

CREATING EXCELLENCE TOGETHER (CET) LEVEL 1

Overview

The primary measure of service evaluation is based on whether individuals accessing service believe their desired outcomes are being met, as opposed to whether the service provider complies with its own policy and procedure.

CET was developed to measure expectations for Alberta service providers that support individuals within the field of Community Disability Services. Service providers are encouraged to use the CET Standards to evaluate themselves both for their own information and to prepare for an external peer survey.

The CET [Standards Manual](#) includes much more than just the CET Standards. Its other sections contain important information that will help you make sense of the standards and their accompanying indicators as you prepare for your next CET survey.

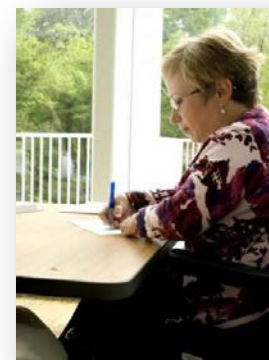
Section 1 – Survey Process

The *Survey Process* section helps organizations prepare for a survey right from the moment ACDS connects them, usually about one year before the actual site survey. It includes details of what the site survey will look like, as well as some additional information about the process in general.

Section 2 – CET Standards

The *Quality of Life Standards* (Standards 1-12) are directly based on what individuals with disabilities in Alberta, along with their families and support networks, said were important to them. They indicated that their ultimate goal is to have a good quality life in the following areas.

- Homes
- Choices and Decision-Making
- Relationships
- Rights
- Personal Control
- Community Inclusion
- Employment and Productivity
- Leisure
- Health
- Safety
- Abuse Prevention



The *Quality of Service Standards* (Standards 13-24) closely mirror the *Quality of Life Standards* but, instead of measuring quality of life, they measure how staff support individuals to achieve the quality of life they desire. They have indicators in the same sections as above, with the addition of some organization-specific questions.

The **Organizational Framework Standards** (Standards 25-47)

- Look at the service provider’s responsibility to assess the processes it uses to support and improve the individuals’ quality of life
- Help service providers create and maintain a solid foundation of processes and consistent practices
- Provide information and expectations around the topics of
 - Intake
 - Service Planning with Individuals
 - Rights
 - Concern Resolution
 - Abuse Prevention
 - Confidentiality
 - Unanticipated Situations or Behaviours of Concern
 - Planned Positive Procedures
 - Planned Restrictive Procedures
 - Assistive Technology and/or Environmental Interventions
 - Risk Management
 - Health and Safety
 - Medication Administration
 - Human Resources Planning
 - Human Resources Policies and Procedures
 - Employee Success
 - Employee Training and Development
 - Employee Satisfaction
 - Governance Structure
 - Outcome Evaluation
 - Purpose and Values
 - Overall Planning
 - Financial Management

Each of the 47 standards has three parts

1. The title, which doubles as an outcome statement
2. An introduction called *About this Standard*, which includes background details about the standard and provides insight on the evidence CET is looking for
3. The indicators, which are rated either present or not present based on the evidence gathered during the CET survey

Section 3 – Appendices

Additional information about the following topics can be found in the appendices section.

- Ethical Principles of the Alberta Council of Disability Services
- Relationships and Community Inclusion
- Rights of Individuals Accessing Service
- Informed Consent
- Personal Control
- Employment
- Alternatives to Employment
- Physical and Mental Health
- Abuse Prevention
- *Freedom of Information and Protection of Privacy Act* and Records Management
- Positive and Restrictive Procedures
- Assistive Technology and/or Environmental Interventions
- Risk Management

- Health and Safety
- Medication Administration
- Human Resources Policies and Procedures
- Employee Success
- Employee Training and Development
- Governance Structure
- Outcome Evaluation
- Glossary
- Bibliography



Section 4 – Areas to Explore

The *Areas to Explore* section provides specific questions that the CET surveyor may ask about each specific indicator or each of the 47 standards. Service providers can also use this section to gain insight into what evidence an indicator might be requiring and as a resource to help individuals and staff prepare for and become more comfortable with the indicators and topics.

Measuring the Standards

The CET Standards are measured through an on-site survey with the service provider. Surveys are conducted by trained surveyors who have experience in the field of Community Disability Services.

- *Quality of Life*
 - Surveyors measure the quality of the individuals' lives through in-depth conversations with a representative sample of individuals accessing service, as well as their family members, guardians and/or friends
 - As much as possible, the conversations will take place in a relaxed setting that is most comfortable for each of the survey participants
- *Quality of Service*
 - Surveyors gather information 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
- *Organizational Framework*
 - Surveyors measure how the service provider's organizational processes align with these standards by reviewing its evidence
 - Meetings with the key management group or leadership staff will clarify and confirm the framework and process that supports the organization's operations

At the completion of a survey, the survey team leader writes up a report that documents the survey results and notes any commendations or recommendations.

Additional Resources

The following resources are available through the [ACDS website](#). Check back often as we regularly add new documents and update existing ones.

- [CET Preparation Toolkit](#)
- [Federal and Provincial Legislation](#) including Acts, Codes, Licensing and Standards
- [Outcomes Evaluation](#)
- [LET Self-Assessment Tool](#)
- [Webinars](#)
- [ACDS Print and Digital](#) products

For more information about CET Accreditation and/or the CET manuals, contact your Accreditation Coordinator by phone at 403-250-9495 or email the Accreditation Department at accred@acds.ca.

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