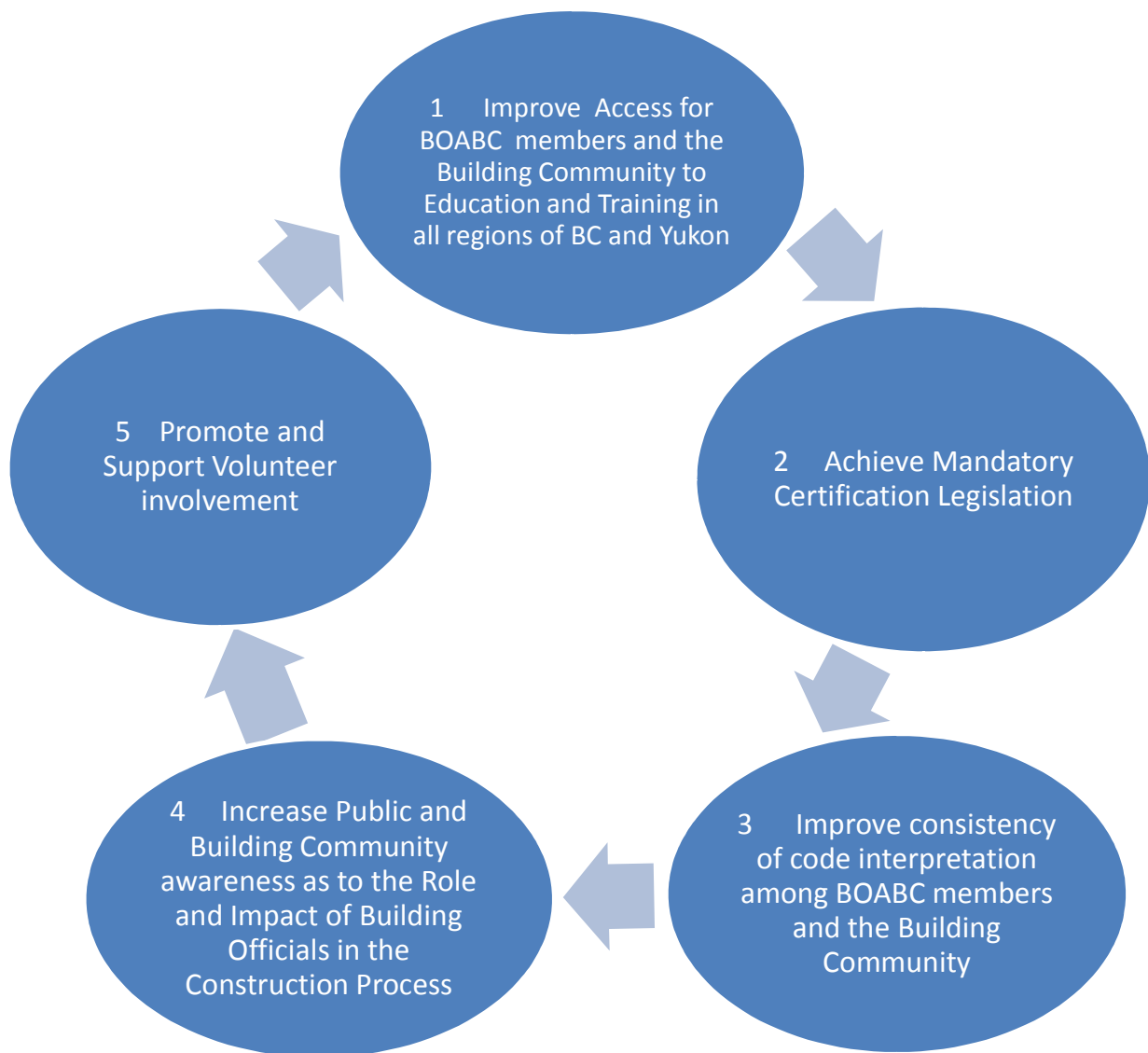


# Building Officials' Association of BC 2014 to 2019 Business Plan

## Our Strategic Priorities in order of Importance



# Strategic Priority ONE - ' Improve Access for BOABC Members and Non Members to Education and Training in all Regions of BC and Yukon'

