



# NEW AGE SERVICES-CET ACCREDITATION PROCESS AND PREPAREDNESS

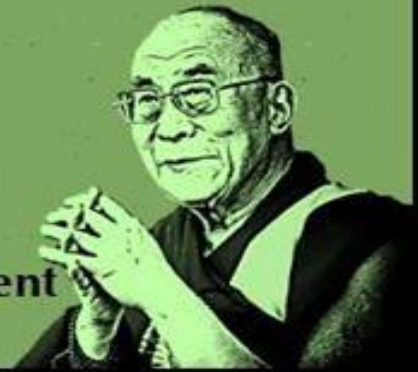
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# FOOD FOR THOUGHT...

When you talk, you  
are only repeating  
what you already  
know; But when you  
listen, you may learn  
something new.

-Dalai Lama

The Age of  
Enlightenment



# WHAT DOES CET STAND FOR?

CET

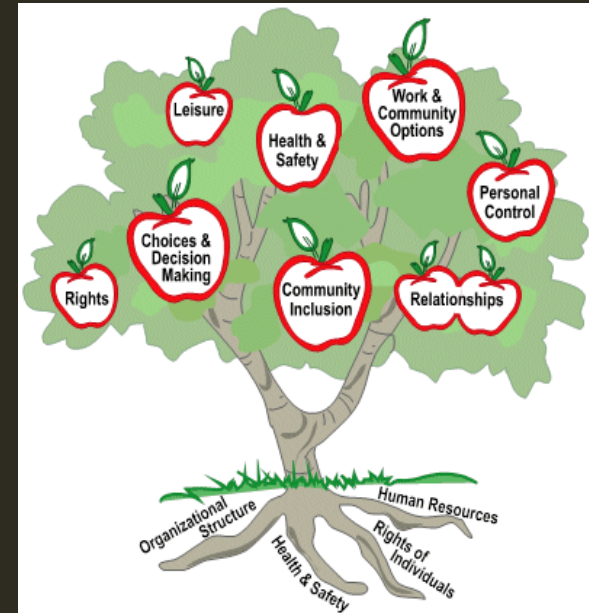
C- CREATING

E- EXCELLENCE

I- TOGETHER

Three Main Goals of CET

1. Quality of Life
2. Quality of Service
3. Organizational Framework



# CREATING EXCELLENCE TOGETHER

“Creating Excellence Together (CET) is the only accrediting standards in Alberta that were created for Albertans with developmental disabilities in consultation with individuals with developmental disabilities, their families, guardians and staff. As a result, CET addresses all of the aspects of life that are important to people who receive services in Alberta. The CET Standards have become the provincial benchmark for assessing the three primary components of an organization's operations” (ACDS, 2015).

# CREATING EXCELLENCE TOGETHER

- **The Alberta Council of Disability Services (ACDS)** began talks in the early 1970's in the hopes of ensuring services were consistent and meeting the standards put forth to them.
- **“CET was based on the belief** that standards should be developed in partnership with the community sector and measured using a review system conducted by experienced management-level workers in the field” (ACDS, 2015).
- Today **ACDS has published a manual of mandatory standards** and expectations for quality service.
- **“ACDS introduced the mandatory standards** to address the requirements surrounding positive and restrictive procedures” (ACDS, 2015).

# CREATING EXCELLENCE TOGETHER CONT'D

- **ACDS eventually partnered with PDD** (Persons with Developmental Disabilities) and together they created the CET standards used today.
- In **1999 the CET standards were published** and began to be **implemented** in order to be a certified/accredited service (ACDS, 2015).



