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## Exception Requests Procedure

### Purpose

The Certificate of Recognition program has many audit and certification processes with associated deadlines, and other requirements set by Partnerships. It is the expectation that these requirements be adhered to, however, under extenuating circumstances, exceptions may be considered.

AMHSA also has processes specific to its membership that may require an exception to established rules or program requirements such as including Council members in the audit. AMHSA aims to review each request from a member or auditor and determine the appropriate solution.

### Scope

This procedure addresses the conditions under which exceptions may be considered by AMHSA.

### Procedure

When extenuating circumstances exist, an exception request may be submitted for consideration. The following are potential exceptions that may be requested upon reasonable justification:

- Over 45 Days for onsite data gathering activities
- Over 21 days for report writing & submission
- Over 15 days for submission of corrections
- Over 6-month timeframe for qualification audit submissions
- Revisions over 90 days total
- Revisions over 15 days
- Action Plan Application deadline
- Action Plan Deliverables deadline
- Limited Scope Audit timeframe deadline
- Extension of the Expiry of a COR or SECOR
- Audit sampling
- Auditor Refresher Training Past Expiry
- Auditor Maintenance Requirements

Exception Requests must be made in writing to [audits@amhsa.net](mailto:audits@amhsa.net), and must include:

- justification for the request (the extenuating circumstances surrounding the request)
- program requirement (rule, deadline, etc.) that is at issue
- any relevant supporting documentation

Note that requests related to deadlines must be submitted prior to the deadline date. Requests about audits (e.g. application for option such as written interviews or related to sampling) must be submitted prior to audit start date.

“Extenuating circumstances” are defined as situations in which the auditor and/or employer suffers a fatality, serious illness, or injury or a situation that is beyond the auditor/employer’s control where they have taken necessary steps to avoid the situation from escalating.

AMHSA will not entertain requests without reasonable justification. Auditors and employers must have sufficient justification to have their request reviewed.

## Responsibilities

### Auditors / Employers

- Submit any exception requests, in writing, prior to the deadline passing
- Provide applicable supporting documentation and justification to support the request

### AMHSA

- Receive and review any submitted exception requests to determine eligibility
- Determine if justification from auditor/employer is within allowable standards or program requirements
- Forwards applicable exception requests to Partnerships for approval if deemed justified
- Communicates the decision with supporting rationale and any options or next steps to take
- Monitors any approved exception requirements to ensure requirements are met