<b>Overall Responsibility for this Strategic Priority Assigned to:</b>	<ul style="list-style-type: none"> <li>• Vice President Education</li> </ul>
<b>Overall Responsibility for this Strategic Priority delegated to:</b>	<ul style="list-style-type: none"> <li>• Education and Training Coordinator (Paid Staff)</li> </ul>

## Action Plan Comments

- Education and training is BOABC's top Strategic Priority
- It will be necessary for BOABC to hire a full time education coordinator
- The Education and Training Coordinator needs to plan, source, develop, and deliver technical and non technical training to BOABC members, and make the training available to BOABC members and the Building Community in all regions of BC and Yukon
- The Education and Training Coordinator needs to develop and implement a structured mentoring program for building officials
- Senior BOABC member involvement can be called upon to help in assisting by mentoring or providing training to the less experienced members

The estimated start date of each Priority ONE action should be determined by the Vice President Education in consultation with the Education and Training Coordinator.

The Vice President Education has overall responsibility to make sure the Education and Training Coordinator receives the tools, funding, and other resources to achieve the following goals and objectives - in the short term and in the next few years.

<p><b>Actions to be Taken by the Vice President Education</b></p>	<ul style="list-style-type: none"> <li>• The Vice President Education will create a Job Description and profile for a full time Education and Training Coordinator.</li> <li>• The Vice President Education (with the assistance of the Executive Director) will select and recruit the best possible person for the Education and Training Coordinator position.</li> <li>• The Vice President Education will provide the Education and Training Coordinator with one, two, and three year performance goals.</li> <li>• The Vice President Education will provide the Education and Training Coordinator with a budget for the first year.</li> <li>• The Vice President Education will decide how to measure the Education and Training Coordinator's progress on a monthly basis.</li> </ul>
<p><b>Actions to be taken by the Education and Training Coordinator</b></p>	<ul style="list-style-type: none"> <li>• The Education and Training Coordinator will review this action plan and determine priorities. Priorities are used to create an implementation plan.</li> <li>• The Education and Training Coordinator reports on progress to the Vice President Education on a regular basis (once per month ?)</li> <li>• The Education and Training Coordinator identifies gaps in training that need to be addressed with new or modified courses.</li> <li>• The Education and Training Coordinator reviews all training programs offered by BOABC to ensure the programs are current. This is especially important when each new Building Code comes out.</li> <li>• The Education and Training Coordinator surveys the BOABC membership to find out which training programs are beneficial (and to whom), and which programs need to be modified.</li> <li>• The Education and Training Coordinator revises BOABC training programs as necessary to keep them current.</li> <li>• The Education and Training Coordinator reviews relevant training programs offered by other organizations to determine which programs might be of interest or benefit to BOABC members. This</li> </ul>

	<p>could include courses developed by other organizations such as Ontario Building Officials' Association (OBOA) or the International Codes Council (ICC)</p> <ul style="list-style-type: none"> <li>• The Education and Training Coordinator will determine which BOABC training programs may have to be reviewed and updated to reflect the 2012 BC Building Code (or newer Code) and any pertinent Acts and regulations in B.C.</li> <li>• The Education and Training Coordinator will Integrate updated Building Code into training programs on an as needed basis.</li> <li>• The Education and Training Coordinator will raise awareness about and/or promote upcoming training programs, and make sure that people from the Building Community (and building officials) are aware of the training programs and are encouraged to attend.</li> <li>• The Education and Training Coordinator will provide training programs at cost or near to cost where possible to make the training programs as attractive as possible to BOABC members and the Building Community.</li> <li>• The Education and Training Coordinator will encourage BOABC members to approach the new Education and Training Coordinator to ask for new or revised courses.</li> <li>• The Education and Training Coordinator will schedule and deliver training in a variety of zones on a regular basis.</li> <li>• The Education and Training Coordinator will research new or innovative ways to deliver training. For example, decide whether on line courses for building officials make financial sense.</li> <li>• According to the membership, it would be beneficial if there were courses provided on topics including plan reviews, notations to make on plan reviews, what to look for at each inspection, etc.</li> <li>• The Education and Training Coordinator will ensure that training program content should focus on items other than the traditional model of technical based building code courses. The ethics / administration / legal type courses are of high value and should be mandatory for people to obtain any level of certification</li> <li>• The Education and Training Coordinator will promote and schedule Include or endorse people skills training programs - e.g. conflict resolution, negotiation. For example, ICC course 'Customer Service for Code Administrators'.</li> <li>• The Education and Training Coordinator should develop strategies to attract non members to training sessions (e.g. architects, engineers, electrical inspectors, fire inspectors</li> </ul>
--	---

