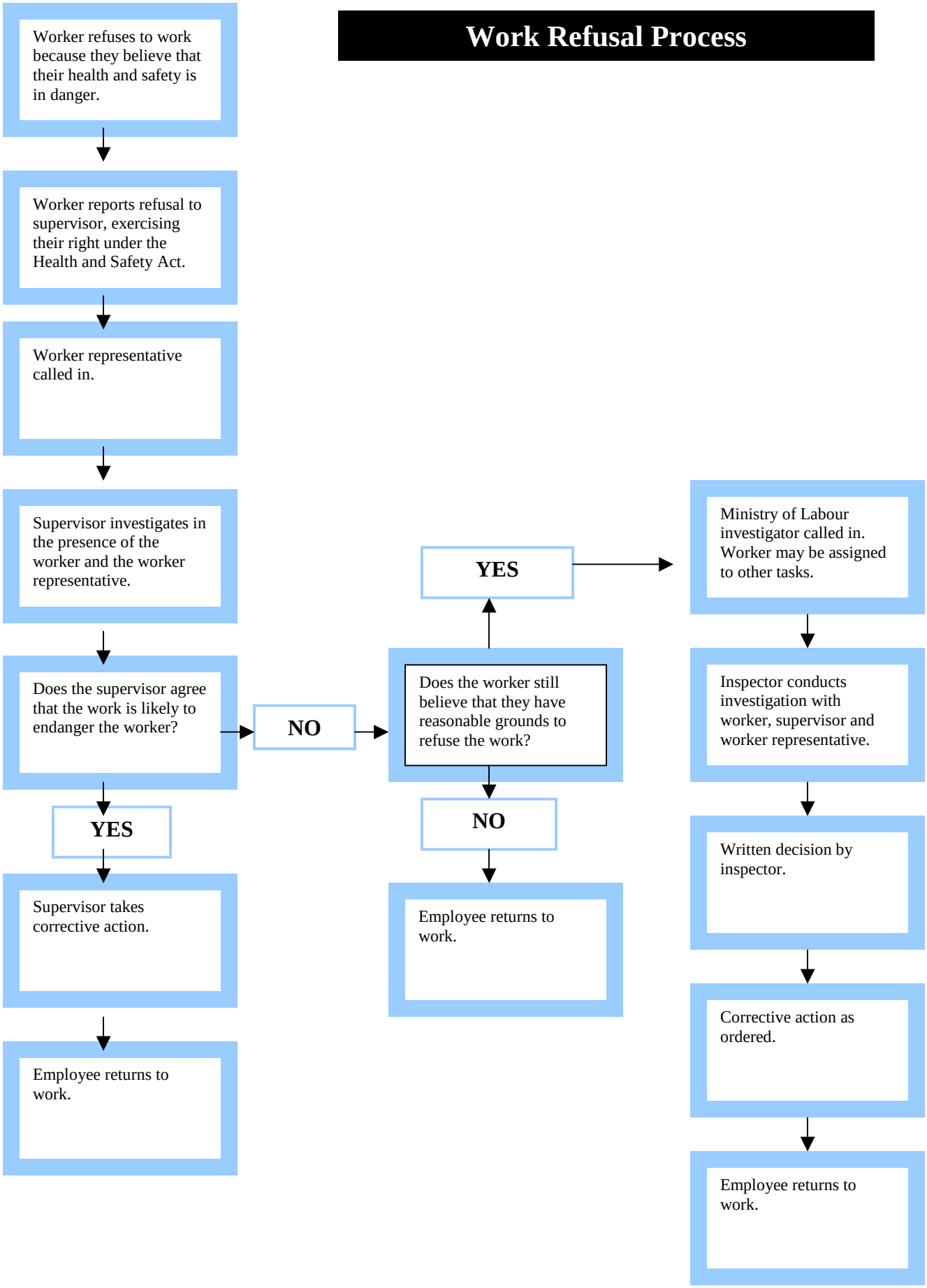Work Refusal Process