



Carl Vinson
Institute of Government
UNIVERSITY OF GEORGIA

GEORGIA ASSOCIATION OF CODE ENFORCEMENT

Fall Conference



September 26-29, 2017

Brasstown Valley Resort and Conference Center
6321 US Highway 76
Young Harris, GA 30582
706-379-9900



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SCOPE

The courses presented at the conference are designed to provide inspectors with helpful information in enforcing the local codes and ordinances within their jurisdictions. The conference will focus on current legal aspects of code enforcement in the state of Georgia and similar information that will enhance the performance of code enforcement officials. The sessions will identify code problems that occur in communities and professional methods that address those problems. The conference also will provide information on standard and best code enforcement practices in the state.

WHO SHOULD ATTEND

The workshop is designed to interest virtually all local public officials involved in code enforcement. It is an opportunity for code enforcement officers; elected officials; city and county attorneys; along with members of planning commissions; zoning boards of appeal; and Clean and Beautiful Commission directors, board members, and professional staff to attend a meeting of importance to each of them.

- Code enforcement officers
- Housing officials and inspectors
- Zoning administrators
- Environmental and solid waste inspectors
- City and county planners
- Members of planning commissions
- Members of zoning boards of appeal
- City and county attorneys
- Mayors and council members
- County commissioners
- Clean and Beautiful commissioners, directors, board members

CERTIFICATE PROGRAM FOR CODE ENFORCEMENT OFFICERS

The Georgia Association of Code Enforcement (GACE) is a professional organization dedicated to establishing responsible code enforcement practices throughout local governments in Georgia and the professional development of its members. The GACE Certificate Program for code enforcement officers is sponsored by GACE in cooperation with the Association County Commissioners of Georgia, the Georgia Municipal Association, and the Georgia Department of Community Affairs. It is administered by the University of Georgia's Carl Vinson Institute of Government. The program is designed to enhance the knowledge and skills of those persons responsible for enforcement of environmental, housing, and land use codes in Georgia. Successful completion of the program results in your receiving a certificate designation as code enforcement officer. In order to participate in the certificate program, you must be a paid member in good standing.

PROGRAM OBJECTIVES

- Encourage professionalism in public code enforcement administration throughout Georgia
- Increase knowledge of the major aspects of code enforcement administration
- Develop skills necessary for the enforcement of environmental, housing, and land use codes



ELIGIBILITY

To be eligible to participate in the certificate program, an individual must:

- Be a GACE member throughout the entire program
- Be willing to uphold the by-laws of the organization
- Be an honest/ethical persons

To become a member of the GACE organization, please visit the website www.gaceonline.com for a membership and/or renewal application. Membership dues must be paid annually

MEMBERSHIP

If you are not a member and would like additional information on the benefits of becoming a member, please contact Philomena Robertson by telephone at (678) 634-8454 or via email at probertson4GACE@yahoo.com.

To obtain a membership application, please visit the website www.gaceonline.com. Membership in the organization follows the individual, not the city or county, and is not transferable (each person enrolled in the certificate program must be a paid member). Your membership must be continuous throughout the time required to receive your certificate and must then continue for you to be eligible to receive a re-certification card from the Association. If your membership lapses, you will need to make restitution, or you will not receive your Code Enforcement Officer certificate or a renewal certificate card after the expiration.

The payment of membership dues are for a specific individual and follows that individual; the fee does not cover an unnamed employee for the city or county and is not transferable to others.

If you have questions concerning receipt of payment of membership dues or need to check the status of your membership, please contact Alayne Hightower by telephone at (770) 630-9366 or via email at adamsalayana@yahoo.com.

REQUIREMENTS FOR CERTIFICATE PROGRAM

The GACE Certificate Program offers three levels of training.

To receive a Level I certificate, participants must complete 45 hours of course work (36 hours of required courses and nine hours of electives) and pass a written exam after each required course with a grade of 70 or better. Requirements for the Level II certificate consist of an additional 45 hours of coursework (30 hours of required courses and 15 hours of electives) with the same requirement of successfully passing a written exam for each required course with a grade of 70 or better. The Level III certificate program requires the completion of 75 hours in a separate curriculum consisting of technical and leadership courses. Upon successful completion of all coursework, participants must write a reflection paper on selected courses taken.