<b>Actions Necessary to Create an Effective Train the Trainer Program</b>	<ul style="list-style-type: none"> <li>• The Education and Training Coordinator will select and recruit BOABC members who have the skill sets required to be successful trainers. This will include experienced trainers and (in some circumstances) members interested in training but without experience.</li> <li>• The Education and Training Coordinator will train facilitators and/or instructors on training skills.</li> <li>• The Education and Training Coordinator will develop and implement a formal mentoring/intern program for new or inexperienced building officials. The ideal people to serve as mentors are high experienced building officials who are willing to volunteer some time.</li> <li>• Move training to on line delivery, self study, or webinars etc. to keep the cost of trainer and trainee travel as reasonable as possible.</li> <li>• The Education and Training Coordinator will review and modify (if necessary) fees and expenses paid to Trainers.</li> <li>• Ensure that training increases the likelihood that certification and other exams will be passed</li> </ul>
<b>Develop a Mentoring Program</b>	<ul style="list-style-type: none"> <li>• A structured mentoring program needs to be developed with support from municipalities to ensure a consistent acceptance from the building industry and governments.</li> <li>• The Education and Training Coordinator will develop and implement a structured mentoring program using highly experienced building officials with an interest in on the job training.</li> <li>• All BOABC Member Training (except mentoring) should be open to non members.</li> </ul>
<b>Methods for Measuring the Progress of the Education and Training Coordinator</b>	<ul style="list-style-type: none"> <li>• Increased numbers of training program participants</li> <li>• Increased variety of training programs offered</li> <li>• Increased numbers of non BOABC member participants</li> <li>• Training programs offered in more zones</li> <li>• Cost per participant to hold training program</li> <li>• Complete or partial cost recovery for training programs (if possible)</li> <li>• Feedback from course attendees (relevance, immediate applicability to the job)</li> </ul>
<b>Estimated Resource</b>	<ul style="list-style-type: none"> <li>• Full time Education Coordinator - Cost \$60 to 80 thousand per year</li> </ul>

<b>Requirement to Accomplish the Objectives</b>	<ul style="list-style-type: none"> <li>Administration Support - Cost \$10 thousand per year</li> </ul>
---	--

## Strategic Priority TWO - 'Achieve Mandatory Certification Legislation'

<b>Overall Responsibility for this Strategic Priority assigned to:</b>	<ul style="list-style-type: none"> <li>Vice President Certification</li> <li>Standing Committee Certification</li> </ul>
<b>Overall Responsibility for this Strategic Priority delegated to:</b>	<ul style="list-style-type: none"> <li>Executive Director (Paid Staff) and/or consultants acting as the Mandatory Certification Coordinator</li> </ul>

### Action Plan Comments

- Mandatory Certification is BOABC's second highest priority
- BOABC will continue to work diligently with the Provincial Government towards Mandatory Certification
- Mandatory certification (as and when legislated) will determine BOABC's direction in the years to come
- The intention of Mandatory Certification is to enhance consistent application of the code and to improve business outcomes between building departments and the development community
- Revisions to the provincial government's mandatory certification legislation may occur at any time (by the provincial government)

The estimated start date of each Priority TWO action will be determined by the Vice President Certification in consultation with the Mandatory Certification Coordinator.

The Vice President Certification has overall responsibility to make sure the Mandatory Certification Coordinator receives the tools, funding, and other resources achieve the following goals and objectives - in the short term and in the next few years.

