AWS CORONAVIRUS (COVID-19) FAQ

Last Updated April 2, 2020

AWS has been monitoring the development of Coronavirus (COVID-19) and assessing its possible impact to our Society’s activities. We will continue to follow protocols established by all local, state, and federal health officials.

1. Q: Is AWS concerned about the COVID-19 outbreak?
   A: The health and safety of our members, staff, seminar and exam candidates, conference attendees and volunteers are of the utmost importance. AWS leadership will continue to make decisions as we receive information, then share it with all concerned as soon as possible.

2. Q: How will the COVID-19 outbreak affect upcoming AWS seminar and exam sittings?
   A: In response to growing concerns, AWS has taken the following step for those who have registered for an upcoming seminar and/or exam.
   * AWS has canceled all AWS seminar and/or exams through May 16. For your convenience, we are automatically placing you in the next available site in your area. An updated confirmation letter with your new exam date and new eligibility codes will be sent to you via email. If you’d like to reschedule for a different date, please follow the instructions in the body of the email you will receive with your updated confirmation letter. If you would prefer to take a seminar online, AWS offers an 8-Week, Online CWI Seminar. For more details, please visit awo.aws.org. We are also in the process of establishing a one-week, online CWI Seminar and will update this document as more information becomes available. If you have questions about a specific event, please contact us at 800.443.9353.

3. Q: How is the COVID-19 outbreak affecting AWS Certification renewal and recertification processing?
   A: AWS is still processing certification renewals and recertifications as they come in; however, processing may take longer than normal due to nearly all AWS staff working remotely. We highly encourage individuals to submit their renewals and recertifications through the Online Portal, since the processing of paper applications is considerably slower than normal. If you are having issues getting requirements in place for your renewal or recertification due to COVID-19, please reach out to Customer Service & Support or contact us at 800.443.9353, and we will work with you on a case-by-case basis.

4 Q: Does AWS offer Hardship Relief?
   A: If you are an AWS member or customer who is experiencing job loss due to the COVID-19 outbreak, AWS would like to help. Please reach out to Customer Service & Support or contact us at 800.443.9353. Our staff members will discuss what type of relief options may be available, such as a grace period for member dues payment, an extension on certification renewal or recertification. AWS will make every effort to help you get back on your feet.

5. Q: Is the AWS Headquarters open for business?
   A: To protect the health and well-being of staff who work in the Miami (Doral), FL office, all team members who are able to work remotely will do so until further notice, beginning Monday, March 16. For employees whose jobs require that they continue to work from the office, measures such as social distancing have been implemented throughout the building. Rest assured, we are not suspending or closing operations. We will continue to serve you and conduct business as efficiently as possible, given the extenuating circumstances.
6. Q: I have an in-person AWS Committee meeting and/or other AWS volunteer engagement coming up. Will that continue as planned?
A: Each AWS Committee’s leadership will determine how to proceed with the scheduled meeting. Options include: holding the meeting as planned either in-person or virtually, postponing the meeting or canceling it. We have noticed a trend toward holding meetings virtually or postponing until a more advantageous time can be determined. Should committees choose to hold virtual meetings, AWS staff secretaries are equipped to schedule, set-up and host online meetings, complete with electronic agenda/exhibit books, that members can access remotely.

7. Q: How will major events such as FABTECH be impacted by the COVID-19 outbreak?
A: AWS has been closely monitoring the rapidly increasing health and safety concerns related to COVID-19. After careful evaluation of currently available information, including the classification as a pandemic by the World Health Organization (WHO), and the recommendations from the Centers for Disease Control (CDC), the FABTECH Event Partners have decided to postpone this year’s FABTECH Mexico until May 4-6, 2021 and FABTECH Canada to June 2022. Please check this FAQ section for updates on status or visit fabtechexpo.com to stay current with their latest information.

8. Q: Will AWS District Conferences still be held this spring?
A: Districts and Sections are encouraged to exercise care and follow the guidance of their local authorities and the CDC when deciding whether or not to hold a meeting. As of March 16, the US CDC have issued updated guidance on measures to be taken to reduce the spread of the COVID-19 disease. In particular, the CDC lowered the number of people that should be able to congregate in the same space from 50 to 10 in the United States. We cannot predict how COVID-19 will progress, and what the situation will be as District Conferences are scheduled to begin. Most District Conferences are over two months away. Directors and AWS Section leaders responsible for organizing their District Conferences are encouraged to contact their meeting and/or hotel venues to determine flexibility of cancellation policies and be prepared to make decisions as deadlines approach.

9. Q: Will AWS Section meetings and/or AWS Student Chapter meetings continue to take place?
A: In light of recent the COVID-19 and to support efforts to keep our members safe and healthy, all AWS Section and Student Chapter events should be canceled until further notice. AWS staff is exploring web-based meeting tools and other virtual options to allow for continued conversations and collaboration between Section and Student Chapter members.

10. Q: Who should I contact at AWS with additional questions about COVID-19 and its impact on AWS operations?
A: Please reach out to Customer Service & Support with additional questions on this topic or contact us at 800.443.9353.