



Full Surveyor Training EDMONTON May 25-27, 2010

\$150 ACDS
Members

\$200 Non Members

Team Leader Training EDMONTON May 28, 2010

\$50 (prerequisite:
successful completion
of Surveyor Training)



Alberta Council of
Disability Services

Bay 19, 3220 - 5 Ave NE
Calgary, AB T2A 5N1
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MEANINGFUL WORK
STRONGER
COMMUNITIES

Surveyor Training: a great asset for your career portfolio

The Alberta Council of Disability Services (ACDS) is seeking interested and qualified representatives from across Alberta to become surveyors for the *Creating Excellence Together* Accreditation Levels 1 and 2 Standards (2008) review process.

Applicants should have a comprehensive working knowledge of community disability services and a keen ability to analyze data, review and interpret organizational structure information, facilitate conversations, observe practice, work with a team, and (for those who wish to be Team Leaders) lead a site-survey and document your findings in a concisely-written report.

Training Costs and Material

Three-day Surveyor Training sessions (includes materials):

- **\$150 (plus GST)** per person for applicants who work for confirmed ACDS member organizations
- **\$200 (plus GST)** per person for applicants whose companies are not ACDS members

One-day Team Leader Training session (includes materials):

- **\$50 (plus GST)** per person for applicants who have successfully completed Surveyor Training

As a special perk, ACDS will arrange for and cover the cost of three (3) nights' accommodation for out-of-towners (four [4] nights for those staying for Team Leader training). Out-of-towners may also claim related travel expenses. Snacks and lunch will be provided during the training days. However, ACDS cannot reimburse lost wages or days away from work.

Applications and Deadline

Application packages for Surveyor and/or Team Leader Training are in this document and follow the general information on qualifications, compensation, and instructions. Once we have received and compiled all of the completed applications and references, we will contact you with further details (e.g., invoice, venue, receipt of materials).

Space is limited.

Early bird registration: **February 19, 2010**

Final deadline: April 26, 2010 (space permitting)

Send completed forms (Attn: Accreditation Spring Training)











by email to accred@acds.ca, or

by fax to 403-291-9864, or

by mail to Bay 19, 3220 - 5 Avenue NE, Calgary, AB T2A 5N1

Please do not submit your cheque until you have been invoiced.

Key Surveyor Attributes

-  The desire to be part of a dynamic team of peers.
-  Good listening skills and keen observation skills.
-  Good communication skills and the ability to be understood by individuals who may have communication difficulties.
-  The ability to quickly put people at ease and facilitate conversations that will help to verify alignment with the standards. In-depth conversations will be held with individuals receiving service, and may involve families and friends, direct support staff, management, and members of the Board of Directors.
-  The ability to objectively analyze data, determine where to look, who to talk to, and what to observe to confirm alignment with the standards.
-  Knowledge of the development and implementation of organizational policy and procedure, organizational human resources planning, governance, and financial issues.
-  The flexibility to change direction and priorities as often as required during a site-survey.
-  The ability to record good examples relative to the indicators and to succinctly and accurately summarize information about a service provider relative to the standards. The information you provide will be crucial to the Team Leader when writing the final report.
-  The capability to “think on your feet” and keep things and people organized.
-  High endurance and stamina (to put in long hours while on-site and to accommodate extensive travel).

Required Qualifications for Team Members

The ideal candidates for volunteer **Accreditation Team Members** will have:

1. a minimum of five (5) years experience in the field of community disability services;
2. experience that encompasses a variety of jobs including positions with community service providers; and
3. experience as a staff member working in related areas for Persons with Developmental Disabilities (PDD).

To ensure we have the right mix of people to build our team, other preferred qualifications may include:

1. related post-secondary education;
2. supervisory or management experience; and/or
3. prior training and experience as an ACDS surveyor.

In addition to the above qualification, applicants must successfully complete Surveyor Training and make a commitment to complete a minimum of two (2) surveys annually, as well as participate in any future surveyor training.

Required Qualifications for Team Leaders

The ideal candidates for contracted **Accreditation Team Leaders** will have:

1. a minimum of five (5) years work experience in community disability services or a related human service field;
2. administrative and/or supervisory experience;
3. experience in program delivery and evaluation; and
4. experience within the PDD environment and/or other funding body.

