

Agency for Health Care Administration

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| STATEMENT OF DEFICIENCIES<br>AND PLAN OF CORRECTION | (X1) PROVIDER/SUPPLIER/CLIA<br>IDENTIFICATION NUMBER:<br><br><b>AL11968421</b> | (X2) MULTIPLE CONSTRUCTION<br>A. BUILDING: _____<br><br>B. WING: _____ | (X3) DATE SURVEY<br>COMPLETED<br><br><b>C</b><br><b>10/18/2022</b> |
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NAME OF PROVIDER OR SUPPLIER

STREET ADDRESS, CITY, STATE, ZIP CODE

**ST CLOUD HAVEN ALF**

**907 N TAYLOR RD  
BRANDON, FL 33510**

| (X4) ID<br>PREFIX<br>TAG | SUMMARY STATEMENT OF DEFICIENCIES<br>(EACH DEFICIENCY MUST BE PRECEDED BY FULL<br>REGULATORY OR LSC IDENTIFYING INFORMATION)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | ID<br>PREFIX<br>TAG | PROVIDER'S PLAN OF CORRECTION<br>(EACH CORRECTIVE ACTION SHOULD BE<br>CROSS-REFERENCED TO THE APPROPRIATE<br>DEFICIENCY) | (X5)<br>COMPLETE<br>DATE |
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| CZ830<br>SS=D            | <p>408.821 FS Emergency Management Planning</p> <p>408.821 Emergency management planning; emergency operations; inactive license.-</p> <p>(1) A licensee required by authorizing statutes and agency rule to have a comprehensive emergency management plan must designate a safety liaison to serve as the primary contact for emergency operations. Such licensee shall submit its comprehensive emergency management plan to the local emergency management agency, county health department, or Department of Health as follows:</p> <p>(a) Submit the plan within 30 days after initial licensure and change of ownership, and notify the agency within 30 days after submission of the plan.</p> <p>(b) Submit the plan annually and within 30 days after any significant modification, as defined by agency rule, to a previously approved plan.</p> <p>(c) Submit necessary plan revisions within 30 days after notification that plan revisions are required.</p> <p>(d) Notify the agency within 30 days after approval of its plan by the local emergency management agency, county health department, or Department of Health.</p> <p>(2) An entity subject to this part may temporarily exceed its licensed capacity to act as a receiving provider in accordance with an approved comprehensive emergency management plan for up to 15 days. While in an overcapacity status, each provider must furnish or arrange for appropriate care and services to all clients. In addition, the agency may approve requests for overcapacity in excess of 15 days, which approvals may be based upon satisfactory justification and need as provided by the receiving and sending providers.</p> <p>(3)(a) An inactive license may be issued to a licensee subject to this section when the provider</p> | CZ830               |                                                                                                                          |                          |

AHCA Form 3020-0001

LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

TITLE

(X6) DATE

Agency for Health Care Administration

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| NAME OF PROVIDER OR SUPPLIER<br><br><b>ST CLOUD HAVEN ALF</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                | STREET ADDRESS, CITY, STATE, ZIP CODE<br><b>907 N TAYLOR RD</b><br><b>BRANDON, FL 33510</b>                              |  |                                                                    |
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| CZ830                                                         | <p>Continued From page 1</p> <p>is located in a geographic area in which a state of emergency was declared by the Governor if the provider:</p> <ol style="list-style-type: none"> <li>1. Suffered damage to its operation during the state of emergency.</li> <li>2. Is currently licensed.</li> <li>3. Does not have a provisional license.</li> <li>4. Will be temporarily unable to provide services but is reasonably expected to resume services within 12 months.</li> </ol> <p>(b) An inactive license may be issued for a period not to exceed 12 months but may be renewed by the agency for up to 12 additional months upon demonstration to the agency of progress toward reopening. A request by a licensee for an inactive license or to extend the previously approved inactive period must be submitted in writing to the agency, accompanied by written justification for the inactive license, which states the beginning and ending dates of inactivity and includes a plan for the transfer of any clients to other providers and appropriate licensure fees. Upon agency approval, the licensee shall notify clients of any necessary discharge or transfer as required by authorizing statutes or applicable rules. The beginning of the inactive licensure period shall be the date the provider ceases operations. The end of the inactive period shall become the license expiration date, and all licensure fees must be current, must be paid in full, and may be prorated. Reactivation of an inactive license requires the prior approval by the agency of a renewal application, including payment of licensure fees and agency inspections indicating compliance with all requirements of this part and applicable rules and statutes.</p> <p>(4) . . . Licensees providing residential or inpatient services must utilize an online database</p> | CZ830                                                                          |                                                                                                                          |  |                                                                    |

