



# **Oregon Permit Technicians Association**

## **2022 Education and Annual Business Meeting**

**Thursday, November 3<sup>rd</sup> – Saturday, November 5<sup>th</sup>**

**Partnering with  
Chemeketa Building Inspection Technology  
Program and the Chemeketa ICC Chapter  
Chemeketa Center for Business and Industry  
626 High St NE, Salem, OR**

### **Mission Statement**

*“To develop a higher standard of professionalism in education, training  
and unity among jurisdictions”.*



**OPTA is proud to be an ICC Preferred Provider.  
ICC PP # 1370**

# OPTA 2022 Annual Conference Registration Form

Name: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City / State / Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

## Thursday November 3<sup>rd</sup>, 2022

- \_\_\_\_ A-1 – International Property Maintenance Code Overview
- \_\_\_\_ A-2 – Behind the Permit Counter
- \_\_\_\_ A-3 – Understanding Personality Differences in the Workplace
- \_\_\_\_ A-4 – Permit Technician Certification Test Prep

## Friday November 4<sup>th</sup>, 2022

- \_\_\_\_ B-1 – Made for This
- \_\_\_\_ B-2 – Organizing the Permit Technician
- \_\_\_\_ B-3 – Clamming Up, Blowing Up, or Speaking Up in the Workplace (Assertiveness Training)
- \_\_\_\_ B-4 – Skills for Success

## Saturday November 5<sup>th</sup>, 2022

- \_\_\_\_ C-1 – Effective Communication
- \_\_\_\_ C-2 – Navigating the “New Norm”
- \_\_\_\_ C-3 – Over the Counter Garage Plan Review
- \_\_\_\_ C-4 – Significant Changes to the A117.1 Accessibility Standard, 2017 Edition

### \_\_\_\_ **Networking Reception (No Fee) – Friday, November 4, 2022 from 5:15-6:30**

Please come and take advantage of this time to meet and/or reconnect with friends and colleagues after a long day of learning while you wait for rush hour traffic to calm down. Beverages and hors d’oeuvres will be available. **All conference attendees are invited to attend this informal event and there is no additional fee. For planning purposes, please indicate on the registration form if you plan to attend.**

### Registration Fee

<b>Early Bird Registration Fee Per Day</b>		<b>Regular Registration Fee Per Day</b>	
<b>Received by October 21, 2022</b>		<b>Received after October 21, 2022</b>	
<b>Member</b>	<b>Non-Member</b>	<b>Member</b>	<b>Non-Member</b>
<b>\$225.00 full day</b>	<b>\$255.00 full day</b>	<b>\$255.00 full day</b>	<b>\$285.00 full day</b>

**Registration fees include breakfast, breaks and lunch**

*Contact us at [info@oregonpermittechs.com](mailto:info@oregonpermittechs.com) with any special dietary needs.*

### Fees and Sponsorship

Our Organization would like to sponsor OPTA in the amount of \$ \_\_\_\_\_

Conference Registration Fee \$ \_\_\_\_\_

Total Amount Due \$ \_\_\_\_\_

### Registration and Payment

**Mail** – PO Box 634, Springfield, OR 97477: Check or Purchase Order # \_\_\_\_\_

**Online** – [www.optaonline.org](http://www.optaonline.org)

**IMPORTANT!** Please email your registration to [info@oregonpermittechs.com](mailto:info@oregonpermittechs.com)

## **General Information**

### **Schedule**

Classes begin promptly at 8:30 am, breaks throughout the scheduled class, and will end by 5:00 pm.

### **Registration Confirmation**

To receive confirmation of your class registration, you must provide an email address on the registration form.

**Registration fees include breakfast, breaks and lunch. Refreshment breaks are at 10:30 am and 2:30 pm.**

**Buffet breakfast is served at 7:30 am and lunch is served at noon.**

Contact us at [info@oregonpermittechs.com](mailto:info@oregonpermittechs.com) with any special dietary needs.

