

THE PROPERTY STANDARD

Fall 2022



ONTARIO ASSOCIATION OF
PROPERTY STANDARDS OFFICERS

THE INDUSTRY-RECOGNIZED PROFESSIONAL ASSOCIATION FOR PROPERTY STANDARDS OFFICERS

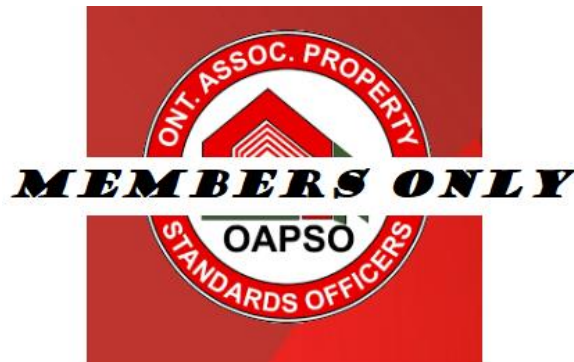
!WE'RE BACK!

Inside this issue

- President's message
- Experience Talks – article by Warwick R. Perrin
- Instructor Recruitment
- 2023 Annual Training Seminar
- 2023 membership application
- Inspect Everything...
- Member spotlight
- In memoriam
- Board of Directors
- 2021-2022 CPSO's



Our newsletters may have been few and far between during covid, but we never stopped being there, and supporting our members.

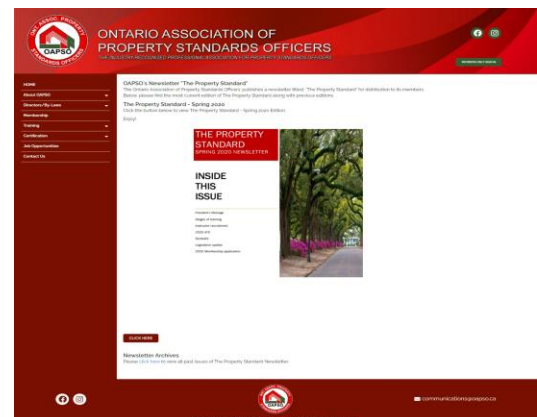


DID YOU KNOW

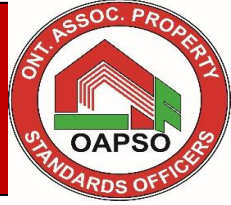
OAPSO has a member only Facebook page. Join now for great networking opportunities and swag giveaways!

CHECK IT OUT

Our new website is live! After a much needed refresher we are happy to provide our members with an open chat forum to use. Login and check it out!



PRESIDENT'S MESSAGE



President Allison
Henshall

I am honored to have been elected to serve as President of our association for the 2022/2023 term. I am happy to have the opportunity to lead the association as we continue to grow as an organization, despite the challenges we have all faced over the past two years.

I would like to acknowledge the returning Board members, Derek Petch, Jennifer Therkelsen, Kristin Vandergeld, Stephen Jamieson, Alex Wray, Caitlin Deevey, Harinder Singh, Dave Chatwell, Mary Beth McMullen and Italo Joe Luzi. I extend my sincere gratitude to the Board's administrative secretary Craig Calder, for his dedication, continued guidance and assistance with Board functions. A warm welcome to our newest Board member, Michelle Wright, and interim director Elisabeth Leal.

The Board of Directors is made up of a group of dedicated individuals who bring a wide range of experience to the table. We are working towards maintaining our standards of service, and dedication to training our membership and providing them with the best possible representation amongst the industry.

The 2022 Annual Training Seminar was held in Kingston in May and was an overwhelming success. Thank you to all members who attended. It was wonderful to be back in person again and I am looking forward to seeing many familiar faces and meeting new members at the 2023 ATS in London. Applications for the 2023 ATS will be posted on our website, and spaces fill up fast so please make sure you check the website regularly.

You will all notice that our Facebook page has had more activity lately. Our new Communications Directors Caitlin and Michelle will be busy ensuring members are kept up to date through our website and Facebook page. I encourage everyone to join our Facebook page and stay tuned for the opportunity to win prizes.