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| CZ830                                                         | Continued From page 2<br><br>approved by the agency to report information to<br>the agency regarding the provider's emergency<br>status, planning, or operations.<br><br>This Statute or Rule is not met as evidenced by:<br>Based on record review and interview the facility<br>failed to provide evidence of an approved<br>Comprehensive Emergency Management Plan<br>(CEMP)<br><br>Findings included:<br><br>A review of the facility records on<br>revealed their CEMP was last approved on<br><br>This review revealed no evidence of an annual<br>review or recent submission of the facility's<br>CEMP.<br><br>These findings were discussed during an<br>interview with the facility's Administrator<br>Consultant on _____ at 11:59 AM. During<br>this interview the consultant stated, "I know we<br>have this we just can't find it right now. Can we<br>email you everything?"<br><br>Class III | CZ830                                                                          |                                                                                                                          |                          |                                                                    |
| CZ841<br>SS=D                                                 | 408.823( ) FS In-person Visitation<br><br>(1) This section applies to _____<br>centers as defined in s. 393.063,<br>hospitals licensed under chapter 395, nursing<br>home facilities licensed under part II of chapter<br>400, hospice facilities licensed under part _____ of<br>chapter 400, intermediate care facilities for the<br>_____ licensed and certified                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | CZ841                                                                          |                                                                                                                          |                          |                                                                    |

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| CZ841                                                         | <p>Continued From page 3</p> <p>under part VIII of chapter 400, and assisted living facilities licensed under part I of chapter 429.</p> <p>(2)(a) No later than 30 days after the effective date of this act, each provider shall establish visitation policies and procedures. The policies and procedures must, at a minimum, include control and education policies for visitors; screening, personal protective equipment, and other control protocols for visitors; permissible length of visits and numbers of visitors, which must meet or exceed the standards in ss. 400.022(1)(b) and 429.28(1)(d), as applicable; and designation of a person responsible for ensuring that staff adhere to the policies and procedures. Safety-related policies and procedures may not be more stringent than those established for the provider's staff and may not require visitors to submit proof of any or immunization. The policies and procedures must allow consensual physical contact between a resident, client, or patient and the visitor.</p> <p>(b) A resident, client, or patient may designate a visitor who is a family member, friend, guardian, or other individual as an essential caregiver. The provider must allow in-person visitation by the essential caregiver for at least 2 hours daily in addition to any other visitation authorized by the provider. This section does not require an essential caregiver to provide necessary care to a resident, client, or patient of a provider, and providers may not require an essential caregiver to provide such care.</p> <p>(c) The visitation policies and procedures required by this section must allow in-person visitation in all of the following circumstances, unless the resident, client, or patient objects:</p> <p>1. End-of-life situations.</p> | CZ841                                                                          |                                                                                                                          |  |                                                                    |

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| CZ841                                                         | <p>Continued From page 4</p> <p>2. A resident, client, or patient who was living with family before being admitted to the provider 's care is struggling with the change in environment and lack of in-person family support.</p> <p>3. The resident, client, or patient is making one or more major medical decisions.</p> <p>4. A resident, client, or patient is experiencing emotional distress or grieving the loss of a friend or family member who recently . . . . .</p> <p>5. A resident, client, or patient needs cueing or encouragement to eat or drink which was previously provided by a family member or caregiver.</p> <p>6. A resident, client, or patient who used to talk and interact with others is seldom speaking.</p> <p>7. For hospitals, childbirth, including labor and delivery.</p> <p>8.           patients.</p> <p>(d) The policies and procedures may require a visitor to agree in writing to follow the provider's policies and procedures. A provider may suspend in-person visitation of a specific visitor if the visitor violates the provider's policies and procedures.</p> <p>(e) The providers shall provide their visitation policies and procedures to the agency when applying for initial licensure, licensure renewal, or change of ownership. The provider must make the visitation policies and procedures available to the agency for review at any time, upon request.</p> <p>(f) Within 24 hours after establishing the policies and procedures required under this section, providers must make such policies and procedures easily accessible from the homepage of their websites.</p> <p><br/>This Statute or Rule is not met as evidenced by:<br/>Based on record review and interview, the facility failed to establish a visitation policy and</p> | CZ841                                                                          |                                                                                                                          |  |                                                                    |

