

Division of Health Service Regulation

STATEMENT OF DEFICIENCIES AND PLAN OF CORRECTION	(X1) PROVIDER/SUPPLIER/CLIA IDENTIFICATION NUMBER: MHL026-214	(X2) MULTIPLE CONSTRUCTION A. BUILDING: _____ B. WING _____	(X3) DATE SURVEY COMPLETED R 08/23/2018
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NAME OF PROVIDER OR SUPPLIER ASHTON W LILLY HOME	STREET ADDRESS, CITY, STATE, ZIP CODE 560 WILKES ROAD FAYETTEVILLE, NC 28306
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V 000	INITIAL COMMENTS An annual, complaint and follow up survey was completed on August 23, 2018. The complaint was unsubstantiated (intake #NC00140596). Deficiencies were cited. This facility is licensed for the following service category: 10A NCAC 27G .5600E Supervised Living for Adults with Substance Abuse.	V 000	<p>DHSR - Mental Health</p> <p>SEP 27 2018</p> <p>Lic. & Cert. Section</p>	
V 108	<p>27G .0202 (F-I) Personnel Requirements</p> <p>10A NCAC 27G .0202 PERSONNEL REQUIREMENTS</p> <p>(f) Continuing education shall be documented.</p> <p>(g) Employee training programs shall be provided and, at a minimum, shall consist of the following:</p> <p>(1) general organizational orientation;</p> <p>(2) training on client rights and confidentiality as delineated in 10A NCAC 27C, 27D, 27E, 27F and 10A NCAC 26B;</p> <p>(3) training to meet the mh/dd/sa needs of the client as specified in the treatment/habilitation plan; and</p> <p>(4) training in infectious diseases and bloodborne pathogens.</p> <p>(h) Except as permitted under 10a NCAC 27G .5602(b) of this Subchapter, at least one staff member shall be available in the facility at all times when a client is present. That staff member shall be trained in basic first aid including seizure management, currently trained to provide cardiopulmonary resuscitation and trained in the Heimlich maneuver or other first aid techniques such as those provided by Red Cross, the American Heart Association or their equivalence for relieving airway obstruction.</p> <p>(i) The governing body shall develop and implement policies and procedures for identifying,</p>	V 108		

Division of Health Service Regulation
LABORATORY DIRECTOR'S OR PROVIDER/SUPPLIER REPRESENTATIVE'S SIGNATURE

Monica Mullins

TITLE
Director

(X6) DATE

9-23-18

Division of Health Service Regulation

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V 108	<p>Continued From page 1</p> <p>reporting, investigating and controlling infectious and communicable diseases of personnel and clients.</p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure First Aid and Cardiopulmonary Resuscitation (CPR) training for 2 of 3 audited staff (1st shift Group Home Manager and 2nd shift Group Home Manager (GHM)). The findings are:</p> <p>Review on 08/21/18 of the 1st shift GHM's personnel record revealed: - Date of Hire on 06/18/16. - CPR and First Aid training expired on 06/30/18. - No documentation of current CPR and First Aid training.</p> <p>Interview on 08/21/18 the 1st shift GHM stated: -He worked alone on his shift and was unaware his CPR and First Aid training had expired.</p> <p>Review on 08/21/18 of the 2nd shift GHM's personnel record revealed: - Date of Hire on 06/21/18. - No documentation of current CPR and First Aid training.</p> <p>Interview on 08/21/18 the 2nd shift GHM stated: -He worked alone on his shift and was waiting to take CPR and First Aid training.</p> <p>Interview on 8/23/18 the Program Director stated: -She was in the process of arranging training for the staff.</p>	V 108		

