



## About ACDS

ACDS is called an umbrella association because it serves member organizations that provide services to Albertans with developmental disabilities. ACDS' purpose is to be *"the collective voice of our members, advancing excellence and best practices, advocating for effective public policy, and championing professional disability services."*



## The Reason ACDS has Site Surveys

Organizations that want to qualify for provincial funding must prove that they are able

- to support individuals like you to live fulfilling and inclusive lives in Alberta communities
- to provide you everything you need in the best way possible
- to serve you with respect, integrity and responsibility

Your service provider can prove this

- by having an ACDS surveyor conduct a site survey at its location
- by getting good ratings in the Creating Excellence Together (CET) Accreditation Standards

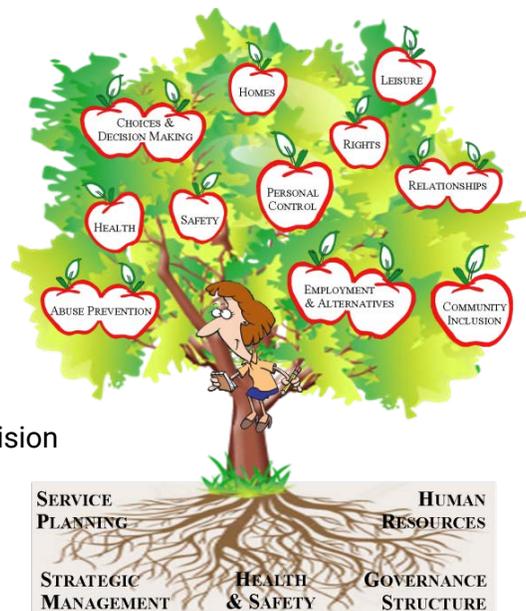
## About the CET Accreditation Standards

The CET Accreditation Standards has three parts that can be illustrated by a tree with its fruit, branches and roots.

The *Quality of Life* Standards are like fruit in that they reveal the quality of your life.

Do you feel that your life is fruitful and productive, or is it dry and withered? To find out, we will invite you to talk about areas of your life such as

- your living situation and your relationships
- the control you feel you have over your life and decision making
- whether or not you feel your rights are respected
- the kinds of activities that fill your days
- your health and your sense of safety



The *Quality of Service* Standards find out if staff support you the way branches of a tree nourish and support the fruit. Do staff help you to accomplish your goals and support your quality of life as identified in the *Quality of Life* standards?

Tree roots firmly anchor the tree and pull nourishment from their surroundings to feed the branches and fruit. The *Organizational Framework* Standards determine whether your service provider is doing likewise through its staffing and human resources, and its policies, procedures and practices.

## Use of Language

Within the standards, ACDS uses the term **"individuals"** to refer to you and other individuals with disabilities who receive services from a provider. The term "individuals" can also include other people who support you (e.g., family members, guardian, trustee).

## The CET Accreditation Process

ACDS uses the CET standards, a site survey, and trained and qualified surveyors

- to evaluate your service provider's supports, services and organizational framework
- to see whether the service provider is doing what it says it does
- to review the service provider's policies and procedures
- to review the services that you are able to access
- to talk to you and to your staff, family members, friends and/or guardians
- to find out whether you are happy with the services and supports you access

ACDS awards a CET Accreditation Certificate to service providers that rate well in the standards; this is a visible declaration that they are doing a good job of meeting your needs. If a service provider doesn't meet the standards, ACDS gives them additional support and time to work on its weak areas. All this is to make sure you are able to have the quality of life you desire.

## We Need You!

ACDS is preparing to evaluate the organization that provides your services. So we are asking you to be involved in the survey process, along with a family member, your guardian, and a friend of your choice. Your input will help us create a clearer picture of how well the organization is providing its services.



**TELL US  
ABOUT  
YOURSELF**

## All You Need to do is Talk to One of our Surveyors

An ACDS surveyor will give you a chance to talk about the services you access from the organization and about your satisfaction with those services.

- Some of the standards have topics that overlap with other standards (e.g., safety). Although the surveyors need you to tell them about all aspects of any given topic, they will try not to ask you too many questions on the same topic. What you talk to the surveyors about doesn't have to follow the order of the standards.
- The surveyors want you to be comfortable about talking to them. So, you can talk to them privately or you can invite others to join with you. As much as possible, they will meet with you in a location where you feel most comfortable, such as in your home.
- The surveyors will not pressure you about anything you don't want to tell them. If you get uncomfortable, you can end the conversation, even if it is in the middle of it.
- If you don't understand a question or what information the surveyors are looking for, feel free to ask them to repeat the question or to ask it in another way.
- The surveyors may jot down what you have said during the conversation. This information will be summarized – along with information from conversations with others – when the final report is written. Be assured that the final report will not include your name or any specific information about you.
- The surveyors will look at your personal file. They won't read it cover to cover; rather, they will check for documents that prove that the service provider is following the standards. You are welcome to sit with the surveyors while they review your file.

**Workbooks for individuals and staff are part of the [CET Preparation Toolkit](#).  
If you have any questions or concerns, contact your service provider or staff.**