



THE PROPERTY STANDARD

SPRING 2023



ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

THE INDUSTRY-RECOGNIZED PROFESSIONAL ASSOCIATION FOR PROPERTY STANDARDS OFFICERS

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PRESIDENT'S MESSAGE

Dear Members,

Now that Spring has arrived, the snow is finally melting and is no longer hiding debris and other violations, Property Standards Officers are busy responding to an elevated number of land maintenance complaints. The warmer months traditionally are busier and workloads become heavier. I hope everyone is able to enjoy some downtime and relax between calls.

With the Annual Training Seminar only eight weeks away, I am thrilled to see that all courses are full and that the desire to attend this exclusive Property Standards Officer Certification training is so high. The ATS Planning Committee has been working hard to ensure that the week will be successful and informative. I encourage all members to join us for the Annual General Meeting on May 31st. Members are not required to be registered for the ATS to attend the Annual General Meeting. Come out and have your voice heard.

For those unable to register for the ATS, OAPSO offers dedicated training sessions to help meet the demand for Certification. Interest in the dedicated sessions has been high and in the past year, under the leadership of Director Harinder Singh, OAPSO has facilitated sessions in Stratford, Ottawa and most recently Mississauga.

Board members have also been busy reaching out to Municipalities who are not current members. As we continue to grow as an organization, we all get the benefit of networking and learning from each others experiences. Thank you to Directors Kristin Vandergeld, Mary Beth McMullen and Alex Wray for spearheading this campaign.

I would like to recognize the four members who have been recently awarded Life Membership. Garry Anderson, Warwick Perrin, Shayne Turner and John Lane were each presented a Certificate of Life Membership at the 2022 President's Dinner. These four members have been an integral part of the organization, donating their time and experience as board members and instructors and each in their own way have made the organization better.

Finally I would like to Congratulate Italo Joe Luzi on his retirement from the City of Vaughan as of April 2023. Italo continues to serve on the Board of Directors as Immediate Past President and will continue to instruct Part 2 Legal, hopefully for many years to come!

Best wishes to all members and your families for a Happy Easter, and I look forward to seeing familiar faces and meeting new members at the ATS in London.

Sincerely,

Allison Henshall, CMMII Professional, CPSO





INSTRUCTOR RECRUITMENT

OAPSO is currently recruiting instructors for its legal, investigation and construction components.

The Education and Training Committee is seeking motivated and dedicated individuals to become new instructors.

If you:

- ✓ Have a thorough knowledge and enthusiasm for your subject
- ✓ Understand the mission statement of OAPSO and believe in delivering a consistent message
- ✓ Are current in your field and are able to update training materials to keep topics relevant

We may have the perfect opportunity for you! Make a difference, by Joining our knowledgeable experienced instructors, and be part of shaping and guiding the next generation of Property Standards Officers.

Are you ready to put your teaching skills to use? If so, we have an eager audience waiting to benefit from your knowledge and experience!

This is a volunteer position. Expenses involving mileage, food and accommodations are reimbursed by OAPSO upon approval by the General Secretary.





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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 ATS, Dedicated training as needed, education meetings and travelling across Ontario as required.
- Excellent Communication, Interpersonal and Presentation skills.
- Thorough knowledge and understanding of their topic of instruction and enthusiasm for the subject.
- 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

WORDS OF WISDOM

Article submitted by Italo Joe Luzi

Greetings, friends.

Early in adulthood, each one of us chooses, or lands upon, a vocation. Your career path can unlock various opportunities, possibilities and experiences that hopefully lead to making a meaningful difference in your chosen discipline. I was very fortunate to answer the call of public service from a young age and can look back fondly at my journey of over five decades in municipal government.

I have always been motivated by this simple phrase, "When growth stops, decay starts." I continue to be guided by this principle, believing that to become and remain successful, you must always be learning, shun complacency, and set achievable goals. Without a sense of purpose, positive results cannot be expected or guaranteed.

