

# **POLICY C082**

## **Town of Banff Uniform Quality Management Plan**

Approved by Council

Date: June 12, 2006

Motion: COU06-185

Department: Planning & Development

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Amends:

Policy #: C082

Dated: November 22, 1999

# **Town of Banff**

  

# **Uniform Quality Management Plan**

This Uniform Quality Management Plan that includes Schedule A - Scope and Administration, and Schedule B - Uniform Service Delivery Standards, has been accepted by the Administrator of Accreditation.

Administrator of Accreditation

Date



*SAFETY CODES COUNCIL*

**Schedule A**

**Uniform Quality Management Plan  
Scope and Administration**

**Version: Municipal  
Date: August 25, 2005**

**UNIFORM QUALITY MANAGEMENT PLAN  
SCOPE AND ADMINISTRATION  
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## SCOPE OF ACCREDITATION

The Municipality will administer the Safety Codes Act (SCA) including all pursuant regulations applicable to the following indicated discipline(s), within the municipal jurisdiction:

### **Building**

all parts of the Alberta Building Code,

# **ADMINISTRATION OF THE TOWN OF BANFF UNIFORM QMP**

## **Adherence to the Uniform QMP**

The Municipality is responsible for the administration, effectiveness, and compliance with this Uniform QMP that includes Schedule A - Scope and Administration and Schedule B - Uniform Service Delivery Standards.

**The Municipality will provide services under Schedule B - Uniform Service Delivery Standards through their own staff or one or more accredited agencies. When providing services through an agency(s), the Municipality will contract with the agency(s) to provide services in accordance with Schedule B - Uniform Service Delivery Standards. The Municipality is responsible for monitoring the contracted agency's compliance with Schedule B - Uniform Service Delivery Standards.**

The Municipality recognizes that the Safety Codes Council (SCC) or its representative may review/audit for compliance to this Uniform QMP and will give full cooperation to the SCC or its representative in business related to the administration of the SCA including the conduct of reviews/audits. The Municipality will implement the recommendations of the reviewer/auditor.

The Municipality will encourage and maintain an atmosphere that supports objective and unbiased decisions. All Safety Codes Officers (SCOs) working in the Municipality have the ability and opportunity to make decisions relative to compliance monitoring independently, without undue influence of management, appointed or elected officials.

The Municipality, in the event that it ceases to administer the SCA for any new thing, process, or activity under the SCA, retains responsibility for services provided under the SCA while accredited, including the administration and completion of services for permits issued.

The Municipality recognizes that failure to follow this Uniform QMP may result in suspension or cancellation of the Municipality's accreditation.

## **Policy for Personnel Training**

The Municipality will ensure that SCOs of the Municipality attend updating seminars required by the SCC to maintain current SCO certification.

## **Freedom of Information**

The Freedom of Information and Protection of Privacy Act applies to all information and records relating to, created or collected under this Uniform QMP.

## **Records Retention & Retrieval**

The Municipality will retain the files of all projects including those where an accredited agency(s) was involved, for at least three (3) years or in accordance with the Municipality's record retention policy, whichever is greater. Such files will be available at the Municipality's office. Files where an accredited agency was involved are the property of the Municipality and will be returned to the Municipality within a reasonable time after

completion of the services, or upon request.

## Declaration Of Status

The Municipality, its SCOs, staff, officers, and accredited agency(s), whether employed, retained or otherwise engaged by the Municipality, will not participate in any design, construction, or installation activities within the Municipality, for projects where they also provide compliance monitoring.

## Revisions

Revisions to this Uniform QMP may only be made to the Scope and will only be made by the Chief Administrative Officer responsible for this Uniform QMP. A Resolution from the Municipal Council will be included with a revision. The SCC must approve any change in the Uniform QMP.

## Revision Control System

The Municipality will ensure its SCOs have ongoing access to a copy of this Uniform QMP and contracted accredited Agencies are provided with a copy of this Uniform QMP.

The Municipality will maintain a registry of the SCOs and Agencies they have provided with a copy of this Uniform QMP and amendments to this Uniform QMP, and immediately distribute copies of amendments to all registered holders of this Uniform QMP.

## Notices

Any correspondence in regards to this Uniform QMP will be forwarded to:

Robert Earl  
Chief Administrative Officer  
Town of Banff  
Box 1260, Banff AB T1L 1A1

E-mail address: robert.earl@banff.ca  
Phone: 403.762.1200  
Fax: 403.762.1260

## Municipality Agreement

In accordance with Council Resolution #[COU06-185](#) of June 12, 2006 the Town of Banff hereby provides agreement and signature to this Uniform QMP.

