

# CREATING EXCELLENCE TOGETHER

## *Survey Process Guide to Changes*



**Alberta Council of  
Disability Services**

2016 EDITION

MEANINGFUL WORK  
**STRONGER**  
COMMUNITIES



# SURVEY PROCESS

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## Introduction

ACDS supports the philosophy of continuous improvement; therefore, it is our belief that “the survey process” is more than just a two or three-day event. Rather, we encourage organizations to monitor their services and to seek improvement on a continuous basis.

Participating in a CET Accreditation Standards survey is one way organizations can demonstrate their commitment to quality services. CET is a tool for learning, evaluation and development. The survey process—which involves regular, on-site visits by an outside party—serves to objectively substantiate and recognize the supports organizations provide and to provide verification for what is happening in the lives of the individuals accessing service (individuals).

As part of our goal towards continuous improvement, our survey process is reviewed regularly and revised according to the reviews as well as from feedback we have receive from organizations and surveyors. Thank you for being a contributor to the success of the CET survey process.

## Guide to Survey Process Changes

- This manual emphasizes in various places the requirement to submit documents electronically
- Chapter: Preparing for a Survey
  - Added information to the Example Timeline for the Survey Process flowchart about
    - Service Areas Form
    - Participant Letter
    - Participant List
  - Section: Application Package
    - New: organizations will be able to download the Application Package from the Service Provider portal at [www.acds.ca](http://www.acds.ca)
    - New: the Service Areas form lists the organization’s areas of support with a focus on identifying new services being offered
      - This form used to be part of the Accreditation Survey Application
    - Section: Record of Individuals Accessing Service
      - New: The Coordinator will review who was chosen from the last CET survey to avoid choosing them again, unless absolutely necessary
  - Section: Participant Selection Process and Scheduling has Respite added to the Sample Size According to Survey Type chart
    - New: ACDS will review the previous CET survey to try to ensure that individuals chosen last time are not chosen this time
    - New: If the service provider sees that individuals have been chosen, who were also chosen in the past survey, that they notify ACDS so that another individual can be chosen, if possible
  - Section: Submitting Documentation has a note about the best way to create PDF files from a Microsoft® Word document

- Chapter: Site Survey
  - Added information about doing online surveys with non-participants as part of the survey process
  - Section: Organizational Framework Meeting 1 outlines a suggested agenda for to help the flow of the meeting
- Chapter: The Measuring Standards and Indicators
  - Section: Standards Rating outlines a new process that would make standards other than Standards 31 to 33 mandatory
  - Section: Determining Accreditation
    - Noted that the additional indicators for children’s services and respite services require the same compliance as Level 1
    - Added the criteria for determining accreditation for Complex Support Needs Review
- Chapter: Post Site-Survey Process
  - Section: Accreditation Level 2 includes an explanation of the process followed if an organization does not meet Level 1 or meets Level 1 at a lower level than required to have its Level 2 portion reviewed by the Commission on Accreditation
- Chapter: Appeal Process now refers to Stage 1 and Stage 2 of the process; the former terms Level 1 and Level 2 risked confusion with Accreditation Levels 1 and 2