



Overview

This factsheet was created to give you a brief outline of the CET site survey process along with a sample timeline and sequence of events during your three-day onsite survey.

Day 1

Organizational Framework Meeting 1 (duration: 3 hours)

While there is some flexibility in designing an itinerary, Organizational Framework (OF) Meeting 1 must always come at the beginning of the survey.

Service provider showcase (duration: 30 minutes)

- Give the team a tour of the organization
- Give an overview of the organization, the services offered and the clientele
- Invite individuals, families and guardians to discuss the organization
- Highlight accomplishments over the last three years
- Discuss issues, trends and innovations

Break (this would be a natural time for the individuals, staff and families to exit)

CET survey team question period (duration: 2 to 2 1/2 hours)

- The survey team asks the service provider to clarify questions from the Self-Study Guide
- The survey team asks additional questions that may not have been answered at the first session of this meeting
- The service provider comments on any final pieces of information that it feels are critical to the discuss with the survey team
- The survey itinerary is reviewed and confirmed
- Any additional documentation that they survey team asked for prior to their arrival will be set out

Following OF Meeting 1, the survey team will ask for the signed file review consents gathered from individuals and staff. Any additional documentation requested by the survey team prior to their arrival should also be available to them at this time.

Organizational Framework Meeting 2 (where applicable) (duration: 1 hour)

- **If the organization has a Board of Directors**, OF Meeting 2 must be attended by the board Treasurer and at least one other board member
- **If the organization does not have a Board of Directors**, an interview will be scheduled with the organization's internal accountant or bookkeeper

Throughout the three-day survey, the team leader may request additional information or ask to speak to the appropriate people (e.g., human resources, behaviour specialist, additional staff for a proper cross section of positions) to clarify questions that arise during the survey.

Participant Conversations (duration: 3 hours per participant)

Participant Conversations take place between the surveyors, the primary participants and those people identified on their Social and Service Maps.

A *conversation set* is made up of private conversations with each person taking part, as illustrated in the following chart.



Conversation 1: Reliability Check

- All surveyors are present for the first conversation, which is led by the team leader
- If possible, the individual selected for the reliability check should be receiving a variety of supports from the service provider and be comfortable speaking to the entire survey team

Day 2

Participant Conversations continue

- The survey team conducts conversations based on the itinerary
- Each of the individual conversations within the conversation set will take 30 to 45 minutes
- The people within each conversation set need only be present for their scheduled conversation time; they DO NOT need to be present for the full three hours

File and Documentation Review

- The survey team reviews and rates their survey conversations, documents their observations and reviews any files or documentation they have requested to see on-site
- The team will meet in a location set aside for them (e.g., office, meeting room)

If your survey requires more than three days, repeat the Day 2 process for as many days as needed.

Day 3

Exit Conference (duration: 1 to 2 hours)

- The survey team leader will request any outstanding, missing information
- The team leader gives the Chief Executive Officer and other attending members an overview of the survey team's time spent on-site and explains the post-survey process
- General observations and highlights of the survey may be discussed on a general basis
- The survey team cannot give the organization an overall outcome of the survey because this is not determined until after a summary report has been submitted to ACDS

For more information about CET Accreditation or about your site survey, contact your Accreditation Coordinator by phone at 403-250-9495 or email the Accreditation Department at accred@acds.ca.