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| CZ841                                                         | Continued From page 5<br><br>procedure.<br><br>Findings included.<br><br>A record review of the facility records on<br>revealed no evidence of a visitation<br>policy that included, at a minimum:<br>1. control education for visitors<br>2. Screening protocols<br>3. Policy on Personal Protective Equipment<br>(PPE)<br>4. Policy for Consensual physical contact<br>5. Policy for length of visitation<br>6. Designation of a person responsible for<br>ensuring staff adhere to the policies and<br>procedures<br><br>These findings were confirmed during an<br>interview with Staff A on . . . . . at 11:13 AM.<br>During this interview Staff A stated, "I called<br>[Administrator Consultant] about the visitation<br>policy and she asked if she could email this to<br>you. She is working on it."<br><br>Class III | CZ841                                                                          |                                                                                                                          |                          |                                                                    |
| A 000                                                         | Initial Comments<br><br>A complaint investigation (#2022011603) was<br>conducted at St. Cloud Haven Assisted Living<br>Facility on . . . . . Deficiencies were<br>identified at the time of survey.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | A 000                                                                          |                                                                                                                          |                          |                                                                    |
| A 077<br>SS=D                                                 | 429.176 FS; 429.52( . . . )59A-36.01(1) FAC<br>Staffing Standards - Administrators<br><br>429.176 Notice of change of administrator.-If,<br>during the period for which a license is issued,<br>the owner changes administrators, the owner                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | A 077                                                                          |                                                                                                                          |                          |                                                                    |

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| A 077                                                         | <p>Continued From page 6</p> <p>must notify the agency of the change within 10 days and provide documentation within 90 days that the new administrator meets educational requirements and has completed the applicable core educational requirements under s. 429.52. A facility may not be operated for more than 120 consecutive days without an administrator who has completed the core educational requirements.</p> <p>429.52<br/>(4) A facility administrator must complete the required core training, including the competency test, within 90 days after the date of employment as an administrator. Failure to do so is a violation of this part and subjects the violator to an administrative fine as prescribed in s. 429.19. Administrators licensed in accordance with part II of chapter 468 are exempt from this requirement. Other licensed professionals may be exempted, as determined by the agency by rule.<br/>(5) Administrators are required to participate in continuing education for a minimum of 12 contact hours every 2 years.</p> <p>59A-36.010<br/>(1) ADMINISTRATORS. Every facility must be under the supervision of an administrator who is responsible for the operation and maintenance of the facility including the management of all staff and the provision of appropriate care to all residents as required by chapters 408, part II, 429, part I, F.S., and rule chapter 59A-35, F.A.C., and this rule chapter.<br/>(a) An administrator must:<br/>1. Be at least _____;<br/>2. If employed on or after _____, have, at a minimum, a high school diploma or G.E.D.;</p> | A 077                                                                          |                                                                                                                          |                          |                                                                    |

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| A 077                                                         | <p>Continued From page 7</p> <p>3. Be in compliance with Level 2 background screening requirements pursuant to sections 408.809 and 429.174, F.S.;</p> <p>4. Complete the core training and core competency test requirements pursuant to rule 59A-36.011, F.A.C., no later than 90 days after becoming employed as a facility administrator. Administrators who attended core training prior to _____, are not required to take the competency test unless specified elsewhere in this rule; and,</p> <p>5. Satisfy the continuing education requirements pursuant to rule 59A-36.011, F.A.C. Administrators who are not in compliance with these requirements must retake the core training and core competency test requirements in effect on the date the non-compliance is discovered by the agency or the department.</p> <p>(b) In the event of extenuating circumstances, such as the _____ of a facility administrator, the agency may permit an individual who otherwise has not satisfied the training requirements of subparagraph (1)(a)4. of this rule, to temporarily serve as the facility administrator for a period not to exceed 90 days. During the 90 day period, the individual temporarily serving as facility administrator must:</p> <p>1. Complete the core training and core competency test requirements pursuant to rule 59A-36.011, F.A.C.; and,</p> <p>2. Complete all additional training requirements if the facility maintains licensure as an extended congregate care or limited mental health facility.</p> <p>(c) Administrators may supervise a maximum of either three assisted living facilities or a group of facilities on a single campus providing housing and health care. Administrators who supervise more than one facility must appoint in writing a separate manager for each facility. However, an</p> | A 077                                                                          |                                                                                                                          |                          |                                                                    |

