

The Fort St. John Association for Community Living

everyone belongs



Fort St. John Association
For Community Living

About our Organization

The Fort St. John Association for Community Living

The Fort St. John Association for Community Living was incorporated on January 23, 1960. We are a non-profit organization that has contracts with Community Living BC to provide services to adults with developmental disabilities. We provide services in the Fort St. John and District area.

As we are a non-profit organization, guidance and direction is set by a volunteer board of directors that consists of 8 people, including one self advocate. The executive director of our organization follows the direction given by the board of directors and is responsible for the day to day operations of the Association. There is an organizational chart included in this package for your information.

Mission Statement

*The Fort St. John Association
for Community Living
supports adults with
developmental disabilities to
achieve full and meaningful
lives in our community by
providing resources to
individuals and families*

This means that we believe that all individuals with a developmental disability have the same rights and responsibilities as everyone else in your community. We work to assist people to be as independent as possible and to help them exercise their rights and fulfill their responsibilities in every respect.

We will assist people to understand what is involved in exercising their rights and help them to do this. These rights include the right to not be discriminated against, the right to vote, the right to freedom from abuse and neglect, the right to privacy, the right to communicate, the right to be informed and to give consent, the right to healthcare, nutrition, dignity, safety, shelter and freedom of choice, comfort, inclusion and emotional nurturance, only to name a few.

Our agency welcomes support and involvement from parents, family members, professionals and friends. Parents and/or guardians have the right to expect open, honest and tactful communication and to be informed of any concerns in a timely fashion.

Some of the beliefs and values of our Association are:



Each person has the rights and responsibilities of every other citizen



Each person has the right to support services as determined by individual needs



Each person will share in the community in which they live and shall have the opportunity to participate in the community



Each person has the right to take risks in life



Each person has the right to self determination



Each person shall be treated with respect, courtesy and consideration at all times.

*If everyone is moving
forward together, then
success takes care of
itself.
~Henry Ford*

We are an Accredited Agency

In August of 2011, the Fort St. John Association for Community Living attained our 3rd, 3 year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF).



CARF-accredited programs and services have demonstrated that they substantially meet internationally recognized standards. CARF accreditation means that an organization has made a commitment to continually enhance the quality of its services and programs and its focus on the satisfaction of the persons served.

What is accreditation?

Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF* establishes these standards to guide providers in offering their services. CARF also uses the standards to evaluate how well a provider is serving people and how it can improve.

What is a CARF survey?

As a step toward accreditation, a provider invites CARF to send a team of professionals, called surveyors, to visit its site and evaluate its services for quality. The surveyors consult with staff members and interview people who use the provider's services. Based on the surveyors' review, the provider may be awarded CARF accreditation for one or three years. In some cases, the provider may need to improve its services before it can become accredited.

***What is CARF?**

CARF is an international, not-for-profit organization that accredits human services providers. Founded in 1966 as the Commission on Accreditation for Rehabilitation Facilities, the accrediting body is now known as CARF.

Fort St John Association for Community Living Glossary of Commonly Used Terms

Accreditation- Recognition by an accrediting organization or agency that a college meets certain acceptable standards in its education programs, services, and facilities.

Autism - is a brain development disorder that impairs social interaction and communication and causes restricted and repetitive behavior, all starting before a child is three years old. This set of signs distinguishes autism from milder **autism spectrum disorders (ASD)** such as Asperger syndrome.

BCACL – British Columbia Association for Community Living - BCACL is a federation working with partners to build community and to enhance the lives of children, youth and adults with developmental disabilities and their families by supporting abilities, promoting action and advancing rights, responsibilities and social justice.

CARF Commission on Accreditation of Rehabilitation Facilities-the Association's accrediting organization.

CLBC- Community Living British Columbia- This Provincial Authority will be responsible for the delivery of services to people with developmental disabilities in BC.

Developmental disability is a term used to describe life-long disabilities attributable to mental and/or physical or combination of mental and physical impairments.

Down Syndrome- A common genetic disorder in which there is an extra copy of chromosome number 21(trisomy 21), resulting in mental retardation and physical malformations.

Dual Diagnosis- two conditions, diseases or syndromes existing simultaneously.

FASD- Fetal Alcohol Syndrome Disorder- a pattern of abnormalities observed in children born to alcoholic mothers or anatomic or functional abnormalities attributed to prenatal alcohol exposure.

FSJACL – Fort St John Association for Community Living.

HCP- Health Care Plan. This is a plan to manage and support any health care issues someone may have.