## **Conference Location**

**Chemeketa Center for Business and Industry-**

626 High St NE

Salem, OR 97301

## **Lodging**

**The Grand Hotel in Salem**

201 Liberty Street SE

Salem, OR 97301

(503) 540-7800

Deluxe King Room - \$169.00

With underground parking. Reserve under 'Oregon Permit Technicians Assoc'

**Please book your rooms no later than 10/10/2022 to receive the discounted rate.**

**Want to help make positive impact for Permit Technicians in Oregon?**

## **Join our Board!**

**Elections for Vice-President and Treasurer.**

**Open positions for Director-At-Large and Committee Seats available.**

**Focus your help by being on a Committee!**

**We generally meet virtually through our WebEx account monthly with typically only 2 in person meetings a year. All voices matter and we encourage participation.**

## **Scholarships are available!**

**Visit our website, [www.optaonline.org](http://www.optaonline.org), for instructions and form for help in attending classes.**

## **\*\*\*\*Permit Tech of the Year!\*\*\*\***

**We all know that there are amazing Permit Technicians in Oregon. Please nominate your employee, co-worker, or yourself for this award. You know they/you deserve it.**

# Course Descriptions:

## Thursday, November 3rd

Thursday, November 3<sup>rd</sup> 8:30 am – 5:00 pm

### **Class A1 - *IMPC (International Property Maintenance Code) Overview***

**Instructor: Cecilia Muela**

This course brings to you a comprehensive review of the 2021 International Property Maintenance Code. This code, though only 8 Chapters, is jam packed with tools needed for the effective maintenance of existing structures. Participants will receive training focused chapter by chapter, on the continual sustainability of buildings and the maintenance of properties thereof. We will dive into an in-depth understanding of all minimum standards regulations necessary to maintain quality of life, safety and welfare as well as enforcement practices and tools for bringing properties into compliance with this code.

**\*Recommended to bring the 2108 or 2021 IPMC.**

Course Objectives:

Upon completion: participants will better be able to:

- Students will learn how the IPMC is an all-encompassing code for enforcement of existing structures.
- Students will know how to apply this code while in the performance of code compliance field inspections.
- Students will gain an understanding on how this code works harmoniously with other model codes.

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

### **Class A2 - *Behind the Permit Counter***

**Instructor: Dawn Neil, CPS and Cynthia Somers, CPT (Retired)**

Behind the Permit Counter is a look at the day-to-day interactions and operations of a Building Department. Students will be engaged in the discussion and role-play of typical building department interactions, processing of permits, inspections, certificates and more.

Course Objectives:

- Customer Service for the Building Department
- Understanding of the building permit process
- Building Department forms and inspections

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

### **Class A3 - *Understanding Personality Differences in the Workplace 1 and 2***

**Instructor: Bill Gallagher**

True professionalism suggests that one can efficiently and effectively work with those who are not like you. This course will give you the ability to better communicate to a co-worker in ways that won't shut them down but engage them. No longer will you take comments or suggestions from others personally but will accept their approach as their temperament style.

Course Objectives

Upon completion: participants will better be able to:

- Understanding the strengths and weaknesses of each of the four personality types.
- Learning what works and doesn't work as you work together to resolve issues and share in the daily workflow.

- Respecting someone's different work style is essential in collaboration and achieving the companies or departments goals.

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

## ***Class A4 - Permit Technician Certification Test Prep***

**Instructor: Serena Locke, CPT**

This course is designed to help prepare participants interested in taking the ICC Permit Technician Certification Exam, familiarizing them with each of the code books and how to find necessary code information quickly and accurately. Although, it is primarily focused on the ICC PT exam, it is also a valuable resource to other individuals who would like to learn more or refresh their knowledge about code administration. The purpose of this course is to educate the participants on where to look in the code books for answers and not necessarily know the entire code.

The course covers sections of the International Building Code (IBC), International Zoning Code (IZC), Legal Aspects of Code Administration and Basic Code Enforcement, focusing on code administration, occupancy classifications, types of construction, definitions, building interior environment, calculating permit fees and zoning and sign codes.