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V 114	<p>27G .0207 Emergency Plans and Supplies</p> <p>10A NCAC 27G .0207 EMERGENCY PLANS AND SUPPLIES</p> <p>(a) A written fire plan for each facility and area-wide disaster plan shall be developed and shall be approved by the appropriate local authority.</p> <p>(b) The plan shall be made available to all staff and evacuation procedures and routes shall be posted in the facility.</p> <p>(c) Fire and disaster drills in a 24-hour facility shall be held at least quarterly and shall be repeated for each shift. Drills shall be conducted under conditions that simulate fire emergencies.</p> <p>(d) Each facility shall have basic first aid supplies accessible for use.</p> <p>This Rule is not met as evidenced by: Based on record review and interviews the facility failed to have fire and disaster drills held at least quarterly and repeated on each shift. The findings are:</p> <p>Review on 8/22/18 of the facility fire drills documented from 8/1/17 - 7/30/18 revealed: - 3rd quarter (1/01/18- 3/31/18): There were no fire drills documented on the weekend shift.</p> <p>Review on 8/15/18 of the facility disaster drills documented from 8/1/17 - 7/30/18 revealed: - 1st quarter (7/01/17- 9/31/17): There were no disaster drills documented on the weekend shift. - 3rd quarter (01/01/18- 03/31/18): There were no disaster drills documented on the 1st shift (8am - 4pm), or weekend shift.</p> <p>Interview on 8/22/18 House Manager stated:</p>	V 114		
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V 114	Continued From page 3 - The facility shifts were as follows: -1st shift = 8 am - 4 pm Monday - Friday -2nd shift = 4 pm - 8 am Monday - Friday -3rd shift = 4pm (Friday) - 8am (Mon) - He stated he would ensure future completion of drills moving forward. - He had no additional questions or concerns during exit interview.	V 114		
V 536	27E .0107 Client Rights - Training on Alt to Rest. Int. 10A NCAC 27E .0107 TRAINING ON ALTERNATIVES TO RESTRICTIVE INTERVENTIONS (a) Facilities shall implement policies and practices that emphasize the use of alternatives to restrictive interventions. (b) Prior to providing services to people with disabilities, staff including service providers, employees, students or volunteers, shall demonstrate competence by successfully completing training in communication skills and other strategies for creating an environment in which the likelihood of imminent danger of abuse or injury to a person with disabilities or others or property damage is prevented. (c) Provider agencies shall establish training based on state competencies, monitor for internal compliance and demonstrate they acted on data gathered. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed by each service provider periodically (minimum	V 536		

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V 536	<p>Continued From page 4</p> <p>annually).</p> <p>(f) Content of the training that the service provider wishes to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Staff shall demonstrate competence in the following core areas:</p> <p>(1) knowledge and understanding of the people being served;</p> <p>(2) recognizing and interpreting human behavior;</p> <p>(3) recognizing the effect of internal and external stressors that may affect people with disabilities;</p> <p>(4) strategies for building positive relationships with persons with disabilities;</p> <p>(5) recognizing cultural, environmental and organizational factors that may affect people with disabilities;</p> <p>(6) recognizing the importance of and assisting in the person's involvement in making decisions about their life;</p> <p>(7) skills in assessing individual risk for escalating behavior;</p> <p>(8) communication strategies for defusing and de-escalating potentially dangerous behavior; and</p> <p>(9) positive behavioral supports (providing means for people with disabilities to choose activities which directly oppose or replace behaviors which are unsafe).</p> <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name;</p>	V 536		

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V 536	<p>Continued From page 5</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(i) Instructor Qualifications and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(3) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(4) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (i)(5) of this Rule.</p> <p>(5) Acceptable instructor training programs shall include but are not limited to presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) methods for evaluating trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(6) Trainers shall have coached experience teaching a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least one time, with positive review by the coach.</p> <p>(7) Trainers shall teach a training program aimed at preventing, reducing and eliminating the need for restrictive interventions at least once annually.</p> <p>(8) Trainers shall complete a refresher</p>	V 536		

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V 536	<p>Continued From page 6</p> <p>instructor training at least every two years.</p> <p>(j) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcomes (pass/fail);</p> <p>(B) when and where attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may request and review this documentation any time.</p> <p>(k) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(l) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews and interview, the facility failed to ensure 1 of 3 audited staff (2nd shift Group Home Manager) received annual training in alternatives to restrictive interventions. The findings are:</p> <p> </p> <p>Review on 08/21/18 of 2nd shift Group Home Manager's personnel record revealed:</p> <ul style="list-style-type: none"> - Date of Hire/application on 06/21/18. - No documentation of training in alternatives to restrictive interventions. 	V 536		