As always, if you have any questions, please feel free to reach out to any of the members of the Board. We are happy to help.

On behalf of the Board of Directors, I would like to wish all members a safe and happy fall and winter.

Sincerely,
Allison Henshall, C.M.M II, CPSO

The Way I see it...

By Warwick R. Perrin

When I was asked to contribute to your Newsletter, I took some time to consider what OAPSO is and why we do what we do.

As many of you may know I have been involved with this association for many years, being involved with the development of the C.P.S.O. training program, and having instructed the Part One, Basic level investigation component since that time.

When I was first elected to the board, the extra responsibility and activity was a little daunting, the work, which of course was not paid, was open to a great deal of scrutiny, and I was very conscious of the opinion of my fellow directors, colleagues, and the effect any work I may have completed would have on the reputation of the association within the By-law enforcement community.

A Seat on the Board of Directors is an opportunity to have an upper management experience, where your focus is beyond that of closing the next file. Having a broader more strategic outlook, where all of the individual facets of the organization, (strategic vision, finance, education and training, public and professional relations, reputation) come together to form a complete entity, each member has to fulfill their specific responsibilities to the best of their abilities or the entire organization, and in turn the profession will suffer.

You have to remember, that a seat on the Board of Directors is not the objective in of itself, but merely an opportunity to report on the work which you have done on behalf of the association. Never be concerned that what you have done is not good enough, just contribute to the best of your ability, take constructive criticism, learn the lessons, and move forward.

Over the years I took ownership of my part and with various other generous and professional individuals contributed and advanced the association to a point where, I believe, we have truly reached a credible position within specifically the By-law Enforcement profession and

more generally within the municipal government community within this province.

We all know that By-law Enforcement, is often the orphan-child within a municipality falling under the direction of senior managers and directors that have no experience in the job and have little, if any interest. So, it is important that organizations such as OAPSO and MLEOA take positions of leadership, to advance the profession in a truly appropriate direction.

Members of these organizations are volunteers, and as such give their time and effort purely for the satisfaction of making things better. I would encourage any member of either organization to become involved, not because it will advance your career, because, believe me it may do the opposite; but because you, as a practiced professional understand that the effective enforcement of by-laws and regulations help to sustain the high standard of living to which we all have become accustomed.

We are the first level of law enforcement, we ensure that urban planning is effective, neighbourhoods are maintained, traffic flows, snow is cleared, and that infant children are prevented from drowning in swimming pools. It is not glamorous work, but it is the absolutely necessary, and without it society as we know it would deteriorate. So, to any volunteer board member, instructor or helper, I would say thank you, but remember, if you are taking a space, then it is necessary that you are actively involved. If you feel that the necessary effort is beyond your capability, because of family commitments, or you're just too busy at work, then stand down, and let another willing person who may have the time come forward. Winston Churchill said:

“You make a living by what you get, you make a life by what you give”

I personally met some of my closest friends by being involved with the OAPSO Board of Directors and Instructional Team, if you become involved, and are active, you will broaden your outlook and obtain a prospective that you had never had before. Then who knows what advantages you may realize, in both your personal and professional life.

At least that's the way I see it!



Warwick R. Perrin.



INSTRUCTOR RECRUITMENT

OAPSO is currently recruiting instructors for its legal and investigation components. The requirements are as follows:

- Consistency of message – Instructors that understand the mission statement of OAPSO.
- Current in their field- Updating material to keep topics current and relevant.
- Commitment - Attend the Annual Training Session, provide dedicated training as needed, and attend education meetings.
- The ability to travel across Ontario as required.
- Excellent Communication, Interpersonal and Presentation skills.
- Thorough knowledge and understanding of their topic of instruction and enthusiasm for the subject matter.
- Experience in a classroom environment preferable.
- Ability to take feedback and constructive criticism.
- C.P.S.O designation is recommended.
- 5-10 years experience in property standards enforcement.
- Written approval/support by employer authorizing their participation as an instructor.