Participants are required to bring the following: 2015/2018/2021 IBC (without the Oregon Amendments), 2015/2018/2021 IZC, 2002 Legal Aspects of Code Administration, ICC Basic Code Enforcement, a calculator and engineering scale. Note: You can use the following code years 2015/2018/2021 of IBC and IZC books and any version of Legal Aspects and Basic Code Enforcement.

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

## **Friday, November 4th**

**Friday, November 4<sup>th</sup>, 8:30 am – 12:00 pm**

## ***Class B1 - Made for This***

**Instructor: Cecilia Muela**

In recent years, we have seen a rise in the participation of women in the workforce. Many of these women come with a wealth of untapped potential that is ready to reinvigorate code programs in ways that will shape them to be robust and successful. In this course we will discuss how to unlock that potential and dive into skill sets that contribute to the success of programs.

Course Objectives

Upon completion: participants will better be able to:

- Participants will feel confident in their pursuit of development new programs while not re-inventing the wheel.
- Participants will feel confident in understanding their own strengths and what they bring to the table.
- Participants will learn how to use and grow internal talent that will benefit their program.

Credit: Recommended CR 3 hrs., Permit Technician and Code Specialist; ICC 0.3 CEU

## **Class B2 - Organizing the Permit Technician**

**Instructor: Dawn Neil, CPS and Cynthia Somers, CPT (Retired)**

Organizing the Permit Technician will focus on general organization based on the needs of the students. We will discuss daily routine activities, acceptance and tracking of permits, maintaining active & inactive files, tickler files and creating to-do lists.

### Course Objectives

- How to prioritize your daily routine
- Set up reminders for your non-daily tasks
- How to create to-do lists for your department

Credit: Recommended CR 3 hrs., Permit Technician and Code Specialist; ICC 0.3 CEU

## **Class B3 - Clamming Up, Blowing Up, or Speaking Up in the Workplace (Assertiveness Training)**

**Instructor: Bill Gallagher**

There are three ways to communicate or manage conflict in the workplace. Those that clam up stuff their feelings, those that blow up inappropriately have intense responses or requests, but those who speak up model true professionalism. The goal for this training is to motivate a better way of communication for optimal results at work.

### Course Objectives

Upon completion: participants will better be able to:

- Defining the communication traits for each style.
- Highlighting specific ways to practice assertiveness when speaking up.
- Give a script and example to use for uncomfortable discussions and/or conflict resolution.

Credit: Recommended CR 3 hrs., Permit Technician and Code Specialist; ICC 0.3 CEU

## **Class B4 – Skills for Success**

**Instructor: Dan Carlson**

Class focuses on the "other" soft skills necessary for successful performance as a code professional. This is an engaging class rooted in the text *Inspector Skills*, published by ICC, and the ICC class 7-C's.

**\*Recommended to bring: Inspector Skills; International Code Council by Steven A Van Note**

### Course Objectives

Attendees will:

- Discuss the non-technical traits that make for successful code professionals.
- Establish the importance of achieving and maintaining a positive public perception for building departments and impacts to building safety.
- Problem solve through a number of challenging and thought provoking scenarios with outcomes that focus on solid decision making, effective communication, and positive customer experiences.
- Discuss communication and customer experiences, and relate them to administration of the codes.
- Discuss the balance of being a regulator vs. facilitating projects and keeping them moving.

Credit: Recommended CR 3 hrs., Permit Technician and Code Specialist; ICC 0.3 CEU

**Friday, November 4<sup>th</sup>, 1:00 pm – 2:30 pm**

**Guest Speaker – Cecilia Muela – Leadership from Within**

**Friday, November 4<sup>th</sup>, 3:00 pm – 5:00 pm**

**OPTA Annual Business Meeting – Agenda to follow**

- Swearing in of new OPTA Board Officers by Jack Applegate, ICC Board Member, Director at Large

**Saturday, November 5<sup>th</sup>**

**Saturday, November 5<sup>th</sup>, 8:30 am – 5:00 pm**

**Class C1 - *Effective Communication***

**Instructor: Cecilia Muela**

Mastering the art of Effective Communication is key while maneuvering through our day to day. Being able to get out of situations without the need of physical contact and before situations escalate is vital. This class will cover verbal communication techniques as we use the Art of Word Play to assist in de-escalating tense situations both in the office and in the field. We will discuss the direct correlation and importance between verbal communication and kinesics to gain confidence in our everyday public interactions.

