

Creating Excellence  
Together  
Survey Process  
Overview

# Introduction

- The Creating Excellence Together (CET) Survey Process is predominantly the same as it was prior to the COVID-19 pandemic
- For example, you will be
  - notified of your organization's survey dates
  - given timelines and methods for submitting documentation (e.g., Survey Application, Self-Study Guide, itineraries)
  - given pre-survey support
  - advised on how to participate in virtual meetings and conversations



# Introduction

- This presentation is an overview of
  - things you need to know about specific documentation
  - how to complete and submit your Self-Study Guide
  - the basic activities on each day of the CET survey (i.e., days 1, 2 and 3)
  - what your survey team will be looking for regarding your organization's Pandemic and Relaunch Planning



# Documentation

- Information that you may have submitted as part of your pre-pandemic Application Package (e.g., Service Areas) will still be valid
  - The CET survey is not limited to reviewing the past few months, but the past three years
- Consents for all file reviews and for participation in conversations are only valid for one year from the time they are completed and signed
  - Therefore, ensure that consents are still valid at the time of your CET survey



# Self-Study Guide

- Just as before, your organization needs to complete the Self-Study Guide and submit it to ACDS by its due date
  - The Self-Study Guide creates the basis for the initial conversation between your survey team and your organization
- Your Accreditation Coordinator will
  - notify you of the due date for your Self-Study Guide
  - direct you to a link for ACDS' new **CET Survey Preparation Video Series**
  - review with you the list of documents that you need to submit to us before or with the Self-Study Guide



# Survey Process Overview: Day 1

- On the morning of the first day of your survey, the survey team will start with a virtual meeting with your management team via video conferencing
- You will confirm the itinerary including staffing and technology support for conversations
- You will be asked to do a virtual video walk-through of the site
- If needed, a second virtual meeting may take place with your Board of Directors to gather additional information around the Organizational Framework standards



# Survey Process Overview: Day 1

- Following the Organizational Framework meetings and the Reliability Check Conversation, the survey team will conduct a virtual review of your documentation and files
- This can be accomplished using Dropbox or any other mutually-agreed upon secure file sharing system



# Survey Process Overview: Days 1-3

- Video conferencing will be used for
  - the Quality of Life conversations with individuals accessing service and
  - the Quality of Service conversations with staff
- Therefore, contact information (phone numbers and email addresses) must be clearly identified in the survey itinerary
- For conversations with individuals, a support person from your organization may set up and facilitate the video teleconference
- A virtual tour of the individuals' homes will also be required





# Survey Process Overview: Day 3 or 4

- On the morning of the last survey day, your office will initiate a video conference Exit Conference between
  - the CET survey team
  - your Chief Executive Officer or Executive Director and
  - your management team



# Survey Process Overview: Day 3 or 4

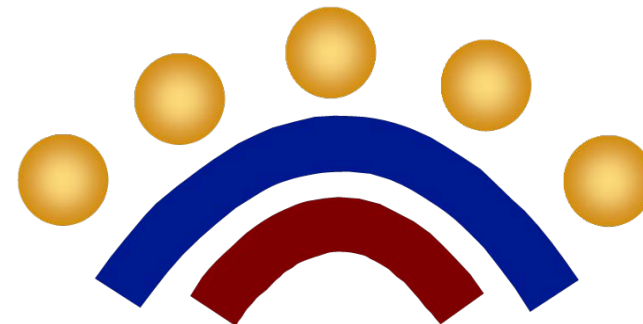
- Final results are tallied offsite; therefore, your survey team will not be able to discuss these at the Exit Conference
- However, the survey team can use this meeting as an opportunity to
  - share their preliminary findings with you
  - discuss general observations and/or
  - review with you the highlights of the survey



# Pandemic & Relaunch Planning

- Pandemic planning and business continuity plans have become more critical than ever
- Therefore, your organization's CET survey will assess
  - how your organization was impacted by the COVID-19 pandemic
  - how you communicated your pandemic plans to individuals accessing service, staff and other stakeholders
  - if and/or how your programs operated during the pandemic
  - how the pandemic has initiated or brought about revisions to your Pandemic and Business Continuity Plans





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