I had great satisfaction in my career, seeing the positive impacts of my work on the community. I experienced progressive career growth from my entry-level beginnings as a Municipal Building Inspector/Bylaw Officer to a Manager of an entire municipal bylaw/Enforcement Services Unit. I can think of countless memorable experiences that helped shape me professionally. I supported my family, had the opportunity to mentor peers and worked to educate, train and certify the next generation of bylaw enforcement officers, all with the united goal of keeping the municipality safe. I can also look back at the unique experience of navigating what seemed like never-ending amendments to Provincial Orders under the EMCPA and ROA regulations during a global pandemic. These are just some of the many rewarding milestones I am proud to have achieved.

Public service is a calling. Success in public service, which includes municipal bylaw enforcement, is directly proportional to quality and duration of work ethic, commitment to the craft, striving for customer service excellence and other attributes that exemplify true and meaningful civic duty. The commitment required for a true calling is to genuinely care for and make your primary priorities, in this case, the plight of tenants, homeowners, neighbors, the community, the City you serve, and the greater public good-self-

achievement and self-promotion, must be secondary. Intrinsically, this approach and commitment level becomes infectious and results in the desired outcomes for all – public safety, consumer protection and maintaining the integrity of local communities. Ironically, the purveyor of this dedication will also benefit with job satisfaction, promotion, increased income and the respect of your peers.

Success is also a team effort. Early and throughout my career, I was fortunate to have mentors who provided the guidance I needed to support my journey and advance my career aspirations. My unique work experiences both at the City of Toronto and in the City of Vaughan afforded me many municipal bylaw enforcement challenges that inspired me to assess, analyze, problem-solve and be part of some solutions that help shape many standard operating procedures that remain in practice to this day. I had many Supervisors, Managers and Directors and other co-workers who guided my journey. A 20+ year part-time contract Inspector position with the Ministry of Municipal Affairs and Housing also provided a balance of rural and urban settings to build the enforcement experience portfolio. Finally, the OAPSO family of Board of Directors and members at large were just as instrumental in leaving an impact that undeniably raised my profile and confidence to, without compromise, strive for excellence in my chosen profession.

In the mid-1980s, I began my career in municipal government, working as a multi-disciplined Building Inspector/Bylaw Enforcement Officer in the priority neighborhood of Parkdale in Toronto. A typical day involved Building Code compliance inspections for building, plumbing and HVAC, and conducting bylaw investigations for a myriad of municipal bylaws – variety and complexity of tasks were the day's orders. My assigned area included the C.N.E. grounds and the rooming house capital of the City – needless to say, my duties afforded me some unique and challenging inspection and investigation scenarios, particularly with property standards and maintenance enforcement in some uniquely diverse and disadvantaged communities.

Rather than be overwhelmed with my plight, I chose to learn from my experiences and build a foundational reputation based on reliability, achieving win-win solutions to complex bylaw and community issues, and having integrity above reproach and without compromise.

If working in a complex work environment with very unique and stress-laden issues and pressures wasn't enough, I persevered with and maintained a very active training profile. I also became an instructor for the bylaw enforcement community, joined the Ontario Association of Property Standards Officers as a Board Director, worked part-time for the Ministry of Municipal Affairs and Housing for more than 20 years conducting inspections across the province for municipalities without property standards bylaws while at the same time, raising a family. I was committed to remaining in a growth mode at all times and steadfastly refused to let decay set in, in any way. These experiences led to a series of career highlights and milestones. I had charted the road map for a rewarding career in a public service environment, followed the route, and have now arrived at the destination, retirement.

The bylaw enforcement experiences I have gained in my 40 or so years in public service, many with the City of Toronto and the last six years with the City of Vaughan have unmistakably shaped my career. In addition to the regular day-to-day bylaw enforcement duties, I have had the distinct pleasure, opportunity and challenges of being involved in but not limited to, the sensitive bachelorette's and rooming house issues in Parkdale, initially overseeing the City of Toronto's apartment building audit program, running graffiti, waste, sign and other such enforcement campaigns, conducting a myriad of blitzes for property standards initiatives, night club licensing and noise blitzes, joint forces investigations with Police forces for human trafficking, applying for and executing search warrants, marijuana dispensaries, land use blitzes, redeployment to Animal Services during labor disruptions, driveway widening campaigns and many, many others, far too long to list.