Course Objectives

Upon completion: participants will better be able to:

- Students will learn why effective communication is vital
- Students will learn how to navigate through different interactions as most contacts will differ from each other
- Students will learn how non-verbal cues in the form of kinesics and body language
- Students will learn techniques in dealing with difficult customers through positive interactions.

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

**Class C2 – *Navigating the “New Norm”***

**Instructor: Michele Miller, CPT, Dawn Neil, CPS and Cynthia Somers, CPT (Retired)**

For almost three years now many of us have been isolated from our co-workers and our customers. We’ve had to try and pivot quickly, with little time to plan for all the changes in how we do our jobs. Now it’s time to discuss how we continue to adapt and grow in our roles and how we define the “new norm.”

Course Objectives:

- Paperless Permitting: Some of us have been doing this for years, some of us were thrown into it, and some of us are still struggling to get there or haven’t even tried. How do we support and help our customers when our processes are so different? Can we create some norms for our customers? Is there a way to meet somewhere in the middle? Or do you just need help getting there?
- Virtual Counters/Counter Appointments: Yep, it’s real, some jurisdictions are now meeting with customers in a completely virtual environment. From booking, to scheduling, to creating a professional remote meeting. Customers are adapting, and they’re liking it. But what about those people who just need to speak to staff in person? Counter appointments are becoming more and more popular. One of the lessons learned from social distancing is that lobbies full of customers doesn’t work (it never really has). With counter appointments, it’s easier to make sure the right staff is available to answer questions. But more importantly, people aren’t left waiting in a packed lobby.

- Hybrid Work Environment: What does a hybrid work environment look like in the future? Can we successfully serve our customers, interact with our co-workers, and be more productive when we are working from home? Or do we need to go back to the way it was before March of 2020 because that's how government operates? In a time when it's hard to retain staff, how do we entice people to stay?

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

### ***Class C3 - Over the Counter Garage Plan Review for the Permit Technician***

**Instructor: Jack Applegate**

Class will focus on the plan review of simple structures like garage and decks. Attendees will learn basic plan review using prescriptive provisions of the code.

**\*Required to bring the following: IRC, Calculator and Notepad**

Course Objectives

Upon completion: participants will better be able to:

- Learn to use the IRC for plan review.
- Understand the terminology, IRC tables, and basic beam calculations.
- Learn the non-structural provisions of deck and garage design.

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

### ***Class C4 – Significant Changes to the A117.1 Accessibility Standard, 2017 Edition***

**Instructor: ICC Instructor \*\*Class Sponsored by Chemeketa ICC Chapter**

This course offers an overview of the major changes from the 2009 to the 2017 A117.1 Accessibility Standard. It identifies important revisions in the organization of the standard, changes and new technical provisions for accessible elements and the applicability of these requirements to design, plan review and inspection. You will learn about the background, reasons and justification for the changes.

**\*Recommended to bring the A117.1 Accessibility Standard, 2017 Edition**

Course Objectives

- Identify the most significant differences between the 2009 and the 2017 A117.1 Accessibility Standard.
- Explain the differences between the current and previous requirements.
- Identify changes in organization and accessibility standard requirements.
- Identify the applicability of design, plan review and inspection requirements.
- Discuss the reasoning and technical requirements for items not previously addressed.

Credit: Recommended CR 6 hrs., Permit Technician and Code Specialist; ICC 0.6 CEU

## **Instructors:**

**Cecilia Muela** is currently a Director of Code Enforcement Services and Building Official with 4LEAF, Inc. Previously, Ceci served as the Assistant Chief Building Official for the City of Santa Rosa.

