

Who is ACDS?

The Alberta Council of Disability Services (ACDS) is a non-profit association of organizations that provide Community Disability Services in Alberta.

ACDS uses the Creating Excellence Together (CET) Accreditation 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 find out whether you are happy with the services and supports you access

What is Creating Excellence Together (CET) Accreditation?

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 and by getting good ratings in the CET Accreditation Standards.

CET Accreditation was created to reflect what Albertans with developmental disabilities said quality of life means for them. It is the only accreditation process in Alberta that:

- was created for Albertans with intellectual and developmental disabilities
- was developed in consultation with individuals who have intellectual and developmental disabilities and with their families, guardians, and staff

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, or a friend of your choice. Your input will help us create a clearer picture of how well the organization is providing its 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 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). The surveyors 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 talking to them. 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 you are 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. 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.

What Will They Ask?

The CET Accreditation Standards have three parts.

Do you feel that your life is fulfilling and safe?
To find out, we will invite you to talk about areas of your life that reflect the **Quality of Life** Standards, 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. Do staff help you to accomplish your goals and support your quality of life as identified in the *Quality of Life* Standards?

Finally, the **Organizational Framework** Standards determine whether your service provider is supporting you and their workers through its staffing and human resources, and its policies, procedures, and practices.



If you have any questions or concerns, contact your service provider or staff.