I have been very privileged to be involved in meaningful ways with these initiatives. Making a positive difference and improving the integrity of the communities I have proudly served is something I will always look back on with a sense of pride.

Despite the continuance of workplace growth to this day, the time has come to realize I have reached the final destination in my career. Therefore, with mixed emotions, I will officially retire from full-time bylaw enforcement duty on April 27, 2023 at the age of 66 and after a very rewarding career in public service. My proudest personal achievements are having a successful and happy 40 year [and counting] marriage to Nanci, my life-long partner without whose support would not have made career achievements, possible. Nanci and I raised two amazing children, Amanda & Michael who are educated, flourishing by buying into the family work ethic and make us proud to be parents. They, and their young families, will be giving their parents the best title and new vocation persons our age long for – “grandparent” thanks to the expected arrival of the first two family grandchildren, in June.

Many thanks to all of you for your support of my public service journey, and I leave you with this parting thought: if one is genuinely motivated to succeed, is committed to the principle of constant career growth and not a slow-burn decay, before you know it, you too will realize and be the beneficiary of satisfying workplace achievements, milestones and the sense of accomplishment and legacy left that will be the envy of all future and progressive stewards of public service.



Italo Joe Luzi

LOOK WHO'S RETIRING!!!!

Italo Joe Luzi







ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

THE INDUSTRY-RECOGNIZED PROFESSIONAL ASSOCIATION FOR PROPERTY STANDARDS OFFICERS

Property Standards Appeal Committee Training

With a new term of council comes newly appointed board and committee members. OAPSO can provide in person or virtual Property Standards Appeal Committee training to new committee members or a refresher session for returning members.

The Property Standards Appeal Committee is a half-day session providing up to date information about the Ontario Building Code Act, property standards, investigative processes and authority, powers and responsibilities of a Property Standards Officer. For Committee members the training will also provide:

- Best practices
- The establishment of the committee
- Committee composition
- Note taking and documentation

Sessions can be booked by contacting Mary Beth McMullen at

professionaldevelopment@oapso.ca



Funding the Unwanted Cousin

By Garry Anderson



First let me start by wishing everyone a safe and successful 2023 in the wonderful world of municipal by-law enforcement. And special thank you to the OAPSO Board of Directors for reaching out to me for an article for this issue of the OAPSO newsletter. There certainly are big shoes to follow after my good mate Warwick Perrin's rant in the last issue.

The challenging and interesting role of municipal by-law enforcement can be a muddled mess to navigate, most notably in its infancy in the local municipal framework. Where do we put them? Whom should they report to? Funding? Policies? Uniforms? Vehicles?

We have at times been that unwanted cousin at the party. I was fortunate to have somewhat been that unwanted cousin in both significant portions of my municipal career, having been the first By-law Officer in my hometown and later the first Manager in a larger area municipality. Growing aches and pains for sure, not only for myself but certainly for senior management and yes Council.

Then of course there is Council's role in all of this. A number of municipal Councils view municipal by-law enforcement as a revenue source that should be able to pay for itself. More officers mean more tickets means more revenue. We all know that's not how it necessarily works out. For most municipalities, Memorandums of Understanding signed with the Province under Bill 108 from 1997 through to the turn of this century still directs all Provincial Offences Act (POA) Part 1 and 3 revenues to cover the costs of administering the POA function and Court locally, not to be directed to the issuing agency as a cost recovery model. The relatively recent introduction of AMPS (Administrative Monetary Penalty System) however certainly does also play a key role in creating new revenue streams for municipal by-law enforcement. To be clear regarding POA Part 2, parking enforcement can certainly be a steady revenue stream, presuming you have it within your portfolio.

