn't change. That's only one week. I have to give it time. But this also helping to mobilize my wrist right here.
- 11.43.34 So I ask her, this is moving my wrist back. Is that gonna cause any problem? They said no, it shouldn't. But the problem (?) but it could be, because that's just how I am. And anything could happen is gonna happen to me, but they swear to it, don't worry about it. So I said, all right, let me try it for a couple of weeks and see what happens. See if any, any uh, grip. 'Cos with this cast on, actually my hand could be a little more straighter.
- 11.44.00 Ok? Before the cast was like this. I could kind of straighten out a little bit more, 'cos I'm using the cast as a base. If I stretch it myself without the cast, I really can't stretch it. But with the cast, it gives me a little bit more, but of course it's tight, very, very tight. Uh, until they do anything in here, nothing's gonna change. Now when they gonna do it I, I have no idea. Supposing you have to wait for this all to mature. And (?) isn't maturing at all, whatsoever. And should some people should (?) take no more than 2 years.
- 11.44.31 I'm going to 2 years any minute, any time soon. But it's not changing. 'Cos it gets redder and redder and has not changed the color at all, since Day one. So I don't know what's gonna happen, and I don't know this gonna work or not. They're trying. They're trying all kinds of possibilities that if it works, and with me is they have to try beyond what they think it is. Because I'm so different. Uh, matter of fact, I think my case gonna go to the medical book in Cornell (LAUGHS).
- 11.45.01 That's what they told me. That they actually using me as one of the, the uh, I don't know, study, whatever. 'Cos they have never ever seen anything like this. They see it on people, but not as this severe. (?) severe part like me. Uh, of course unfortunate it's me that happens.

Uh, even with my face, I was trying to hide it. But the long hair was driving me crazy, and making me more itchy. Makes me frustrated.

- 11.45.32 So I said forget it. I'm just cutting it. I don't have a choice because the hair I had before is actually cover my ear a little bit. So it's not as bad. But if I don't cut it, it just itches me, drives me crazy. So I said forget it, just do it. I mean, I was bald before when I had my face done. So (?) I'll probably have to shave it off again, and when I, if I, if he ever does the uh, do the ears, now to a point is I cannot worry about what people think any more.
- 11.46.01 I mean, I saw a little kid and uh, in the store and he said oh my god, and he said oh. Like that. So I said, I just got burned, that's nothing wrong. Ok, but the kid look at me like what the hell's going on. It happened sometime but really not that often. Even kids sometimes kind of look at you like ok, she looks a little different. But they're not scared. (?) you see a kids they say like, kind of like what's going on with her, like the kind of look? And I'm so used to it already.
- 11.46.31 Of course having been really out anywhere but uh, they kind of not used to it, and some people ask me, and I say, yeah, I'm just got hurt in 9-11 and oh, (?) start going crazy. So I just kind of, I don't like to go into detail. I just say well, I just go, I was burned. And I'm one of the lucky ones and I leave it that way. I don't want to go into detail for somebody I don't know. Uh, I don't think it's necessary, ok? So uh, I cut it real short. Uh. I don't know what else.
- 11.47.15 END OF TAPE # LY.0505.1100.11

**TAPE # LY.0503.1100.11**  
**Ling Young**  
**Interview, New York, 05.18.2003**  
**JIM WHITAKER, Producer/Director**  
**PROJECT REBIRTH**

12.00.30 PICTURE UP

12.00.31 LING: But we gonna see another one next week, 'Cos I'm not crazy about the one we just hired. As she got there, he got there, he doesn't know what I was doing. He didn't even bother (?) Richard's note, saying this is the issue. So he's like the loss, so I'm not too happy about that. So we'll see what happen.

JW: How would you describe this year as opposed to the year before?

12.00.54 LING: Last year (~I~) After you, you spoke with me I had like a couple of surgery after that. And none of them were a success. And since then, everything went backward, worse than it was before. What I had before I lost it. And what I, what I lost, I don't know I'm gonna ever gonna get it back. Uh, and I'm going through more surgery. In the meantime, I don't know those surgery will help me or not, but I've been in pain (?) since the last surgery in October. Every time they work on my hand, I'm in severe pain. I take pain medication.

12.01.30 But that only took, takes the edge off. And uh, actually have, I have a little squeeze ball I squeeze while I do it. I squeeze so hard that I had trick finger, that my finger just locks. So the therapist said, no you can't use that any more because you, you're gonna lock your finger and you're not gonna get it back. So once in a while I still have it, like if I click like this, I gonna, I gonna use my hand to open it. It just froze. So uh, it just I have more and more therapy every day.

12.02.02 I used to only like a couple of day, now I'm 6 days. And uh, my whole life is like going to appointments, coming back to appointment, coming home, sit down for a while, and then you're so tired you don't want to do anything. Uh, it just back and forth. Just like I don't know, an ongoing. I don't see in the near future it's gonna be cut down, not right now. That it's gonna go to maybe 4 days or 5 days.

12.02.30 Nothing in the near future that's gonna happen. And what it's doing is 6 days no matter what happen. So it's not something I want to look forward to. Because every time you go there, you know they're gonna put you in severe pain. At least for a half an hour minimum. And that's what the goal is. At least minimum half an hour this hand. By the time they're done with me and I'm so tired already. So. And they work, they want to stretch me other ways, which is painful but nowhere near uh, when they bend my fingers. So it's like uh, give us our half an hour's torture every day.

12.03.00 And so I really call that torture, and they know it. That's the bad part, they know it. And my therapy in New York, oh, I'm so sorry, I'm so sorry. I said (?) it has nothing to do with you. Don't say sorry. 'Cos every time she goes like this, I just go crazy. I don't scream, but she know I'm in really, really bad pain. And they all know but they cannot help me. That's what she keep on saying I'm so sorry, I'm so, so sorry. I said no, it's not, you can't say sorry, it's not your fault. Uh, it's just my luck. So uh.