All of the courses in each level of training are taught on a rotating schedule. Based on course selections, a participant can earn up to 15 hours of credit toward a certificate at each of the two conferences offered annually, one in the spring and one in the fall.

The time frame invested for achieving a Level I certificate is approximately three training events. If you miss a conference, the time to achieve a Level I certificate will be longer. The same is true for Level II. The time frame for receiving a Level III certificate is approximately five conferences.

A formal presentation of certificates will be held at the two conferences each year. In order to receive a framed Code Enforcement Officer Certificate Program certificate, you must be a member of GACE for the entire time you are enrolled in the program. If you are not a member of GACE for the entire time you are enrolled in the program, you will simply receive a certificate of completion upon finishing the course work required for a particular level. The names of participants who have earned the required number of hours will be submitted to the treasurer for verification of membership. Individuals who have maintained the requirement of paid membership throughout



the program will receive a letter informing them of their completion status. Once you have achieved a particular level, you are required to maintain your certificate by obtaining continuing education hours. The requirement is to obtain 36 hours every three years. This can be achieved by attending one conference or workshop per year for three years. Upon successful completion of a level, a certificate card with an expiration date will be presented to you by the Certificate Committee chair. It is your responsibility to maintain your records/hours, and you will be subject to an audit. You may obtain a list of the classes attended, with dates, by visiting the website www.vinsoninstitute.org/trainingrecords; the website will provide instructions for obtaining your individual course status. Also, it is a requirement that you maintain paid membership status during your continuing education renewal process. If your membership lapses, you will need to make restitution before receiving a renewal certificate.

REQUIRED CURRICULUM

- *Communication (6 hours)*
- *Cultural Differences in Code Enforcement (6 hours)*
- *Enforcement Techniques and Investigation (6 hours)*
- *Environmental Protection and Environmental Nuisance Abatement (6 hours)*
- *Handling Special and Hazardous Materials (6 hours)*
- *Housing and the ICC Property Maintenance Code (6 hours)*
- *Legal Aspects of Code Enforcement (9 hours)*
- *Planning Concepts and Citizen Boards (3 hours)*
- *Preparing a Case for Court (6 hours)*
- *Public Service Ethics (6 hours)*
- *Safety Tactics for Code Enforcement (6 hours)*
- *Signage and Right-of-Way Encroachments (3 hours)*

The Carl Vinson Institute of Government will maintain your records and monitor your progress in the Certificate Program. In order to receive a copy of your individual course records, please visit the website www.vinsoninstitute.org/trainingrecords; the website provides instructions for obtaining your individualized records. Please use this document to determine the classes for which you need to register to advance in the certificate program.

Attendees may be able to receive POST credit for some of the courses offered at the conferences. Please contact POST in order to determine the process for requesting credit from the Peace Officers Training Council for classes taken through GACE.

CONCURRENT SESSIONS

When selecting the course you would like to attend, please review the registration form. Since conference attendees are at different stages in the educational program, concurrent sessions allow participants to take classes needed to complete their certificate level. Please review your personalized completion check to make decisions in choosing your needed courses. The guidelines for the certificate program allow credit to be given only once for a course successfully completed.



LEVEL I AND II REQUIRED CURRICULUM COURSE DESCRIPTIONS

In order to receive credit in a required course in the Certificate Program, you must successfully pass a written exam with a grade of 70 or better. To be eligible to take an exam, a participant must have attended the entire class. No tests will be given to a participant who did not attend the class.

Communication (6 Hours)

Each week, code officers encounter and communicate with co-workers, supervisors, and members of the public. This course demonstrates how to communicate in a way that enhances workplace effectiveness. Participants will learn skills for communicating better in the workplace, and they will engage in exercises to access their present skills and practice new ones.

Cultural Differences in Code Enforcement (6 Hours)

Georgia has a very diverse population, many segments of which are unfamiliar with the property maintenance expectations of the local governments where they live. The work of the code enforcement officer can be significantly enhanced by knowing more about the languages and cultures of diverse groups. This session will give participants tools and insights to interact with greater cultural sensitivity, and to do so in a manner that is more likely to result in cooperation with code officers and compliance with their requests.

