

## CET SITE SURVEYS: AN OVERVIEW FOR INDIVIDUALS

### About ACDS

ACDS is called an umbrella association because it serves member organizations that provide services to Albertans with developmental disabilities. ACDS' purpose is "to lead, support and influence community disability services through education, partnerships and accreditation."



### The Reason ACDS has Site Surveys

Organizations that want to qualify for provincial funding must prove that they are able

- to support individuals like you to live fulfilling and inclusive lives in Alberta communities
- to provide you everything you need in the best way possible
- to serve you with respect, integrity and responsibility

Your service provider can prove this

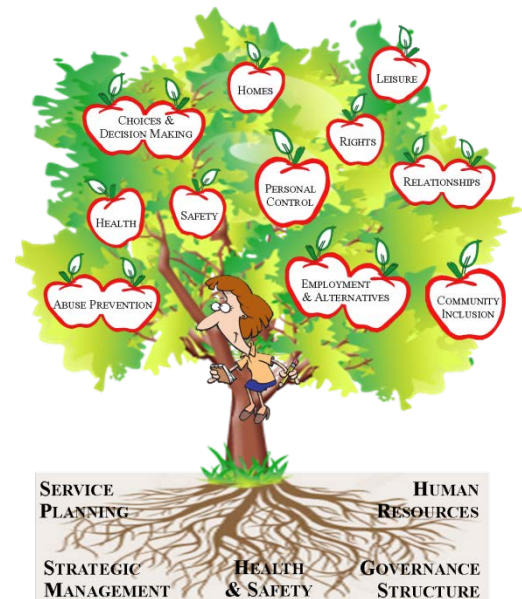
- by having an ACDS surveyor conduct a site survey at its location
- by getting a good score in the Creating Excellence Together (CET) Accreditation Standards

### About the CET Accreditation Standards

The CET Accreditation Standards has three parts that can be illustrated by a tree with its fruit, branches and roots.

The *Quality of Life* standards are like fruit in that they reveal the quality of your life. Do you feel that your life is fruitful and productive, or is it dry and withered? To find out, these standards ask about areas of your life such as your living situation, the control you have over your life, your relationships, whether or not your rights are respected, what kinds of activities fill your day (e.g., work, volunteering) and your health and safety.

The *Quality of Service* standards find out if staff support you the way branches of a tree nourish and support the fruit. Do staff help you to accomplish your goals and support your quality of life as identified in the *Quality of Life* standards?



Tree roots firmly anchor the tree and pull nourishment from its surroundings to sustain the branches and fruit. The *Organizational Framework* standards determine whether your organization is doing likewise through its staffing and human resources, and its policies, procedures and practices around your rights, health and safety.

### Use of Language

Within the standards, ACDS uses the term "**individuals**" to refer to you and other individuals with disabilities who receive services from a provider. The term "individuals" can also include other people who support you (e.g., family members, guardian, trustee).

## The CET Accreditation Process

ACDS uses the CET standards, a site survey and trained and qualified surveyors

- to evaluate your service provider's supports, services and organizational framework
- to see whether the service provider is doing what it says it does
- to review the service provider's policies and procedures
- to review the services it gives to you
- to talk to you and to your staff, family members, friends and/or guardians
- to find out whether you are happy with the services and supports you are receiving

ACDS awards a CET Accreditation Certificate to service providers that score well in the standards; this is a visible declaration that they are doing a good job of meeting your needs. If a service provider doesn't meet the standards, ACDS gives them additional support and time to work on its weak areas.

## We Need You!

ACDS is preparing to evaluate the organization that provides your services, and is asking you to be involved in the survey process, along with a family member, your guardian, and a friend of your choice. Your input will help us create a clearer picture of how well the organization is providing its services.



**TELL US  
ABOUT  
YOURSELF**

## All You Need to do is Talk to One of our Surveyors

An ACDS surveyor will ask you questions that about the services you receive from the organization and about your satisfaction with those services.

- Some of the standards have topics that overlap with other standards (e.g., safety). Although the surveyors need you to tell them about all aspects of any given topic, they will try not to ask you too many questions on the same topic. Because of the overlap, the line of questioning may not follow the order of the standards either.
- The surveyors want you be comfortable about answering questions. You can talk to them privately or you can invite others to join with you.
- The surveyors want to learn about your story, but they will not pressure you about anything you don't want to tell them, or if you want to end the conversation, even if it is in the middle of it.
- If you don't understand a question or what information the surveyors are looking for, feel free to ask them to repeat the question or to ask it in another way.
- The surveyors may jot down what you have said during the conversation. This information will be summarized – along with all the information from conversations with others – when the final report is written. Be assured that the final report will not include your name or any specific information about you.
- The surveyors will look at your personal file. They won't read it cover to cover; rather, they will check for documented evidence that the service provider is following the standards. You are welcome to sit with the surveyors while they review your file.

Workbooks for individuals and staff are part of the [CET Preparation Toolkit](#).

If you have any questions or concerns, contact your service provider or staff.