JW: Is there a way you would describe emotionally where things are for you, like the various stages of death, but not necessarily referring to death?

12.03.54 LING: Well, in considering like I'm (?) always like (?) maybe quarter way to, to uh, what I want to be. Ok, doing the whole (?) this whole thing is, nothing works out for me, no matter how I try, how I want to work it, no matter how hard I work. It just will not work, so. I'm like in (?) a stage that what is gonna happen to me? What will happen to me? So I'm in a limbo, and I have no clue what's gonna happen. And that's why I get my depression feel. I, the depression stage is like comes up, (?) comes and go.

12.04.33 I could have it all day, or I could have it for a couple of hours, or I don't have it all day at all. So when you say stages, like uh, I don't really know what to tell you, 'cos I don't see the future. I don't know what will it be. And like I said, surgery, anything could happen, it will happen to me. So I gotten to a point is I just laugh at it. When they said to me, oh, this happen, I say, well, it's me.

12.04.59 Or they were talking about somebody else's hand, that something's happen. And I say, if I go in, I have that problem, I guarantee I'll have that problem. So everybody's going forward. I'm the only one that's going backward. Even people get burned 40, 50, 60%, are actually living certain life. And with me is, I'm still (?) almost back, back worse to, worse the day I was burned. I came back (?) with the graph, was doing Ok, then everything start falling apart.

12.05.30 And then my scar is so thick that they can't do anything about it. And just like graph doesn't work on me. And maybe because like they say, I have chemical in there. That they didn't clean up. Now why am I so different? And I was open before (?) in a wheelchair, people have been one or two, but I'm like completely open. But why? They can't answer that. None of the doctor could answer that. And that's the scary part. They cannot tell me why this is happening to me.

12.06.00 They used to blame it on Asian skin. But now, I mean, a lot of people, a lot of, quite a few Asian was burned. Why am I the only one? So it's like lot of iffy. And I cannot answer that. And that's when I get really upset.

JW: You mentioned Mary Jo. Do you talk to her a lot?

12.06.32 LING: Oh, yeah, I talk to her every week. Emotionally, she's doing ok, but not great. She still have her problems, just like us. Once in a while she get depressed all day. And like I said, she had a shrapnel on her left arm. It grew back but still like a hole in there. And if she uses too much on the right hand, it's the good hand, and this is (?) then the bad, the left hand will have problem that she will feel numb. And if she works a little bit more on this hand, the right hand gets numb.

12.07.01 Sometime her whole thumb right here is like frozen. It doesn't move. And once in a while she could have a frozen shoulder and that's where her problems like. She is constantly doing something, and not to overdo on one hand. Just to avoid that problem. And when she sees me what I'm going through, she was thinking about have this, having this fixed. She (?)

won't do it. 'Cos I said to Mary, if you don't have to do it, don't do it. I said, you don't know what kind of problem you're gonna come in to.

- 12.07.29 Like with Jean, all these people having laser surgery. If I were in her place, I would have never done it. Because she's nice and smooth. I mean, she had, you could know she's graphed 'cos you see like this hole. But after a couple of year might fade away. But with that laser uh, the whole body for a year. I don't know I'm crazy about it. That that's why Mary said now I'm thinking hard, should I, should I not? I said, well, if you don't think you needed it, if you don't really care what you look like there, 'cos if you (?) want to wear the long sleeve, short sleeve, you would no see it any way. Do you want to go through that in case she has problem?
- 12.08.01 'Cos she has, she's allergic to everything you can think of. Everything. Matter of fact when she was in the hospital, she almost die because she had an allergy reaction that from head to toe. And she almost die from it. That's the reason why she save me because I remember she had uh, she had a breathing problem, and that's why I pushed people out. And somehow that saved me. Saved both, both of us actually. So if she go into surgery, something happen, they, they, she's allergic to penicillin, she's allergic to a lot of things.
- 12.08.33 Anything that has to have silicone on like when they putting on her hand, she breaks out. So now they know she can do certain things. She cannot have certain things, she cannot take anything. So to go through surgery just get so it'll look better. I don't think it's worth it. So I think she's trying to live with it. So it's not easy. And then at that time last year, her mother was in the hospital. She broke her leg, she can't function. She, she can walk, and they have a 24 hours nurse's aid. If you don't have it, the hospital will not release you.
- 12.09.02 So they got to hire somebody to pay out their pocket, \$17 an hour. Twenty-four hours is a lot of money. Yeah, if you times it, so she and her brother is footing the bill. She don't have a choice, 'cos otherwise the hospital will not release you. 'Cos her father's 86, 87, so even though that, he could handle it, but the rule is you can't, 'cos she can't walk. Isn't it sad that they would not allow you to go home, but then they won't pay for the, pay for the service.