Licensed Facility- A facility that conforms regulations set out by the province of British Columbia.

MCFD- Ministry of Children and Family Development

MAR- Medication Administration Record

PCP – Person Centered Plan – a plan that contains information on a person so they can be supported in a way that suites them best. This will include a person’s likes, dislikes, their hopes and dreams and how they are currently being supported.

PGT – Public Guardian & Trustee, represents people who require assistance in decision-making through protection of their legal rights, financial interests and personal care interests.

PRP- Professional Resource Program-offers ongoing training to provide the community with a better understanding of individuals with developmental disabilities in order to promote community inclusion.

Respite - support that families may need to keep their child with a disability or chronic illness at home. It provides a safe place for an individual with a disability to go or may include someone coming into their home to provide care to an individual.

S&R- Search and Rescue

Self Advocate- A person who speaks or acts for themselves.

About Our Programs



Kevin Smith, Kelly Wiebe & Tyler Atkinson enjoying a game

Residential

A Street Residence

This is a residential home located in Mathews Park. This is home to five individuals on a long term basis and has one respite room. This is a licensed facility which means we follow regulations put in place by the Ministry of Health. This residence is staffed 24 hours per day.

10th Avenue Residence

This is a residential home this is located behind Dr. Kearney. This home can support up to five individuals on a long term basis. Currently, the home has four permanent residents and has one room that they may use for respite purposes. This residence is staffed 24 hours per day and staff is trained to care for individuals with high needs. This is a licensed facility which means we follow regulations put in place by the Ministry of Health. This home has been designed for wheelchairs and has wheelchair accessible bathrooms; tracking is in the living room, some of the bedrooms, and the main bathroom. One bathroom is equipped with a stretcher tub lift. The home also has a wheelchair accessible van to transport individuals.

Dee Jay's Residence

This is a residential home that is located in the northeast part of town. This home supports two individuals on a long term basis. This residence is currently staffed 24 hours per day.

The Four-plex

The Four-plex is located at 10519-102nd Avenue. It has 4 apartments, 2 with 3 bedrooms each and 2 with 1 bedroom each. The 3 bedroom apartments are home to two permanent residents and the third bedroom is used for respite purposes. This program is staffed 24 hours per day.

Respite Services

We currently have up to four respite rooms to support families in the community. One is located at A Street Residence, two are located in the Four-plex and one room at 10th Avenue are currently available to be used for respite. The location of the respite would be decided on an individual basis, taking into consideration the needs of the person that requires support. The fee for respite is \$21.90 per 24 hour period (for 12 hours or less the fee would be \$10.95, for 12 to 24 hours, the cost would be \$21.90). This fee covers food and accommodations, if there is additional staffing required, this needs to be arranged with our agency and Community Living BC (CLBC).

In 2013 we had a total of 59 people that volunteered for us over the year. This includes volunteers that help throughout the year and ones that helped at an event. This includes volunteers that have volunteered for a number of years as well as new volunteers

Day Programs

Community Connections

If you are living in the Community on your own or if you are living with your family or a care provider and would like some assistance with your day to day living skills then Community Connections can provide that support.

In 2013 100% of the people we support that we interviewed feel they are treated as an equal here at the FSJACL!

Collected from our 2013 stakeholder surveys

This program offers opportunities for individuals to learn life skills, participate in social, recreational and community based activities. This program operates from Monday to Friday and is located in our main office building.

The schedule of activities is subject to change; however, the following is an example of some of the activities and services that we offer.

Group Activities

During these sessions, staff will facilitate activities, invite guest speakers and plan field trips as necessary. Transportation will be arranged for field trips.

Semi-Independent Life Skills

For individuals living on their own, or require help with learning life skills, we offer the following support:

- Bill Paying, Banking and Budgeting Skills
- Menu Planning, Grocery Shopping & Cooking Skills
- Personal Shopping
- Grooming Skills
- House Keeping Skills
- Planning Recreational Activities/Vacations/Community Outings

Community Connections does not provide transportation to and from a person's home and it is the responsibility of the prospective individual, family or other care provider to arrange for transportation. Applications for the HandyDART can be picked up at the reception area of the Association for Community Living office.


Careers Program

(Supported Employment)

This program offers support to individuals that would like to find a job. The staff in this program help find work for individuals that fit their needs and abilities, help them to learn their duties and support the individual to be successful in that job.

