OVERWHELMING EVENTS NOTIFICATION

PURPOSE:
In the event that an Accredited Center of Excellence (ACE) experiences an overwhelming event, 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 temporary pause to ACE reporting and/or extend an accreditation expiry date.

PROCESS:
1. **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

2. **Board of Accreditation Notification**: The agency must notify the BOA as soon as possible via the [Overwhelming Events Notification Form](#).

3. **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 etc.)
   - 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 inform the agency if it meets the requirements as defined in this policy.

5. **Timeframe**: The BOA may grant a pause in accreditation reporting for a period of no greater than one calendar month. If the event lasts for longer than one month, the agency must fill out a new Overwhelming Events Notification form. Any extension to an accreditation expiry date will be evaluated on a case by case basis.

6. This policy does not apply to chronic events of lasting duration. In this case, the Board of Accreditation expects the agency to develop a plan to fulfil accreditation requirements in this “new normal”.