Dear IBSC Certificant:

The COVID-19 pandemic continues to create challenges that are impacting both you and your candidates in a critical way. We are working to resume testing as soon as possible for testing centers around the world.

Here is what we know today (15 April 2020):

1. **The IBSC office is open and working like normal**

   To reiterate, the IBSC is not closed nor is it slowing down. Now is the time to schedule an upcoming exam or process your recertification while the rest of the world is pausing. It is also a great time to pick something nice out for yourself at the IBSC Store.

2. **Testing center opening**

   Prometric has extending test center closures in the U.S. and Canada through April 30th, with planned resumption on May 1st in compliance with government ordinances and CDC and WHO recommendations.

   Test center operations in China will resume at 50% capacity in many of the testing locations effective April 20th following strict social distancing guidelines and modified testing procedures following the Chinese Government & Building Management Epidemic Prevention Standard throughout the testing process.

3. **Candidates can use expired IDs for test center check in.**

   With many governmental offices closed, it may not be possible for individuals to renew their personal identification. To ensure your candidates are not prohibited from testing for this reason, government-issued IDs with expiration dates from Feb 1, 2020 forward will be acceptable for testing until governmental issuing entities resume operations. All other ID policies specific to IBSC exams still apply.
4. Prometric's Candidate Care team will be contacting candidates to reschedule and cancel appointments as a direct result of COVID-19 procedures.

With additional candidate placements as a result of extending test center closures and enacting social distancing policies, Prometric continues to work through an unprecedented amount of displacements. If you have any issues with rescheduling via the Prometric site at https://prometric.com/ibsc or can’t get an answer from Prometric, please contact us at help@ibscc.org

**Thank you for all you do.** Our goal is to return to normal operations as soon as practical. We understand the inconvenience that many of you have encountered. Know that the IBSC is committed to protecting the public by maintaining the highest level of validation of board-certified providers. We also recognize the enormous commitment that you bring to the job every day on the frontlines of this pandemic. Please be safe and know that we are 100% supportive of your efforts; The best paramedics in the world are board certified. Keep up the good work.