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V 536	Continued From page 7 Interview on 08/23/18 the Program Director stated: -She was in the process of arranging training for the staff.	V 536		
V 537	27E .0108 Client Rights - Training in Sec Rest & ITO 10A NCAC 27E .0108 TRAINING IN SECLUSION, PHYSICAL RESTRAINT AND ISOLATION TIME-OUT (a) Seclusion, physical restraint and isolation time-out may be employed only by staff who have been trained and have demonstrated competence in the proper use of and alternatives to these procedures. Facilities shall ensure that staff authorized to employ and terminate these procedures are retrained and have demonstrated competence at least annually. (b) Prior to providing direct care to people with disabilities whose treatment/habilitation plan includes restrictive interventions, staff including service providers, employees, students or volunteers shall complete training in the use of seclusion, physical restraint and isolation time-out and shall not use these interventions until the training is completed and competence is demonstrated. (c) A pre-requisite for taking this training is demonstrating competence by completion of training in preventing, reducing and eliminating the need for restrictive interventions. (d) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course. (e) Formal refresher training must be completed	V 537		

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V 537	<p>Continued From page 8</p> <p>by each service provider periodically (minimum annually).</p> <p>(f) Content of the training that the service provider plans to employ must be approved by the Division of MH/DD/SAS pursuant to Paragraph (g) of this Rule.</p> <p>(g) Acceptable training programs shall include, but are not limited to, presentation of:</p> <ol style="list-style-type: none"> (1) refresher information on alternatives to the use of restrictive interventions; (2) guidelines on when to intervene (understanding imminent danger to self and others); (3) emphasis on safety and respect for the rights and dignity of all persons involved (using concepts of least restrictive interventions and incremental steps in an intervention); (4) strategies for the safe implementation of restrictive interventions; (5) the use of emergency safety interventions which include continuous assessment and monitoring of the physical and psychological well-being of the client and the safe use of restraint throughout the duration of the restrictive intervention; (6) prohibited procedures; (7) debriefing strategies, including their importance and purpose; and (8) documentation methods/procedures. <p>(h) Service providers shall maintain documentation of initial and refresher training for at least three years.</p> <ol style="list-style-type: none"> (1) Documentation shall include: <ol style="list-style-type: none"> (A) who participated in the training and the outcomes (pass/fail); (B) when and where they attended; and (C) instructor's name. (2) The Division of MH/DD/SAS may review/request this documentation at any time. 	V 537		

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V 537	<p>Continued From page 9</p> <p>(i) Instructor Qualification and Training Requirements:</p> <p>(1) Trainers shall demonstrate competence by scoring 100% on testing in a training program aimed at preventing, reducing and eliminating the need for restrictive interventions.</p> <p>(2) Trainers shall demonstrate competence by scoring 100% on testing in a training program teaching the use of seclusion, physical restraint and isolation time-out.</p> <p>(3) Trainers shall demonstrate competence by scoring a passing grade on testing in an instructor training program.</p> <p>(4) The training shall be competency-based, include measurable learning objectives, measurable testing (written and by observation of behavior) on those objectives and measurable methods to determine passing or failing the course.</p> <p>(5) The content of the instructor training the service provider plans to employ shall be approved by the Division of MH/DD/SAS pursuant to Subparagraph (j)(6) of this Rule.</p> <p>(6) Acceptable instructor training programs shall include, but not be limited to, presentation of:</p> <p>(A) understanding the adult learner;</p> <p>(B) methods for teaching content of the course;</p> <p>(C) evaluation of trainee performance; and</p> <p>(D) documentation procedures.</p> <p>(7) Trainers shall be retrained at least annually and demonstrate competence in the use of seclusion, physical restraint and isolation time-out, as specified in Paragraph (a) of this Rule.</p> <p>(8) Trainers shall be currently trained in CPR.</p> <p>(9) Trainers shall have coached experience</p>	V 537		

