



Conducting Conversations

**Individuals Accessing Service
Guardians and Support Staff**

Effective Conversations with Social Distancing

- It may not be possible in the immediate and near future to conduct face-to-face conversations with individuals accessing service, staff and others
- *But ACDS has come up with a solution!*
 - Our survey teams will still have a form of face-to-face conversations using virtual technology
 - This allows them to gather the necessary information for the Quality of Life (QL) and Quality of Service (QS) standards



Possible Conferencing Options

- Video conference options are preferred to audio (i.e., phone) to enable observations of body language and environment



Effect of Pandemic on Quality of Life

- ACDS recognizes that some individuals may have not gone about their typical day-to-day routines since March 2020 when the mandate to social distance came about, which resulted in the closure of many public places
- This would have limited individuals from regular activities such as
 - banking and shopping
 - using personal services (e.g., salons, medical offices, leisure centres)
 - visiting friends and family within the community
 - volunteering and working



The Focus for Conversations

- To get an overall picture of the QL for individuals and the QS for staff
 - most questions will reflect the practices and activities over the past three years rather than just over the past few months
 - only a few questions will underscore how services and human resources were adapted in response to the COVID-19 self isolation and social distancing mandate
- See our [CET Preparation Toolkit](#) for information on what types of questions the survey team will ask



Helping Individuals and Staff Prepare

- Individuals may find it difficult to do a virtual conversation and will need some preparatory work and support from their staff or family members
- Practice conversations with the technology that the surveyor will be using – tablets and computers, video conferencing tools – to help individuals and staff get familiar with these methods and become more comfortable and relaxed for survey conversations
- Other tools to help these practice conversations get started:
 - [CET Quality of Life Workbook](#)
 - [CET Quality of Service Workbook](#)



Organizing the Conversations

- Conversations will be conducted with individuals and support staff in the location from which support is provided (e.g., day programs if possible, the individuals' homes)
- Once individuals have been identified and consents collected, the Accreditation team will gather the participants' contact information
- The service provider staff will
 - send each participant and/or their support team instructions on how to join the call and
 - initiate the video conferencing and audio calls for all participants



Possible Considerations

- Can we use the same technology that individuals use to stay connected with family and friends?
- Are support staff able to assist individuals to communicate through virtual technology?
- What is a good time for guardians to use video or audio conferencing from their location?
- We prefer that file reviews take place before conversations to give the survey team a broader profile of the individuals



The Order of Conversation Sets

- Conversation Sets is what we call all of the conversations that take place for one individual and the individual's guardian and support staff
- Doing virtual conversations may present some unforeseen challenges
- Therefore, to ensure the survey team acquires the best information possible with the fewest setbacks, conversations will be in this order
 - Support staff
 - Guardians
 - Individuals
- Talking with staff and guardians first will help the survey team to guide the conversation in a meaningful way when they meet with the individuals



The Order of Conversation Sets

- To ensure that the time set aside for conversations gives the surveyor as much important and accurate information as possible
 - staff may be asked to give the surveyor a virtual tour of the location
 - guardians will be asked for their perspective on the services accessed from the Service Provider (SP) over the past three years
 - staff and/or guardians will be asked to position the video lens (e.g., webcam) so that the surveyor can view the speakers' facial expressions and body language



Face-to-Face Survey Checklist Example

In the case where a partial or full face-to-face conversation is required

Items for Completion	Update
The SP confirms that staff/individuals are healthy and do not have flu-like symptoms	Phone conversation with Accreditation Coordinator confirmed this on "DATE"
Personal protective equipment (PPE) will be provided for staff and individuals accessing service	SP received PPE on "DATE"



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Face-to-Face Survey Checklist Example

Items for Completion	Update
If necessary, external rooms are booked for conversations (e.g., hotel rooms, office building rooms nearby)	Hotel Boardroom is booked for OF virtual meetings and conversations with individuals accessing service
SP will submit cleaning and sanitizing procedures to ACDS prior to face-to-face survey	Sent ACDS procedures for cleaning/sanitizing on "DATE"
Other	



This table is meant to be used as an example only.





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At ACDS we are looking at new and creative ways
to continue the Accreditation process and
welcome your feedback to help us continue to improve.