<p><b>Action s to be taken by the Vice President Certification</b></p>	<ul style="list-style-type: none"> <li>• Executive Committee assigns overall responsibility for this Strategic Priority to the Vice President Certification</li> <li>• The Vice President Certification will create a Job Description and profile for a part time Mandatory Certification Coordinator. This job description would form part of the Executive Director's responsibilities.</li> <li>• Vice President Certification delegates responsibility to the Executive Director.</li> </ul>
<p><b>Actions to be Taken by the Executive Director / Mandatory Certification Coordinator</b></p>	<ul style="list-style-type: none"> <li>• The Mandatory Certification Coordinator will review the entire certification program - policy, bylaws, etc. on a quarterly basis or more often if necessary.</li> <li>• The Mandatory Certification Coordinator determines what changes, updates, or modifications to BOABC bylaws and policies will be required as and when Mandatory Certification is adopted.</li> <li>• The Mandatory Certification Coordinator will work with the Executive Committee to modify bylaws and policies where possible.</li> <li>• The Mandatory Certification Coordinator will determine what changes will need to be made to policies, bylaws etc. if mandatory certification does NOT happen</li> <li>• The Mandatory Certification Coordinator will review and modify (as necessary) the professional maintenance aspect of certification (CPD).</li> <li>• The Mandatory Certification Coordinator will contact or meet with government officials quarterly, and more often if the move to mandatory certification seems to be proceeding.</li> <li>• The Mandatory Certification Coordinator will report to the BOABC Executive Committee quarterly, and report on progress or lack of progress.</li> <li>• As and when mandatory certification is adopted, minimum entry</li> </ul>

	<p>requirements will be increased by BOABC. Mandatory certification legislation includes a mentoring and internship component.</p> <ul style="list-style-type: none"> <li>• The Mandatory Certification Coordinator will create a monitoring program to make sure BOABC members are abiding by the regulations.</li> <li>• The Mandatory Certification Coordinator will ensure the involvement of Plumbing Officials' Association of British Columbia members, and make sure that the interaction model between BOABC and the Plumbing Officials' Association of British Columbia should be further reviewed and more clearly defined.</li> <li>• Enter into agreements with other jurisdictions to recognize Building Official credentials</li> </ul>
<p><b>Methods for Measuring the Progress towards Mandatory Certification</b></p>	<ul style="list-style-type: none"> <li>• Revised certification program including relevant bylaws accepted by the membership.</li> <li>• Preparation for Mandatory certification is essentially complete whether or not mandatory certification actually happens</li> </ul>
<p><b>Estimated Resource Requirement to Accomplish the Objectives</b></p>	<ul style="list-style-type: none"> <li>• A portion of the Executive Director's time at a cost per year of \$10 thousand. Part time administrator at a cost per year of \$40 thousand</li> <li>• As and when mandatory certification happens, an additional staff person will be required to handle certification administration issues and help uncertified building officials to become certified.</li> </ul>



## Strategic Priority THREE - 'Improve consistency of code interpretation among BOABC members and the Building Community'

<b>Overall Responsibility for this Strategic Priority assigned to:</b>	<ul style="list-style-type: none"> <li>Vice President Certification</li> </ul>
<b>Overall Responsibility for this Strategic Priority delegated to:</b>	<ul style="list-style-type: none"> <li>Executive Director (Paid Staff) or others acting as Code Interpretation Coordinator</li> </ul>

### Action Plan Comments

- Consistent Code Interpretation is BOABC's third highest priority
- BOABC does not have the authority to change or modify Building Code. This has to be done by the provincial government. The most BOABC can do is make recommendations.
- Reach consensus with provincial and local governments to determine how much and when BOABC should be involved in Building Code interpretation

The estimated start date and completion date of each Priority THREE action must be determined by the Vice President Certification in consultation with the Executive Director (acting as Code Interpretation Coordinator).

The Vice President Certification has overall responsibility to make sure the Code Interpretation Coordinator receives the tools, funding, and other resources achieve the following goals and objectives - in the short term and in the next few years.