# WHY IS IT IMPORTANT TO BE ACCREDITED?



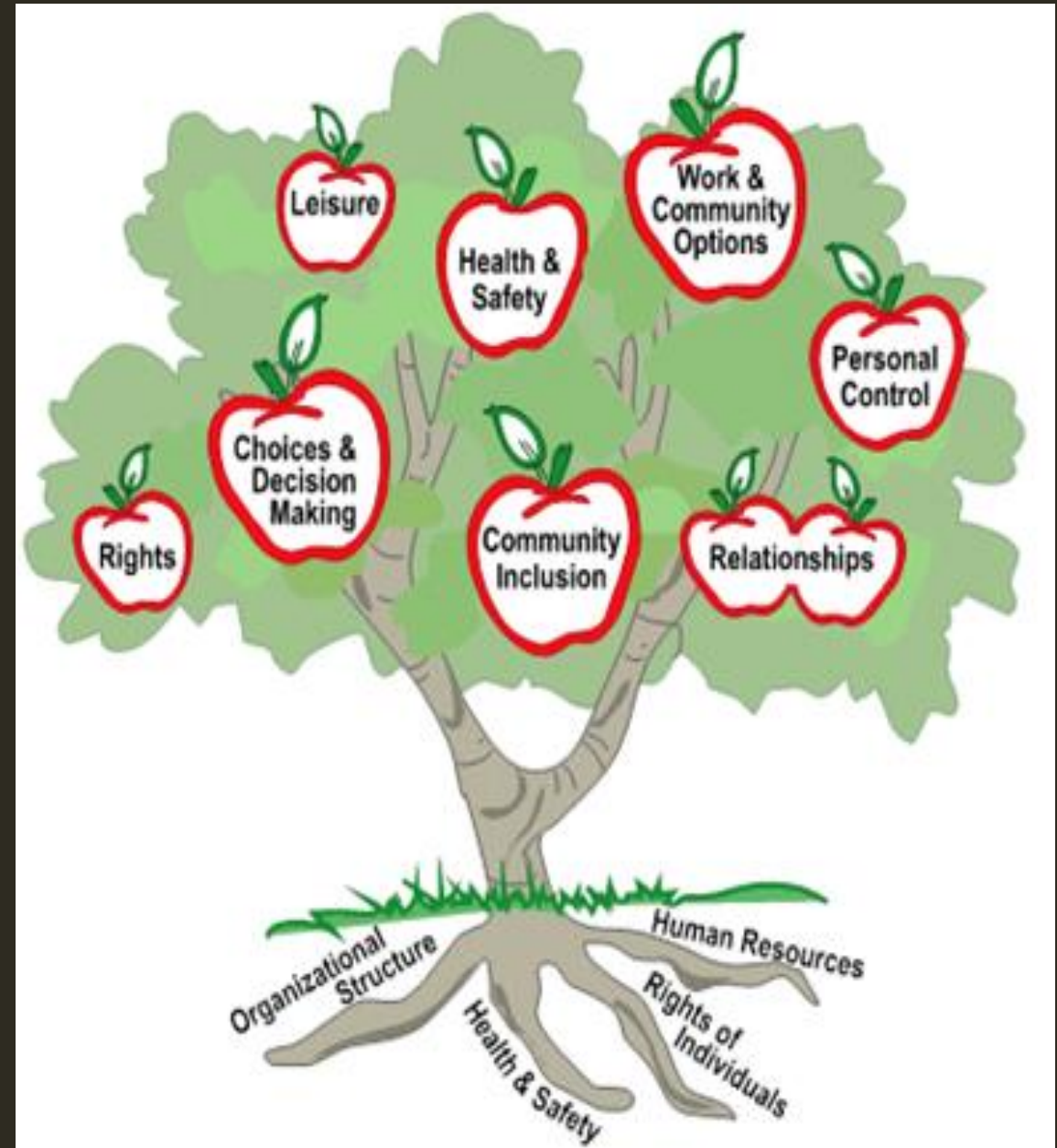
- Promotes Quality
- Promotes Risk Management
- Helps Providers/Funders Increase Knowledge
- Enhances Professionalism Within the Field
- Boosts Morale and Self-esteem
- Generates Enthusiasm and Excitement
- Encourages Ongoing Training
- The Higher Levels of Accreditation Help Providers Be Leaders in the Field
- The Higher Levels of Accreditation Can Be Used as A Marketing Tool

# FOR THE VISUAL LEARNERS

QUALITY OF LIFE -> The Apples the bountiful fruit on the trees. We want everyone's tree to be abundant with apples.

QUALITY OF SERVICE -> The Branches of the tree. These branches provide support and nourishment to the apples, to help the apples grow and be healthy.

ORGANIZATIONAL FRAMEWORK -> The Roots and Base of the tree. The roots as well help to provide support and nourishment to the Apples and Branches but also help keep the tree alive, flourishing, and supported/standing.