Services include:

- ⌘ **Vocational Assessment:** Discovering which job is best suited for each individual.
- ⌘ **Pre-Employment Skills:** Writing a resume, training in job seeking and interviewing skills, personal appearance and completing a job application.
- ⌘ **Job Development:** Assistance with applying, interviewing for and obtaining a job.
- ⌘ **Job Coaching:** On-the-job training, monitoring successes and challenges, providing support, direction and encouragement for as long as needed.
- ⌘ **Job Follow-up:** Follow along support, direct and encouragement through regularly scheduled visits to ensure problem solving, communication and retention.
- ⌘ **Team Employment:** Individuals work in small groups, supervised by a FSJACL staff person, doing a job in the community.
- ⌘ **Continuing Education:** Assistance in preparing for future goals, learning a new trade or skill, professional development through care, local community colleges or other educational resources.



In 2013 our goal was to help 3 people that we support find a job. Our result was 8!

Taken from our 2013 Outcomes Mgmt Report

How do I apply for Services?

- ✚ Come and see our facilities to see what services may fit your needs. We will give you an intake form (one is provided in this package).
- ✚ You need to meet with your Community Living BC (CLBC) representative to determine whether you qualify for services. You can start this process by calling (250) 263-0111 and tell them that you would like to apply for Community Living BC Services.
- ✚ Once you have met with a CLBC facilitator and they have determined that you are eligible for services, you need to fill out an intake form that is provided by our agency.
- ✚ An assessment phase will follow in which the applicant with his or her support network will have an opportunity to determine whether or not the FSJACL can meet their needs. The FSJACL will likewise assess the compatibility of the interested applicant with the resources available within the applicable program.
- ✚ If it is determined that the FSJACL is unable to meet the needs of the individual requiring services; they will notify the individual, his/her family or advocate and CLBC of their decision and reasons for the decision. In addition, we will inform the individual and family of any other known programs or services in the community which may meet their needs.
 - ∞ A Decision to not accept an applicant is not intended to be permanent. As The FSJACL remains committed to modifying, adapting and further developing its programs and services, it welcomes a reapplication on the part of the applicant at a further date with the hope that the resources within its applicable programs or services will have improved or changed.
 - ∞ An applicant may also request to go on a waitlist pending appropriate services and/or funding.
- ✚ If the applicant and our agency feel our services can meet their needs, we will proceed to set up a plan for services.
- ✚ Availability of services may depend on funding being available by Community Living BC (CLBC).
- ✚ Should an Emergency Situation arise, an individual and/or his/her family/advocate and the FSJACL may agree to the FSJACL providing immediate support to an individual despite the inability of both parties to fully assess the

application/intake requirements. The application/intake requirements must be completed no later than 30 days following the commencement of service.

Waitlists

Where applicable, the FSJACL will maintain an active waitlist. This means that if there is no room in a particular program, or no funds available to provide services, the person will be placed on a waitlist for services and will be contacted when space or funds become available. The length of time you may be on a waitlist depends on the services you are requesting. If possible, we will let you know an estimate of how long it may take for you to receive the services you are applying for.

The following criteria will be reviewed by the Program Supervisor, Executive Director, and CLBC when determining the priority of individuals on the waitlist:

- Health and Safety of the Individual
- Individual's current situation
- Need for services
- Ability of the FSJACL to meet the person's need for service

Transitioning:

When applying for service or moving into a different service within the FSJACL, where applicable, a transition plan will be completed. This plan will be developed with the individual and his/her family/advocate to ensure a smooth and respectful transition into services.

In the situation where a resource is closed or a service is being stopped unexpectedly, the individual and their support network can expect open and timely communication for the FSJACL and assistance in developing a transition plan for the individual.

About Our Staff

The Fort St. John Association for Community Living is committed to hiring dedicated employees interested in enhancing the skills and abilities of individuals we support and promoting independence in their day to day living. All regular employees within the programs have met the following requirements before being hired:

- ✓ Must sign a Code of Ethics (see attached)
- ✓ Updated Standard First Aid Certificate with CPR Level C
- ✓ A Criminal Record Search
- ✓ A TB test
- ✓ A completed medical form indicating that the employee is fit and able to work
- ✓ Must complete a three month probation period successfully.
- ✓ Must sign an Oath of Confidentiality