- 12.09.33 So she (?) almost a half a year or more. So now she got better. And they building a new house. In uh, Long Island. So think that's working out pretty good. And she finished with her physical therapy already. So they don't have to run around to the uh, to the hospital twice a week. So now they kind of stay in Long Island for the whole week, unless they, they have an appointment. Uh, she actually had quite a few appointment with the workmen's comp doctor already.
- 12.10.01 And somehow this time they sent her to a neurologist. She had no clue why they sent her to a, to her. Why was she need a neurologist? I said, unless they think you're crazy. We just laugh and I said, unless you're crazy, unless they think that something's wrong with your brain, or something wrong with your nerve. I have no clue. She said, I don't know. She said we went in there, the guy look at me 15, less than 15 minutes, we're gone. He didn't ask any question, he didn't do anything. I said, well, I said, I'll let you know, I'm going to one uh, June 2<sup>nd</sup>.
- 12.10.30 Because why would you go to a (?) I have no clue. I could see I go to a neurologist because I'm complaining I lost the nerve. But uh, it's a state worker. So (LAUGHS). So she, she was frustrated 'cos she went all the way up there for an appointment, and the guy just looked at her and said Ok, I'm done. And he said, she said, what did you do? He didn't do anything. He didn't bother to check her or anything like that, just kind of looked at her and filled out the paperwork and that was the end of that story. So it's like working with my workmen's comp, that's why people hated it.
- 12.11.01 They don't pay, number one, and they drive you nuts. They drive you to a point that you know what? Forget it. I don't want to be bothered. So they get away with that. So just like now, I'm lucky somehow. It seem like they're working for me. But I don't know it's been 3 weeks already. So. I don't know. Next, like uh, next Wednesday I'm gonna go see Dr. Chou. Hopefully I get an answer 'cos Patrick's gonna go there and meet us there. And he actually likes Dr. Chou a lot and Dr. Chou likes him a lot.

12.11.30 They seem to be maybe communicating. And maybe coming out of his mouth's better than me. So we'll see what happen.

JW: Any thoughts on the World Trade Center (?)

12.11.40 LING: Yeah. I don't like it. I actually went to a meeting at uh, (?) one time. They were talking about the design. And you hear different people saying they should, we should build it because (?) we want to tell them we're not afraid. How we should build higher and (?) of course Richard got up and said something. He said, you know what?

12.12.00 People who think that building higher is gonna do anything, they, they're dead wrong. Because either you're ignorant or whatever. By putting that two tall building again, you're asking for trouble. If you want to build, like he said, build lower. It's so high to a point, it's true. If any god forbid any happen you're not getting out. You're dead. Just like the people from Cantor Fitzgerald. Actually that came into my mind quite a few time these last two week. I'm thinking about building One got hit first. They went all the way to the roof.

12.12.28 There were hundreds of people on the roof, waiting to be rescued. They saw building down, come down. I said, oh, my god, the thought of they go through, so I don't know how long is it before building one and building two got, came down, but it's quite a long time. I think it's at least (?) an hour, half an hour, whatever. I was just thinking about the thought of those people, standing there waiting to get help and burning, and the fires are going up. And then you see building two collapse. I said, I can't imagine what, what go through their mind. And that kind of gets me upset.

12.13.59 Just the thought of, gee, the people who (?) jump because they can't stand the heat. They rather died the other way. Maybe there's a chance they hit something and uh, think about the people on, on top of the roof. Being like heat up and jumping out and who didn't jump out watched the other people die. It just like wow. It's overwhelming. Ok, it's almost like uh, Eddy, the one I said to, (?) blow through the glass door. He, he was blown outside and (?) he heard a big bang.

12.13.31 And he turned around and all I could see is Jell-o. you know what that mean? And it's just like oh, my god. And so he, that's why he's so much more depressed than all of us. Besides seeing his friend die (?) not seeing not only his friend die, because he can't go anywhere, then you see people jumping. Then your wife was blown across wit you, and she was bleeding and you couldn't help. So that's why she's like, he's like very, very depressed. And also during his sleep, he tend to move.

12.14.01 And when he move, he could kick. So he's (?) my god, he's a black belt. So she's kind of scared sometimes. And one day he, he would just go crazy. 'Cos he does scream in the (?) middle of the night, and if god forbid, something happen like a bang, he jumps real fast. So during a meeting he has to sit near the door. (?) no if's and but's about it. Other he won't sit. And there's another one wouldn't go upstairs to sleep. He, he sleep on the sofa with all his clothes on.

12.14.30 So god forbid something happen, all they do is put on a shoe and run. So it's like a little, it's weird. We had a scare uh, up in (?) uh, the skiing lodge the other day, the other time. They had a fire drill. I mean, it was loud, it was like you were on fire. So we (~I~)

JW: You were there?

12.14.47 LING: Yeah, I was there. And oh, my god, let's get out of here. So, Donald said, let's get my sock, I said, Donald get the hell out of here, you're not gonna get your socks. He actually went back and got his socks. I was I'm gonna kill him. I says, you don't do something like that. When things happen, you just run. And we all ran outside.

12.15.01 It was a false alarm. But it was scary, it's like a siren going on, the whole thing, and people are running out. They all said what's going on, what's going on? So with me it's just get the hell out. You can't just sit there and wait. This is the first thing I would do, just run. And I got myself and just run. I, I didn't care I was in my pajamas. I just ran. Of course went down

the hall, before I find out it was a false alarm. But the moment is just kind of remind me of what happened, but it's not the same because (?) I haven't, I didn't hear siren.

12.15.30 It's a very different, very, very loud and very sharp. But that day, 9-11, I didn't hear anything. Like I said, oh, I (?) only I remember was an explosion. That's when the plane hit. Other than that, I didn't hear anything. So hearing that fire alarm is like get me out. I wasn't thinking about what happened before, but it's my thought is get out. So I got very, very mad when he said he's going back for his socks. I said, you don't do that. You just get out no matter what happen. The last, the one second you think about going back, this is what happen.

12.16.01 Like people they say, go back to work. People actually went back to work, upstairs. And they never made it out. So to me, now, if anything happen I just have to go. I'm not worry about what I leave behind.

JW: I'm sure that Don wasn't thinking about it.

LING: I know he wasn't thinking at all. But I said to him, next time, you just go.

JW: But for you?

12.16.28 LING: Yeah, for me, even for anybody. You don't sit there and wait. Just get out. But he's mind is I will be cold outside. Who cares? (LAUGHS) you know what I'm saying. But he just went back and he said, I got to get my socks. So that thought I almost killed him that day. You should see me going on and on. And I just couldn't help it. It's just thought of just going back and something happen is to me is stupidity. But to him, he didn't think of it that way, he think of it like (?) it's cold outside. So that's what he thinks of. But uh, that (?) was one scare I had.