Enforcement Techniques and Investigation (6 Hours)

Code officers must use the most effective enforcement techniques possible to bring property owners into compliance with code ordinances and proper investigative processes when property owners refuse to comply. In this class, participants will learn methods for making and resolving enforcement cases including standard procedures, proper documentation, public education concerning code issues, non regulatory enforcement techniques for accomplishing code enforcement policy goals, and ways to create opportunities for compliance. Participants will also learn fundamentals of building a defensible case based on properly executed investigation processes. Topics will include investigation, evidence, search warrants and inspection warrants, statements, Subpoenas Duces Tecum, and legal processes.

Environmental Protection and Environmental Nuisance Abatement (6 Hours)

This course examines various environmental issues including how to protect the ecosystems and natural processes that must remain balanced for our communities to sustain a high quality of life. This course also covers recycling, air and water pollution, insects, noxious weeds, erosion and sedimentation, and other environmentally based nuisances.

Handling Special and Hazardous Materials (6 Hours)

This class will outline how a code enforcement officer should deal with asbestos, demolition waste, barrels containing unknown substances, paint, and other chemicals. All of these present problems for the code enforcement officer, especially where there is not a readily available responsible party. Representatives from Georgia EPD will discuss current laws and practices relevant to every code officer who must deal with these enforcement issues.

Housing and the ICC Property Maintenance Code (6 Hours)

This course provides an overview of the housing rehabilitation process. Topics include identifying and estimating deterioration, providing notification to owners and tenants, coordinating work between agencies, and working with owners and tenants to obtain compliance.

Legal Aspects of Code Enforcement (9 Hours)

This class will provide an understanding of the legal foundation upon which code enforcement rests. Participants will learn many of the legal parameters in which they must work, including the history of ordinances and their enforcement, the hierarchy of laws and courts, the structure of local government, constitutional provisions relating to enforcement cases, "home rule," state laws relevant to enforcement cases, common ordinance provisions, types of court proceedings and the courts in which they are brought, and legal procedures.



Planning Concepts and Citizen Boards (3 Hours)

Code compliance can have a direct impact on a city's or county's development objectives, but coordinating these functions requires that the two disciplines understand each other. Further, planners and developers work more with volunteer boards than do code enforcement officers, but understanding how these citizen boards work is also important to achieving development and code enforcement objectives. This course discusses fundamental planning concepts and how code enforcement work should be coordinated with planning and zoning, especially in growth areas.

Preparing a Case for Court (6 Hours)

In some cases, code officers are unable to get code violators to come into compliance with ordinances without taking their cases to court. In such situations, code officers must do their jobs in such a way as to aid in preparing these cases for court. In this class, code officers will learn key information that will assist them in preparing a case for court, including important factors to consider, case strategy, tips for drafting citations, legal options, and using sentencing or other remedies available to obtain compliance.

Public Service Ethics (6 Hours)

Public service ethics are driven by a set of values that are distinct from ethics practiced in everyday private life. Participants will examine the importance of ethical conduct in the administration of their public duties in this essential course. Also, they will gain knowledge about ethical practices that apply to public employees and will analyze ethical dilemmas that code officers might face during the discharge of their duties. Differences between compliance with law and ethical practice will also be explored.

Safety Tactics for Code Enforcement (6 Hours)

A code enforcer's interactions with community members can turn hostile. Learn how to spot the early warning signs of hostility and how to deal with hostile situations when you find yourself in the midst of them. Also, field inspections can go bad. Learn about preparing for inspections with an emphasis on code officer safety. Learn to anticipate danger and develop steps to enhance the safety of inspection sites such as overgrown fields, dilapidated buildings, derelict trailers, and old industrial sites.

Signage and Right-Of-Way Encroachments (3 Hours)

Right-of-way encroachments come in many forms including signs, trailers, landscaping, vehicles, drainage structures, and more. In addition, adjoining property owners often do not realize where their property ends and where public property begins. They consider the public right-of-way to be theirs to use as they please. Regardless of the types of ordinances cities and counties may adopt to regulate public rights-of-way, local governments have liability for what goes on in these areas. Consequently, encroachment and right-of-way issues must be addressed. This course will focus on how to treat these issues fairly, uniformly, and in a manner that complies with current statutes and case law.