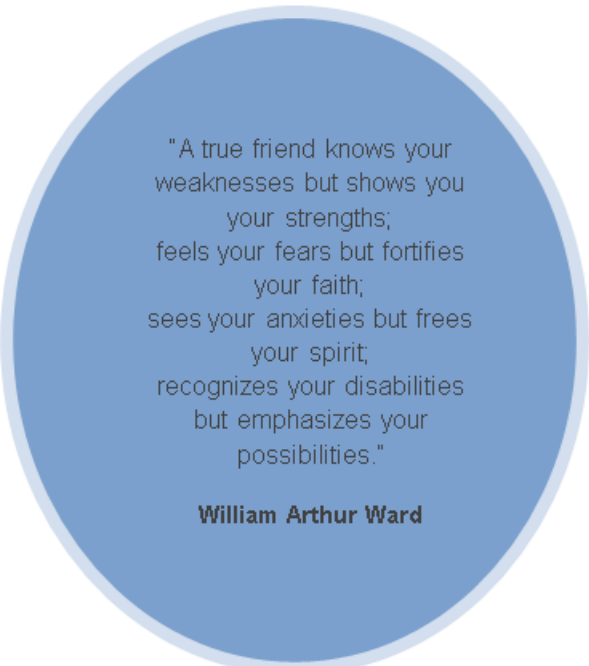
Once a person has been hired by the agency they are required to complete the following:

- ✓ Food Safe
- ✓ A valid class 4 Driver's License (if required)
- ✓ WHIMIS (safe handling and proper storage of hazardous materials)
- ✓ Medication Administration Workshop
- ✓ Diabetes In-service
- ✓ Crisis Intervention Prevention Training
- ✓ Foundations Certificate
- ✓ Seizure Management
- ✓ All staff are shown how to follow the Canada Food Guide and all menus are approved by a licensed Nutritionist with the Ministry of Health.

About our staff continued....

This agency has a number of policies and procedures to help guide our staff. These policies include confidentiality, alcohol and drug impairment, use of motor vehicles, conduct and behavior, health requirements, and personal appearance just to name a few.

The agency is committed to furthering the education of all employees and provides many training opportunities and workshops throughout the year to enhance their abilities and skills in supporting the individuals receiving services. We also ensure that all staff are re-certified in training that is required.



"A true friend knows your weaknesses but shows you your strengths;
feels your fears but fortifies your faith;
sees your anxieties but frees your spirit;
recognizes your disabilities but emphasizes your possibilities."

William Arthur Ward

Code of Ethics

1. Staff are committed to serving the needs of clients with developmental disabilities as their first priority. We understand the development of the field will be based on the ideals and needs of those we serve before those of ourselves.
2. Staff are committed to remembering that all clients are equal and that everyone is worthy of respect, freedom and dignity, regardless of race, age, ability, gender, religion or lifestyle.
3. Staff are committed to the belief that everyone deserves to be part of a community, a family, a group of friends, and that communities are better and stronger when everyone lives together.
4. Staff are committed to working for the well being of the people they serve in all areas of their lives, including their education, communication, health, physical comfort, spiritual fulfillment, social skills, and relationships.
5. Staff are committed to helping the people they serve to speak for themselves, and when needed, to supporting the views of people with developmental disabilities by speaking on their behalf.
6. Staff are committed to approaching their work with integrity and conscientiousness, which means that they always use their best judgment, are fair, impartial, and dedicated to these ethics anytime their work might be involved or affected.
7. Staff are committed to achieving high standards and strive to be as competent, skilled, and informed as possible.
8. Staff are committed to acting in a manner that reflects well upon their clients, their profession and the movement towards Community Living.
9. Staff are committed to helping their clients be as independent as they can be.
10. Staff are committed to respecting the privacy of the people they serve.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou

Agency Relations

This agency promotes and welcomes input and participation from families and individuals receiving services. This means that communication is very important. We will ask you to give consent to share some of your information with your family members and others that support you. This may include reports, incident reports, information regarding special events and activities happening within our organization.

“We cannot accomplish all that we need to do without working together.”

Bill Richardson

To have an open, honest and professional relationship with individuals receiving services, families and advocates, we need to communicate regularly and respectfully. The following is a guideline that we follow and we ask others to follow as well to ensure that there is positive, constructive feedback as well as a good environment for the individuals we support.



If you have a concern or are unhappy with our service, tell us first and give us a chance to correct it. We want to hear your feedback.



It will take us years to know some of the things that you know about your loved one. While we are learning, please assist us in learning about likes, dislikes and useful tips that will help us provide better support and help your loved one feel more comfortable in our care.



If you have a concern, please follow our complaint resolution procedure and speak to the supervisor of the program first. If it isn't resolved, talk to the Executive Director (please see the attached Complaint Resolution Procedure).



