



2013 Creating Excellence Together Standards

A Review of Level II

1



Quality of Life



- In Community Disability Services, there is an expectation for individuals receiving service to have the highest possible quality of life whether the service provider is accredited at Level I or Level II
- Therefore, outcome-based Quality of Life indicators are a priority for all individuals

2



Quality of Service



- Quality of Services indicators for Level II ensure innovative practice within the sector when supporting individuals with developmental disabilities in regards to their

Relationships
STANDARD 14

Rights
STANDARD 15

Community
Inclusion
STANDARD 17

3



Level II Indicators



- Relationships, Standard 14
 - Staff support the individual to develop safe close or intimate relationships
 - Staff are trained in creating opportunities for the individual to establish connections in the community



4



- Rights, Standard 15
 - Staff facilitate formalized self-advocacy through the development of individual-driven committees
 - Staff encourage the individual to speak out and/or advocate for her rights, respect and dignity



5



- Community Inclusion, Standard 17
 - Staff support the individual to be included and participate in community activities through the development and maintenance of reliable natural supports
 - Staff ensure that the individual has opportunities to identify and develop valued roles and relationships within the community

6



- Must include additional components such as
 - Compensation and benefits
 - Incentive programs
 - Promotion of personal-work life balance
 - Ready access to comprehensive information systems and
 - Essential resources to help employees accomplish their work



10



Policies & Procedures

- Level II requires Policies and Procedures to
 - Include additional procedures and processes such as salary surveys, benefits offered to employees, exit interviews, and documentation maintenance
 - Support legislation, equality, documentation collection and ethical procedures
 - Ensure fundraising aligns with industry standards

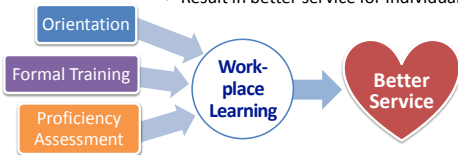


11



Workplace Learning

- Level II Workplace Learning indicators emphasize the need for learning to
 - Relate to the strategic plan
 - Consider employees' career goals
 - Result in better service for individuals



12



Quality Improvement



- Level II helps to elevate the service provider's provision of
 - Processes for individuals to evaluate their supports and services
 - Strategies for addressing unanticipated and/or negative outcomes in quality improvement efforts



13



- The more extensive planning processes in Level II can show how organizational and strategic plans can direct all aspects of the organization's operations according to its purpose and values



14



Inclusive Completion Processes



- Level II promotes formalized service completion processes
 - That involve individuals
 - That includes
 - Successful completion of goals and objectives
 - Withdrawal of services
 - Exit interviews
 - Follow-up services and
 - Referrals to other services or resources

15



Any Questions?



This is a presentation of the
Alberta Council of Disability Services
Standards and Accreditation

Bay 19, 3220 – 5 Avenue NE
Calgary, AB T2A 5N1
Ph: (403) 250-9495
Fax: (403) 291-9864
Email: accred@acds.ca