Any inquiries can be made to Harinder Singh, Director of Education at education@oapso.ca



2023 ANNUAL TRAINING SESSION

The planning of the 2023 Annual Training Session and Conference is well underway. This year OAPSO will be travelling to London, Ontario where will be staying and training at Fanshawe College. It has been quite some time since OAPSO visited London Ontario, but we can assure you that we are making it a week sure to remember.

As always, space is limited, with 35 spots available for Part 1, 2 and 3 and 40 spots available for Part 4. OAPSO strives to ensure that each of our members gets the most out of their training, so we provide smaller class sizes, allowing for more interaction between instructor and students.



Because of the limited space, it is recommended that you get your applications in as soon as possible. The closing date for ATS applications is April 15, 2023. Applications will be accepted starting in mid-November 2022, so please ensure that you visit www.oapso.ca, or check out the OAPSO Facebook page.

Some of the activities you can look forward to are the Sunday night welcoming BBQ being put on by the Fanshawe College Staff, the Annual William Smith Charitable Raffle with all monies raised going to Habitat for Humanity, the Monday night networking venue, being hosted at The Factory and of course the Annual General Meeting and Presidents dinner running through Wednesday afternoon till the evening.

The OAPSO Board is working diligently to ensure that you are once again provided with the best service and training our Association can provide. We look forward to seeing those that will be returning as well as those that are making the leap into Municipal Enforcement and Property Standards. For further information on the up-and-coming 2023 ATS, please contact Jennifer Therkelsen at vicepresident@oapso.ca.



2023 OAPSO Annual Training Seminar and Conference
Fanshawe College
1001 Fanshawe College Blvd., London, Ontario
Certified Property Standards Officer Training Program
May 29th to June 2nd, 2023

First Name:	Last Name:	Gender: M F
Municipality/Employer and address:		
Home Address:		
Address to which all correspondence is to be sent: MUNICIPALITY OR HOME (PLEASE CIRCLE)		
Email:	Phone:	
Shirt size	S M L XL 2XL 3XL 4XL	

Any Food Allergies/Sensitivities? _____

Rooming Request: _____

(Rooming requests will be subject to the discretion of OAPSO.)

PLEASE INDICATE WHICH COURSE YOU WOULD LIKE TO ATTEND		FULL PACKAGE	DAY PACKAGE	SINGLE DAY	
				Please check the box that applies	May 29 30 31
Part 1 Basic	Member	\$1550.00	\$1060.00	N/A	N/A
	Non-Member	\$1,752.00	\$1240.00	N/A	N/A
Part 2 Intermediate	Member	\$1,550.00	\$1060.00	N/A	N/A
	Non-Member	\$1,752.00	\$1240.00	N/A	N/A
Part 3 Advanced	Member	\$1,550.00	\$1060.00	N/A	N/A
	Non-Member	\$1,752.00	\$1240.00	N/A	N/A
Part 4 Professional Development	Member			\$273.00	
	Non-member	\$1266.00	\$909.00	\$411.00	
		\$1415.00	\$ 1083.00		

Method _____ **of** _____ **Payment:**
 Cheque: # _____ Electronic Deposit: # _____
 Stripe: # _____

(Cheques MUST be made payable to "Ontario Association of Property Standards Officers"). Mailing address: OAPSO P.O. Box 69 Embrun Ontario K0A 1W0

Applicant Signature

Date:

Note: Application and payment must be *received* prior to April 1/2023

Please note: Refunds requested in writing 14 days prior to are subject to a 20% administration fee.

Important Information to Applicants

This page forms part of the OAPSO Annual Training Session application and is to be signed and submitted along with page one of this application.

The Ontario Association of Property Standards Officers is the only organization within the Province of Ontario authorized by the Provincial Government to Certify Property Standards Officers.

This is achieved by successful completion of three components:

- Completing successfully the three OAPSO certification training programs, (Parts 1, 2, & 3),
- Presenting proof to the OAPSO Certification Chair of two years' experience in the enforcement of a Property Standards By-law
- Submitting the applicable Certification Fee

The certification program is offered yearly at our annual conference and training sessions. Each certification course consists of one week of classroom instruction along with practical exercises and a final examination. As we are a Provincial Association, the venue for the annual conference and training seminar changes every year.