Ceci is an experienced educator, trainer, and professional presenter for the International Code Council (ICC) and currently oversees a Code Enforcement Webinar Series available to Code Enforcement Officers nationwide as well as she helps teach the International Code Council's International Property Maintenance Code Academy.

Ceci serves as an expert witness in Code Enforcement matters. Ceci also trains private sector groups related to housing inspections, code enforcement, officer safety, lead-safe practices, pest infestation, mold, legal updates, leadership, and various other subject matters. Cecilia has an extensive history of educating professionals throughout

the United States and is one of the most sought-after instructors today. Cecilia has been in the Building Industry for over 21 years with a focus in Code Enforcement for over 15 years and has shared her knowledge at the local, county, state, and federal levels. Cecilia currently serves on the International Code Council's IPM/IZC Code Development Committee and has served as Board Director and Education Co-Chair for the California Association of Code Enforcement Officers (CACEO) as well as many other CACEO committees. Cecilia's experience has helped lay the foundation for California code enforcement education to date. In her pursuit to push the building safety industry while creating a pathway for women in our field, Cecilia founded the Women Leaders In Code Enforcement group (WLCE) an organization that serves to raise the profile of or women in our industry through training, leadership, mentorship, and networking opportunities while maintaining an inclusive approach.

Ceci has also donated many hours to the advancement of new code officers and women in the code enforcement profession and continues to encourage future leaders in our industry.

**Dawn Neil** has been a Permit Tech for 27 years, working for the Township of Bernards for 23 years. She is a New Jersey Certified Technical Assistant, ICC Certified Permit Technician and Permit Specialist. She previously taught the NJ Technical Assistant Certification Class, she was an instructor for Rutgers University in conjunction with the NJ Department of Community Affairs continuing education for licensed code officials, and she has taught for ICC as an instructor of their Permit Technician Webinar series along with Cynthia Somers.

**Bill Gallagher** has been counseling and professionally working with people since 1980. His emphasis in the workplace is to help develop both relational skills and professional standards among administration and staff. Bill formed TeamWorks in 2001 to help organizations achieve their goals for establishing high morale and client satisfaction. He has worked in multiple organizational settings and of recent has spent most of his time addressing workplace issues in health care and city government. In addition to conducting a variety of workshops and in-services on workplace issues, he mediates conflict among partnerships and staff relationships, speaks at conventions, facilitates management retreats, and offers personal consultation and counseling for staff.

His strengths are in public speaking, mediation, and understanding the complexities of relational dynamics in the workplace. Bill lives in Medford, Oregon, with his wife Jenny, and delights in participating in the lives of their five children and five granddaughters.

**Jack Applegate** is the President and CEO of Northwest Code Professionals. He has been teaching classes and working in the industry since 1986. He was elected to the ICC Board of Directors as a Director at Large on September 12, 2022.

**Serena Locke** has been a Permit Technician since 2016, obtaining her ICC Permit Technician Certification in 2018. Active in the buildings codes industry, Serena is the current Vice-President of OPTA and PermitTechNation.

**Dan Carlson** serves as the Building Official for the City of Wilsonville, Ore., a fast-growing community of about 26,000 located along the Willamette River in the Portland metro region.

Before relocating to Wilsonville in 2016, Carlson served in the same capacity in Corvallis, Ore., where he began his 26-year career as a code professional.

Since 2016, Carlson has also served as an adjunct instructor for Chemeketa Community College's Building Inspection Technology Program, where he had gained his degree in Building Inspection Technology 20 years earlier. Carlson has played an instrumental role in reviving the Chemeketa program after a three-year hiatus caused by the recession, earning him a special recognition award from the Oregon Building Officials Association in 2018.

Carlson has obtained 21 International Code Council and State of Oregon certifications. In 2010, he was appointed by Governor Ted Kulongoski to the Oregon Building Code Structures Board (BCSB), serving two four-year terms reviewing and approving the Oregon state building code.