If we are discussing a concern, we promise to do this in a private area, away from others, and discuss the matter professionally by not raising our voice or being negative about the individuals we support. We would appreciate the same respect from you as well.



Please let us know about the things you like about our service, not only the things you don't like about the service.



Please ensure that all applicable fees are paid. If you are unable to pay the fees for activities or if you are having trouble with the fees, please speak to the Executive Director.



If you or your loved one will not be attending an activity, please let us know beforehand so that we don't worry or take time away from others in finding out why you're not here.



Please ensure that any personal care items or other items needed for planned activities are sent with you.



As an agency with many diverse individuals and personalities (individuals receiving services and staff), we ask that you be welcoming and understanding of others. While we realize that you or your loved one may have certain staff that they would rather work with, we have a Collective Agreement and have to ensure that all staff are treated fairly. Having stated that, disrespect of the individuals receiving services will not be tolerated (see abuse and neglect policy).



Fees for Service

This agency is contracted by Community Living BC to provide services. Therefore, individuals and families do not pay for direct services related to staffing or agency expenses. Some fees that individuals and families will be required to pay are:



Respite fees – this is for per diems (food and shelter) for our respite rooms. The cost is \$21.90 per 24 hour period (for 12 hours or less the fee would be \$10.95, for 12 to 24 hours, the cost would be \$21.90).



Fees for community access in the day program – There may be some classes that may cost money to participate in. Some examples of this are:

- ⌘ Cooking class – participants pay a set fee for the food they consume.
- ⌘ Classes in the community – eg. aquafit, swimming and dance class are just a few of these examples.
- ⌘ For individuals that receive support from our Careers Program, they may need to use the Careers truck where a mileage rate would apply.



For individuals in residential care, they pay a monthly fee for food and shelter costs.

Termination of Service Delivery

This agency recognizes that our services may not meet the needs of everyone. As our service is voluntary, you can choose to terminate our services at any time. We would appreciate you taking the time to complete the “Termination of Services Form” enclosed in your package, and submitting to the Executive Director. At that time we would like the opportunity to talk to you about the services you received and how you feel they can be improved.

This agency may terminate service for just cause, after careful consideration and consultation with the individual receiving services, families, and Community Living BC. Termination of services will only occur when all other avenues of coming to a resolution have been exhausted.

***Fort St. John Association for Community Living
Termination of Service Form***

Name of Individual Receiving Services: _____

Name of Person Completing Form: _____

Relationship to Individual Receiving Services: _____

Address: _____

Phone: _____

Date: _____

Services Received (including which programs): _____

Why service is being terminated: _____

What did you like about the services provided: _____

What can be improved? _____

Thank you for your feedback.

Person completing Form: _____

Printed Name

Signature

Date: _____

Client & Family Policies



We have developed policies to guide us in how we deal with situations that arise. The policy is noted below along with a brief description of what the policy is for. If you would like to see the policy, please let us know and we can show it to you or provide you with a copy.

Abuse and neglect policy: This policy ensures that you are never subjected to neglect or abuse. If you feel you are being abused or neglected please let a staff, supervisor or someone who works in the office know immediately.

Privacy Policy: This policy outlines how we protect the information that we keep on you and how we cannot share this information without your consent. You have the right to see any information we have about you upon request.

Behavior Management Policy: This policy tells staff in our agency how to handle people they are supporting when they are having challenging behaviors (ie. aggression, shouting, swearing, etc.) If you have challenging behaviors you need to be part of a plan in how staff will deal with the situation when those behaviors happen.

Use of physical interventions: This policy ensures that staff is trained to keep you and others around you safe should you ever be unable to control your anger and get aggressive or put yourself in unsafe situations.

Conflict Resolution: This policy tells you what to do if you are unhappy with the services or how you are being treated.

Informed Consent: This policy ensures that you are given information in a manner which you can understand. It's important that you understand information so that you can make proper decisions that affect your life.

Missing individual in care procedure: This policy is to ensure that if you are missing, all the appropriate measures are taken to ensure your safe return.

Bathing of individuals in care: This policy ensures that if you require assistance while bathing that staff make you feel comfortable and that you are safe.

Personal Hygiene: This policy is to ensure that if you require assistance with personal care that it is delivered in a safe, healthy and dignified manner.

Severe weather conditions: This policy ensures that if you are out in the cold or hot weather that you are dressed appropriately and ensures your safety when travelling during very cold weather.

Water safety: This policy is to ensure that while accessing lakes and/or rivers you are safe at all times.