We have however always stressed at OAPSO, and rightfully so, that municipal by-law enforcement, be it Property Standards, Lot Maintenance, Zoning, Noise Control, Fences or even Animal Control is about achieving compliance, not accumulating revenue. And I stress compliance is and always will be and should be our ultimate goal. Funding and cost recovery however can be created as a by-product of achieving this compliance and can be used as an incentive to encourage future and further compliance within the by-law offending community, most notably our infamous repeat offenders. What I am referencing are called administrative fees or surcharges.

Somehow, I gained a reputation among some colleagues as being the King of Administrative fees, prompting one such colleague to question how I sleep at night. Actually, to be clear I had no problem sleeping. Council has to of course sleep comfortably with such fees also and must buy in to their objectives. Most municipal by-law enforcement departments are somewhat tax supported, as opposed to others like Building Departments which have permit fees to offset all operating and capital expenditures. We are therefore tasked with finding ways to offset this burden on the taxpayer. Hence my involvement with the introduction and assigning of administrative fees to enforcement related documents and activities. All such fees would need to be approved by Council in your local Fees and Services/Charges By-law. Here is where Council can back up your ability to earn some cost recovery.

Such fees can include an administrative fee for the issuance of an Order. Be it Lot Maintenance, Property Standards, Signs, Pools or otherwise. Fees in this case can range from \$125 to \$500 as I have heard from other municipalities. Very similar to a Part 1 POA fine amount, however this amount returns to the Department as opposed to funding the POA Court system. Re-inspection fees are also commonly charged by many municipalities for such cases as Outdoor Pool Enclosure By-laws, Outdoor Sign By-laws, Vacant Building Registry By-laws and so forth. These can range from \$50 to \$250. Relative to the Property Standards Appeal process, fees can be assessed to file a Notice of Appeal, ranging from \$50 to \$500 and also for an Officer attending both the Appeal Committee hearing and also an appeal to Superior Court should one be made. Other such administrative fees can be assessed against contractor cleanups. Many municipalities charge an additional 25-40% over and above a contractor fee for clean up or repair as administrative fees to enforce their by-laws. Depending on the practice in your office of undertaking such remediation, these figures can create significant revenue. Everything from grass cutting to waste/garbage removal, hedge trimming, unlicensed/inoperable vehicle tows, tree removal, swimming pool draining and any defective property standards by-law repair or remediation. Plumbing and electrical repairs, windows, roofs, boarding, rodent and pest removal and structural repairs can all be quite costly resulting in a corresponding high administrative fee. Add 25-40% to the contractor invoice, and those particular amounts are recoverable and used as revenue to help fund your department. As an important sidebar, word will ripple throughout your community that it is better to comply with a City Order, save the municipality undertaking the work. This kind of word-of-mouth deterrent can prove helpful in creating a compliant mindset among many local constituents.

Administrative fees are typically referred to your Tax Department and are recovered as an unpaid tax on the property and in many cases carry priority lien status. Once recovered, these fees are deposited to a departmental revenue account either monthly, semi-annually or annually dependent on your internal systems and practices. Again, dependent on your workload, funding can grow to as high as \$100K. Obviously this amount cannot fund the municipal by-law enforcement department, but it does show your Council that you have a means to offset some operating costs through the use of administrative fees approved by Council. This shows creativity and responsibility in departmental operation, which, for the unwanted cousin, is very inviting.

Such administrative fees can be assessed on a number of municipal by-law enforcement related items, certainly however dependent on need and the desire of Council and staff to bring them forward. My suggestion herein is to at least investigate the possibilities internally if you have not done so already. Hopefully not a rant, but rather food for thought.

I would also like to take this opportunity to personally thank current OAPSO President Allison Henshall for including me in the nomination to the Board and receiving a Life Membership at last years' AMTS in Kingston. A very humbling honour to say the least. And to receive this distinction along with my special friends and colleagues, self-named the League of Extraordinary Gentlemen, was truly an experience to remember and cherish. I look forward to seeing old friends and hopefully creating some new ones at the 2023 AMTS in London.