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V 537	<p>Continued From page 10</p> <p>in teaching the use of restrictive interventions at least two times with a positive review by the coach.</p> <p>(10) Trainers shall teach a program on the use of restrictive interventions at least once annually.</p> <p>(11) Trainers shall complete a refresher instructor training at least every two years.</p> <p>(k) Service providers shall maintain documentation of initial and refresher instructor training for at least three years.</p> <p>(1) Documentation shall include:</p> <p>(A) who participated in the training and the outcome (pass/fail);</p> <p>(B) when and where they attended; and</p> <p>(C) instructor's name.</p> <p>(2) The Division of MH/DD/SAS may review/request this documentation at any time.</p> <p>(l) Qualifications of Coaches:</p> <p>(1) Coaches shall meet all preparation requirements as a trainer.</p> <p>(2) Coaches shall teach at least three times, the course which is being coached.</p> <p>(3) Coaches shall demonstrate competence by completion of coaching or train-the-trainer instruction.</p> <p>(m) Documentation shall be the same preparation as for trainers.</p> <p> </p> <p>This Rule is not met as evidenced by: Based on record reviews and interviews, the facility failed to ensure 1 of 3 audited staff received training in seclusion, physical restraint and isolation time-out (2nd shift Group Home Manager). The findings are:</p>	V 537		

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V 537	<p>Continued From page 11</p> <p>Review on 08/21/18 of 2nd shift Group Home Manager's personnel record revealed:</p> <ul style="list-style-type: none"> - Date of Hire/application on 06/21/18. - No documentation of training in seclusion, physical restraint and isolation time-out. <p>Interview on 08/23/18 the Program Director stated:</p> <ul style="list-style-type: none"> -She was in the process of arranging training for the staff. 	V 537		

SEPTEMBER 2018 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	1 Disaster drill 1st shift
2	3	4	5 Disaster Drill 2nd shift	6	7	8
9	10 Fire drill 3rd shift	11	12 Disaster Drill Evacuation Drill	13	14	15
16 Fire drill 2nd shift	17	18	19	20	21	22
23	24	25 Disaster Drill 3rd shift	26	27 Fire drill 1st shift	28	29
30						

Ashton Lily

OCTOBER 2018 FIRE DRILL

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2	3	4 Disaster drill 1st shift	5	6
7 Fire drill 1st shift	8	9	10	11	12 Disaster Drill 2nd shift	13
14	15	16	17 Fire drill 3rd shift	18	19	20
21	22	23	24	25	26	27
28 Disaster Drill 3rd shift	29	30 Fire drill 2nd shift	31			

Ashton kily

NOVEMBER 2018 FIRE DRILL

Ashton kily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3 Fire drill 2nd shift
4	5 Disaster Drill 3rd shift	6	7	8 Fire drill 1st shift	9	10
11 Disaster drill 1st shift	12	13	14	15	16	17
18	19	20	21 Fire drill 3rd shift	22	23	24
25	26	27 Disaster Drill 2nd shift	28	29	30	

Ashton Lily

Ashton Lily

DECEMBER 2018 FIRE DRILL

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	1
2	3	4 Fire drill 1st shift	5	6	7	8 Disaster drill 1st shift
9	10	11	12	13	14 Fire drill 3rd shift	15
16	17	18	19 Disaster Drill	20	21	22
23	24	25	26	27	28 Disaster Drill 2nd shift	29
30 Fire drill 2nd shift						

January 2019 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Disaster drill 3rd shift	2	3	4	5
6	7	8	9 Disaster Drill 2nd shift	10	11	12 Fire drill 2nd shift
13	14	15	16	17	18 Fire drill 1st shift	19
20 Disaster drill 1st shift	21	22	23	24	25	26
27	28	29 Fire Drill 3rd shift	30	31		

FEBRUARY 2019 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2
3 Fire drill 2nd shift	4	5	6	7 Fire drill 1st shift	8	9
10	11	12 Disaster drill 1st shift	13	14	15	16 Disaster drill 3rdshift
17	18	19	20 Fire drill 3rd shift	21	22	23
24	25	26 Disaster drill 2ndshift	27	28		

MARCH 2019 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1	2 Disaster drill 2nd shift
3	4	5 Fire drill 1st shift	6	7	8	9
10	11	12	13 Fire drill 3rd shift	14	15	16
17	18	19	20	21 Disaster drill 3rd shift	22	23
24	25	26	27 Disaster drill 1st shift	28	29	30
31 Fire drill 2nd shift						

