New Service Providers

A Guide to Providing Accredited Services in Alberta's Community Disability Services Sector

This document provides information for organizations seeking to become service providers to individuals with developmental disabilities in Alberta. It includes:

1. An **overview** of what you need to become a Persons with Developmental Disabilities (PDD) service provider
2. What you need to do **before you can begin the Creating Excellence Together (CET) accreditation process**
3. Steps towards becoming **CET accredited**



1 Overview

BEFORE YOU CAN PROVIDE PDD SERVICES

To provide PDD services your organization must meet both requirements:

Become a Qualified Service Provider (QSP)

Be a QSP or approved through the Government of Alberta's Pre-Qualified Resources (PQR) process

Apply through the Government of Alberta's PQR Process

- Review PQR FAQs: http://www.humanservices.alberta.ca/documents/PQR-external-faqs.pdf
- Apply as a vendor through the Alberta Purchasing Connection (APC): https://www.purchasingconnection.ca

Note: The PQR process typically opens twice per year. The process is managed by the Government of Alberta. **ACDS is not involved in the QSP process and does not assist with or influence it.**

Get Accredited

Be accredited through a recognized human services accrediting body. You may pursue accreditation through:

- ACDS CET accreditation, or
- Another recognized accrediting body (e.g., CARF, COA, Accreditation Canada)

Note: Accreditation for PDD-contracted service providers is funded directly by the Ministry of Assisted Living and Social Services.

AFTER QSP APPROVAL AND ACCREDITATION

Once approved and accredited, your organization may be connected with a Client Service Coordinator or Contract Manager through the Ministry of Assisted Living and Social Services (PDD).

This **may** allow you to:

- Receive referrals
- Bid on vendor opportunities

Note: QSP approval and accreditation do not guarantee referrals or contracts. Referrals and funding decisions are made solely by PDD; **ACDS is not involved in referral or funding decisions.**

2 Applying for CET Accreditation

1. EXPRESSION OF INTEREST

Organizations looking to apply for CET accreditation can submit an expression of interest via email to accred@acds.ca. The email must include proof of the prerequisites required for CET accreditation including:

- Proof of QSP approval (to be submitted prior to receiving a CET application form)
- A statement that you have fully developed policies and procedures

Note: ACDS does not assist with organizational policy and procedure development. We recommend you purchase our **CET manuals (Level 1 or New Services)** to determine which policies and procedures are required. You will be asked to submit all policies and procedures to ACDS during the accreditation process (see section 3).

2. CONFIRMATION OF YOUR ACCREDITATION NEEDS AND APPLICATION FORM

After expressing interest **and if the above prerequisites are satisfied,** you will receive three forms:

- **Application Form**
- **Service Areas Form**
- **Record of Individuals Accessing Service**

In addition to other questions, **the application form** will ask you to determine the type of accreditation you need.

- **Level 1**: For organizations currently providing services to individuals or,
- **New Services Accreditation**: For organizations without individuals in service currently

Note: If you have specific questions about accreditation and would like to request a one-hour virtual meeting, please contact us at accred@acds.ca. Meetings will only be scheduled once confirmation is received that most or all prerequisites have been completed.

3. CONFIRMATION LETTER SENT TO ORGANIZATIONS THAT MEET PRE-REQUISITES

At this stage, all non-contracted service providers are required to submit a $1000 deposit to proceed with the accreditation process.

3 The CET Accreditation Process

INITIATION PHASE

After the deposit is received:

- A Self Study Guide will be issued.
- Your organization must submit:
  - All policies and procedures
  - Written responses demonstrating how CET standards are met: You must submit all policies and procedures, as well as written responses in support of how your organization is meeting the CET standards.

We encourage you to purchase the associated CET accreditation manuals; product order forms can be found on our website.

IN PROGRESS PHASE

- Once the Self Study Guide is completed and approved, you will receive confirmation that you are in the accreditation process. This is called the "Progress Phase."
- A site survey date will be scheduled within a period of 6-8 months. Note, this is dependent on resources and availability.
- Following the site survey:
  - A report outlining your accreditation status will be issued.
  - Reports are typically provided within 4–6 weeks to both your organization and the funder.

Note: After a site survey date is scheduled, you will receive an invoice for the remaining payment if your organization is non-contracted. This payment is required before we move forward with the site survey.

CONTACT INFORMATION

For general accreditation inquiries, email us at accred@acds.ca.