



## Q&A: CET Surveys

May 25, 2020

My CET Survey is scheduled in a few months. How has the CET schedule been impacted by the COVID-19 measures?

ACDS is trying to minimize disruptions to your CET schedule and the impact on your accreditation status. We have launched a modified survey process, including a virtual site survey. Surveys can also be rescheduled if required, and will be rescheduled within 3 months of your original survey date. Your Accreditation Coordinator can assist you with rescheduling.

If our accreditation status lapses before our survey occurs, how will this affect our PDD funding?

As long as you are actively pursuing accreditation (e.g. completing your Self-Study Guide), you are still in compliance with your accreditation contractual obligation. However, we encourage you to contact your PDD designate for confirmation.

My survey was due in April 2020 and my accreditation has now lapsed. Will my accreditation status be extended, and a new certificate issued?

ACDS is unable to extend your accreditation status as there is no way to validate your continued alignment to the CET Standards in the interim. Therefore, the CET Certificate expiry date will remain the same.

Because of limited staffing capacity or the challenges in delivering our programs as intended, we are not sure how we can go through a survey at this time. Can we request a postponement?

We will work closely with service providers on a case-by-case basis to determine when and how each survey proceeds. We know that the pandemic has impacted service delivery and staffing capacity. In these cases, the survey may include assessing services offered during the pandemic for their adaptability and viability, as well as assessing the quality of services offered during the 2.5 years prior to the pandemic.



Can ACDS assess our organization if some of our programs are still closed due to COVID-19?

We won't survey until you are operational. Once your programs reopen and are operational, we can conduct a CET survey that assesses your organization's alignment with the Organizational Framework standards, as well as standards relevant to programs that are in operation at the scheduled survey time (e.g. residential supports). We will also assess your adaptability and flexibility to provide some support during the time of restrictions; however, if no service is provided, the report will reflect "not applicable" for the period of closure.

If your survey occurs while there are still restrictions due to COVID-19 public health measures, we have a virtual site survey process that will allow us to complete your survey without risk.

What is a virtual site survey?

A virtual site survey involves video conferencing with Surveyors to complete all aspects of the site survey remotely. A PowerPoint outlining the process will be released in June. Your Accreditation Coordinator is available to answer any additional questions you may have about this process.

What are the expectations around mandatory staff training for CET accreditation?

The CET standards lay out minimal training expectations for your staff. We recognize that during the pandemic, much of the in-person training you traditionally accessed has been limited or unavailable. We also understand that it may have been challenging for you to undertake training, as you attended to other priorities related to the pandemic.

ACDS has moved much of our in-person training to virtual and digital format allowing you to access training remotely. You can also access our online training partnership programs in [Med Admin](#) and [CPI](#).

While we recognize that service providers may need time to catch up with training, given the online options now available, there is an expectation that you access these when possible to begin meeting your training requirements for CET accreditation status. Many disability service providers have also moved much of your training to an online format. CET accreditation will proceed whether or not training is up to date, and this will not impact your accreditation status negatively. We will wait until training has been completed before finalizing your accreditation status.



Is there anything else we should attend to while we wait for a new survey date?

Absolutely. Continue to actively pursue accreditation by working on the CET preparation materials (e.g. by completing your Self-Study Guide) and by accessing mandatory training for staff, especially training that is offered in a virtual or online format.

For those requiring guidance in survey preparation activities, we have developed a [CET Survey Preparation Course](#) that includes a detailed tutorial on how to complete the Self-Study Guide and how to hyperlink policies within it. Please email [accred@acds.ca](mailto:accred@acds.ca) or your Accreditation Coordinator to gain access to this valuable step-by-step tutorial.