

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 Purpose for Having Site Surveys

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

- to support individuals to live fulfilling and inclusive lives in Alberta communities
- to provide individuals everything they need in the best way possible
- to provide staff opportunities for learning, skill development and personal growth
- to serve individuals and support staff with respect, integrity and responsibility

Your employer 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 the individuals you support feel that their lives are fruitful and productive, or dry and withered? To find out, we will invite individuals to talk about areas of their lives such as

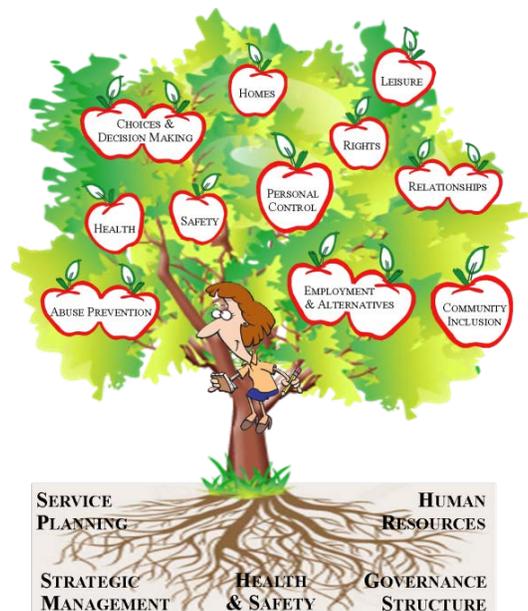
- their living situation, relationships and daily activities
- the control they feel they have over their lives and decision making
- whether or not they feel that their rights, health and safety are respected and guarded

The *Quality of Service* Standards find out if staff like you support the individuals you serve the way **branches** of a tree nourish and support the fruit. Do you help the individuals to accomplish their goals and support their 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 employer is doing likewise through its human resources, provision of training, and its policies, procedures and practices.

Use of Language

Within the standards, ACDS uses the term **"individuals"** to refer to people with disabilities who receive services from a provider. Where applicable, the term also includes guardians, trustees or family members. The term **"staff"** refers to employees at all levels within the organization and, where applicable, includes sub-contractors and volunteers.



The CET Accreditation Process

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

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

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 the needs of individuals with disabilities. If a service provider doesn't meet the standards, ACDS gives them additional support and time to work on its weak areas.

We Need You!

ACDS is preparing to evaluate the organization that you work for and is asking you to be involved in the survey process. The CET survey team will ask you some questions about the quality of service being offered to individuals, as well as how you believe the service provider is handling its services, supporting its employees, and managing its governance. Your input will help us create a clearer picture of how well the organization is delivering quality services.



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 provide and about your satisfaction with the support you receive from your employer to do your job.

- 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.
- 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 or about the individuals you serve.
- The surveyors will look at your personnel 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.

We invite you to check out our [Webinars](#) and factsheets as well as the workbooks that are part of the [CET Preparation Toolkit](#).

If you have any questions or concerns about participating in a survey, contact you employer.

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