

**MediClerk Training Program Application for Admission- 2022**

Date of Application: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

First Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Middle \_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Last Name \_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Birth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Social Security \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ City: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Zip Code:\_\_\_\_\_\_\_\_\_

Home Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Cell Phone\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Do you have a **High School Diploma**? Yes No  **HiSET Certificate**  Yes No  N/A **GED** Yes No  N/A

From what country did you earn your High School diploma?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***How did you hear about us? Please check all that apply.***

**Community Organization**

ACTION, Inc.

Children’s Friends & Family

Department of Children and Families (DCF)

Department of Transitional Assistance (DTA)

Housing Authority

MASSHIRE (formerly Career Center)

Massachusetts Rehabilitation Commission (MRC)

North Shore Community Action Programs (NSCAP)

Salem Hospital or other MGH Brigham partner

Open Door

Counselor / Case Manager

**Advertising**

Brochure in the Community

Friends / Family \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Newspaper

Social Media/Facebook

Internet Search

Wellspring Program/Wellspring Newsletter/Website

**Other**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have you ever participated in other Wellspring programs? Yes No

If **Yes**, which ones? Shelter Services Adult Learning Initiative  ESOL WERC Homelessness Prevention

Would you be interested in other programs?

Shelter Services Adult Learning Initiative  ESOL WERC Homelessness Prevention

### 

### Personal

### The information in the following questions is gathered for grant purposes. Wellspring House receives grant funding to support our low-cost and free programs.

**Gender Identity** Male Female  Transgender Prefer not to disclose

Prefer to self-describe \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Marital Status** Single/Never married Married Divorced Separated Widowed Domestic Partner Other \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

The following information regarding race and ethnicity will not affect your eligibility for this program. If you prefer not to answer, the agency representative accepting this form may complete this portion via observation**.**

**Ethnicity:**  Hispanic or Latino:     YesNo ***\*Whether Yes or No, you must still check one Race category below***

**Race**: White  **Multi Race**:

Black/African American American Indian /Alaskan Native & White

Native Hawaiian/Other Pacific Islander  Asian & White

Asian Black/African American & White

American Indian or Alaskan Native  American Indian/Alaskan Native & Black/African American

Other Multi-Racial

**Do you speak English as a second or other language?** Yes  No

**What languages do you read, write, and/or speak?**

1st Language\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Read  Write  Speak

2nd Language\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Read  Write  Speak

**Are you or any members of your family, past or present, part of the fishing industry?** Yes No

**Are you legally eligible to work in the United States?**  Yes  No

**Emergency Contact \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Relationship to you \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Phone \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

### Education / Skills

**Have you attended school since completing high school?** Yes  No

If **yes,** where? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**When did you last attend school or training?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you have previous experience with online learning?** Yes  No



**Employment and Household Information**

We know that it may be uncomfortable to be asked about your finances. We ask you these questions partly to understand your current financial situation and partly to assist Wellspring in securing grant funds to make programs like this possible.

**Are you currently employed?** Yes No **Name of current/former employer**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date of hire**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Last date of employment:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (N/A if currently employed)

**What is/was your job title:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Hours per week?** **1-5 6-20 21-30 31-40+**

**What is/was your hourly rate of pay**? $\_\_\_\_\_\_\_\_\_\_\_\_

**Previous employer name**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date of hire:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Last date of employment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**What was your job title**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Hours per week?** **1-5 6-20 21-30 31-40+**

**Previous Work or Volunteer Experience**

**Previous work or volunteer experience working in an office or health care environment** Yes  No

(Please explain)

**Housing**

**Have you ever been homeless?** Yes No  **If yes, are you homeless now?** Yes No

**Do you live in a shelter now?** Yes No  **If Yes, which agency manages your case?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Are you receiving stabilization services now?** Yes No **If Yes, through which agency?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Are you receiving Homebased services now?** Yes No **If Yes, through which agency?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Do you live in the Wellspring Shelter?** Yes  No **Do you live in transitional housing?** Yes  No

**Do you live in public housing?** Yes No  **How much does public housing pay toward your rent? $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Do you receive Section 8?**  Yes  No If **Yes**, how much does **Section 8** pay toward your rent? $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

How much do **you** pay per month for rent or mortgage per month? $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### Household Gross Income (for household members 18+): *Please check one*

$28,200 or less

$28,201 – 42,300

$42,301 – 47,000

$47,001 – 70,500

$70,501 – 75,750

$75,751 – 88,437

$88,438 – 106,125

$106,126 – 123,812

$123,813 – 141,500

$141,501 or over



**Are you receiving SNAP (Food Stamps)** Yes  No  **Are you receiving TAFDC (Cash Assistance)** Yes  No

**MonthlyIncome**

Wages $\_\_\_\_\_\_\_\_\_\_\_\_

Alimony $\_\_\_\_\_\_\_\_\_\_\_\_

SSDI $\_\_\_\_\_\_\_\_\_\_\_\_

SSI $\_\_\_\_\_\_\_\_\_\_\_\_

Food Stamps / SNAP $\_\_\_\_\_\_\_\_\_\_\_\_ *Please see staff to complete SNAP Referral Form*