Garry J. Anderson
(Retired)
OAPSO Life Member

Warwick Perrin	Garry Anderson	John Lane	Shayne Turner
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MEMBER SPOTLIGHT

Jenn Clark-Toste

Where did you grow up?

I was born and raised in Toronto (St.Clair West and Caledonia Road), for those who know....Toronno.

What was your first Job?

When I wasn't working part time as a lifeguard at EarlsCourt Recreation Centre, I worked at PJ's Pet Store in the Yorkdale Mall.

What is your favourite holiday and why?

We try and celebrate every holiday but I would say it's tied between Halloween and Christmas because everyone needs a healthy balance. I also want to do up my house with music and light show!
(Griswold)

What is your favourite thing to do when you are not at work?

Spending time with my family and friends



Do you have any pets? If so, what types of pets do you have?

My daughter and I rescued 2 English Crème Retrievers named Quinn and Cleopatra.



What is your greatest fear?

Developing Alzheimer's or Dementia.

What is your favourite song?

It depends where I am at that time of my life but it's safe to say that anything sung by U2 is a winner.

What would your warning label say?

Caution: Does not mix well with ignorance and entitlement.

How many kids do you have?

I have 2 adult children. My son is 30 and my daughter is 27.

MEMBER SPOTLIGHT

Jenn Clark-Toste



What is your favourite season and why?

Autumn season definitely. On the perfect day you will have warm weathered days with cool evenings, colours of the trees ranging from bright yellow to reds and oranges, sunflower and pumpkin patches getting ready for Thanksgiving and Halloween.

What is your favourite colour?

If I had to choose just one, it'd be blue. Whether its for the skies or the oceans, tropical paradises or for the Leaf's and Jays. I tend to have a lot of blue around me.

Where do you work currently?

I currently work for the City of Kawartha Lakes and have been a certified PSO since 2014.

Tell us your life store in one sentence.

Running to Stand Still.

What was the hardest lesson you learned so far?

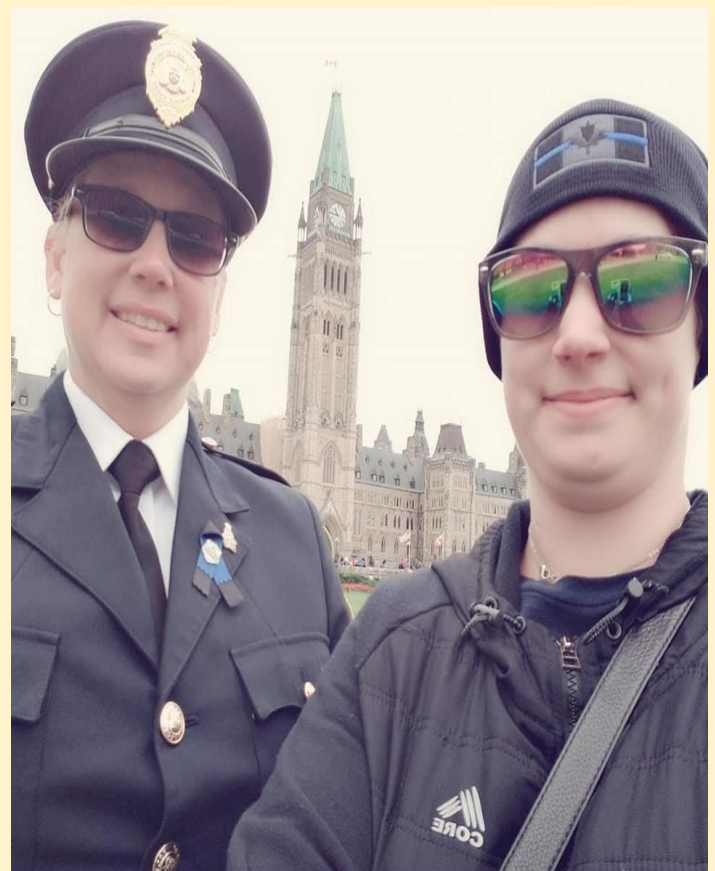
That death of a loved one is not something you get over, you learn to adapt to your days without them.

