

State of Arkansas  
Social Work Licensing Board  
Fall 2009 Information Update



## Newsletter Goes "Green"

The Social Work Licensing Board is trying to do its part in protecting our environment. Recent implementations have been made to reduce the amount of paper printed and mailed each month.



If your license has been up for renewal since April of 2009 then you have noticed that the Board no longer mails out the renewal application packets. The Board began mailing out postcard-sized reminders that your license is up for renewal. Basic instructions are noted directing you to apply for renewal online or to print the forms and mail them in. This not only saves the amount of paper used each month but also saves time and postage.

The newsletter is another way the Board is conserving paper and "Going Green". All licensed social workers were mailed a postcard (to the address the Board has on file) advising them that this newsletter is now available online. The online version may be printed or simply viewed online. This issue, "Fall 2009 Information Update" is the first online version. Social workers who do not have access to the internet may still call and request a printed version of the newsletter be mailed to them.

## BOARD MEMBERS

Sandra Taylor  
Chairperson  
Licensed Certified Social Worker

Steven Domon, M.D.  
Vice-Chairperson  
Psychiatrist

Tealisa Allen  
Secretary  
Licensed Master Social Worker

Kelley Williams  
Licensed Certified Social Worker

Nancy Streit  
Licensed Certified Social Worker

Kaylynn Barrett  
Licensed Master Social Worker

Laura Printz  
Licensed Social Worker

Mae Nunn-Isom  
Public Representative

Betty Rhodes  
Representative of the Elderly

Executive Director  
Ruthie Bain

Mailing Address  
P. O. Box 250381  
Little Rock, AR 72225-0381

Office Address  
2020 West Third, Suite 518  
Little Rock, AR 72205

Office Hours  
Monday-Friday  
8:00 a.m. to 3:00 p.m.

Phone Number  
501-372-5071

Fax Number  
501-372-6301

Email: [swlb@arkansas.gov](mailto:swlb@arkansas.gov)

Website:  
[www.arkansas.gov/swlb](http://www.arkansas.gov/swlb)

## Board Member Tidbits

**Sandra Taylor, LCSW, Chairperson**

Sandra was first appointed by Governor Beebe on 10/11/2005 and re-appointed on 7/1/2008. Sandra has served as secretary of the Board before being elected Chairperson in May of 2008.

**Steven Domon, M.D., Psychiatrist,  
Vice-Chairperson**

Dr. Domon was first appointed by Governor Beebe on 7/6/2006 and re-appointed on 7/13/2009. Dr. Domon has held the position of Vice-Chairperson since July of 2007.

**Tealisa Allen, LMSW, Secretary**

Governor Beebe appointed Tealisa to the Board on 9/12/2007. Tealisa was elected secretary on 5/12/2008.

**Kelley Williams, LCSW**

Kelley was first appointed by Governor Beebe on 12/12/2007 and re-appointed on 7/1/2008.

**Nancy Streit, LCSW,**

Governor Beebe appointed Nancy to the Board on 7/7/2008.

**Kaylynn Barrett, LMSW**

Governor Beebe appointed Kaylynn to the Board on 12/12/2007.

**Laura Printz, LSW**

Governor Beebe appointed Laura to the Board on 7/31/2009.

**Mae Nunn-Isom, Public Representative**

Mae was first appointed by Governor Beebe on 7/31/2006 and re-appointed on 7/31/2009.

**Betty Rhodes, Senior Representative**

Governor Beebe appointed Betty to the Board on 7/31/2007.

# What to do if you are Audited.

by Kelley Williams, LSW



The Social Work Licensing Board conducts random audits of continuing education records. This is to ensure compliance with Social Work Licensing Board regulations.

If you are the recipient of an audit request... **DO NOT PANIC**....just follow the instructions provided.

Any person audited must provide proof of attendance for the social work continuing education hours completed during the two-year licensure period. You will need to submit proof of attendance at all the training listed on the summary sheet submitted with the license renewal application.