April 2019 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Fire Drill 1st shift	3	4	5	6
7	8	9	10 Disaster Drill 3rd shift	11	12	13
14	15	16 Fire Drill 3rd shift	17	18	19	20 Disaster Drill 1st shift
21 Fire drill 2nd shift	22	23	24	25	26	27
28	29	30 Disaster Drill 2nd shift				

Ashton Lily

MAY 2019 FIRE DRILL

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2 Fire drill 1st shift	3	4
5	6	7 Disaster Drill 1st shift	8	9	10	11
12	13	14	15 Fire Drill 3rd shift	16	17	18 Disaster Drill 2nd shift
19	20	21	22	23	24 Fire Drill 2rd	25
26	27 Disaster Drill 3rd shift	28	29	30	31	

JUNE 2019 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4 Disaster Drill 2nd shift	5	6	7	8 Fire drill 2nd shift
9	10	11	12	13	14 Fire drill 3rd shift	15
16	17	18	19 Disaster Drill	20	21	22
23	24	25	26	27	28 Fire drill 1st shift	29
30 Disaster drill 1st shift						

Ashton Lily

JULY 2019 FIRE DRILL

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Fire drill 3rd shift	3	4	5	6 Disaster drill 2nd shift
7	8	9	10 Disaster drill 1stshift	11	12	13
14 Fire drill 2nd shift	15	16	17	18	19	20
21	22	23	24	25 Fire drill 1st shift	26	27
28	29	30 Disaster drill 3rdshift	30			

AUGUST 2019 FIRE DRILL

Ashton Lily

Ashton Lily

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5 Fire drill 2nd shift	6	7	8	9	10
11	12	13	14 Disaster Drill 3rd shift	15	16	17
18	19 Fire drill 1st shift	20	21	22	23	24 Disaster Drill 1st shift
25 Fire drill 3rd shift	26	27	28	29 Disaster Drill 2nd shift	30	31

STATE PLAN OF CORRECTION

Agency Name →

STREET ADDRESS, CITY, ZIP: →

Provider Number → Exit Date →

PROVIDER'S PLAN OF CORRECTION (EACH CORRECTIVE ACTION SHOULD BE CROSS - REFERENCED TO THE APPROPRIATE DEFICIENCY)

Tag Number	The Administrator signing and dating the first page of the STATE FORM is indicating their approval of the plan of correction being submitted on this form.	(X5) COMPLETION DATE
V114	All Myrover Reese Fellowship Homes, Inc. (Ashton Lilly) residential houses have initiated a synchronized system to initiate fire drills and disaster drills for all shifts on a monthly calendar basis. Myrover Reese Fellowship Homes staff will implement and document all fire and disaster drills. A copy of each months fire and disaster drill has been given to the Director of Myrover Reese. Director Myrover Reese Fellowship Homes will monitor the completion of each scheduled fire and disaster drill throughout the calendar year.	9/1/18
V108 V536 V537	Personnel requirements: All Myrover Reese Fellowship Homes, Inc. House Managers and Administrative Staff have taken the required First Aid and CPR class. Yearly required NCI Interventions and Alternatives classes have also been completed by each individual House Manager as well as Administrative staff member. All certifications have been housed in each individual staff member's employee jacket. All required classes will be complete throughout the calendar year as scheduled by the Director of Myrover Reese Fellowship Homes. All newly employed staff members will have required classes at the time of hire or scheduled to complete classes. Classes instructed by Gary Fisher— Business License Number--27935	8/25/18

Monica Mullina Director 9-23-18

ON-TIMETRAINING, LLC

INVOICE FOR SERVICES

Service type: NCI (RECERT) X 12 @ \$30 ea and FA/CPR (RECERT) X 4 @ \$25 ea. Participant

Dates of service: March 25, 2018

Service provided to: Myrover-Reese Fellowship Homes.ORG

Fee for service: \$ 460

Service provided by: Gary M. Fisher

**1421 Valmead Ct
Fayetteville, NC 28312
910-797-3118
gveestar113@peoplepc.com**

Business License Number: 27935

Expiration Date: 8/25/2019