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April 23, 2020

### **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 on or after March 23, 2020 related to a complaint investigation will have a deadline for submission of evidence no earlier than July 31, 2020, unless the complaint is related to an immediate child safety issue.

##### Adverse Action:

ASPs that receive or will receive a Notice of Deficiencies related to an adverse action on or after March 23, 2020, will be given a deadline for submission of any required evidence no earlier than July 31, 2020, unless the action that must be taken by the ASP is due to an immediate child safety-related issue.

##### Self-Reports:

Any new requests made by IAAME for information or submission of additional evidence related to a previously submitted self-report, or a newly submitted self-report on or after March 23, 2020, will be given a deadline no earlier than July 31, 2020.

##### Part B Submission:

For ASPs with an Application Part B due by July 31, 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 on-site review date. 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**

IAAME will continue to reassess the effects of COVID-19 on daily operations every 30 days 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.