

CET SITE SURVEYS: AN OVERVIEW FOR STAFF

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 Purpose of a Site Survey

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

- to support individuals to live fulfilling and inclusive lives in Alberta communities
- to provide individuals everything they need in the best way possible
- to provide staff opportunities for learning, skill development and personal growth
- to serve individuals and support staff with respect, integrity and responsibility

Your employer 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

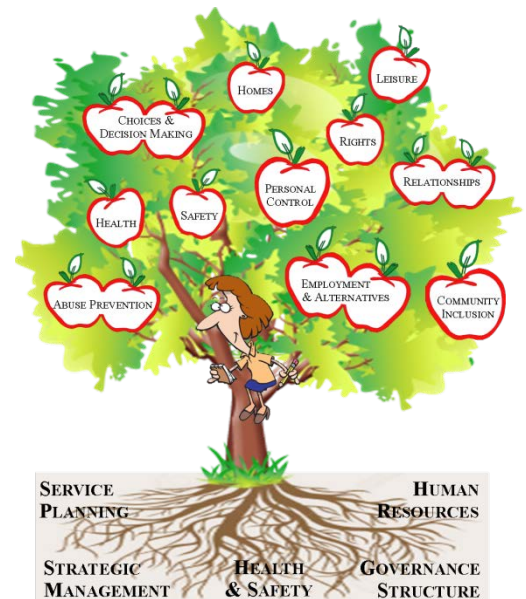
About the CET Accreditation Standards

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 people with disabilities who receive services from a provider. Where applicable, the term "individuals" also includes the guardians, trustees or family members. The term "**staff**" refers to employees at all levels within the organization and, where applicable, includes sub-contractors and volunteers.

The CET Accreditation Process

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

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

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 providing services. 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 you work for, and is asking you to be involved in the survey process. The CET survey team will ask you some questions about the quality of service being offered to individuals, as well as how you believe the service provider is managing its services, supporting its employees, and managing its governance. Your input will help us determine whether your employee has met the CET Standards and is eligible for accreditation.



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

- An ACDS surveyor will ask you questions that pertain to the support you give to the individual you serve and to your employer, and the training and support you receive as an employee.
- 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.
- 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 personnel 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.

We invite you to check out our [Webinars](#) and factsheets and workbooks that are part of the [CET Preparation Toolkit](#).

If you have any questions or concerns, contact your employer.

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