<b>Actions to be taken by the Vice President Certification</b>	<ul style="list-style-type: none"> <li>• The BOABC Executive Committee assigns overall responsibility for this Strategic Priority to the Vice President Certification</li> <li>• The Vice President Certification creates a Job Description and profile for a part time Code Interpretation Coordinator</li> <li>• Executive Director (Paid Staff) or others acts as Code Interpretation Coordinator</li> </ul>
<b>Actions to be Taken by the Code Interpretation Coordinator</b>	<ul style="list-style-type: none"> <li>• The Code Interpretation Coordinator could lobby the provincial government for the establishment of an authorized interpretations committee and directive on code matters.</li> <li>• Review Code interpretation in other provinces or states to determine the best way to structure a BOABC program. This includes a review of the POABC approach.</li> <li>• The Code Interpretation Coordinator could promote a close liaison and interchange of ideas on regulations and practices with related associations, the building industry, government, and the consumer public.</li> <li>• The Code Interpretation Coordinator could research to costs and benefits of creating and maintaining an on line forum and blog to discuss code issues.</li> <li>• The Code Interpretation Coordinator can plan update reviews</li> <li>• The Code Interpretation Coordinator can support Provincial recognition of the existing joint Interpretations Committee to address the need for uniform approaches to code application in support with AIBC, APEGBC and POABC.</li> <li>• The Code Interpretation Coordinator could create on line forums related to code interpretation within the BOABC website</li> <li>• Consider creating a quarterly interpretation newsletter listing interpretations.</li> <li>• Consider involving a pool of volunteers in code interpretation</li> <li>• Reach consensus with provincial and municipal governments to determine how much and when BOABC should be involved in Building Code interpretation</li> <li>• Find a way to relay interpretations decisions to the membership more rapidly. There are opportunities to present each case for review at AGM's, education seminars, zone meetings, etc to educate members and improve their consistency.</li> </ul>
<b>Methods for Measuring the Progress towards Consistent Code</b>	<ul style="list-style-type: none"> <li>• Attendance at Code Interpretation meetings.</li> <li>• Number of Building Code interpretations published by BOABC</li> <li>• Number of member comments on Building Code issues</li> <li>• BOABC members participating in forums, blogs, meetings, etc.</li> </ul>

<b>Interpretation</b>	
<b>Estimated Resource Requirement to Accomplish the Objectives</b>	<ul style="list-style-type: none"> <li>• A portion of the Executive Director's time (or others) - estimated at \$15 thousand per year.</li> <li>• Volunteers could serve on the committee.</li> </ul>

## Strategic Priority FOUR - 'Increase Public and Stakeholder Awareness as to What Building Officials Do'

<b>Overall Responsibility for this Strategic Priority assigned to:</b>	<ul style="list-style-type: none"> <li>• Vice President Member Services</li> </ul>
<b>Overall Responsibility for this Strategic Priority delegated to:</b>	<ul style="list-style-type: none"> <li>• Executive Director and other staff and/or volunteers</li> </ul>

### Action Plan Comments

- Awareness Raising is BOABC's fourth highest priority
- Develop an awareness raising plan
- Appoint one or more spokespersons to speak on behalf of the association

The estimated start date and completion date of each Priority FOUR action should be determined by the Vice President Member Services and/or the Executive Committee.

The President and/or the Executive Director may choose to serve as spokes persons for BOABC

<p><b>Actions to be taken by the Vice President Member Services to raise awareness</b></p>	<ul style="list-style-type: none"> <li>• Executive Committee assigns overall responsibility for this Strategic Priority to the Vice President Member Services</li> <li>• The Vice President Member Services will create a job description and profile for a part time 'Awareness Raising' Coordinator. This job description would form part of the Executive Director's responsibilities</li> </ul>
<p><b>Actions to be taken by the Executive Director (or others)</b></p>	<ul style="list-style-type: none"> <li>• The Executive Director (or others) will develop a comprehensive awareness raising plan. The draft awareness raising plan would be presented to the executive committee for comments and modifications.</li> <li>• The Executive Director (or others) will seek opportunities to speak or present at relevant events, such as executive board meetings of other associations</li> <li>• The Executive Director (or others) will identify and approach targeted groups such as Electrical Inspectors, Water and Wastewater Inspectors, ABOA, MBOA, OBOA, Southern Interior Construction Assn (SICA), and CHBA - Canadian Home Builders Association (CHBA).</li> <li>• The Executive Director (or others) could seek opportunities to undergo media interviews - local or provincial or national issues that involve building code and/or inspection</li> <li>• The awareness raising plan could include exhibiting at relevant conferences, including municipal world, construction, architectural, engineering shows, etc.</li> <li>• Web site chat rooms or forums could be hosted and monitored by BOABC. Chat rooms could also be used for other strategic priorities as well as operational issues.</li> <li>• Develop an easily accessible and navigable website that describes what building officials do.</li> <li>• Awareness raising COULD be an opportunity to involve volunteers.</li> <li>• If it aligns with the plan, design and purchase a BOABC tradeshow booth.</li> <li>• Design and printed brochures - 'Building Safety for the people of British Columbia'.</li> </ul>

