

## Measuring the Standards

The **Creating Excellence Together** (CET) Standards are measured through an on-site visit with the service provider in a process called a **survey**. The survey is conducted by paid team leaders as well as volunteers, all of whom have work experience in the field of community disability services and are referred to as **surveyors**.

To measure the **Quality of Life** Standards, surveyors conduct in-depth conversations with a representative sample of individuals receiving service, some of whom may have varying limitations in their ability to verbally communicate. Information concerning the individuals' quality of life may also be gathered from family members, guardians, and/or friends who are able to advocate for the individuals and/or speak on their behalf. As much as possible, the conversations will take place in a relaxed environment that is most comfortable for each of the survey participants.

For the **Quality of Service** Standards, information is gathered through conversations with staff members who directly support the individuals who participate in the **Quality of Life** conversations. The focus of these conversations is on the direct supports that staff provide to the individuals.

The **Organizational Framework** Standards are measured by reviewing the information and evidence the service provider submitted that indicates how its organizational processes align with these standards. In addition, a meeting will be held with the key management group or leadership staff to clarify and confirm the framework and process that supports the organization's operations.

## The Survey Report

Following the completion of a survey, the results are documented in a report along with any commendations or recommendations. Stakeholders who are interested in viewing the results of a specific survey are asked to directly contact the service provider or its funder.

### *Leading Excellence in Community Disability Services*



To order a copy of the

- CET Accreditation Level 1 Standards Manual
  - CET Accreditation Levels 1 and 2 Standards Manual

or to learn more about the standards and other ACDS products please contact the:

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## **CREATING EXCELLENCE TOGETHER** The Accreditation Standards of the **Alberta Council of Disability Services**

*The primary measure of service evaluation today is whether individuals receiving service believe their desired outcomes are being met, as opposed to whether the service provider is in compliance with its own policy and procedure.*

## ABOUT THE

# CREATING EXCELLENCE TOGETHER STANDARDS

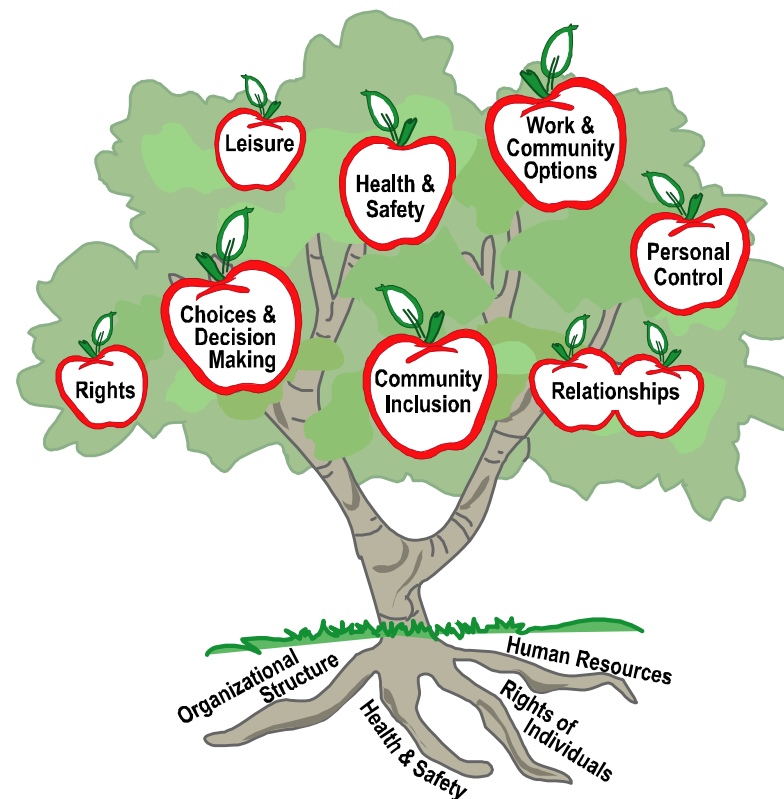
**Creating Excellence Together** was developed to measure expectations for Alberta service providers that support individuals within the field of community disability services.

The three sections of the CET Standards are:

- **Quality of Life**
- **Quality of Service**
- **Organizational Framework**

Service providers are encouraged to use the *Creating Excellence Together* Standards to evaluate themselves both for their own information and to prepare for an external peer survey.

On a more personal level, individuals receiving service and the people who support them may choose to use the *Quality of Life* section of the standards as part of their individual planning process.



### Quality of Life

*The different areas of quality of life are like the fruit on a tree.*

To have a good quality life is the ultimate goal of us all. The **Quality of Life** Standards are directly based on what Albertans with disabilities said was important to them in their lives. Through their own efforts and the support of those around them, individuals with disabilities are able to flourish in the different areas of their lives.

### Quality of Service

*Staff can be seen as the branches of a tree, bringing nourishment and support.*

The **Quality of Service** Standards measure how staff support individuals to achieve the quality of life they desire. When developing this section of the standards, the message individuals receiving service continually conveyed was, "It is quality if I believe it is respectful of me and if it gets me to where I want to go."

### Organizational Framework

*All services are rooted in a framework that serves as the foundation from which quality of service and quality of life grow.*

The **Organizational Framework** Standards acknowledge the responsibility to assess the processes that each service provider uses to support and improve an individual's quality of life. The ultimate test of any organizational process is how well it supports outcomes for the individuals it serves.