12.17.02 And then one time, this is a weird one. (?) tell you. I told you (?) I uh, I went to the elevator at the hospital. When I walked in, I was on this cane chair sitting down. I look in the left,

there's a uh, one of those Moslem people with the, with the veil on it. Ok, so I saw one, I look in the back, there's another one. Looking on the right (?) oh, my god. My heart just went (?).

- 12.17.28 Not because of discriminating, just because the thought of me going through my head, oh, my god I'm in this elevator with this three people surrounding me. I went crazy. So lucky they (?) got off it before me. And (?) saw me, I must have turned like, turned like a ghost. I was just so scared. So then of course afterward, it's a joke. So but the next time I went in, some (?) after that, I saw a little bag in the corner of this elevator.
- 12.17.59 It's a yellow bag, but all very neat, neatly in (?) little package right in the corner. I said, I'm not going in that elevator. I went and told information desk, I said, I don't know what it is. There's a little bag in there, but I'm not going in there. So somehow they check that, I don't know what it is. They check it out. It was a very weird thing. It was right in the corner out of no where, it's a little package. And that's kind of ok, Marsh, we're not going in. But that's kind of thing that I do tend to look around. A lot more than I used to be. I used to just go ahead and do something.
- 12.18.29 But now I do look around, 'cos I wonder who's in back of me. (?) who's around me. So I try to sit in the corner, so this way I could see everything. That's what we kind of like tend to do, try to be aware of what's going on. 'Cos if anything happen, let's get out. So that taught us a little bit, and for you to said the building, the World Trade, I don't care how you build it. How great what the security is, if they're gonna do it, they're gonna do it. And building so high you're asking for trouble. And if you god forbid anything happen, you can't go nowhere.
- 12.19.00 You are like dead. When you're on a high floor you're gone. If you're a low floor you might be gone. It depends how is, how you gonna get hit. At the World Trade, I never thought it's gonna come down. Ok? People would have been saved 'cos it's we'll be Ok. Anybody above it is gone. However wouldn't be 3000 some odd people. Would maybe a thousand people. If they didn't go back to work or they didn't listen or they stopped

somewhere. It'd be done, even though Port Authority say that it's a chaos. For you stay in the building is a better decision.

12.19.31 However, there's so many way out at the World Trade Center. You don't have to go out certain exit. There's so many exit you could get out. Why keep everybody in, I have no idea, ok? Especially explosion, it's less dimension. They should just get everybody out, but they didn't. people went back up. It's just like assuming nothing happened, and those people never came out. So now are you gonna build this other building for (?) I think it's 135, is that the one they got? (~I~) Something like that.

12.20.00 Uh, what's gonna happen, something happen? Well, let's assume uh, a helicopter uh, accident. I'm not even talking about ordinary things. What's gonna happen? Can you come down all the way from up there? No, you can't. can you be safe from the, from the roof? You don't know. For you to work there is in your mind, something's gonna happen one day. Are you gonna be very secure working in that area? I don't think so. I mean, maybe some, somebody could say you know what? It's ok, like people have in '93, they went all went back to work.

12.20.31 Because it (?) wasn't a big deal. They blow up the garage. Ok, fine. It's a bomb. I think six people died. Quite a few people got hurt. But then you forget about it right away. But this is something different. The whole two building including all the other five surrounding building in other area had completely burned down. Because a plane struck the uh, the building. Assuming another one try to do it, I don't care they said they had war plane could have shoot, shoot down the airplane if anything happen.

12.21.00 But if that thing doesn't take that long to come around and just (?) go right in. By the time you call them, it might be over. So I'm not crazy about building it. I'm kind of against it. And a lot of people said that uh, like you said uh, we don't want to show them that we're not afraid. I should have said, who are you showing? You're not showing anybody. If you gonna go up there and work, would you be saying the same thing? If I would have to go

back to work at that area, would I be saying same thing? No. 'Cos I would say to myself, anything happen, I can't get out.

- 12.21.31 I don't care how many stairs you have, I don't care how many fire drill you have. You can never get out. Our fire drill was 3 floors up, 3 floors down. And some of the exits, some of the doors not even, you cannot even reenter on that door. That's why some of I think some of my friend got caught on the floor that you cannot reentry, reenter into that particular floor. I was in the 86, and I go 87, I could go up one particular (?) up and come back the same stairs.
- 12.22.00 But then if I go up another stairs, I cannot go up. I cannot get in. So it's not like, so what, you have all these stairs, but not everyone accessible. So if you're gonna build this hundred some odd story high, if something happen, you must be able to say good bye. And that's why I don't think it's, it's a very good idea. But you know, they'll go ahead and do it anyway. Now who's gonna rent it's another story. And I be very surprised they have a very high rental, because I don't think, like Cantor Fitzgerald would never go back there.
- 12.22.31 Not to lose another 700 people. Uh, like my office only lost 40, but still. But something like 100 people at work that day. So you (?) number-wise is not that small. Ok? Uh, it's probably a few firm I think lost everybody. Like Cantor Fitzgerald almost lost everybody. Virginia's lucky because she was on the 78<sup>th</sup> floor. If not, she'd be gone. So it's like you can't escape.
- 12.22.59 And now my co-worker now, they're on the 14, 15, 16 floor. They all of them went and look around the stairs and see what it is. They actually go up and down to see if, god forbid, something happen. This is the way I'm going out. And when they got downstairs, the door was not open. They made a big stink . of course now, of course now you can open it, 'cos actually they were all the way, went all the way down to the first floor, the door won't open. It's locked. So they were saying, what's gonna happen if we were stuck in the fire, can we get out? Who (?) gonna try to get out?