Other preferred qualifications may include:

1. four (4) years of post-secondary education; and
2. prior training and experience as an ACDS surveyor.

Equivalent combinations of work experience and education will be considered.

Because the work of a Team Leader involves pre-survey preparation, actual survey facilitation and participation, and post-survey work (i.e., from basic compilation of data through to the preparation of a final report, within defined timelines), critical skills include:

1. strong leadership and communication skills;
2. excellent writing skills;
3. a focus on detail and accuracy in work produced;
4. excellent organizational and time management skills;
5. good computer skills (e.g., proficient in Word, specifically with using the reviewing toolbar, formatting, and entering data into tables; comfortable using email); and
6. a commitment to quality work.

In addition to the above qualification, applicants must successfully complete Surveyor Training and Team Leader Training, and make a commitment to complete a minimum of two (2) surveys annually, as well as participate in any future surveyor training.

Survey Expenses and Compensation

1. ACDS arranges for and cover the cost of accommodations.
2. ACDS asks surveyors to please use the most economical form of travel possible. If you use your own car, ACDS will reimburse you for either the cost of gas (receipts must be submitted) or mileage (kilometers must be recorded). If needed, ACDS can arrange transportation (e.g., bus, car rental) on your behalf.
3. ACDS will reimburse surveyors for associated survey costs following the submission of appropriate supporting documentation (e.g., meal receipts).
4. Generally, surveyors' employers agree to cover their salaries for the survey days, although ACDS can arrange compensation for staff replacement costs through an honorarium of \$100.00 per survey day (usually Tuesday to Friday). Honorariums will be paid to the organization or given directly to the Team Member as directed by written instructions from the employer.¹
5. Team Leaders are paid \$1,000.00 for leading a CET Level 1 Survey and between \$1,500.00 and \$2,500.00 for leading a CET Level 2 Survey.

Application Instructions

- 1. For Surveyor Training applicants *who have never been a surveyor or who haven't surveyed for a long time and need to retake the training*²:**

Please fill out the entire Surveyor Training Application form (that starts on page 5) and return it to ACDS with two (2) Surveyor Applicant Reference Forms (that start on page 9).

¹ ACDS does not pay honorariums to surveyors who work for PDD and do surveys on company time.

² You need to retake the training if you have not taken any refresher training or been on any surveys in the last two years (i.e., prior to 2008).

2. For new Surveyor Training applicants or former surveyors who need to retake the training and also wish to apply for the Team Leader Training:

In addition to completing and returning the Surveyor Training Application form and the two (2) Surveyor Applicant Reference Forms, please fill out and return the Team Leader Training Application form (that begins on page 13) and the Team Leader Reference Form.

The only sections of the Team Leader Training Application form that need to be filled out are sections 1 (Personal Information), 4 (Biography), and 5 (Experience, subsections a, b and c) since the other information will already be on the Surveyor Training Application form.

3. For current Surveyors who are Team Members and wish to apply for the Team Leader Training only:

Please fill out and return the Team Leader Training Application form (that begins on page 13) and the Team Leader Reference Form only.

NOTE: This document has been set up as a form and can be filled out on a computer. However, the text boxes are fixed sizes and will not expand to contain more than a set amount of information. If you need to include more information, please add it to a separate document.

Cancellation Policy

Written notice of cancellation must be received by May 10, 2010 for a full refund. Cancellations following this deadline are subject to a \$25.00 administration fee. Registrants who fail to attend the training sessions without proper notification or miss any part of the sessions will not be eligible to receive any reimbursement.

Other Notes

- Your signature on the application form(s) will also show your commitment to doing at least two (2) surveys per year.
- One of the Surveyor Applicant Reference Forms must be filled out by your supervisor or department manager (i.e., whoever will be approving your time off work to do two (2) surveys per year). That person's signature on the reference form will also show your company's commitment to letting you do at least two (2) surveys per year.
- Surveyors who have successfully completed the Surveyor and Team Leader training must complete two (2) surveys as a survey Team Member, and then shadow an experienced Team Leader on one (1) survey before being scheduled to lead a survey as a Team Leader.
- Because surveyors will be scheduled to do surveys outside of their own region, please be aware that your commitment will involve time away from work and time away from home. Generally, surveyors travel to the survey location late in the day on Monday and return home late in the day on Thursday.
- Becoming an ACDS surveyor is a great way to gain inexpensive training in and knowledge about the CET standards and review process; a worthwhile investment for you and your own organization.
- Becoming an ACDS surveyor is an invaluable addition to your career portfolio and any future résumés.