LEVEL I AND II ELECTIVE CURRICULUM COURSE DESCRIPTIONS

Basic Supervisory Skills (3 hours)

Many code officers are responsible for supervising and directing others. As such, proper supervision is important. In fact, some studies show that many resignations occur because the person leaving his/her position is dissatisfied with the quality of supervision he/she receives. This course discusses some of the most important aspects of good supervision, including motivation, delegation, task alignment, and teamwork.

Change Management (6 hours)

In this course, the realities of a rapidly changing work environment will be discussed. The dynamics of change and why people tend to resist change will be considered along with appropriate responses to change. Using actual examples, code enforcers will prepare a personal mission statement as a way to address their response to current, evolving, or probable changes in their work environment.



Customer Service (3 hours)

In this course, participants will learn that providing high-quality service to external customers begins with effective internal processes. They will learn how to examine the needs of internal customers within their places of work in order to achieve better working relationships and more efficient processes, all of which will enhance the services provided to their external customers. In addition, techniques for handling difficult customers will be addressed.

Drugs, Chemicals, and Other Contraband (3 hours)

Persons who may, coincidentally, be in possession of illegal substances may receive an unrelated visit from a local code officer or be the subject of a citizen complaint. This course will help code enforcement officers learn more of the signs and evidences of illegal activity that can be turned over to sheriff/police officers—possibly resulting in help obtaining compliance regarding the violations originally investigated. The session will offer strategies for enhancing interdepartmental cooperation with law enforcement agencies.

Financially Troubled and Abandoned Properties (3 hours)

The job of the code enforcement officer is made especially difficult when dealing with properties that are financially troubled such as with situations involving bankruptcy and foreclosure or when properties are abandoned. Often the owners of these properties are in crisis and are slow to respond to code enforcement citations. Nonetheless, code enforcement work must be done. In this course, participants will learn how to effectively deal with these situations. Also, participants will learn how to identify the owners of property and explore the rights and responsibilities of property ownership.

Homeland Security in Code Enforcement (3 hours)

The course will address the topic of Homeland Security. It will focus on how federal, state, and local security issues impact the work of code enforcement. Participants will learn how to stay vigilant and alert in order to spot the warning signs of a potential security breach as well as which federal, state, and local organizations or agencies to contact in the face of an actual or suspected security-related situation.

New Technologies in Code Enforcement (3 hours)

Technology can make the job of code enforcement more effective and efficient if it is understood and compatible with other technology already in place. The course will review technologies currently being used by code enforcement officers, new technologies available for use, how to justify the acquisition of technology for code enforcement, and how to use technology for the maximum benefit of your local jurisdiction.

LEVEL III

Level III certificate program requires the completion of 75 hours in a separate curriculum consisting of technical and leadership courses. Upon successful completion of all coursework, participants must write a reflection paper on selected courses taken.

Coaching and Positive Discipline (9 hours)

As a manager, the ability to effectively coach employees is both a responsibility and a critical skill. This course will focus on the basics of supportive communication, the difference between coaching and counseling, and strategies to decrease unproductive behavior and maximize performance. Participants will practice coaching and positive discipline methods that have proven to be effective.

Continuous Improvement (6 hours)

Continuous improvement is a path to more efficient and effective operational processes. This course will introduce concepts of learning organizations and systems thinking, and basic quality tools will be presented and practiced. In addition, practical possibilities for continuous improvement in code enforcement work will be identified.



Location

Brasstown Valley Lodge and Conference Center
6321 US Highway 76
Young Harris, GA 30582
706-379-9900

Registration Fees

The registration fee for the Georgia Association of Code Enforcement spring conference is \$390.00. The fee includes all meals noted on the agenda, refreshment breaks, and standard instructional materials for registrants. All fees must be received prior to the conference to guarantee enrollment.

One Day Fee Option

A one-day fee of \$150.00 is available for Wednesday or Thursday if you only need to take six hours or less to complete your certificate level or if you can only be away from your office for one day. The fee for Friday only will be \$90.00

Registration Deadline

Please register by September 8, 2017, to ensure adequate instructional materials are prepared. Participants who fail to register prior to the conference or register on site are not guaranteed materials.