Accommodation is predominately in a college/university residence setting. The accommodation usually consists of two or more private bedrooms, with a shared bathroom and kitchen area. Each delegate will therefore have their own private room.

As a result of being hosted at different locations each year, the Association, its delegates and guests are required to abide by the rules of the institution.

CODE OF CONDUCT

The *Members* of the ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS (OAPSO) accept this Code as a desirable method of achieving increased professional status for the *Association*. This Code is based on principles that the *Members* accept as necessary for maintaining high standards of behavior to which the membership adheres. This Code will be applied, under

stated guidelines, to ensure the protection of the rights of any *member* of the *Association* and other individuals attending or participating in Association sanctioned activities or events and those authorized to use the designation C.P.S.O. or C.P.S.O.(A), whose conduct allegedly violates said Code.

- (a) No *Member* of the *Association* shall conduct themselves in a manner as to bring discredit and/or embarrassment to themselves or any other *Member* or the *Association*. This shall include violations of any code of conduct for any facility being used by the Association and may include, but is not limited to, the commission of a criminal offence.
- 1. (b) No *Member* of the *Association* shall commit any offence or serious misconduct pertaining to property and/or funds of any branch of their employer.
- 2. (c) No *Member* of the *Association* shall be guilty of serious and improper action in the performance of his or her duties that may bring discredit and/or embarrassment to other *Members*.
 - 1. (d) No *Member of the Association* shall participate directly in any political activity which would impair the *Member's* impartiality in the performance of his or her respective duties.
 - 2. (e) No *Member of the Association* shall disclose to others or use to further his or her personal interest, confidential information acquired in the course of his or her official duties
 - 1. (f) No *Member* of the Association shall hold an investment directly or indirectly in any commercial enterprise or engage in any private transaction which creates a conflict with his or her official duties.
 - (g) No *Member* of the Association shall engage in, solicit, negotiate for or promise to accept private employment or render his or her services for private interests or conduct a private business when such employment, service or business creates a conflict with or impairs proper discharge of his or her official

By signing this application, the applicant agrees to observe the rules of the host institution and to conduct themselves in a professional manner at all times. Any reported or observed behavior that could bring an employer or the Association into disrepute may result in a written report being forwarded to the employer of the applicant, or the applicant may be requested to return home, with no refund or opportunity to take the course examination.

Print Name

Signature

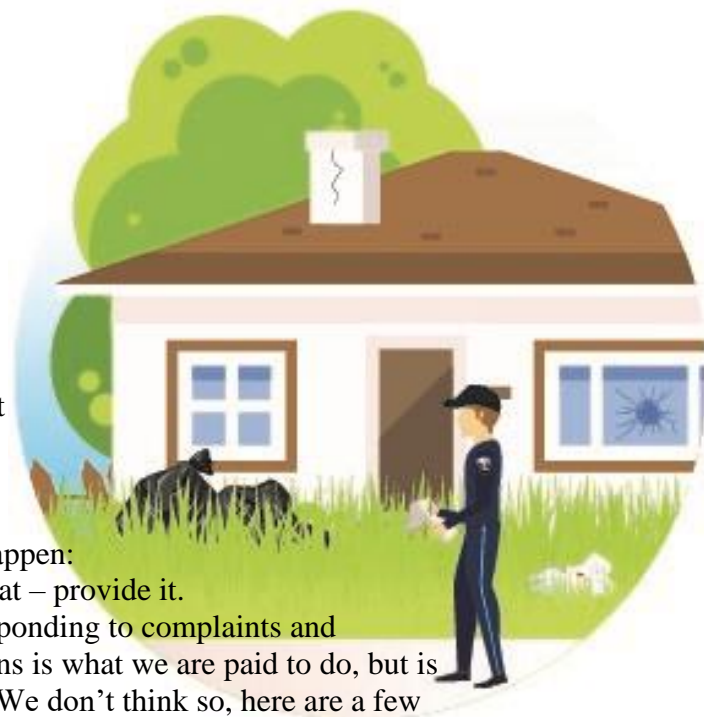
Date

Inspect EVERYTHING...