12.23.30 So everybody is so aware of it, they like uh, make sure, they check around, see where the door is. We go into a room, they say, ok, this is the exit door, or west exist door, the same (?) in a group like I said to you, they all sit in a place that actually looking at the door. And the minute something happen, they all jump. That's what they're looking for. So uh, people are more aware of it that what's going on.

JW: And you are as well? You talked to me about tunnels?

12.23.58 LING: Uh, tunnel now it's a little bit better but not as good. It's just not the same like again. I normally got knocked out before I get to the tunnel, so that's good. By the time I'm done, I'm out of the tunnel. But if I'm awake and I'm going through a tunnel, I have a little problem. I would start thinking, ok, if this happened what should I do? Should I get out of the car, should I run, should I do this? But then I said to myself, you can't go anywhere. If the tunnel is bombed, you could forget it. You must (?) say good bye. And to me, like they said, something is gonna happen, but we just don't know when.

12.24.31 Somehow that's in everybody's mind. It will happen again. We don't know when or where. And the thing that we worry about, that's why they don't go to New York, is the tunnel, the subway, and anything that goes through New York, they think it's gonna happen. So none of them would ever go set foot in New York. I have no choice. All my doctors are in New York. So I try not to think about it. But I, it's not easy. 'Cos it's a good over five minute ride in the tunnel.

12.25.03 And you want to see the lines in New York and New Jersey, ok, I'm halfway. Seem like you're halfway out, and when you see the tunnel like it's oh, thank god, you're out. So it would be a relief. If I'm up, it's a relief when I see the tunnel up. It's anything like, if anything happen, I (?) at the top already. I have to get out and run. So things, crazy things come to your mind. You know, probably never happen, but it's weird. It did. You know, people saying you know, you can't live life every day worrying about it. I say, you're right.

- 12.25.31 But you can't help it. You go through a tunnel, ok, that's gonna be next. Like when we first, when it first happened, they worry about the subway. I mean, crazy rumors saying that uh, this guy, this guy had this thing saying that don't go to the subway a certain time. Like I call everybody and say don't go out. But then nothing happened. But you don't know when. And they're like all over the place, you (?) don't know where they're hiding. So that's the scary part, like everybody knows it's gonna happen. But we just don't know when.
- 12.26.00 It took them 8 years to do this. And did a great job. So and they're not worried about death. To them it's nothing. It's an honor to them. Just like now you're here and just (?) way coming here today, there was a suicide bomber. He or she blew himself up and killed I think 7 or injured uh, god knows how many. I don't know where it's either Israel or Pakistan, I don't, I don't know where it is. But, but every day you hear this. So I try not to even watch it anymore. Because all you do is turn on the TV. Today I hit you, tomorrow I hit you.
- 12.26.33 So they taking turns. So something happened, or I think the week or (?) two weeks ago, the Filipino uh, the Philippines, something happened again. So it's like every day is like a different story. So I say, like wonder when it's gonna end? It's like it's not gonna end. Then I saw an article on uh, Iraq. The people were cutting off the, cutting the head to bleed. It's a (?) ritual or something that is good for them.
- 12.26.59 It's like I don't know what it is. They cut themselves open and let the blood run. And it was on Time magazine. I thought ok, I didn't even read it. But the kids, I mean, young kid. Blood all over the place. Some kind of religious thing. I said if they will do that, they're kind of crazy. So I said ok, so now you, there's all those people there. And now you got all the people from the US. All the kids, 18, 19 year old there. Trying to, try to keep uh, peace and order.
- 12.27.28 I feel sad for those people, 'cos they, they don't, you don't know when they're gonna kill you. And they there trying to help, but they don't want your help. After you get there for them, they say, go home. So it's like uh, it's just weird. It's just like every time, if you listen to the news and this one died, that one died. There's nothing is good news. This might happen all

the time before, but it doesn't ring a bell. But now, everything rings a bell. Even when the Oklahoma City happened. Ok, it's a bomb, it's a story.

- 12.28.00 People listen to it, people do something about it, and then it's over. But now since it happened to us, it's like every time the TV turns on, something happen. Is (?) gonna affect us? That's not good, but we can't help it. So. So I don't bother turn it on. I'd rather watch my own type, type of movies or whatever. 'Cos it's bad news every day. It's not a good, even the market's bad news. So what good's that gonna do me? So I'm in my whole retirement (?) is gone almost so, can't do anything about it.
- 12.28.32 I used to get real upset, but then I say, you know what? It's money. I mean, (?) I am upset but I don't go crazy. And not a thing I can do about it, 'cos I don't control the market. If it goes it goes, it doesn't go, it doesn't go. That's the sad part. But of course my retirement could be a lot worse because I don't have the years in any more. I don't have the age, I don't have the years in. So my pension will be very minimum. And that's what affects me tremendously. But nothing I can do about it. So that's why I need to (?) talk to Fineberg, right? (LAUGHS)

JW: Can you be optimistic about your daughter?

- 12.29.12 LING: Yes, it's true, yeah. (~I~) It's a good thing. I definitely would have a great help with her around. Take a big load out of the two mens at home. At least they (?) can't complain that they have no time to do certain things. So that's a great, great help. That's provided (?) gets his job out of, out of the state, then I'm in trouble.
- 12.29.33 But it doesn't seem likely. Probably would in New York State, hopefully, and New Jersey State. So once she's getting, hopefully she's going for interviews in Trenton. It's about 40 minutes away, it's not too bad. I don't know, I'm not crazy about her driving here every day, but you got to do what you got to do. So uh, like the accident she had in 2000 is just finally over sometime this year. Finally over, done deal. So that's great, 'cos that's out of her system.