Cancellation and Refund Policy

Written notice of cancellation must be postmarked/dated no later than September 1, 2017, to receive a full refund of registration fees. Written requests postmarked/dated between September 2, 2017, and September 8, 2017, will be assessed a 25% administrative fee, and requests postmarked/dated after September 8, 2017, are not eligible for a refund. Registrants who fail to attend, cancel, or send a substitute will be liable for the full registration fee. Substitution of participant is encouraged over cancellation. To cancel registration or send a substitute, please send notification to Jean Lord at lordj@uga.edu, via fax at (706) 542-2176, or by mail at Carl Vinson Institute of Government, University of Georgia, 201 N. Milledge Avenue, Athens, GA 30602-5482.

Lodging Information

On Monday, May 4, 2015, Governor Nathan Deal signed House Bill 170, Transportation Funding Act of 2015. This bill creates a new statewide fee of \$5.00 per night on hotel rooms effective for stays on or after July 1, 2015. The fee revenue will be used to fund transportation projects and purposes in Georgia. This fee is not tax exempt. This fee is in addition to the lodging rate shown below.

Please contact the hotel of your choice to secure lodging for the conference. Brasstown Valley Resort is the conference site; lodging is limited, so please call early. A block of rooms has been reserved at each of the hotels listed below.

The hotel's policy requires a credit card imprint upon check-in. If a guest is unable to present a credit card at check-in, all room costs and applicable taxes will be collected at that time along with an appropriate deposit for incidental expenses. Any unused deposits will be refunded upon departure. All reservations require a payment of one night in advance by check, major credit card, or by company guarantee. The hotel will not hold any reservation not secured by one of the above methods.

Tax Exemption Requirements

In order to be tax exempt from state sales tax, a state, city, or county check or credit card must be presented upon check-in, along with your state, city, or county tax exemption certificate displaying your tax exemption number. Each attendee/guest must present a hotel/motel excise tax form at time of check-in to avoid payment of those taxes.



Hotel Addresses, Telephone Numbers, and Fees

Brasstown Valley Resort • 6321 US Hwy 76, Young Harris, GA 30582 • (706) 379-9900 or (800) 201-3205 • Rooms held until August 28, 2017, or until all rooms have been reserved, whichever comes first • Rate: \$149.00 + \$10.00 resort fee + \$5.00 transportation bill fee + applicable taxes (12%) per night.

The Ridges • 3499 US Hwy 76, Hiawassee, GA 30546 • (706) 896-2262 • Rooms held until August 26, 2017, or until all rooms have been reserved, whichever comes first • Rate: \$129.00 + \$13.95 resort fee + \$5.00 transportation bill fee + applicable taxes (12%) per night.

Other hotels in the area

Best Western Milton Inn • 201 Highway 515 W, Blairsville, GA 30512 | (706) 745-6995

Comfort Inn • 90 Fisher St, Blairsville, GA 30512 | (706) 745-6844

Boundary Waters Resort and Marina • 107 Boundary Waters Dr, Hiawassee, GA 30546 | (706) 896-2530

Holiday Inn Express & Suites Hiawassee • 300 Big Sky Dr, Hiawassee, GA 30546 | (706) 896-8884

Lake Chatuge Lodge • 653 US Hwy 76, Hiawassee, GA 30546 | (800) 613-4349

Important: Please ask each hotel their policy on smoking and cancellation.

Parking

Parking is complimentary at Brasstown Valley Lodge and Conference Center in the designated parking area.

Special Needs

If you require special services, facilities, or dietary considerations to support your participation in this program, please contact Jean Lord at (706) 542-9534 or via email at lordj@uga.edu.