Signature of Chief Administrative Officer

Signature of Chief Elected Official

Name & title of Chief Administrative Officer

Name & title of Chief Elected Official

**Schedule B**

# **Uniform Service Delivery Standards**

**Version: Municipal  
Date: August 25, 2005**



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## SCOPE OF SERVICES

This Uniform Service Delivery Standards document establishes responsibilities and minimum performance criteria for providing compliance monitoring services under the Safety Codes Act (SCA) including:

- code advice,
- permit issuance,
- plans examinations,
- site inspections,
- site investigations,
- variances,
- orders,
- verification of compliance,
- identification and follow-up of deficiencies and unsafe conditions,
- collection and remittance of Safety Codes Council (SCC) fees,
- issuance of Permit Services Reports, and
- maintaining files and records.

## SECTION 1: PERFORMANCE

The Municipality will:

- perform the services in an effective and timely manner,
- **endeavour to work co-operatively with the owner and/or the owner's representative(s) to achieve compliance with the SCA and applicable Regulation(s), and**
- perform the services with impartiality and integrity, and in a professional and ethical manner.

## SECTION 2: PERSONNEL

The Municipality will:

- employ persons knowledgeable about the applicable codes, standards and regulations, relative to the services it provides,
- employ Safety Codes Officers (SCOs) who are certified and designated at an appropriate level to provide compliance monitoring relative to services the Municipality provides, and
- maintain a registry of all SCOs they employ, and their level(s) of Certification, and Designation of Powers.

## **SECTION 3: QUALITY MANAGEMENT PLAN TRAINING**

The Municipality will:

- train its SCOs and other involved staff in the requirements of this Uniform QMP, and
- maintain the training records on the employee's file.

## **SECTION 4: RECORDS**

The Municipality will maintain a file system for all the records associated with performing the services including:

- permit applications and permits,
- plans, specifications, and other related documents,
- plans review reports,
- inspection reports,
- verifications of compliance,
- variances,
- orders,
- Permit Services Reports, and
- related correspondence and/or other relevant information.

## **SECTION 5: SAFETY CODES COUNCIL OPERATING FEES**

The Municipality will collect the SCC operating fee for each permit issued, and remit those fees to the SCC in the manner and form prescribed by the SCC.

## **SECTION 6: ORDERS**

The Municipality will employ appropriately certified SCOs who may issue orders in accordance with the SCA.

## **SECTION 7: VARIANCES**

The Municipality will employ appropriately certified SCOs who may issue variances in accordance with the SCA and SCC policy.

## **SECTION 8: COMPLIANCE MONITORING**

### **General**

The Municipality will monitor compliance through a program of permit issuance, plans examination (when applicable), site inspection, and follow-up inspections or verification of compliance (when applicable), using appropriately certified and designated SCOs to provide compliance monitoring in accordance with the SCA and associated codes and standards.

## Permits

The Municipality will collect all information required by the SCC to be collected as part of each permit application.

The Municipality will issue permits that include:

- name of the issuing Municipality,
- permit number,
- permit discipline type,
- date of issue,
- applicant's name, address, and phone number,
- contractor's name, address, and phone number,
- owner's name, address, and phone number,
- project location by legal description, civic address, and municipality,
- description of the work,
- permit conditions,
- issuer's name, signature, and designation number, and
- a Freedom of Information and Protection of Privacy Act (FOIPP) statement that meets the requirements of FOIPP as per the following example: **"The personal information provided as part of this application is collected under the Safety Codes Act and the Municipal Government Act and in accordance with the Freedom of Information and Protection of Privacy Act. The information is required and will be used for issuing permits, safety codes compliance verification and monitoring and property assessment purposes. The name of the permit holder and the nature of the permit is available to the public upon request. If you have any questions about the collection or use of the personal information provided, please contact the municipality.**

## Site Inspections

A SCO will inspect:

- to determine if work complies with the SCA and relevant codes and standards,
- within the time frames noted in the discipline specific sections of this Uniform QMP,
- in a timely fashion (endeavour to inspect within 2 working days and will not exceed 5 working days, when contacted for a required inspection),
- at the stage(s) indicated in the discipline specific sections of this Uniform QMP, and
- all work in place at the time of the inspection.

The Municipality may, at their discretion, extend the time frame for a required site inspection(s) by documenting in the file:

- the reason for the extension, and
- the new time frame or date for conducting the inspection(s).

