



2013 Creating Excellence Together Accreditation

A Review of Level I



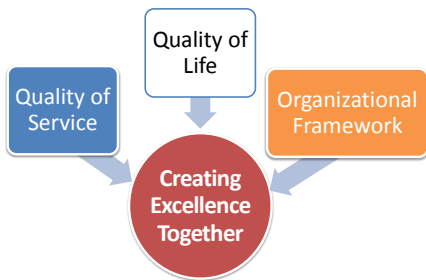
Creating Excellence Together



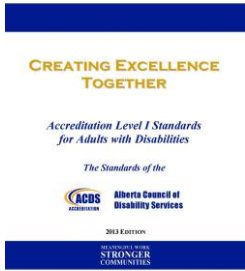
- Organizations are required to go through an accreditation process that demonstrates alignment to a set of standards
- Regular review ensures ongoing quality of service
- Standards help service providers **CREATE EXCELLENCE**



Areas of the CET Standards



Additional parts to the CET Manual as well as additional resources



- Appendices
- Areas to Explore
- Survey Process
- Legislation and Resources
- CET Preparation Toolkit

Quality of Life Standards

- The Quality of Life Standards are directly based on what individuals with developmental disabilities in Alberta said was important to them in their lives

“To have a good quality life is the ultimate goal of us all”



Quality of Life Standards at a Glance

- Homes
- Choices and Decision-Making
- Relationships
- Rights
- Personal Control
- Community Inclusion
- Employment and Productivity
- Leisure
- Health and Safety
 - Health
 - Safety
 - Abuse Prevention



The Quality of Service Standards are intrinsically linked to the Quality of Life Standards



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Additional Quality of Service Standards



- These standards are not linked to the Quality of Life Standards but rather relate specifically to two areas in the Organizational Framework section

STANDARD 23
Behaviours of Concern

STANDARD 24
Human Resources

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Organizational Framework Standards



- The Organizational Framework Standards acknowledge the responsibility to assess the processes that each service provider uses to support and improve an individual's quality of life.



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**The ultimate test
of any service provider
is how well it
supports outcomes
for the individuals it serves**



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Organizational Framework Standards at a Glance



- 1) Honoring the Rights of Individuals (Standards 25 – 32)
- 2) Health & Safety (Standards 33 – 36)
- 3) Human Resources (Standards 37 – 41)
- 4) Structure of Organization (Standards 42 – 47)

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Evaluating the Standards



- Standards are measured through on-site visits with the service provider
- The visit is called a survey
- ACDS carefully selects its surveyors from people who have experience in the field of community disability services



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Collecting Information



- Conversations
 - Individuals Receiving Service
 - Parents/Guardians
 - Staff
 - Management
- File reviews
- Documentation reviews
- Policy Reviews
- Observations

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Measuring Quality of Life Standards



- The way to learn about the quality of life of individuals receiving service is to talk to and observe them
- Individuals may choose to have a friend, guardian, and/or friend advocate speak on their behalf
- If there is a guardian, they must take part in the conversations



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Measuring Quality of Service Standards

- Quality of Service is based on the perspective of the service provider and its staff
- For the Quality of Service Standards, information is gathered through conversations with staff members who directly support the individuals who are participating in the Quality of Life conversations

Measuring Organizational Framework Standards

- The service provider submits documentation that demonstrates how its practices align with the Organizational Framework Standards
- A meeting with the management group or leadership staff takes place as part of the survey process to confirm this information
- The funder is also contacted to collect data that confirms the service provider's information and to highlight concerns, if any

Supports Available

- Pre-survey visits
 - Review the process with stakeholders
- Post survey
 - Develop an Action Plan
 - Develop Policy and Procedure
 - Link service providers with resources





Notice of Accreditation



- The service provider will receive a copy of the site-survey report within 6 to 8 weeks of the survey
- Once Accreditation Level I is achieved, the service provider is awarded a CET certificate that is signed by ACDS and the funder
- Accreditation is valid for 3 years





Celebrate!



- Service providers are encouraged to celebrate and share the survey results with all those who participated in the site survey and with other stakeholders





Any Questions?



This is a presentation of the
Alberta Council of Disability Services
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