What are you most thankful for?

Time, to often we say we ran out of it...
I'm thankful for all I can get.

Is there anything you would like us to know about you?

I'm the Chief Officer of the MLEOA Honour Guard and I have made life long friends in this profession. I have a tenacious personality when it comes to those I'm loyal to. I'm a mom, the eldest sibling and an endurance swimmer. I am a volunteer/participant in a variety of different causes, I've done the Paqui Hot Chip Challenge in 2021. I've tried surfing and I've been known to do Karaoke once in a while. Next on the bucket list, attend a Fan Expo and ride the Yukon Striker at Wonderland!





ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

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WE WANT TO HEAR FROM YOU

Do you know someone who has gone above and beyond in the line of duty and think they should be recognized?

Do you want to nominate someone for the member spotlight in our next newsletter?

Is there something specific you would like to see in our newsletters?

Do you have a story that you would like to share that you feel would be beneficial for other Property Standards Officer's to hear in case they end up in a similar situation?

Are you or someone you know retiring?

Please contact Michelle Wright to submit your ideas or ask any questions you may have about submitting an article for one of our future newsletters.

wright.m@hotmail.com



ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

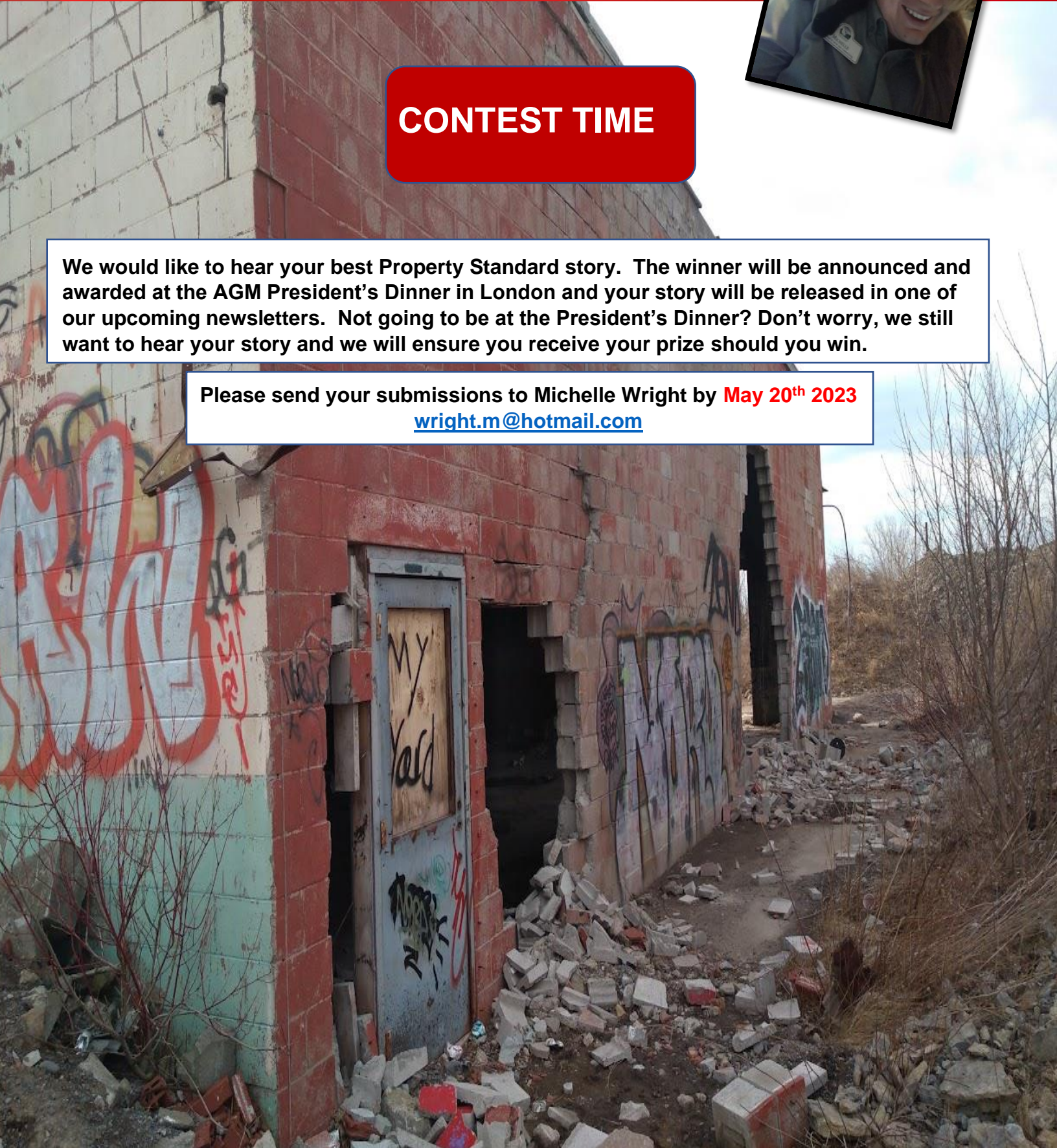
THE INDUSTRY-RECOGNIZED PROFESSIONAL ASSOCIATION FOR PROPERTY STANDARDS OFFICERS