# QUALITY STANDARDS THAT EVERYONE HAS THE RIGHT TO

Right to a quality home

Right to have choice

Right to have relationships

Right to respect

Right to have rights

Right to have control in ones life

Right to be able to go into the community and be a part of ones community

Right to be employed and work

Right to leisure and time for enjoyment

Right to be healthy

Right to be safe

Right to not be abused by others and the responsibility to not abuse others

# QUALITY OF LIFE SURVEY QUESTIONS

(ABUSE-HOME-CHOICE-RELATIONSHIPS-RESPECT-RIGHTS-CONTROL-COMMUNITY-  
WORK-LEISURE-HEALTH-SAFETY)

## INDIVIDUAL (CONSUMER) →

1. Are you included in the decisions in your life? (CHOICE)
2. Do you know what abuse is? Do you know where/who you can go to for help? (ABUSE)
3. Do you feel safe at home, work, school, program? (SAFETY)
4. Do you get to chose how your free time is spent? (LEISURE)
5. Do you get enough and/or the right support at work? (WORK)
6. Do you get to go into the community and meet people and engage in meaningful activities? Are you supported to take part in events outside of the agency? (COMMUNITY)
7. Do you have close friends of your own choosing? (RELATIONSHIPS)
8. Do you know what rights you have and your responsibilities in \_\_\_\_\_ service program? (RIGHTS)
9. Do you feel the staff at \_\_\_\_\_ respect and support your rights? (RIGHTS)
10. Is your privacy respected? (RESPECT)
11. Is your personal care done in private? (RESPECT)

# QUALITY OF SERVICE SURVEY QUESTIONS

(ABUSE-HOME-CHOICE-RELATIONSHIPS-RESPECT-RIGHTS-CONTROL-COMMUNITY-WORK-LEISURE-HEALTH-SAFETY)

## SERVICE PROVIDER →

1. How are your staff trained on how to report /detect/document/prevent abuse? (ABUSE)
2. Do all of your restrictives follow CET Standards? (ABUSE)
3. How do you support the preferences for living where and with whom? (HOME)
4. How do you support your residents home activity choices? (HOME)
5. Can you describe one of the group homes, the specifics of what they look like? (HOME)
6. What are some of the strategies you use to figure out someone's preferences (likes and dislikes)? (CHOICE)
7. Are the individuals given the chance to experience options? (CHOICE)
8. How do you respect the privacy of your individuals? (RESPECT)
9. How are staff trained to help support clients that are unsafe (have high risk behaviours) on their own? (SAFETY)
10. Do staff present clients with options in terms of daily leisure activities? How is this monitored/tracked? (LEISURE)

# ORGANIZATIONAL FRAMEWORK SURVEY QUESTIONS

(ABUSE-HOME-CHOICE-RELATIONSHIPS-RESPECT-RIGHTS-CONTROL-COMMUNITY-WORK-LEISURE-HEALTH-SAFETY)

## SERVICE PROVIDER →

1. What information do you take/collect during the intake process for both clients and employees?
2. Are people happy with the intake process? If not what is done?
3. What is the agencies involvement in service planning?
4. Is there a plan in situations of concern? What would be the plan? Do you know the specifics of the plan? Has the consent process been followed? How are plans changed if they require a change? How long after a restrictive has been used is it until the Guardians are informed?

WE WANT THE SERVICE WE PROVIDE TO BE:



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# STAFF (ALL INCLUDING CAREGIVERS) FILE REVIEW

Our CET Accreditation is June 23, 24, 25 (Tues-Wed-Thur) 2015

\*It happens every 3 years

I am sure you have all received emails by now from Josh about what is missing on your personnel files and a consent form which allows the CET surveyors to review your file if they chose during their visit. As you now know this is important and timely so your support with this is hugely appreciated.

Things you will be asked to provide for your file if they have expired:

- Resume
- Criminal Record Check
- Reference Check
- Offer Letter
- Signed Job Description
- Confidentiality Agreement
- Drivers License
- 1 Million Dollar Insurance
- First Aid/CPR
- Med Admin
- CPI
- Abuse Protocol
- PBS 1 & 2
- Education Credentials

# CLIENT FILE REVIEW

Is going to be a similar process to the employee file review. We want to make sure individuals files are complete including items such as a Facesheet, ISP, Planned Approach, Medical Information, Financial Information, Intake Forms, Consent Forms, etc...



If you have questions feel free to ask them now or in a forum you feel most comfortable with.



THE END

Thank you for your cooperation and support on behalf of New Age Services Inc.

# WORKS CITED

[http://www.acds.ca/accred\\_council.php](http://www.acds.ca/accred_council.php)

<http://newageservices.ca/>