



## OFFICIAL POLICY

# OVERWHELMING EVENTS NOTIFICATION

Section:	Accreditation	Policy Number:	02-04
Effective Date:	03/20/2020	SOP:	
Revised Date:		Supplemental:	
Authority:	Board of Accreditation	Number of Pages:	02

### PURPOSE:

In the event that an Accredited Center of Excellence (ACE) experiences an overwhelming event of a sustained nature, the agency may be temporarily forced to reduce or suspend accreditation (ACE) activities. The agency must notify the Board of Accreditation (BOA) as soon as operationally possible that they have experienced such an event. The BOA will assess and has the power to grant a pause for monthly ACE reporting and/or extend an accreditation expiry date for up to six months.

### PROCESS:

- Overwhelming Event Definition:** any situation which overwhelms the agency's ability to maintain normal operations for a sustained period (more than two weeks); and thus, causes the agency to reduce or suspend accreditation activities such as random case reviews, monthly reporting, and/or re-accreditation activities. Events may include but are not limited to:
  - Pandemic
  - Natural Disaster
  - Catastrophic damage to communication center
  - Incapacitating cyber-attack
- BOA Notification:** The agency must notify the Board of Accreditation as soon as possible via the [Overwhelming Events Notification Form](#).
- Required Information:** The following information will be required when filling out the form
  - Explanation of overwhelming event
  - Details of impact on accreditation requirements (case reviews, monthly reporting, re-ACE application submission)
  - Document any increase in call volume and / or decrease in staffing
  - Information on any possible mitigation strategy for the overwhelming event
  - Provide an estimated date for return to normal operations

4. **BOA Assessment:** The Board of Accreditation will review the submitted notification form and contact the agency within seven (7) days to confirm whether the agency meets the requirements as defined in this policy and the specifics of any pause and/or extension.
5. **Precedence:** Any IAED Board of Accreditation Policy that issues global changes to accreditation requirements will take precedence over this policy. In these instances, the Overwhelming Events Notification Form does not need to be submitted.