## HOW TO SUBMIT THE REQUESTED INFORMATION:

Social Work Continuing Education (SWCE) may be documented on the form for reporting continuing education. This is available on the Board's website. You may use any other form desired, as long as the requested information is submitted. A typed or computerized list of training that is kept by the social worker's employer is acceptable for documentation. The list must include the same information as the form for reporting SWCE, and must also include the employer's name, address and telephone number. The licensee and the licensee's supervisor must sign the list certifying that the social worker was in attendance at all of the sessions listed. **PLEASE SUBMIT COPIES OF CERTIFICATES, AS ORIGINALS WILL NOT BE RETURNED.**

**FAILURE TO SUBMIT THE REQUESTED DOCUMENTATION WILL RESULT IN AN ADMINISTRATIVE HEARING , AND MAY LEAD TO REVOCATION OF YOUR SOCIAL WORK LICENSE.**

Again, do not panic if you are audited. Please call the Social Work Licensing Board at 501 372-5071 if you have questions.

# COMPLAINTS 101

By Sandra Taylor, LCSW, Board Chairperson

Since I was appointed to the Board in October of 2005, it seems the number of complaints have risen each year. Most of the complaints received by the Board are in reference to client relationships and violations thereof. Although we as social workers are required to attend a three (3) hour ethics workshop during each two-year license renewal period, I often wonder if that requirement should not be increased to six (6), or even nine (9) hours due to the continually growing number of complaints received each year.

Each complaint received by the Board is assigned to an outside investigator hired by the Board to investigate the validity of the complaint. Upon completion of the investigation, the Board determines whether a hearing should be conducted, the complaint dismissed, or other action taken. The Board has entered into numerous consent agreements with social workers in an effort to avoid costly hearings. Revocation of a license is the most serious action that can be taken on a social worker's license, and if possible, everything that can be done will be done to avoid, or postpone revocation.

A large number of complaints are filed by social worker against other social worker. When a complaint is made, it is very helpful for the investigator if there are witnesses who can verify or provide helpful information regarding the complaint being made. Often times, it is a matter of "he said, she said" and those type of complaints are very difficult to investigate to the fullest extent. So, if possible, provide collaborating evidence to assist the investigation.

As social workers, we are expected to provide a safe, nurturing and confidential environment in which our clients can receive the assistance they need in order to lead successful and productive lives. It is very discouraging when social workers violate both the community and client's trust and practice unethically. Please assist the Board in keeping the profession "clean" by reporting unethical practice so that appropriate action can be taken.

**The Code-of-Ethics/Standards for  
Practice can be found in The Social  
Work Licensing Regulations X.  
(Section 17-103-203).**

# Licensure Renewal - Housekeeping

A formal description of acceptable SWCE can be found on the Board's website. The Board request that you please review this before your renewal is due in order to be in compliance with the Social Work Licensing Regulations. The Board has compiled a list of "Examples" of acceptable and unacceptable Social Work Continuing Education (SWCE).

The Board would like to encourage everyone to renew online. If you are not able to or simply prefer to do it by paper, please print neatly. Please refrain from using abbreviations if possible. While some abbreviations are well known, like NASW or ASWB, not all are. A clear description avoids delays.

You are urged to obtain your CSWE all throughout your two-year renewal period. The Board is seeing more and more where social workers are waiting until the last months to obtain many of their SWCE hours. This can prove risky and may even put your license in jeopardy of not being renewed. There are many situations that may arise that prevent you from completing the 48 hours required for renewal. Class cancellations, illness, and unavailability of courses are just a few.

When listing your Ethics course, please be specific about the name. Many times the Board has to request clarification of the course social worker list as their ethics. Many times on the paper form the line is left blank or the word Ethics is all that is written in. While the name of the course may indeed be "Ethics" be sure to list the full name of the course.

Renewal notices are mailed out approximately 6 weeks prior to your renewal date to the address the Board has on file. It is your responsibility to keep the board informed of any address changes. It is your responsibility to keep up with your expiration date. Your license may be renewed any time after your notification has been mailed by not more than two-months in advance of the expiration date.

Many social workers list only the required 48 hours. If you have obtained more than 48 hours, please go ahead and list extra hours. There are often times when license renewals are delayed because one or two hours are denied and the individual does not have sufficient hours due to only listing the required 48 hours. A "cushion" of extra hours can be a good thing.



## BOARD MEETINGS:

The Social Work Licensing Board meets on the second Monday of each month at 11:00 a.m. in Room 200 of the Attorney General's offices at 323 Center Street, Little Rock, AR. The meetings are open to the public. Any changes to this schedule will be noted on the Board's website under the About the Board tab.

# DISCIPLINARY ACTION UPDATE

## Action taken since October 2007

**Name:** Melody M. Duke, LMSW  
**Date of Action:** September 14, 2009  
**Action Taken:** Letter of Reprimand  
**Violations:** Ms. Duke failed to present proof of her timely completion of her continuing education, which is a violation of Ark. Code Ann. §17-103-203(9).