CONTEST TIME

We would like to hear your best Property Standard story. The winner will be announced and awarded at the AGM President's Dinner in London and your story will be released in one of our upcoming newsletters. Not going to be at the President's Dinner? Don't worry, we still want to hear your story and we will ensure you receive your prize should you win.

Please send your submissions to Michelle Wright by **May 20th 2023**
wright.m@hotmail.com





ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

THE INDUSTRY-RECOGNIZED PROFESSIONAL ASSOCIATION FOR PROPERTY STANDARDS OFFICERS

2023 Annual Training Session



It is almost that time of year again and Parts 1, 2, 3 & 4 are now full. The planning of the 2023 Annual Training Session and Conference is almost complete. This year OAPSO will be travelling to London, Ontario. We will be training/staying at Fanshawe College. OAPSO last visited London Ontario in 2020 and we are looking forward to training there again and making some new memories.

Some of the activities you can look forward to are the Sunday night welcoming BBQ, Silent auction with all monies raised going to Habitat for Humanity, Monday night networking venue, and more. 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 coming 2023 ATS, please contact Jennifer Therkelsen.

vicepresident@oapso.ca



ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

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2023 Annual Training Session Instructors



PART 1

Investigation

- Warwick Perrin
- Alistair Thomas

Legal

- Garry Anderson
- Nicole Papke

Construction

- Bob Nuttall

PART 2

Investigation

- Shauna O’Kane

Legal

- Italo Joe Luzi

Construction

- Ken Andrus

PART 3

Investigation

- Philip Cassata

Legal

- Shayne Turner

Construction

- Shelly Kunkle



ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

THE INDUSTRY-RECOGNIZED PROFESSIONAL ASSOCIATION FOR PROPERTY STANDARDS OFFICERS

2023 PART 4 AGENDA

	MONDAY MAY 29	TUESDAY MAY 30	WEDNESDAY MAY 31
9:00 AM - 10:15 AM	De-escalation Strategies: Managing Instrumental & Expressive Behaviours	Animal Behaviour- In Class Session	Understanding Encampments & Enforcement
	Trident Training Solutions	Canine Consulting	Wayne Paddick & Erin Dej
10:45 AM - 12:00 PM	De-escalation Strategies: Managing Instrumental & Expressive Behaviours	Animal Behaviour- In Class Session	Understanding Encampments & Enforcement
	Trident Training Solutions	Canine Consulting	Wayne Paddick & Erin Dej
12:00 PM - 1 PM	Lunch	Lunch	Lunch
1:00 PM - 2:15 PM	De-escalation Strategies: Managing Instrumental & Expressive Behaviours	Animal Behaviour- Outdoor Session	AGM
	Trident Training Solutions	Canine consulting	
2:45 PM - 4:00 PM	De-escalation Strategies: Managing Instrumental & Expressive Behaviours	Animal Behaviour- Outdoor Session	AGM
	Trident Training Solutions	Canine Consulting	