- 12.30.02 'Cos she always, every time they call for a uh, deposition, it's always on the day that she's having tests or finals. She's always get upset. So finally (CLEARS THROAT) my lawyer said don't bother. let's go to the court and let the judge make the decision. And once he make the decision, I don't care how much, it's over. So thank god it's over and still her, still the other person's liable for everything. So (?) they still say you're 8% or something like that liable, 'cos that's the New Jersey law.
- 12.30.32 Even though you're sitting there then someone hit you from the back, you're still liable for certain portion of it. So it's like my insurance company had to pay out certain part, or not to get paid part, but you still liable for whatever. Eight percent or whatever like that. Which is good. It doesn't cost us more insurance, because it was not her fault. So that was good. That's out. Complete, because you can't sue. I can't sue them and they can't sue me.
- 12.30.59 The only reason I went through it because first of all my lawyer tell me I can't sue. Because she wasn't hurt. She didn't have a broken bone or anything like that. So State Farm's my insurance company. He said, he said why don't you counter sue them? I said, well, my lawyer told me not to, no. And because when my lawyer said she didn't have a broken bone, he said, that's not true. That's only your injure. She is injure. And she still having problem. The knee problems the rest of her life. She's a, he said, you could do it. I said, well, let's go. And so I don't have to do anything. He say if you don't get anything, I don't get anything.
- 12.31.30 I didn't get a lot of money, but just the point of just give it back to them. 'Cos they were so nasty. They got the insurance money already and they turn around and sue us personally. And it's their fault. She's the one that caused the accident. She's the one didn't wear a seat belt. But however, she want to sue. And she got money, though. She got a bit of money. From her insurance company, not mine. But still she got away with it. What can I say? It's worth it for her. But to me, it's not worth it.
- 12.32.01 But since she make me go through hell, and my lawyer said I could do it, then let's do it. That's the only reason we went into the lawsuit. But it lasted over 2 years. So it's like a

little, little dreadful. And every time it comes up, Melissa gets (?) upset. And her deposition has been postponed at least 10 times, or more. Every time she gets (?) for like a month or so. So when this is over, it's like wow, thank god it was over sometime in January.

12.32.29 So this way, instead of having the final, she would be going crazy. She working like 20 hours a day sometimes, just to get her work done. But it's done, it's over. So the big relief, for her and for me. Yeah, you know?

JW: Anything else you want to add? We talked about a lot of stuff?

12.32.53 LING: I don't know, I just hope that uh, maybe I'll pray that I get my surgery. They said. That's the thing I'm looking forward to, just to see how it would work. So uh, that might give him an idea, maybe I have some luck. Ok? Because he's gonna redo this rough space, too. So keeping my fingers crossed, and by next week, hopefully, I get some news. I hope. But I don't then, I don't know. I guess it's been over a month already. And the longer they put her off, the longer I be gonna be in pain for a while. I was never in this pain until last year.

12.33.30 I have pain, but can't compare to this. It's really, really exquisite. So uh, I'm hoping this surgery help, but there's no guarantee. So uh, let's pray, that's what I can say. Yes.

(OFF CAMERA REMARKS)

JW: You talked about the web.

12.34.05 LING: Yeah, the web space right here. Because it was all gathered together like this, ok? When he did it, I got about 6 centimeter or whatever you want to call that, by opening. Of course this only still only half of normal web space, but it's functional enough for me to do certain things. So he did that. However, unfortunately it didn't heal right. So this is like calluses. It's not going away, and I don't know is, what he's gonna do about it.

12.34.34 He's gonna do another graph or what, I don't know. But it open up again, so I'm having a burning pain again. And I (?) because it's so hard there. I couldn't close it. So. I don't know.

JW: How about your other hand?

12.34.53 LING: Well, this web space over here, is, is wrong. It was supposed to be do this way, and he did it this way. (~I~) So I only could go sideways. So I cannot do, I, I don't have a functional grip, ok? And besides that, like my index finger who has an infection, is stiff. And this finger he's supposed to fuse, which I didn't know about. (~I~) So it's a messy thing. And this, too I would have a no graph, none (?) whatsoever. Now this (?) two finger is not moving at all, so. So the last graph had pulled my skin backward. That actually moved everything up (~I~) and with the skin not healing a tight, tight.

12.35.33 'Cos there's no more, the nerve is kind of shot. Like I, like I would not feel the, the wetness or anything like that whatsoever. I could put water in there, but I don't know that's water in there. Unless you go through under the shower. You feel the heat. That's about it. But really not much feeling in here. Or any, anything here. If you touch it, yes, but if you put water in there if you know that you're wet, you wouldn't know you're wet. So that's the difference between I guess graph and no graph. (~I~)

12.36.02 Uh, I don't know. See, se how this web space is with this hand? That's what it like that before the surgery. When I finish the surgery, I'm like this. (~I~) Besides not having my web space, because he pulled the uh, the web space so far to a point is, it pulls my skin this way. So every, my hand's like this and this way. I don't have the, the uh, the angle like I have now.

12.36.30 But I had that before I went into the, the surgery with the hand doctor. I had it. I had this grip. Ok? The only problem was that this middle finger was pulling me. I have, I have function in this two hand two fingers. And it was like this. And now he had his graph coming up, coming in, into this portion. And that means everything is closed up again, and I have

more scar here. So it's a mess. It's a total mess. You look at my hand, it's a total mess in here. This looks good compared to over here.

12.36.59 And they took so much skin already, I don't have too much for to give them. I actually tried to gain weight so they would have more skin, but it's not working too well (LAUGHS). I gain some pound, but it's not good, not good enough (LAUGHS). I haven't been (?) enough body for them. That's why they do skin expansion. I thought it's a good way, 'cos it supposed to expand your own skin. I don't have to take enough for another piece. But somebody doesn't believe in it. Unless he not tell me everything, unless he doesn't want to say (?) because graph doesn't agree with me.