**Name:** Patricia A. Stricker, LCSW  
**Date of Action:** August 10, 2009  
**Action Taken:** Probation of License extended until December 15, 2009.

**Violations:** Ms. Stricker did not timely submit a supervision plan as required by the terms of the Consent Order dated April 13, 2009. Ms. Stricker did not timely submit to the supervision of social work practice as required by the terms of the Consent Order. Ms. Stricker did not timely complete the continuing education units as required by the Consent Order. Supervision must continue weekly through December 14, 2009. Documentation of supervision must be submitted monthly by the 5<sup>th</sup> day of the month.

**Name:** Tiffany McCullough, LCSW  
**Date of Action:** July 13, 2009  
**Action Taken:** Denied license renewal  
**Violations:** Pursuant to Board Regulation VIII.B.5, a license that has lapsed for six months or longer is non-renewable.

**Name:** Paul Pattison, LCSW, No. 1962-C  
**Date of Action:** July 13, 2009  
**Action Taken:** License Revoked  
**Violations:** A.C.A. 17-103-203 (G) (2) prohibits social workers from violating the position of trust and dependency by committing any act detrimental to a client; (G) (4) prohibits social workers from entering into, or promising a relationship if the relationship might harm or exploit the other party; (G) (5) prohibits social workers from violating client-therapist boundaries; A.C.A. 17-103-203 (XI) (A) Violation of the Social Work Licensing Act or Regulations published by the Board; (B) Negligence in the practice of social work or practicing fraudulently or incompetently; (G) Intentionally or recklessly causing physical or emotional harm to any client; and (L) Violating the Code of Ethics adopted by the Board.

**Name:** Matthew Coven, LCSW, No. 1904-C  
**Date of Action:** May 11, 2009  
**Action Taken:** License Completely Restored

**Name:** Robert E. Pruitt, Jr., LMSW  
**Date of Action:** May 11, 2009  
**Action Taken:** License Restored, probationary status.  
**Violations:** A.C.A. § 17-103-101; Arkansas Social Work Licensing Board Regulation X, Standard A, which mandates that social workers must safeguard information given by clients; Arkansas Social Work Licensing Board Regulation X, Standard G (2), Which prohibits social workers from violating the position of trust and dependency by committing any act detrimental to a client; Arkansas Social Work Licensing Board Regulation X, Standard G (4), Which prohibits social workers from entering into, or promising a relationship if the relationship might harm or exploit the other party; Arkansas Social Work Licensing Board Regulation

X, Standard G (5), which prohibits social workers from violating client-therapist boundaries; Arkansas Social Work Licensing Board Regulation XI, which defines unprofessional conduct in the practice of social work. The relevant portions follow: (A), Violations of The Social Work Licensing Act or Regulations published by the Board; (B), Negligence in the practice of social work or practicing fraudulently or incompetently; (G), Intentionally or recklessly causing physical or emotional harm to any client; (H), Failing to maintain confidentiality, except as otherwise required or permitted by law, of all information that has been received from a client in confidence during the course of treatment and all information about the client which is obtained from tests or other means; (L), Violating the Code of Ethics adopted by the Board; (R), Failing to terminate the professional relationship when it is apparent that the service no longer serves the needs of the client.

**Name:** Tiffany McCullough, LCSW  
**Date of Action:** April 13, 2009  
**Action Taken:** License Suspended until 5/31/2009 - During the suspension, the licensee is required to submit signed proof of attendance for the continuing education in question. Failure to submit the proof of attendance by 05/31/2009 will result in the revocation of Ms. McCullough's social work license.  
**Violations:** A.C.A. 17-103-305 (a) (3) pertaining to engaging in a course of unprofessional conduct as defined by the rules established by the board or violation of the code-of-ethics made and published by the Board; 17-103-203 XI (B1) (B3) (B 4) pertaining to the audit of social work continuing education required for license renewal.

