2021 EDITION

Creating Excellence Together

Impactful Accreditation Standards. Quality Community Disability Services.

The Alberta Council of Disability Services (ACDS) has launched the 2021 edition of the Creating Excellence Together (CET) Standards. The new Standards represent a significant shift from the previous (2016) edition of the Standards, and reflect:

- What we heard from service providers related to the relevancy and efficiency of the former Standards
- The changing needs of individuals and related services
- National and international leading practices in accreditation models

The new standards:

- Are **more relevant** to participating service providers and the individuals they serve
- Involve a more **streamlined** process for service providers pursuing accreditation
- Will have **impact**. That is, the new Standards will ultimately ensure quality services for individuals with developmental disabilities in Alberta

WHO IS AFFECTED?

Service providers in the Community Disability Services sector pursuing CET accreditation: either CET Level 1 or CET Level 2, plus indicators that represent additional service areas, if requested.

WHEN IS IT HAPPENING?

Between September 2021 and March 2022 service providers have the option of undertaking the 2021 CET Standards. **Beginning April 2022, all service providers undertaking accreditation will use the 2021 Standards.**

ACDS

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WHAT ARE THE KEY CHANGES?

A new framework combines the former Quality of Life (QL), Quality of Service (QS) and Organizational Framework (OF) model (that has been the hallmark of CET for the past three decades) into fewer and a more manageable number of standards, each of which are comprised of Quality Measures that include relevant key performance indicators.

- **7 Standards** replace the previous 47 standards.

  Standard 1: Inclusion
  Standard 2: Rights
  Standard 3: Service Planning
  Standard 4: Relationships
  Standard 5: Health and Safety
  Standard 6: Human Resources
  Standard 7: Governance and Administration

- **87 Level 1 indicators** replace the 2016 version's **406 indicators**.
- **Secure Treatment Quality Measures and indicators** that are new to the 2021 CET Standards.
- **Complex Support Needs Designation (CSND) indicators** have been reduced from 18 to four. Most of the former CSND indicators are now addressed by the Secure Treatment indicators.
- **Digitization and other tools and processes** to enhance efficiency in the accreditation process.

WHAT DID THE REVIEW INVOLVE?

CET Standards are reviewed every 3 years, but this is the most comprehensive review undertaken since CET's inception.

ACDS contracted an external consulting firm to review the CET Standards in the context of leading practices in accreditation models. The firm proposed a new framework for the Standards. ACDS adopted the proposed framework and subsequently formed a Standards Review Committee, led by an external consultant. The committee was comprised of ACDS leadership and staff, as well as representatives from all service areas, including:

- services to adults, children and youth with developmental disabilities
- services to individuals with complex needs, medical needs and behavioural needs
- services that are built into a Secure Treatment Model

The committee worked on developing the new standards, the quality measures, and the indicators.

HOW CAN I LEARN MORE ABOUT THE NEW STANDARDS?

Register for ACDS' online Introduction to Accreditation and Surveying: 2021 Standards course

Contact: Clova Lehr, Director, Accreditation and Services, clova@acds.ca or, Carla Lawrence, Accreditation Manager, carla@acds.ca

ADDITIONAL RESOURCES

The new CET Accreditation Level 1 manual and the manual with Standards for All Survey Types can be purchased through the ACDS order form available on this webpage.

NEW CET LOGO

ACDS is pleased to share the new CET logo. The new logo celebrates the launch of the new CET Standards, and represents the Community Disability Services sector's continued pursuit of achieving **excellence** to benefit individuals with developmental disabilities, **together.**

Creating
Excellence
Together