TAFDC $\_\_\_\_\_\_\_\_\_\_\_\_

Unemployment $\_\_\_\_\_\_\_\_\_\_\_\_

Child Support $\_\_\_\_\_\_\_\_\_

Other $\_\_\_\_\_\_\_\_\_\_\_\_ Please describe: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TotalMonthlyIncome** $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ x 12 months = **Total Household Annual Income** $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Were you able to pay your housing and utility costs on time this month?**  Yes  No

(If you were not, you can call 978-281-3558 x311, a Wellspring House resource, to see if you qualify for assistance.)

**Do you live with someone else and share expenses?** Yes  No

**Do you file Single Head of Householdon your tax return?**  Yes No

**Total # adults in your household** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Number of children in your household under age 18** \_\_\_\_\_\_\_

**Total number of dependents claimed on your tax return: \_\_\_\_\_\_\_\_\_\_ Ages: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

(this may include children ages 18-24)

How much do **you** pay per month for rent or mortgage per month? $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**References**

Please list three references familiar with your work, school, or personal achievements. We prefer someone who has been a supervisor (teacher or boss) to you or a case worker or therapist.

**No family members, friends or co-workers, please.**

**Full Name** **Phone number and/or Email Address** **Title (manager/supervisor/case manager)**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**MediClerk Training Program Application: Essay**

**Name:**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Please respond to **one** of the following topics. Fill the entire page. You may attach an additional sheet if necessary. Make sure you write neatly and re-check your completed essay for spelling errors or typos.

Why are you interested in the health care field? Please explain how your past experiences and future goals have influenced your interest.

Describe a challenge you have faced in your life and how you handled it.

Describe an important person in your life and why they are meaningful to you.



**MediClerk Training Program Application: Reading Assessment**

**Instructions:** Read the passage below and answer questions 1-5 on the next page.

**Barriers to the Communication Cycle**

Excerpted from *Medical Office Procedures, Bayes, 9e McGraw Hill, Chapter 3: Office Communications*

Many factors can create a barrier to clear communication. The best-planned message may not be received properly if barriers have not been considered. Each message sent and received must pass through a cultural, personal, and ethical bias base. This filtering process can **hinder** the intended message from being received.

Physical barriers can make it difficult to send and/or receive an intended message. Noisy surroundings, poor acoustics, and dim lighting can negatively affect the message. Physiological barriers can also affect the intended sent and/or received message. Hearing loss, fatigue, pain, hunger, anger, mental capacity, anxiety, and illness are all examples of physical status or needs that could affect how a message is sent or how it is received.

Selecting the proper wording can enhance the meaning and interpretation of the message. Using words that are unfamiliar to the receiver, such as medical insurance jargon, can destroy the intended message. Use words that create a receptive environment for the message. It is important to remember that most individuals think much faster than they speak—up to three times faster. As you verbally send a message, concentrate on the current message and words and refrain from thinking ahead. This can cause receivers to become bored with the message, allowing their minds to wander.

Another barrier to effective communication is inactive listening. As a sender and receiver, we become involved in the cycle. The fast pace of society has conditioned many individuals to fake attention to messages and simply wait for the sender to stop talking so that they can begin talking! This can cause miscommunication and failure to hear all the facts.

The first step to becoming an active listener is to stop talking and begin listening when someone else is speaking (sending a message), even if we don’t agree with the message. Try to listen objectively and patiently before responding. Judging a message based on the sender’s appearance is another contributor to inactive listening. If you must judge, judge the message, not the sender’s appearance.



**MediClerk Training Program Application: Reading Assessment**

1. **Why is it important to consider various barriers to communication?**

(Type your response below.)

\_

1. **Provide one example of a physical barrier that can affect communication.**

(Type your response below.)

\_

1. **Most individuals think faster than they speak.**

(Check the box for the correct response.)

True False

1. **An example of a barrier to effective communication is:**

(Check the box for the correct response.)

Inactive listening

Active listening

Organization of the message

Nonverbal communication

1. **Re-read the first paragraph of the passage. Choose the word below that has a similar meaning of the word *hinder* in sentence 4.**

(Check the box for the correct response.)

Help

Block

Enhance

Hurry



**By signing below, I am verifying that all information contained in this application is true and accurate to the best of my knowledge.**

**I understand that submission of an application is not a guarantee of acceptance to the Wellspring Community Education MediClerk Training Program.**

**In addition, I understand that the complete application process includes the steps and documentation outlined in the MediClerk Training Program Application Process.** (Appendix A.)