Agency for Health Care Administration

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| A 077                                                         | <p>Continued From page 8</p> <p>administrator supervising a maximum of three assisted living facilities, each licensed for 16 or fewer beds and all within a 15 mile . . . . of each other, is only required to appoint two managers to assist in the operation and maintenance of those facilities.</p> <p>(d) An individual serving as a manager must satisfy the same qualifications, background screening, core training and competency test requirements, and continuing education requirements as an administrator pursuant to paragraph (1)(a) of this rule. Managers who attended the core training program prior to . . . . , are not required to take the competency test unless specified elsewhere in this rule. In addition, a manager may not serve as a manager of more than a single facility, except as provided in paragraph (1)(c) of this rule, and may not . . . . , serve as an administrator of any other facility.</p> <p>(e) Pursuant to section 429.176, F.S., facility owners must notify the Agency Central Office within 10 days of a change in facility administrator on the Notification of Change of Administrator form, AHCA Form 3180-1006, . . . . , which is incorporated by reference and available online at:<br/><a href="http://www.flrules.org/Gateway/reference.asp?No=Ref-09393">http://www.flrules.org/Gateway/reference.asp?No=Ref-09393</a>.</p> <p>This Statute or Rule is not met as evidenced by:<br/>Based on record review and interview , the facility failed to provide evidence of a CORE trained Administrator.</p> <p>Findings included:</p> <p>A review of the Agency for Healthcare</p> | A 077                                                                          |                                                                                                                          |  |                                                                    |

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| A 077                                                         | Continued From page 9<br><br>Administration (AHCA) Background Screening<br>Clearing House conducted on<br>revealed Staff B listed as the Administrator of<br>record for St. Cloud Haven Assisted Living<br>Facility.<br><br>A review of Staff B employee record was<br>conducted on . This review revealed<br>no evidence of successful completion of CORE<br>training certificate for Assisted Living Facility's.<br><br>These findings were discussed during a group<br>telephone call with the facility's Owner and<br>Administrator Consultant on at 11:53<br>AM . During this interview the owner stated, " Yes, I am the owner, [Staff C] is the<br>administrator...She won't be available to speak<br>for maybe 5 hours. I dont know where it is right<br>now. Can I email you the training records?"<br><br>Class III | A 077                                                                          |                                                                                                                          |  |                                                                    |
| A 081<br>SS=D                                                 | 429.52(1 & 7) FS; 59A-36.011( . . . ) FAC Training<br>- Staff In-Service<br><br>429.52(1)<br>(1) Each new assisted living facility employee<br>who has not previously completed core training<br>must attend a preservice orientation provided by<br>the facility before interacting with residents. The<br>preservice orientation must be at least 2 hours in<br>duration and cover topics that help the employee<br>provide responsible care and respond to the<br>needs of facility residents. Upon completion, the<br>employee and the administrator of the facility<br>must sign a statement that the employee<br>completed the required preservice orientation.<br>The facility must keep the signed statement in the<br>employee's personnel record.                                                                   | A 081                                                                          |                                                                                                                          |  |                                                                    |

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| A 081                                                         | <p>Continued From page 10</p> <p>(7) Facility staff shall participate in inservice training relevant to their job duties as specified by agency rule. Topics covered during the preservice orientation are not required to be repeated during inservice training. A single certificate of completion that covers all required inservice training topics may be issued to a participating staff member if the training is provided in a single training course.</p> <p>59A-36.011</p> <p>(2) STAFF PRESERVICE ORIENTATION.</p> <p>(a) Facilities must provide a preservice orientation of at least 2 hours to all new assisted living facility employees who have not previously completed core training as detailed in subsection (1).</p> <p>(b) New staff must complete the preservice orientation prior to interacting with residents.</p> <p>(c) Once complete, the employee and the facility administrator must sign a statement that the employee completed the preservice orientation which must be kept in the employee's personnel record.</p> <p>(d) In addition to topics that may be chosen by the facility administrator, the preservice orientation must cover:</p> <ol style="list-style-type: none"> <li>1. Resident's rights; and,</li> <li>2. The facility's license type and services offered by the facility.</li> </ol> <p>(3) STAFF IN-SERVICE TRAINING. Facility administrators or managers shall provide or arrange for the following in-service training to facility staff:</p> <p>(a) Staff who provide direct care to residents, other than nurses, certified nursing assistants, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive a minimum of 1</p> | A 081                                                                                       |                                                                                                                          |  |                                                                    |