**Name:** Patricia A. Stricker, LCSW  
**Date of Action:** April 13, 2009  
**Action Taken:** Probation of License for a period of 6 months effective 4/13/2009. Order requires supervision and nine (9) hours of Continuing Education Units in addition to the hours already required.  
**Violations:** A.C.A. § 17-103-101; Arkansas Social Work Licensing Board Regulation X, Standard G (2), which provides that a "a social worker must not violate such positions of trust and dependency by committing any act detrimental to a client, student or supervisee; Arkansas Social Work Licensing Board Regulation X, Standard G (4)(a), which provides that in "many communities and situations, it may not be possible for social workers to avoid social or other nonprofessional contacts with clients, students or supervisees. A social worker must always be sensitive to the potential harmful effects of other contacts on his/her work and on those persons with whom they deal. A social worker must refrain from entering into, or promising, a relationship with such persons if it appears the relationship might impair the social worker's objectivity or his/her ability to effectively perform social work functions. A social worker must also refrain from entering into, or promising a relationship with such persons if it appears that the relationship might harm or exploit the other party.; Arkansas Social Work Licensing Board Regulation X, Standard G (4)(c), which provides that, if due to unforeseen factors, the social worker finds "a potentially harmful multiple relationship has arisen, the social worker must attempt to resolve it with due regard for the best interest of the affected person and maximum compliance with the Code of Ethics.

**Name:** Robert E. Pruitt, Jr., LMSW  
**Date of Action:** February 9, 2009  
**Action Taken:** Suspension of License for a period of 12 weeks effective 2/9/2009.  
**Violations:** A.C.A. § 17-103-101; Arkansas Social Work Licensing Board Regulation X, Standard A, which mandates that

## DISCIPLINARY ACTION CONTINUED

social workers must safeguard information given by clients; Arkansas Social Work Licensing Board Regulation X, Standard G (2), Which prohibits social workers from violating the position of trust and dependency by committing any act detrimental to a client; Arkansas Social Work Licensing Board Regulation X, Standard G (4), Which prohibits social workers from entering into, or promising a relationship if the relationship might harm or exploit the other party; Arkansas Social Work Licensing Board Regulation X, Standard G (5), which prohibits social workers from violating client-therapist boundaries; Arkansas Social Work Licensing Board Regulation XI, which defines unprofessional conduct in the practice of social work. The relevant portions follow:(A), Violations of The Social Work Licensing Act or Regulations published by the Board; (B), Negligence in the practice of social work or practicing fraudulently or incompetently; (G), Intentionally or recklessly causing physical or emotional harm to any client; (H), Failing to maintain confidentiality, except as otherwise required or permitted by law, of all information that has been received from a client in confidence during the course of treatment and all information about the client which is obtained from tests or other means; (L), Violating the Code of Ethics adopted by the Board; (R), Failing to terminate the professional relationship when it is apparent that the service no longer serves the needs of the client.

**Name:** Erin M. DeGostin, LMSW

**Date of Action:** February 9, 2009

**Action Taken:** Revocation of License.

**Violations:** According to the terms of the November 17, 2008 Consent Order, Ms. DeGostin's failure to comply with any term of condition of the Consent Order constitute grounds for the imposition of disciplinary action pursuant to A.C.A. §17-103-305(a) (3). Ms. DeGostin failed to comply with the terms of the November 17, 2008 Consent Order.

**Name:** Stuart A. Clark, LCSW

**Date of Action:** February 1, 2009

**Action Taken:** License Completely Restored

**Name:** Erin M. DeGostin, LMSW

**Date of Action:** December 8, 2008

**Action Taken:** Emergency Hearing before the Social Work Licensing Board resulted in suspension of Ms. DeGostin's license.

**Violations:** According to the terms of the Order, Ms. DeGostin's failure to comply with any term or condition of the Consent Order shall constitute grounds for the imposition of disciplinary action pursuant to A.C.A. §17-103-305(a) (3), for which the Board may suspend or revoke Respondent's license or take other appropriate action after notice and opportunity for a hearing pursuant to Arkansas Administrative Procedure Act.

**Name:** Erin M. DeGostin, LMSW

**Date of Action:** November 17, 2008

**Action Taken:** Two-Years Probation, effective 11/17/2008. The terms and conditions of the Consent Order entered June 9, 2008 shall remain in effect with the following modifications. A) The two-year period of probation will start from today. B) Ms. DeGostin will continue to be subject to random drug screens, and she is required to submit to the drug screen within eight (8) hours of being contacted by the Board.

**Violations:** Ms. DeGostin demonstrated unprofessional behavior by failing to comply with the terms and conditions of the Consent Order dated June 9, 2008.