Sexuality: This policy is to ensure that your rights are respected when/if you choose to develop an intimate relationship and to ensure that you respect the rights of others.

Admissions and Departures: This policy tells about the process people go through to receive our services or if they choose to stop receiving our services.

Inventory of Assets: This policy ensures that up to date records of your personal property are kept.

Financial controls for individuals receiving services: This policy ensures that your finances are kept safe and that there is proof of all your financial transactions.

Death: This policy ensures that should there be a death within our organization that the appropriate people are notified and well as supports are provided to you to assist you with coping.

Suicide: This policy tells us what to do if someone is attempting to commit suicide.

Reportable incident Policy: This policy describes what an incident is (injury, illness, aggression, etc.) and how it must be reported.

POLICY: CONFLICT RESOLUTION

CREATED: APRIL 1996

APPROVED: BOARD

REVISED: MAY 2008

REFERENCE: C-5

Policy:

The Fort St. John Association for Community Living recognizes that on occasion an individual receiving services, parent or guardian may have cause for a conflict or complaint to a matter of Association policy or to quality of services. If that should occur, the following procedures should be followed.

The following are two procedures in place to deal with complaints. The first is a Formal Complaint Review Process, the second is a Self Advocate Complaint Review Process that is available to Self Advocates if they would prefer it over the more formal route.

Procedure:

1. An individual receiving services, parent or guardian will discuss a complaint with the appropriate supervisor/manager concerned. It is anticipated that most complaints, differences or allegations will be satisfactorily resolved in this informal manner.
2. Making a formal complaint will not result in retaliation or barriers to services.
3. Should an individual, parent, or guardian continue to be dissatisfied, either party should contact the Executive Director for assistance in resolving the matter.
4. The Executive Director will give a written decision. If the individual wishes to pursue the complaint further, the Executive Director will then be advised by the individual within five (5) working days.

If the conflict relates to a policy of the Association, the Executive Director will forward the complaint to the Board of Directors.

If the conflict relates to a service issue, the Executive Director shall forward the complaint to the funding program.

5. The Board of Directors will hand down a decision within five (5) days of the meeting and such decision will be final.

Self Advocate Review Process:

Self Advocates may choose this process if they would like a situation reviewed or are not happy with particular programs or protocols that have been put in place for their support.

1. When a self advocate has a complaint about service or if they feel their rights have been violated by our Association, every effort should be made to resolve the complaint by meeting with staff or supervisor.
2. If the self advocate feels the issue has not been resolved, a Self Advocate Complaint Form would then be filled out (with assistance from staff, if required) and submitted to the office to be forwarded to the Self Advocate Review Committee.
3. The Self Advocate Review Committee will be comprised of three people, one being a self advocate, one management representative and one board member.
4. The management representative would then do any research required to confirm facts or interview people involved.
5. The management representative would then arrange a time for the committee to meet and review the complaint.
6. The management representative will notify the person who made the complaint of the date for their review .
7. When the committee meets, they may ask for the self advocate and/or staff to attend the meeting so the committee can gain more insight into the situation.
8. Once the complaint has been reviewed, recommendations will be given to the person who made the complaint and their program supervisor, if applicable.
9. The supervisor (if applicable) will review recommendations and send follow up to the committee within 30 days. It is the supervisor's responsibility to work with staff to implement any recommendations.
10. If the person who made the complaint, or anyone involved in the complaint wishes for a review of the recommendations, it may be submitted to the Executive Director and be taken to the Board for further review if deemed necessary.

Audit:

The Executive Director will report to the Chair of the Board the steps taken to resolve grievances at Step 3.

Self Advocate Complaint Form

This form is used if you are someone receiving services from the Fort St John Association for Community Living and you feel you've been treated unfairly.

Before completing this form, you should have tried to resolve the issue with the appropriate supervisor.

Name: _____ **Date:** _____

Details of Complaint

Please include: What happened (details), Where it happened, Who was involved, When it happened:

In reviewing your Book of Rights and Responsibilities, what Right do you feel has been violated?

What have you done to try to resolve this issue?

What would you like to see as a resolution:

(How can we solve this issued? If you are unhappy with a process that has been put into place or a program or protocol, please propose a new “plan”)

For Review Committee Only

Review Date: _____

Review Committee Signatures:

_____	_____
Printed Name	Signature
_____	_____
Printed Name	Signature
_____	_____
Printed Name	Signature

(please attached resolution, timeline & any follow-up, if applicable