

CREATING EXCELLENCE TOGETHER (CET) ACCREDITATION LEVEL 2 STANDARDS

QUALITY & EXCELLENCE

Why Level 2?

CET **Level 1** achievement tells a service provider that it is providing a quality service.

Level 2 achievement contains the information a service provider needs to allow it to move forward in its service performance and strive for a higher level of excellence.

Quality of Life

In Community Disability Services, there is an expectation for individuals accessing service to have the highest possible quality of life whether the service provider is accredited at Level 1 or Level 2. To achieve this, CET has 12 *Quality of Life* standards that address those areas that individuals and their families have told us are important to them.

Quality of Service

The 12 *Quality of Service* standards, which include Level 2 indicators, ensure the sector is using innovative practices when supporting individuals with developmental disabilities in regards to

- developing and maintaining relationships
- developing natural supports
- knowing their rights
- developing valued roles and relationships within the community
- learning about advocacy and how to advocate for themselves
- being included in their communities, which may require training and informing staff on how to establish connections in the community



Organizational Framework

Many of the *Organizational Framework* standards contain Level 2 indicators that challenge service providers that want to strive for a higher level of excellence. These indicators look for examples that show how the service provider uses innovative practice to go above and beyond what is considered the minimum standard for the sector.

Level 2 also helps service providers increase their knowledge of the field as they develop goals that will improve their programs and enhance their services to individuals.

Achieving Level 2 is a major undertaking and reflects a service provider's drive to inspire best practices and to operate at peak efficiency.

Here are a few examples of what organizations can expect Level 2 Accreditation to measure and acknowledge.

- In addition to ensuring adequate coverage, the human resources planning of a Level 2 organization will include strategic and purposeful processes that consider external, organizational and workforce influences and trends within our sector. This makes the focus on not just the immediate goals, but on the long-term goals as well.
- Level 2 organizations strive to be an employer of choice, resulting in stabilized staffing within their organization and within the sector. They achieve this
 - by implementing effective employee satisfaction strategies
 - by encouraging staff to be successful and
 - by promoting this as a career choice.
- Level 2 organizations can show that they have practiced due diligence in that they review all of their procedures and processes against
 - best practice
 - their own purpose and values
 - legislation and ethical procedures
- Strategic, long-term planning needs to consider staff training, workplace learning and career planning. As big-picture thinkers, Level 2 organizations encourage continual formal or informal learning with the understanding that staff will
 - know how to best support the individuals they work with
 - be able to do their jobs better
 - stay with the organization
 - look forward to moving up the ladder
- Level 2 organizations include individuals and their support networks in the evaluation of their own supports and services as part of its due diligence and commitment to quality improvement. This will include proactive planning that considers unanticipated or negative outcomes in its organizational planning.
- Level 2 organizations that support individuals with complex needs have developed formalized service completion processes that have a balance between privacy and disclosure. For example, the processes gather information about the individuals and permits the most vital information to be shared with future services to ensure that everyone is safe and can continue to provide the needed service.



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 at 403-250-9495, or email the Accreditation Department at accred@acds.ca.

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