



1.888.241.6930  
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**Intercountry Adoption Accreditation and Maintenance Entity, Inc.**

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### **IAAME Updated Messaging COVID-19 Pandemic Crisis**

Due to the continued effects of the COVID-19 global pandemic on the operations of Adoption Service Providers (ASPs), IAAME would like to make ASPs aware of the following revisions and extensions of deadlines for accreditation and approval and monitoring and oversight activities practices and guideline during this crisis. IAAME will continue to monitor and make future adjustments to deadlines and other guidelines as needed.

#### **Monitoring and Oversight**

##### Complaints:

Any new requests for evidence made by IAAME related to a complaint investigation made on or after the date of this notice will have a deadline for submission of evidence no less than 90 days, unless the complaint is related to an immediate child safety issue, or if an open complaint must be resolved prior to an accreditation/approval renewal decision may be made.

##### Adverse Action:

ASPs that receive a Notice of Deficiencies related to an adverse action on or after the date of this notice, will be given a deadline for submission of any required evidence no less than 90 days, unless the action that must be taken by the ASP is due to an immediate child safety issue, or the adverse action is required to be addressed prior to an accreditation/approval renewal decision may be made.

##### Self-Reports:

Any requests made by IAAME on or after the date of this notice for submission of additional evidence related to a previously submitted self-report, or requests for additional evidence related to a self-report submitted on or after the date of this notice, will be given a deadline of no less than 90 days for submission, unless the self-report is related to an immediate child safety issue, or if the self-report involves information that is a critical component to an accreditation/approval renewal decision.

##### Part B Submission:

For ASPs with an Application Part B due by September 30, 2020, the submission of the Application Part B will now be due no later than 30 calendar days prior to the date of the ASP's scheduled review. There may be case by case situations in which this process would need to be altered. If such an event occurs IAAME will be in direct contact with the ASP to craft alternate plans of action.

#### **Child Safety and Risk to Children**

If something is determined to be an immediate child safety-related risk, IAAME is required as the accrediting entity to take action. IAAME will work directly with ASPs on a case-by-case basis to address these issues, if they arise.

#### **Ongoing Monitoring of the Plan of Action**

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IAAME will continue to reassess the effects of COVID-19 on daily operations monthly and make adjustments as needed. If plans are to be revised, IAAME will send updated communication to all Adoption Service Providers via a Portal Newsfeed post.