For Additional Information

Contact:

Jean Lord
Event Manager, GACE
Carl Vinson Institute of Government
201 N Milledge Avenue
Athens, GA 30602
(706) 542-9534
lordj@uga.edu



CONFERENCE AGENDA

Tuesday, September 26

- 2:00 p.m. – 4:00 p.m. Board of Directors Meeting
- 4:30 p.m. – 7:00 p.m. **Early Conference Registration**
- 6:00 p.m. – 7:00 p.m. First-time Attendees/New Members Orientation
Dinner on your own

Wednesday, September 27

- 7:00 a.m. – 8:15 a.m. **Breakfast**
- 7:30 a.m. – 8:15 a.m. **Registration**
- 8:30 a.m. – 8:55 a.m. Opening Session/Announcements
Welcome by Keith Colquitt, President of GACE
- 9:00 a.m. – 4:00 p.m. **Concurrent Sessions**
 - Required Curriculum**
 - Cultural Differences in Code Enforcement
 - Enforcement Techniques and Investigation
 - Handling Special and Hazardous Materials
 - Preparing a Case for Court
 - Public Service Ethics
 - Elective Curriculum**
 - Basic Supervisory Skills – Morning only
 - Customer Service – Afternoon Only
 - Politics in Code Enforcement – Afternoon Only
 - Principles of Leadership for the Code Enforcement Officer – Morning only
 - Level III Curriculum**
 - Continuous Improvement
- 10:00 a.m. – 10:15 a.m. **Refreshment Break**
- 12:00 p.m. – 1:00 p.m. **Lunch**
- 2:45 p.m. – 3:00 p.m. **Refreshment Break**
- 4:00 p.m. – 4:30 p.m. **Review and exams for Required Classes**
Dinner on your own



Thursday, September 28

7:30 a.m. – 8:30 a.m.

Breakfast

9:00 a.m. – 4:00 p.m.

Concurrent Sessions

Required Curriculum

- Communication
- Environmental Protection and Environmental Nuisance Abatement
- Housing and the ICC Property Maintenance Code
- Legal Aspects of Code Enforcement (9 hours)
(Thursday and Friday)
- Safety Tactics for Code Enforcement

Elective Curriculum

- Change Management
- Financially Troubled and Abandoned Properties – Afternoon only
- New Technologies in Code Enforcement – Morning only

Level III Curriculum (Thursday and Friday) class is nine hours in length

- Coaching and Positive Discipline

10:00 a.m. – 10:30 a.m.

Refreshment Break

12:00 p.m. – 1:00 p.m.

Lunch

12:45 p.m. – 3:00 p.m.

Refreshment Break

4:00 p.m. – 4:30 p.m.

Review and exams for Required Classes

5:30 p.m.

Graduation Ceremony

Friday, September 29

7:30 a.m. – 8:30 a.m.

Breakfast

8:30 a.m. – 11:30 p.m.

Concurrent Sessions

Required Curriculum

- Legal Aspects of Code Enforcement (continued from Thursday)
- Planning Concepts and Citizen Boards
- Signage and Right of Way Encroachments

Elective Curriculum

- Drugs, Chemicals, and other Contraband
- Homeland Security in Code Enforcement

Level III Curriculum

- Coaching and Positive Discipline (continued from Thursday)

10:15 a.m. – 10:30 a.m.

Refreshment Break

11:30 a.m. – 12:00 p.m.

Review and exams for Required Classes



GEORGIA ASSOCIATION OF CODE ENFORCEMENT COMMITTEES

Certification is responsible for identifying appropriate educational training courses to help promote the code enforcement officer. The committee meets with the program faculty from the Carl Vinson Institute of Government to receive direction on the courses to be offered. The committee is chaired by the 2nd vice president.

Finance and Budget is responsible for the accuracy of the association financial well-being. This committee audits the account and treasurer's financial summary. The committee is chaired by the treasurer.

Legislative and Judicial is responsible for the review of the current by-laws of the Association and the development of new State legislation that will benefit code enforcement officers and the Association. This committee is chaired by the sergeant-at-arms.

Membership is responsible for recruiting new members and retaining current members. The committee is chaired by the 3rd vice president.

Program is responsible for the development and presentation of the program and planning hospitality and social events. This committee is chaired by the 1st vice president.

Public Education is responsible for ensuring public education of GACE and its purpose to educate the Code Enforcement Officer. This committee will be responsible for setting up exhibit booths, to inform the public, municipalities and counties of the opportunities of GACE. This committee is chaired by the president.

If you are interested in serving on any of the above committees, please contact a board member, or make a notation on your membership application/renewal.