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| A 081                                                         | <p>Continued From page 11</p> <p>hour in-service training in . . . . . control, including universal precautions and facility sanitation procedures, before providing personal care to residents. The facility must use its . . . . . control policies and procedures when offering this training. Documentation of compliance with the staff training requirements of 29 CFR 1910.1030, relating to . . . . . borne . . . . . may be used to meet this requirement.</p> <p>(b) Staff who provide direct care to residents must receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects:</p> <ol style="list-style-type: none"> <li>1. Reporting adverse incidents.</li> <li>2. Facility emergency procedures including chain-of-command and staff roles relating to emergency evacuation.</li> </ol> <p>(c) Staff who provide direct care to residents, who have not taken the core training program, shall receive a minimum of 1 hour in-service training within 30 days of employment that covers the following subjects:</p> <ol style="list-style-type: none"> <li>1. Resident rights in an assisted living facility.</li> <li>2. Recognizing and reporting resident . . . . . neglect, and . . . . . The facility must use its . . . . . prevention policies and procedures when offering this training.</li> </ol> <p>(d) Staff who provide direct care to residents, other than nurses, CNAs, or home health aides trained in accordance with rule 59A-8.0095, F.A.C., must receive 3 hours of in-service training within 30 days of employment that covers the following subjects:</p> <ol style="list-style-type: none"> <li>1. Resident behavior and needs.</li> <li>2. Providing assistance with the activities of daily living.</li> </ol> <p>(e) Staff who prepare or serve food, who have not taken the assisted living facility core training must</p> | A 081                                                                          |                                                                                                                          |  |                                                                    |

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| A 081                                                         | <p>Continued From page 12</p> <p>receive a minimum of 1-hour-in-service training within 30 days of employment in safe food handling practices.</p> <p>(f) All facility staff shall receive in-service training regarding the facility's resident elopement response policies and procedures within thirty (30) days of employment.</p> <p>1. All facility staff shall be provided with a copy of the facility's resident elopement response policies and procedures.</p> <p>2. All facility staff shall demonstrate an understanding and competency in the implementation of the elopement response policies and procedures.</p> <p>This Statute or Rule is not met as evidenced by:<br/>Based on employee record reviews and interview, the facility failed to provide required in-service trainings for three ( Staff A, Staff B and Administrator ) of three employee records reviewed.</p> <p>Findings included:</p> <p>A review of employee records conducted on ... revealed that Staff A was hired on ... , Staff B was hired on ... and Administrator was hired on ...</p> <p>The review employee records revealed no evidence of the following required in-service trainings:</p> <p>1. Nutritional and Safe Food Handling</p> <p>These findings were discussed during an interview with the facility's Administrator</p> | A 081                                                                          |                                                                                                                          |                          |                                                                    |

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| A 081                                                         | Continued From page 13<br><br>Consultant on .. . at 11:59 AM. During<br>this interview the consultant stated, "I know we<br>have this we just can't find it right now. Can we<br>email you everything?"<br><br>Class III                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | A 081                                                                          |                                                                                                                          |                          |                                                                    |
| A 085<br>SS=D                                                 | 59A-36.011(7) FAC Training - Nutrition & Food<br>Service<br><br>(7) NUTRITION AND FOOD SERVICE. The<br>administrator or person designated by the<br>administrator as responsible for the facility's food<br>service and the day-to-day supervision of food<br>service staff must obtain, annually, a minimum of<br>2 hours continuing education in topics pertinent to<br>nutrition and food service in an assisted living<br>facility. This requirement does not apply to<br>administrators and designees who are exempt<br>from training requirements under paragraph<br>59A-36.012(1)(b). A certified food manager,<br>licensed dietician, registered dietary technician or<br>health department sanitarian is qualified to train<br>assisted living facility staff in nutrition and food<br>service.<br><br>This Statute or Rule is not met as evidenced by:<br>Based on record review and interview, the facility<br>failed to identify and /or provide proof of required<br>education for the individual responsible for<br>supervising the facility's food service (Food<br>Service Designee) for three ( Staff A, Staff B and<br>Administrator ) of three employee record<br>reviewed.<br><br>Findings included:<br><br>A review of employee records conducted on<br>.. . revealed that Staff A was hired on | A 085                                                                          |                                                                                                                          |                          |                                                                    |

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| A 085                                                         | <p>Continued From page 14</p> <p>....., Staff B was hired on ..... and<br/>Administrator was hired on .....</p> <p>The review of employee records revealed no<br/>evidence of Food Service Designee.</p> <p>These findings were discussed during a group<br/>telephone call with the facility's Owner and<br/>Administrator Consultant on ..... at 11:53<br/>AM. During this interview the owner stated, "Yes, I am the owner, [Staff C] is the administrator<br/>and the Food Service Designee. She won't be<br/>available to speak for maybe 5 hours. I don't<br/>know where it is right now. Can I email you the<br/>training records?"</p> <p>Class III</p> | A 085                                                                                       |                                                                                                                          |  |                                                                    |