**Name:** Juanita Aldridge Tillman, LSW

**Date of Action:** July 14, 2008

**Action Taken:** License reinstated after suspension. One year Probation began effective 6/30/2008.

**Name:** Erin M. DeGostin, LMSW

**Date of Action:** June 9, 2008

**Action Taken:** Suspension vacated on 6/9/2008. Two-Years Probation. During the probationary period, Ms. DeGostin must secure six (6) additional hours of continuing education in ethics in the area of client care for her current licensing period; in addition to the required hours for the two (2) year licensing period; Submit to random drug screening at the request of the Social Work Licensing Board; attend NA (Narcotics Anonymous) meetings weekly for the duration of the probationary period and provide proof of attendance to the Board monthly; Provide, within 15 days of the entry of the Consent Order, a copy of her "Relapse Prevention Plan"; Submit to supervision of social work practice by a LCSW pre-approved by the Board for one (1) hour per week, beginning from the time Ms. DeGostin regains practice of social work; Said supervising LCSW shall send a report to the Board once each month by the 5<sup>th</sup> day of the month.

**Violations:** A.C.A. 17-103-203; Arkansas Social Work Licensing Board Code of Ethics/Standards for Practice, Board Regulation X, Standard E (2), which provides that a "social worker must not provide social work services while under the influence of alcohol, other mind-altering or mood-altering drugs, or physical or psychological illness, which impairs delivery of such services".

**Name:** Larry Mark Starr, LMSW

**Date of Action:** May 12, 2008

**Action Taken:** Letter of Admonition

**Violations:** A.C.A. §17-103-305; Board Regulation X H: Records, which provides that a social worker shall make and maintain records of services provided to a client; Board Regulation XI, specifically provision XI.A, a violation of The Social Work Licensing Act (No. 791 of 1981) or the Regulations published by the Board and provision XI.I., by failing to keep proper records and documentation of services.

**Name:** Erin M. DeGostin, LMSW

**Date of Action:** March 28, 2008

**Action Taken:** Emergency Order of Summary Suspension.

**Violations:** A.C.A. 17-103-203; Arkansas Social Work Licensing Board Code of Ethics/Standards for Practice, Board Regulation X, Standard E (2), which provides that a "social worker must not provide social work services while under the influence of alcohol, other mind-altering or mood-altering drugs, or physical or psychological illness, which impairs delivery of such services".

**Name:** Robert Jorgensen

**Date of Action:** February 11, 2008

**Action Taken:** Two-Years Probation. Dates to be determined after license is issued. During the probationary period the licensee must comply with the following: The licensee must submit to random drug testing; comply with weekly one-hour supervision to be done with a LCSW who is pre-approved by the Board. Authorize his employer or any other employer, treatment facility, therapist counselor, or supervisor to furnish copies of any reports and evaluations to the Board and answer any questions by the Board regarding those reports and evaluations. Comply with monthly counseling for at least six months by a pre-approved therapist. Said counseling will be monthly for at least six months and ongoing scheduling and duration or treatment at the discretion of the therapist, must comply with the following: Professional boundaries, ethics, triggers and relapse prevention; Comply with regular weekly attendance at an AA or NA program, and provide documentation of licensee's attendance. Must notify the Board immediately if he changes employment during the probationary period.

## **Continuing Education ... An extension of our Code of Ethics?**

With the continually increasing number of new and renewal applications each month, the Board felt it might be a good time to remind all social workers of the importance of continuing their education in a constructive and responsible manner.

The Board is consistently seeing a number of recurring issues when reviewing the educational topics being submitted on a monthly basis. Board deliberation on the approval of the source and content of these topics is beginning to take a considerable, and unnecessary, amount of time in our monthly meetings – time which could ultimately result in processing delays on the part of all licensees.

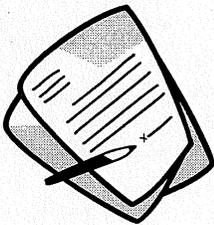
Please remember that the purpose of completing continuing education is to develop and enhance your social work knowledge base, with the goal of improving overall service delivery to your clients and community. This education needs to promote the acquisition of new information and skills in areas that directly affect or influence your ability to practice social work efficiently and effectively.

Continuing our education in the diverse and exciting field of social work should be both a personal challenge and a responsibility to those we serve. We should aspire to learn about new techniques and services available to our clients, and strive to develop professional relationships with our peers in the community.