Carlson has served the Oregon Building Officials Association (OBOA) Board of Directors in many capacities, including President. Following his election in 2012, he led a motivated team of Directors in the implementation of sweeping changes that included developing a new strategic plan, hiring a new executive management firm, overhauling the website and hosting the 2012 International Code Council (ICC) conference in Portland. In 2012, Carlson served as Chair of the Western Pacific League of Building Officials (WPLBO). He received the prestigious *Oregon Building Official of the Year* award from OBOA peers in 2013.

Prior to obtaining his degree from Chemeketa, Carlson spent five years in custom home building and light commercial projects. His experience "on the other side of the counter" has motivated him throughout his career to provide streamlined permitting and enhanced services that customers appreciate.

# Conference Schedule and General Information

## Thursday – November 3, 2022

**7:30 am – 8:30 am**

Registration and Breakfast Buffet

**8:30 am – 5:00 pm**

**A-1** – IPMC (International Property Maintenance Code) Overview with Cecilia Muela

**A-2** – Behind the Permit Counter with Dawn Neil

**A-3** – Understanding Personality Differences in the Workplace with Bill Gallagher

**A-4** – Permit Technician Certification Test Prep with Serena Locke

**12:00 p.m. – 1:00 p.m.** - Lunch Buffet

## Friday, November 4, 2022

**7:30 am – 8:30 am**

Registration and Breakfast Buffet

**8:30 am – 12:00 pm**

**B-1** – Made for This with Cecilia Muela

**B-2** – Organizing the Permit Technician with Dawn Neil

**B-3** – Clamming Up, Blowing Up, or Speaking Up in the Workplace (Assertiveness Training) with Bill Gallagher

**B-4** – Skills for Success with Dan Carlson

**12:00 p.m. – 1:00 p.m.** - Lunch Buffet

**1:00 p.m. - 5:00 p.m.** – Guest Speaker, Cecilia Muela – Leadership from Within, and General Annual Business Meeting

**6:00 pm – 7:30 pm – Network Reception**

## Saturday, November 5, 2022

**7:30 am – 8:30 am**

Registration and Breakfast Buffet

**8:30 am – 5:00 pm**

**C-1** – Effective Communication with Cecilia Muela

**C-2** – Navigating the ‘New Norm’ with Dawn Neil, Cindi Somers, and Michele Miller

**C-3** – Over the Counter Garage Plan Review for the Permit Technician with Jack Applegate

**C-4** – Significant Changes to the A117.1 Accessibility Standard, 2017 Edition

**12:00 p.m. – 1:00 p.m.** - Lunch Buffet

**Questions?** Visit the web site at

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or

Contact us at [info@oregonpermittechs.com](mailto:info@oregonpermittechs.com)

## General Information

### Schedule

The Annual Conference Registration Desk opens at 7:30 am each day for registration.

Class sessions run from 8:30 am -12:00 pm and 1:00 – 5:00 pm.

### Registration Fees

**Early Bird Registration by 10/21/22**

\$225.00 per day OPTA Member Rate

\$255.00 per day Non-Member Rate

**Registration after 10/21/22**

\$255.00 per day OPTA Member Rate

\$285.00 per day Non-Member Rate

**Registration fees include breakfast, breaks and lunch.** Refreshment breaks are at 10:30 am and 2:30 pm. Buffet breakfast is served at 7:30 am and lunch is served at noon.

Contact us at [info@oregonpermittechs.com](mailto:info@oregonpermittechs.com) with any special dietary needs.

### Donation Drive

We will be doing a work clothing drive with a local non-profit. Details to follow.

## Conference Location

**Chemeketa Center for Business and Industry-**

626 High St NE

Salem, OR 97301

## Lodging

**The Grand Hotel in Salem**

201 Liberty Street SE

Salem, OR 97301

(503) 540-7800

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With underground parking

Reserve under ‘Oregon Permit Technicians Assoc’

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