We have all done it, we receive a complaint regarding a specific issue, review legislation, inspect, issue orders and work towards compliance, close the file and move on to the next task.

As Property Standards Officers we have the authority to make all kinds of wonderful things happen:

Broken window – fix it, long grass – cut it, no heat – provide it.
Check, check, check– making things happen. Responding to complaints and focusing on remedying property standards concerns is what we are paid to do, but is enforcing the complaint only the best approach? We don't think so, here are a few things you will want to look for while conducting inspections:



Interior

- Stairs – handrails and guards are secure, risers are in good repair
- Floors – maintained and free from unsafe conditions
- Plumbing – fixtures are free from leaks and defects
- Lighting – fixtures work, and all electrical areas are secured (no loose wiring)
- Mold – no obvious signs of mold throughout the interior of the dwelling

Exterior

- Debris – free and clear of unwanted or discarded items
- Trees - free of decay and no potential to fail or create an unsafe situation
- Door and windows – free from defect and perform intended function
- Vacant or damaged buildings – are there any on site and if so, does the by-law address those concerns
- Property is free from open excavations
- New construction – Is a permit required? Does the work comply with municipal zoning regulations and the Building Code Act?

It is important to remember that as Property Standards Officers we are responsible to ensure minimum standards are maintained reducing risk to life safety and decreasing municipal liability



Mary Beth McMullen -
Director of Professional
Development



MEMBER

SPOTLIGHT

Where do you work?
City of Waterloo Municipal
Enforcement Services

**What career advice
do you live by?**

*Sometime you've just
got to get out of your
own way.*



Nolan Forth

**How long have you been a
member of OAPSO?**

I have been a member since
2009

What made you want to become a Property Standards Officer? On the road to becoming a police officer, I stumbled into a whole new world of enforcement that I never knew existed and stayed there.

Share a fun fact or your favourite quote: I played Veruca Salt's Dad and served as the understudy for Joe Bucket in the Bracebridge and Muskoka Lakes Secondary School's Grade 12 Drama Class performance of Charlie and the Chocolate Factory.

What do you like most about Property Standards?

The human experience. Through the job property standards officers get the opportunity to experience the stories of people from all walks of life.

How has being a member of OAPSO benefited your career? Being a member has benefited through certification training programs. A lot of municipal enforcement is learn as do because of the huge workload there isn't much time for dedicated training. Without the course I wouldn't know a sill plate from a voir dire.

What has been the biggest career achievement for you so far? Getting in on the ground level and being heavily involved in the City of Waterloo's Diversity and Inclusion projects. A great opportunity to listen to human stories and perspectives.

Do you have any advice/tips for new members? Don't hesitate on training. If you're Municipality is hedging on sending you...CONVINCE THEM. Don't be afraid to admit that you don't know something. Ask questions. Ask for help. Seek to understand.





IN MEMORIAM



Donald "Don" Tedford

March 23, 1949 – October 15, 2022

On October 15, 2022, a dear colleague and friend, Don Tedford passed away at Hanover District hospital. Don was a valued 27-year member of Hanover's senior management team, working as our Director of Development / Chief Building Official.

Working with Don the past 16 years never really felt like work. Although it was expected that your work was to be completed in a professional manner, he believed in the people that worked for him to complete it without much or any intervention. When we would get talking about something work related, the conversation could go in many directions. He would often mention his family, crack a joke, or tell an interesting story.

Don believed in both OAPSO and OBOA quite passionately. Don served on the OAPSO Board of Directors from 1982 to 1987, as a Director, Vice President, and President, additionally, he also served on the OBOA board of Directors, and as a course facilitator

Recently at the Ontario Building Officials Association (OBOA) Annual Meeting and Training Session (AMTS), Don received an impromptu recognition and standing ovation in honor of him being the longest current standing member in attendance of 47 years.

He shared his knowledge, smile and most of all, his effervescent personality that was contagious with those whom he worked and interacted. Although Don, was extremely dedicated to his work, his greatest role was as husband to Donna, father to Drew and Ed and their respective partners and grandfather.