Printed name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Appendix A.**

**MediClerk Training Program Application Process: Spring 2022**

**Step 1:** **Attend a 45-minute information session**

MediClerk information sessions will be held remotely via ZOOM between October 6 and November 12, 2021. A full schedule can be found on the Wellspring House website: <https://www.wellspringhouse.org/jobs/job-training-mediclerk/>

Contact Yolanda Testaverde, [ytestaverde@wellspringhouse.org](mailto:ytestaverde@wellspringhouse.org) to obtain the ZOOM link for your preferred session date or to schedule an individual appointment if required.

**Step 2A: Complete the application**

Following the information session, you will receive the MediClerk application. This can be mailed or emailed or downloaded from the website. Please complete all sections. The application also requires the submission of three professional references and the completion of both a written essay and a reading assessment based on the kinds of materials you will read in MediClerk classes.

**Step 2B: Complete the CORI/SORI authorization form**

Along with the application, you will be mailed/emailed a CORI/SORI form which must be completed and returned with a copy of a photo ID. This is a requirement of the program. Visual verification of your ID will be required later in the process.

**\*The full application and the CORI authorization form/ID must be completed prior to an interview. Application materials can be sent via email or by postal mail.\***

**Email:** [**ytestaverde@wellspringhouse.org**](mailto:ytestaverde@wellspringhouse.org)

**Wellspring House**

**Atten: MediClerk Training Program**

**302 Essex Ave**

**Gloucester, MA 01930**

**To schedule an in-person application drop off in Salem or Gloucester, please contact Yolanda Testaverde at 978-219-7225 or ytestaverde@wellspringhouse.org**

**We highly recommended that you submit your application and CORI form within one week of completing your information session. MediClerk seats are limited and applications will be reviewed on a first-come, first-served basis. If you have any questions please contact us.**

**Step 3: Verify your typing speed**

This can be completed via www.typing.com. The minimum typing speed for entry into the MediClerk Training Program is 25 words per minute. This can also be completed during the face-to-face interview.

**Step 4: One-on-one interview at Salem Hospital**

If an applicant is deemed eligible, the MediClerk team will reach out to schedule a one-one-one interview at the MediClerk offices in Salem Hospital. This interview will be conducted with the MediClerk Training Program Coordinator, Mary Beth Tobin, and/or MediClerk Training Program Director, Gina Frey.

During the interview process, you will have a chance to ask questions about the program, enrollment, tuition obligations, etc. You will also be required to show a picture ID as part of the CORI process.

**Step 5: Gather your documents**

Gather the following documents. Photocopies will be collected during the final face-to-face enrollment meeting. A copier is available on-site.

**🞎 Verification of U.S. citizenship or legal immigrant status + verification of eligibility to work in the United States**

Birth certificate **OR** passport: current green card or Refugee I-94; work authorization permit

**🞎 Verification of HiSET, GED or High School Diploma**

**🞎 Proof of REQUIRED vaccinations per Salem Hospital Occupational/Employee Health**

These include COVID-19; recent influenza; history of MMR; history of Varicella; TB (must be within 3 months of program start-October 4, 2021 or later.) Documentation must be signed by a health care provider.

Additionally, if you are seeking to self-pay and require tuition assistance, please provide the following:

**🞎 Verification of income**

Most Recent W-2 income tax form **AND** dated letter on letterhead that you receive either

Unemployment Benefits, Section 8, SNAP, TAFDC, fuel assistance

**🞎 Verification of household size**

Birth certificates for each child **OR** lease that states number in family **OR** MA health card **OR** most recent income tax return

**Step 6: Attend an in-person enrollment meeting (by appointment; November/December 2021)**

If invited to enroll in the MediClerk Training Program, you will be scheduled for an in-person enrollment meeting at Highland Hall on the Salem Hospital campus in Salem, MA.

The enrollment meeting will include:

* Computer skills assessment
* Collection of copies of any pending documentation required in Step 5
* Completion of additional Salem Hospital paperwork
* Completion of MediClerk enrollment form
* Payment (if self-pay)

**MediClerk Training Program staff are here to help during any step in the application process. If you have any questions, please call 978-219-7225 or email** [**ytestaverde@wellspringhouse.org**](mailto:ytestaverde@wellspringhouse.org)

**You can also reach the program director, Gina Frey at (978) 354-2495 or** [**gfrey@wellspringhouse.org**](mailto:gfrey@wellspringhouse.org)



**For Wellspring Office Use Only**

Referral to outside agency or other Wellspring program                Yes      No

If Yes, which agency or program? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Reason for referral\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Notes: