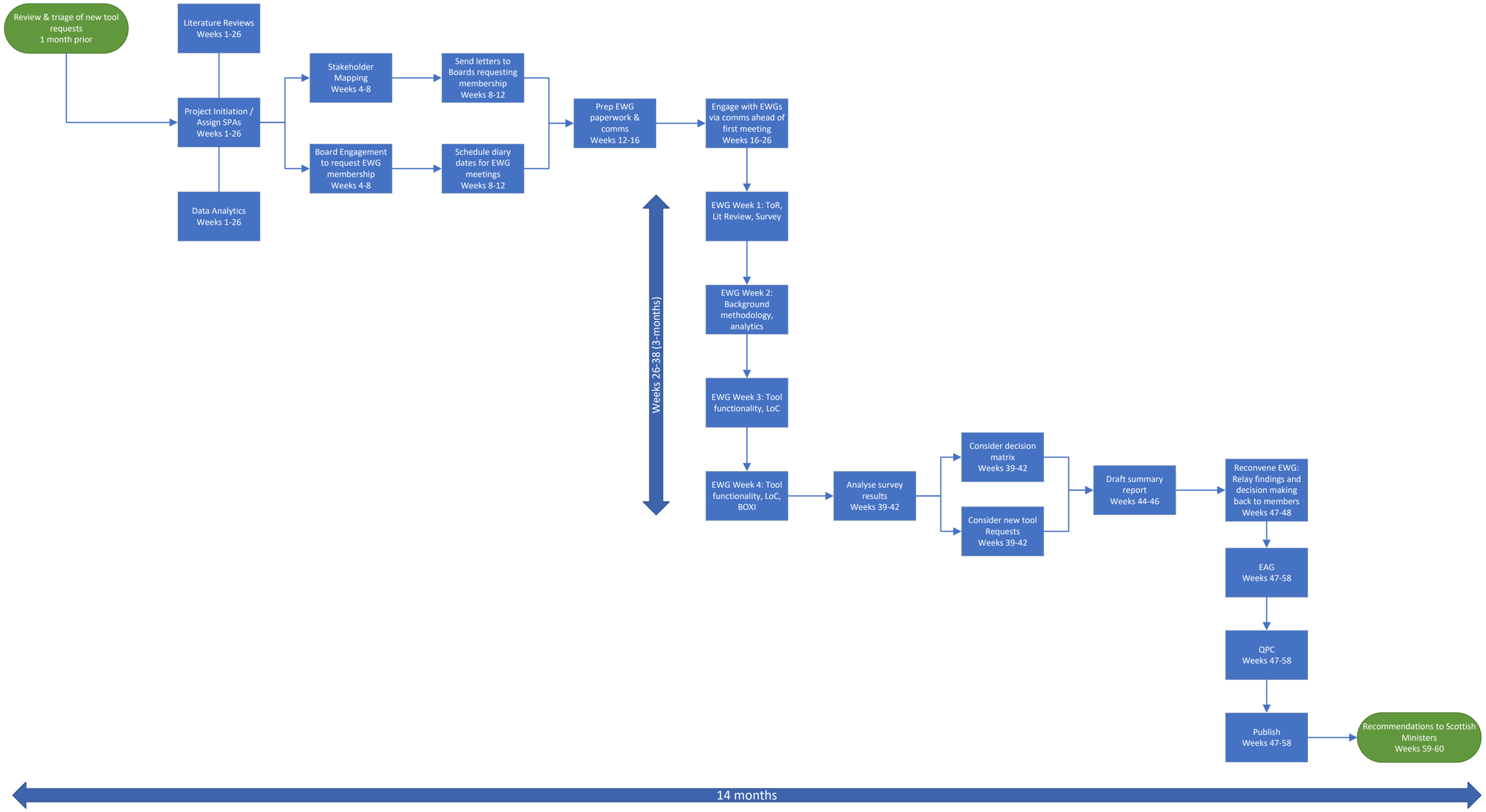Appendix 19 Staffing Level Tool Review Process