It wasn't all work and no play. He enjoyed his time at his year-round cottage in Sauble Beach with his wife Donna, sons Ed and Drew, grandkids, and friends. He also liked a good round of golf, and meeting with friends at his favorite pub the Queens Bush over a Guinness

In closing, I will end with this-

Don was a great mentor and supervisor, in addition to a great friend. I had the pleasure to work with him for the last 16 years, and he always told me his stories of the early OAPSO days and how it was originally formed. Don never retired from work, although he occasionally talked about it. His office door is now closed, and our flag at half-staff. He will be missed by our community and the boards he served throughout the years. Rest easy Don, we've got this.

*Write up submitted by Ken Campbell



OAPSO offers sincere condolences to Don's family, friends and colleagues.



2022/2023 Board of Directors



Allison Henshall

President

City of Waterloo –
Licensing and Standards
Officer

president@oapso.ca



Italo Joe Luzi

**Immediate Past
President**

City of Vaughan-
Manager of
Enforcement Services

pastpresident@oapso.ca



Jennifer Therkelsen

Vice President

City of Ottawa – Program
Manager of By-Law
Enforcement Services

vicepresident@oapso.ca



Derek Petch

**General Secretary and
Treasurer**

treasurer@oapso.ca



Harinder Singh

Director of Education

City of Vaughan –
Supervisor of Property
Standards

education@oapso.ca



Dave Chatwell

Director of Legislation

Town of Whitchurch-
Stouffville – Senior
Municipal Law
Enforcement Officer



Stephen Jamieson

Director of Certification

City of Guelph – Property
Standards Inspector II

certification@oapso.ca



2022/2023 Board of Directors



Kristin VanDerGeld
Director of Membership
City of North Bay –
Property Standards Officer
membership@oapso.ca



Mary Beth McMullen
Director of Professional Development
City of Milton – Manager
Licensing and
Enforcement
professionaldevelopment@oapso.ca



Caitlin Deevey
**Director of co-Communications/
Resolutions and By-Laws**
Town of Kearney – Municipal
Law Enforcement/Property
Standards Officer
communications@oapso.ca



Alex Wray
Director of Business Development
Town of Aurora-
Manager By-Law
Services
businessdevelopment@oapso.ca



Michelle Wright
Director of co-Communications
City of Belleville –
Municipal Law
Enforcement/Property
Standards Officer



Elisabeth Leal
Interim Director
City of Cambridge –
Municipal By-Law
Compliance Supervisor



Craig Calder
Administrative Secretary
Township of North
Stormont-CAO/Clerk
administration@oapso.ca

CONGRATULATIONS CPSO's!

Congratulations to the following for obtaining you certification



Gordon	Cloud CPSO
Robert	Kennedy CPSO
Adrian	Pouris CPSO(A)
Ryan	Costigan CPSO
Taylor	Long CPSO
Robert	Belsey CPSO
Rapinder	Soor CPSO
Tim	Jeronimus CPSO
Michael	Fraser CPSO
Samantha	Short CPSO
Tyler	Nicholson CPSO
Christopher	Pumo CPSO
Ibrahim	Darbaj CPSO
Jeff	Petrullo CPSO
Marco	Sintra CPSO
Rudolf	Czekalla CPSO
Racheal	Ivak CPSO
Shawn	Hinnegan CPSO
Jordan	Tozer CPSO
Kristen	York CPSO
Ryan	Allard CPSO
Caitlin	Deevey CPSO
Mark	Vickery CPSO
Alexander	Wray CPSO
Rachelle	Freve CPSO
Jensen	Cornelius CPSO
Jill	Knoblauch CPSO

On June 25, 1992, the Provincial Government, during the 2nd Session of the Legislature, passed Bill Pr22, An Act respecting the Ontario Association of Property Standard Officers, legislation that allows certification of those members who meet the following conditions:

two years experience in the field as a Property Standards Officer, and successful completion of the multi-stage training course,

or

two years of experience in the field as a Property Standards Officer, and successful completion of a challenge exam set and monitored by the Association

Members who qualify and are approved for certification are permitted use of the designation C.P.S.O. "Certified Property Standards Officer".



OAPSO.CA