12.37.32 I can take it from one place, so now you have a donor site problem. Then you have a graph problem. So I have two problem. The other way I might just have one problem. So I mean, like over here was flat when I got it. When I had it done. And he swear to us not (?) it's not gonna raise. Well, he's wrong. Any doctor think that they could do miracle on me 100% it's not gonna work out. My chances are maybe 50, ok? But as you can see, this only what, two months?

12.38.02 Two and a half months. It went from flat to this already. If I don't do anything about it, it's gonna get worse. I did do something about it with some kind of insert in there. I broke out yesterday. So that's why I took it off today. I had the gloves and had all the little junk in here. But because of the thing in there, it (?) the skin and opens up. So no matter what I try, something is gonna happen. So uh.

(OFF CAMERA REMARKS)

12.38.48 LING: This is all I can do, OK? And this one, like I said, is stiff. This is how looks right now is stiff. And this one, I could bend a little bit down, but you can see my finger's also crooked.

12.39.00 It was not crooked before, it was straight. So is this one. The whole point is like (?) I said, they try to lock this. But they gonna bend the heck out of me on this two, on this joint, and on this joint.

(OFF CAMERA REMARKS)

12.39.28 LING: (MID-STATEMENT) after the infection it got worse, as you can see, how crooked this is. See how crooked it is? (~I~) Seem like the skin had pulled in together, ok? Uh, and, and over here, pulls it in so actual pulls my finger up. So I don't have the mobility right here. It's very, very stiff right here. Uh, after (?) leaves, I think he said to me that he would add some skin over here. Let it get more looser right here. So maybe they could get my hand back working a little bit. But to me, the joint have frozen already.

12.40.01 It's almost like arthritis joint. (~I~) That's why I was hoping maybe because he had microsurgery, he could do microsurgery. Maybe he could do something, I'm not too sure. All he said was, don't worry about it, I'll get you, I'll get you back working. And working means function-wise or get me back complete. Halfway I don't know what he meant by that. But, but he did say to me, this will, you're rightie? Ok, your right hand's gonna be the major one. And your left hand's gonna be assisted.

12.40.32 So I don't know what that means. So, like I said, I only went to him about 3 months. So I really don't know him that well. So until I get, get to know him better, but he said to me. You (?) we have to like each other, 'cos we're gonna be good friends afterward. He said, it's gonna be a long time you're gonna stay with us. So I said, ok. That was it. He told me many years. He told me the next ten years, so that's, my god.

12.41.02 The other guy only told me 7 to 8 years. Now you say 10 years? Every time I go to a different doctor, they keep on adding years to my life. So I said, ok, I'll be 60-something before I get this thing done. And so now you just laugh at it. What are you gonna do? I mean, what else can I do, really? So that's why (?) thing now you have a good attitude. No, it's not that, I just that, I could sit here and cry all day it's not gonna do anything. So uh. Try

to cope with it. It's not easy. Especially everybody's moving and you're the only one that's sitting home doing nothing.

12.41.32 And people go on vacation. I mean, I'm still home. So can't I get a little frustrated, especially I like traveling. And like it, and I'm always doing something, and now I can't do anything. (?) It is driving me crazy, though. But try to do the best.

(OFF CAMERA REMARKS)

12.42.02 LING: So like here. See how, how big this? This is actually pulling my hand backward, and that's why I'm not straight. Ok, 'cos the scar is so tight. And this hand, of course, this thing was not, no where, never near that big. But since I haven't wear the (Japes?) because all the opening, it's got 4 times bigger than what it used to be. And now what he has to do with his supposedly had to take this off and put a new graph on, or something like that. So that's another thing. I said where you gonna get this skin from?

12.42.30 I really don't have anything to give him. My two thighs are gone. So Richard try to say oh, well, you have the back. I said bite your tongue (LAUGHS) I have my back, but (?) I want to use it. Of course I probably will. 'Cos of my ears, Dr. Chou is recommending the uh, the rib, the cartilage from the ribs. I said, oh, god, that's what they're gonna take from me to do my ears. 'Cos when he said to me, I'm gonna give you new ears, I said wait a minute. Hold this. You're not cutting off my ear completely, right? 'Cos that's another option. They cut off your ear completely and put a plastic ear.

12.43.01 I said no, no, I don't want that. So it's like he said no, no, I'm gonna do the other one. So I said to him, I said, I understand the successful rate is very little. He said, who told you so? I said ok, I'm not saying anything. 'Cos my doctor, the other doctor, the plastic surgeon tells me this, it's a method of three ways doing it. Either you cutting it off completely or it's just gonna make it looser or we're gonna do it with the rib. And but he said the success rate is not that great.