	<ul style="list-style-type: none"> <li>• Standard speech - create a 15 to 30 minute mini presentation event on what Building Officials do.</li> <li>• Create a two minute elevator presentation on what BOABC is all about.</li> <li>• Develop and maintain links and alliances with organizations similar to BOABC</li> <li>• The awareness raising aspect of the Annual Conference may increase conference attendance.</li> </ul>
<b>Methods for Measuring the Progress towards Awareness Raising</b>	<ul style="list-style-type: none"> <li>• Number of opportunities for spokespersons (like the President) to speak about BOABC to construction industry people.</li> <li>• Increased interest in becoming building officials.</li> <li>• Media requests for intervals</li> <li>• Media requests for articles</li> <li>• BOABC non member attendees at education and training programs</li> <li>• Increased conference attendance</li> </ul>
<b>Estimated Resource Requirement to Accomplish the Objectives</b>	<ul style="list-style-type: none"> <li>• A portion of the Executive Director's (or others) time - estimated at \$10 thousand per year.</li> <li>• Volunteers (including the President) would be involved. The President would be an excellent choice for speaking on behalf of BOABC.</li> </ul>

## Strategic Priority FIVE - 'Increase and Support Volunteer Involvement'

<b>Overall Responsibility for this Strategic Priority assigned to:</b>	<ul style="list-style-type: none"> <li>• Vice President Membership Services</li> </ul>
<b>Overall Responsibility for this Strategic Priority delegated to:</b>	<ul style="list-style-type: none"> <li>• Executive Director and other staff and/or volunteers</li> </ul>

## Action Plan Comments

- Increased volunteer involvement is BOABC's fifth highest priority
- Develop a volunteer involvement plan
- The Executive Director and other staff and/or volunteers take responsibility for volunteers assisting in one of the Strategic Priorities and/or Operational Aspects of BOABC.
- The person responsible for volunteers could themselves be a volunteer.
- Track volunteer turnover.

The estimated start date and completion date of each Priority FIVE action should be determined by the Vice President Member Services.

The Vice President Member Services has overall responsibility to make sure the Executive Director and/or others receives the tools, funding, people, and other resources achieve the assigned goals and objectives - in the short term and in the next few years.

There has been a trend in associations across Canada towards fewer volunteers and more paid staff

<p><b>Actions to be taken by the Vice President Member Services</b></p>	<ul style="list-style-type: none"> <li>• Executive Committee assigns overall responsibility for this Strategic Priority to the Executive Director and others.</li> <li>• The Vice President Member Services will create a job description and profile for a part time Volunteer Coordinator. This role will be filled by the Executive Director and others.</li> </ul>
<p><b>Actions to be taken by the Volunteer Coordinator</b></p>	<ul style="list-style-type: none"> <li>• Create and support programs that honor and recognize volunteers.</li> <li>• The Executive Director and/or others will create a draft survey for volunteers and members interested in becoming volunteers, including a number of relevant questions. The draft survey will be reviewed and approved by the Vice President Members Services.                         <ul style="list-style-type: none"> <li>• Following approval, the survey will be distributed to volunteers and members interested in becoming volunteers. Survey results will be</li> </ul> </li> </ul>

	<p>reviewed and analyzed by the Executive Director and/or others.</p> <ul style="list-style-type: none"> <li>• The Executive Director and/or others will conduct telephone interviews with all survey participants, address and resolve member concerns, and then match volunteers to needs.</li> <li>• One on one telephone interviews with each volunteer should take place every six months, or whenever volunteers step up or step down (turnover).</li> <li>• Provide volunteers with Professional Development (CPD) points</li> <li>• Offer to rotate volunteers every year if they are interested.</li> </ul>
<p><b>Methods for Measuring the Progress towards Increased Volunteer Involvement</b></p>	<ul style="list-style-type: none"> <li>• Increased numbers of volunteers</li> <li>• Reduced volunteer turnover</li> <li>• Member queries are acted upon quickly</li> <li>• Members who are interested in volunteering are assigned a task within a month.</li> </ul>
<p><b>Estimated Resource Requirement to Accomplish the Objectives</b></p>	<ul style="list-style-type: none"> <li>• \$10 thousand per year</li> </ul>

**Building Officials' Association of BC**  
 Suite 205, 3740 Chatham Street  
 Richmond BC V7E 2Z3  
 Telephone 604 270 9516  
  
[www.boabc.org](http://www.boabc.org)