ACDS Surveyor Training Application

1. Personal Information

Name		Home Phone (optional)	
Employer		ACDS Member? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know	
Employer's Address	City	Postal Code	Region
Email	Phone	Fax	

2. Employment History (including your current position)

Employer	Position	Role *select from below	Start & Finish Dates

*Please use one of the following: senior management, mid management, supervisory, direct service

Can we contact **any** of your previous employers? Yes No If not, please explain why:

Please describe your current position in detail:

3. Education History

Name of Institution	Name of Program	Achievement	Start & Finish Dates

4. Experience with CET Standards (please check all applicable boxes)

- Trained as a surveyor with ACDS, with site-survey experience
- Employee of a service provider certified or accredited under CET 2005 Standards
- Employee of a service provider accredited under CET 2008 Level 1 or Level 2 Standards
- Involvement with other accreditation processes or service evaluations (please specify)

5. References

Please identify two references and have each complete one of the attached Reference Forms. One Reference Form **must** be filled out by your supervisor or department manager (i.e., whoever will be approving your time off work to do two (2) surveys per year). Reference Forms **must** be returned with your completed application.

1.

2.

6. Other Experience

Please summarize your experience in the community disability services field, highlighting your abilities as they relate to:

- Interacting with Others
- Objectivity
- Written Communication
- Flexibility & Adaptability
- Leadership Skills
- Knowledge of Organizational Framework

My signature on this page also signifies my agreement to complete a minimum of two (2) surveys per year upon successful completion of Surveyor Training.

Date of Completion

Signature of Applicant



ALBERTA COUNCIL OF DISABILITY SERVICES
Bay 19, 3220 – 5 Avenue NE, Calgary, AB T2A 5N1
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Surveyor Applicant Reference Form #2

Name of Applicant

Name of Reference

Connection to Applicant

Reference Phone

Reference Fax

Please comment where you are able on the applicant's experience and abilities as they relate to:

- Interacting with Others
- Objectivity
- Written Communication
- Flexibility & Adaptability
- Leadership Skills
- Knowledge of Organizational Framework

Date of Completion

Signature of Reference

Thank you for your time. Please return completed form to applicant.

Team Leader Training Application

1. Personal Information

Name		Cell Phone (to contact you while on a survey)	
Employer			
Employer's Address	City	Postal Code	Region
Email	Phone	Fax	

2. Employment History (including your current position)

2.a. Please complete any new information since becoming a surveyor

Employer	Position	Role *select from below	Start & Finish Dates

*Please use one of the following options: senior mgt, mid mgt, supervisory, direct service, independent

2.b. Please describe your **current position** in detail:

3. Education History

Please provide any new information since becoming a surveyor

Name of Institution	Name of Program	Achievement	Start & Finish Dates

4. Biography

5. Please summarize your experience in the disability services field, highlighting your abilities as they relate to:

5.a. Written Communication – what reports or documentation have you written, assisted with, or completed?

5.b. Facilitation Skills – list which committees, meetings, etc. you have chaired or presented at.

5.c. Knowledge of Organizational Framework

My signature on this page also signifies my agreement to complete a minimum of two (2) surveys per year upon successful completion of Team Leader Training.

Date of Completion

Signature of Applicant



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Team Leader Applicant Reference Form

Name of Applicant

Name of Reference

Connection to Applicant

Reference Phone

Reference Fax

Please comment where you are able to regarding the applicant's experience and abilities as they relate to:

Interacting with Others

Flexibility & Adaptability

Objectivity

Facilitation Skills

Written Communication

Knowledge of Organizational Framework

Date of Completion

Signature of Reference

Thank you for your time. Please return completed form to applicant.