- 12.43.31 So that's what I want to mention to him, and Dr. Chou said who told you so. And I said oh, just somebody told me. And I didn't say anything. But he probably had done it. Especially he, he's been around for so many years with plastic. So I know plastic does wonder, but except now with me, ok? (LAUGHS) I don't expect to have this completely gone, but like to have it a little bit, my ears doing my ear lobe, because this is getting closer and closer, I can't even clean it.
- 12.44.00 It's called completely like come in. It's so thick. And if I try to clean it, it's impossible. If I don't clean it, it's gonna stay there. So it's like a little you know? But I don't know what he's gonna do with it. I guess he's gonna take this off. And I don't know repair it? If I didn't graph this, I think it would be better. 'Cos after the graph, I look great. But of course the scarring just keep on pulling and pulling. I still bright red.
- 12.44.29 I was having cortisone shot, but Dr. Chou doesn't believe in it. He said cortisone shot is good. It make it softer. However, you might have a moon face after, your face might blow up. So I said, I don't want that. 'Cos Donald doesn't like the shot anyway. 'Cos that's a steroid shot. And I get that every (?) week. And like ten shot through here, from here to here. It does feel a little bit better, not as tight. But he said that I, I don't want you to do it.
- 12.44.59 So I stopped doing it and if I'm gonna go with him, I got to listen to him. (~I~) So I go with him, but see, I'm still so pulled, and I'm like this week I don't know where my eye, the blood vessel broke on me. Anything hasn't happened to me, it's happening to me. I had a allergy reaction out of now where from top to toe, completely red. Never, ever had that in my life. Now I'm getting that at the same time when I go in, they put the IV on me too long, a certain IV. I, I break out completely, rash all over me.
- 12.45.31 So things hasn't happened to me before, it's gonna happen to me now. So I'm like ok. When I got the rash I didn't know what to do. I was scared. 'Cos I'm afraid. I don't know what I ate or some medicine I take. I took that was not good. 'Cos Melissa was trying to do something (?) and said mom, you're all red. I said what do you mean? Next thing you know, my whole face, my back you name it, every spot on my body was completely like a rash. And that was

scary. So I call the doctor he said, well, take the Benedril, see what happen. It actually went away. Took about a day, went away. It wasn't too bad. I didn't have a problem breathing.

(OFF CAMERA REMARKS)

12.46.16 LING: Just like here is always open, too. So it's like uh, I. Yeah, like this part like here was open before. Now it's kind of healed up, but then that just, I still have a couple of small ones.

12.46.30 So it's like I'm never 100%. It was 100 % and, and it got tough and when you kind of look at it, next thing you know, it's another blister. And like this over here, somehow become puss. Once in a while, I have no idea how it gets there. Like one time it was so big, Dr. Bauer look at it, he said, no, no, no. That's puss. I said what are you talking about? He put a needle in there, it's a half a bottle, half a tube. (~I~) Yeah. It's scary. I, I tell you, I got weird things in my body.

12.47.02 I have no idea why. I mean, (?) you used to look at this space, right? This looks good. But actually could be all filled up with puss. I have no clue how it get there. All I know, he looked at it, he said, Ok, I'm taking a needle, he took a needle in and it was a half a tube. And he said, geez, you know? I said, what the heck is in there? But that's how my life is. It's closes, opens, closes, open. So I now have a nice clean cut (LAUGHS).

12.47.29 I never win. (~I~) I'm not gonna win. It'll get better, right? I think it'll get better. (~I~) Yeah, I says to my son, at least I'm not ashes. That's how (?) I try and convince myself. I mean, I could have been gone. My house be completely chaos, ok? Like they said, you must be here for a reason, so you kind of give yourself a little pep talk. And the you say, well, you're not as bad, 'cos look at somebody else.

12.48.02 Look at the people who got burned real bad. They didn't ask for it, but they got burned. And this guy, is actual back to work. I think that (?) the cop. You look, he lost some of his finger. He had like a big bubble right here. I don't know how long ago was this bubble. I mean, he

was a wreck. He hardly had a face. And he went back to work. So I guess depend how courageous you are, how you could take it, but. He went back.

- 12.48.29 (STUTTER) That's how I understand. I'm not too sure that's the truth, but. Maybe part time whatever, but he did. And (~I~) Yeah. 'cos what am I bitching about? You know, he's over there with that problem. What am I complaining? I'm not moving, but the finger's still there. Lauren lost some of her fingers. So it's like because I wasn't on fire. I think that's the only thing that saved me. Anybody was really on fire had lost some digits. And Lon was like engulfed in fire, I understand.
- 12.49.00 And Eddy didn't lose anything, but you know, he was burned from the back 'cos the fire just came through the back on him. So it's like, you know? Like Virginia, same thing. She was in the elevator, fire was coming down on her. I was not on fire, I was just burned. I think it's called thermal burned? So uh, that's why I still have my, my limbs. So kind of lucky in that respect. Like I said, everybody just surrounded me, helped me. So that's why I wasn't burned 100% here. I was just burned like a little bit on my, my side.
- 12.49.30 I guess from the explosion this way. And then after I guess I must have stayed there for a while when the heat comes in. I think that's how I got burned. But I'm not too sure. I don't (?). And I don't think I want to remember too much anyway (LAUGHS). So hopefully that's out of my memory for, for good. But there's no guarantee. So just like the uh, flashback, I didn't ask for it. But out of nowhere just came back to me. It wasn't anything specific that trigger it.
- 12.50.00 It just happen. So I said, why? You know, why now? So then she said, no, it's no big deal. If you remember fine, we deal with it. If you don't remember, don't look for it. That's how she, which I like about her. Don't look for it. Don't try to find out what happened. If you don't remember, great. If you remember, we'll deal with it. So that's a nice attitude, which I like a lot, 'cos that's how I feel. 'Cos I think people were trying to force me to watch, watch the movie, watch the tape. I said why do I have to watch it if I don't want to?

12.50.30 Said, well, because you have to deal with it, 'cos it might, you know, in case it comes on TV it doesn't shock you. I said well, why do I want to do it? So I was not agreeing with that aspect of it. But since my surgery's ongoing with my problem, my other psychologist never gotten to the point yet. I haven't gotten to 9-11 yet 'cos all my problems. So and this one said, for what? You don't want to talk about it, you don't want to remember, don't bother. Said, why bother to go, go into something that you force yourself you don't want to remember?

12.51.00 And that's good. I kind of like her. (?) being her like over a month. But it's good. I like the way she act (LAUGHS). I like the way she talks. So that helps a little bit, and I guess she's been around too. (~I~) yeah, recommended by Virginia's psychologist. So.

(OFF CAMERA REMARKS)

12.51.24 END OF TAPE # LY.0503.1200.12