ONTARIO ASSOCIATION OF PROPERTY STANDARDS OFFICERS

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Important Information to Applicants

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:

1. Completing successfully the three OAPSO certification training programs, (Parts 1, 2, & 3
2. Presenting proof to the OAPSO Certification Chair of two years' experience in the enforcement of a Property Standards By-law
3. 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 includes, but is not limited to, the commission of a criminal offence.
- (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.
- (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.
- (d) No Member shall participate directly in any political activity, which would impair the Member's impartiality in the performance of his or her respective duties.
- (e) No Member 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.
- (f) No Member 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 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 when such employment, service or business creates a conflict with or impairs proper discharge of his or her official duties.

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



CODE OF ETHICS

A Property Standards Officer owes certain duties to the public, to his employers, to other members of his profession, and to himself and shall act at all times with:

- a) Fairness and loyalty to his associates, employers, and the public
- b) Fidelity to public needs
- c) Devotion to high ideals of personal honour and professional integrity.

A PROPERTY STANDARDS OFFICER SHALL:

- a) Regard his duty to public welfare as paramount.
- b) Endeavour at all times to enhance the public regard for his profession and his Municipality, by extending the public image thereof.
- c) Not give opinions or make statements on matters relating to property maintenance unless he clearly discloses on whose behalf he is giving the opinion or making these statements.
- d) Not express publicly or while he is serving as a witness before a court, commission or other tribunal, opinions on property maintenance matters that are not founded on adequate knowledge or honest conviction.
- e) Make effective provisions for safety of life and health of a person who may be affected by work for which he has ordered and at all times shall act to correct or report any situation which he feels may endanger the safety or the welfare of the public.
- f) Make effective provision for meeting lawful standards, rules or regulations relating to environmental control and protection, in connection with any work he has ordered.

A PROPERTY STANDARDS OFFICER FOR HIS EMPLOYER SHALL:

- a) act as a faithful agent or trustee and shall regard as confidential, any information obtained by him as to the business affairs, methods or processes of his employer and avoid or disclose any conflict of interest which might influence his actions or judgment.
- b) Present clearly to his employers, the consequences to be expected from any deviation proposed in the administration of his duties and responsibilities as designated by statutes, where he is responsible for the technical adequacy of professional work.
- c) Have no interest, direct or indirect, in any materials, supplies of equipment used by his employer or in any person or firms receiving contracts from his employer unless he informs his employer in advance of the nature of the interest.
- d) Discloses immediately, any interest, direct or indirect which might in any way be construed as prejudicial to his professional judgment.
- e) Carry out his work in accordance with applicable statutes, regulations, codes and by-laws.
- f) Co-operate as necessary in working with other professionals as may be engaged on a project.

A PROPERTY STANDARDS OFFICER SHALL:

- a) Maintain the honour and integrity of his profession and without fear or favour expose before the proper tribunals' unprofessional or dishonest conduct by any other member of the profession.
- b) Undertake only such work as he is competent to perform by virtue of his training and experience and where advisable, retain and co-operate with other professionals or specialists.



BOARD OF DIRECTORS

2022/2023

President

Allison Henshall

City of Waterloo
Licensing and Standards Officer
president@oapso.ca



Vice President

Jennifer Therkelsen

City of Ottawa
Program Manager of By-Law
Enforcement Services
vicepresident@oapso.ca



Director of Legislation

Dave Chatwell

Town of Whitchurch-Stouffville
Senior Municipal Law Enforcement
Officer



Director of Certification

Stephen Jamieson

City of Guelph
Property Standards Inspector II
certification@oapso.ca



Immediate Past President

Italo Joe Luzi

City of Vaughan
Manager of Enforcement Services
pastpresident@oapso.ca



General Secretary and Treasurer

Derek Petch

City of Ottawa (Retired)
CPSO
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