Appropriate continuing education is essential to the ongoing practice of social work. The ability to provide our clients with the best services possible depends on the importance we place on expanding the knowledge base necessary to serve them.

Written by:  
Melanie Sletten, LSW  
Board Member September 2006 - June 2009

---



# **Facts and Figures**

**Fiscal Year 2009  
15 Complaints**

**11 Dismissed  
1 Revoked  
1 Cease & Desist Order  
1 Hearing Scheduled  
1 Pending**

**Licensee Totals as of  
September 30, 2009**

**LSW - 573  
LMSW - 785  
LCSW - 1,382**

## Social Work Continuing Education (SWCE):

Social Work Continuing Education (SWCE) has been defined as those formalized activities that are directed at developing and enhancing an individual's social work knowledge base and service delivery skills in the applicable area of social planning, administration, education, research or direct service with individuals, couples, families, and groups. These activities may include short academic courses, audit courses in colleges and universities, independent study courses, Internet courses, workshops, seminars, conferences, and lectures oriented toward enhancement of social work practice, values, skills, and knowledge.

### **Examples of Acceptable Arkansas SWCE**

Sessions on Mental Illness and its treatment  
Psychosocial aspects of physical illness, including dealing with dementia in elderly patients  
Counseling or therapeutic techniques/intervention in social work practice (including art and music therapy)  
Sessions on Substance Abuse Treatment  
Social/health policy and its application in agency settings  
Sessions relating to the Administration or Management of Social/Health Programs  
CQI/TQM Theory and Skills in a social work/case management setting  
Sessions on Social Security/SSI Benefits information and changes  
Sessions on VA/Medicare/Medicaid Benefit information and changes  
College or University related to social work, psychology, sociology or criminal justice  
Public assistance programs as they contribute to social work service

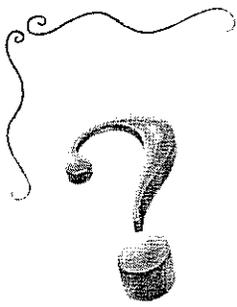
### **Examples of Unacceptable Arkansas SWCE**

Adult Protective Services Staff Meeting	Foreign Languages (Spanish, German, etc.)
Annual Mandatory Employee Training	Handwashing and Universal Precautions
Body Mechanics	Hazardous Materials
Computer Courses (Word, Excel, Windows, etc.)	How to Manage Priorities and Meet Deadlines
Copier Operation	How to Write, Design and Produce
Corporate Compliance Videos or Training	Infection Control or Isolation procedures
Correction Security for Non-Security	MDS Training or reviews
CPR	Office of Chief Counsel, Division of Aging
Customer Service Training	Organizing your Work Space
Dale Carnegie Course	OSHA - General Safety Guidelines
Defensive Driving	Personnel Policies for an Agency
Emergency Procedures for Rural Transit Drivers	Restraint Use, Reduction, Protocols
Employee Handout	Self-therapy Group
Faculty Development Training	Special Transit & Rural Transit Safety
Fire Safety	Speed Reading
Fire, Explosions, Evacuations, Weather & Disaster	The Write Stuff
First Aid	Training on Phone System

Any organization staff meeting that is not discipline specific.

Physical or medical workshops without demonstrated psychosocial reference (i.e. how to care for a total knee replacement, CHF and you, diabetic management)

You are encouraged to read the social work continuing education guidelines in the Social Work Licensing Law and Regulation section of our website, [www.arkansas.gov/swlb](http://www.arkansas.gov/swlb).  
Only continuing education as defined in the guidelines are acceptable.



# FAQS

Frequently  
Asked  
Questions



 **How do I change my address?**

A change of address form is available on our website. Print, complete and fax or mail it to the Board.

 **How many online continuing education hours may I have?**

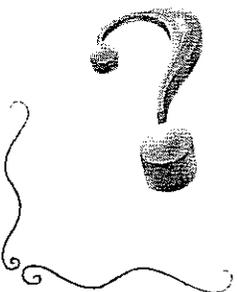
The maximum number is 20 per two-year period.

 **How many hours of "Ethics" do I have to have?**

Three hours of Social Work Continuing Education must be in Ethics.

 **Can an LSW or LMSW be a contract worker?**

The terminology for "contract" worker may be confusing. LSW's and LMSW's must be paid by W2. Only LCSW's may work independently or be paid by 1099.



There are many FAQs  
available on our website:  
[www.arkansas.gov/swlb](http://www.arkansas.gov/swlb)