A SCO will, for each inspection required by this Uniform QMP, complete an inspection report noting:

- permit number and file number (if applicable),
- discipline,
- Municipality name,
- date,
- Owner name, address, and phone number,
- Contractor name, address, and phone number,
- legal description, address (if applicable), and municipality,
- stage(s) of work being inspected,
- a description of the work in place at the time of inspection,
- all observed deficiencies (any condition where the work is incomplete, or does not comply with the SCA or an associated code or regulation and in the opinion of the SCO is not an unsafe condition),
- all observed unsafe conditions (any condition that, in the opinion of a SCO, could result in property loss, injury, or death, and is not a situation of imminent serious danger),
- all observed situations of imminent serious danger and the action taken by the SCO to remove or reduce the danger, and
- name, signature, and designation number of the SCO conducting the inspection.

The Municipality will, for each required inspection:

- provide copies of Inspection Reports to the permit applicant, contractor, and **Municipality's file; and if requested to the Owner, project consultant, Architect, or Consulting Engineers, and**
- follow-up on noted deficiencies or unsafe conditions through re-inspection(s) (or at the discretion of the SCO verification of compliance may be accepted as follow-up).

### **Verification of Compliance**

A SCO may, at their discretion, accept a verification of compliance (reasonable assurance provided from a third party that work complies):

- as follow-up to deficiencies or unsafe conditions noted on a site inspection, or
- in lieu of a site inspection when permitted in this Uniform QMP (eg. labelled mobile home siting, minor residential improvements).

A SCO, when accepting a verification of compliance, will document the information to the permit file including:

- identification of the document as a verification of compliance,
- permit number and discipline,
- name and title of the person who provided the verification of compliance and how it was provided (i.e. written assurance, verbal assurance, site visit by designate, etc.),
- date accepted by the SCO, and
- signature and designation number of the SCO.

### **No-Entry Policy**

When a SCO is unable to gain entry to a site for a required inspection, the SCO will leave a notification on-site in a visible location, or forward notification to the Owner or permit applicant (as appropriate), advising of the inspection attempt and requesting that the Municipality be contacted to arrange for the site inspection.

If the Municipality does not receive a response within 30 days of notification, the Municipality will mail the Owner or permit applicant (as appropriate), a second notification requesting that the Municipality be contacted within 30 days to arrange for a site inspection.

If the Municipality is not contacted within 30 days of the second notification, the inspection **stage may be considered a “no-entry” and counted as the required interim or final inspection.**

### **Permit Services Report**

The Municipality will issue a Permit Services Report:

- within 30 days of completing the compliance monitoring services as required in this Uniform QMP (completion of compliance monitoring services means; after the final or only required inspection, after acceptance of a verification of compliance in lieu of an inspection when permitted, or after compliance with the no-entry policy with respect to the final or only required inspection),
- to the Owner (the Owner, for the purposes of this Uniform QMP means, in order of preference; the Owner of the project at the time the permit was purchased, at the time the compliance monitoring services were provided, or at the time the Permit Services Report was issued).

The Municipality will not issue a Permit Services Report or close a file if there is an unsafe condition, until such time as the unsafe condition is corrected.

The Municipality will, for administrative purposes, consider the file closed when the Permit Services Report is issued, however:

- will reactivate the file if any further activity related to the permit is initiated within 30 days, and
- may reactivate the file at any time.

## APPENDIX A: BUILDING DISCIPLINE

### Building Permits

The Municipality will, **prior** to permit issuance:

- obtain two complete sets of construction documents as outlined in Part 2 of the Alberta Building Code (ABC),
- obtain any letters or schedules required to be provided by the ABC,
- conduct a preliminary review of the construction documents to determine if professional involvement is required or if there are any potentially significant code compliance issues, and
- obtain documents with the seal and signature of a registered Architect and/or Professional Engineer(s), when required by the ABC.

### Construction Document Review

The Municipality will, **within 15 days** of permit issuance:

- complete a review of the construction documents in accordance with the requirements of the ABC,
- prepare a Plans Review Report,
- provide the Plans Review Report to the permit applicant, contractor, and **Municipality's file; and if requested to the Owner, project consultant, Architect, or Consulting Engineers, and**
- provide one set of construction documents to the permit applicant for retention and **review at the project site, and retain one set on the Municipality's file.**

### Compliance Monitoring on Projects requiring Professional Involvement

The Municipality will collect and maintain on file, a letter(s) of compliance from the professional Architect or Engineer when a part or parts of the building require a professional Architect or Engineer.

The Municipality will collect and maintain on file all letters of compliance required in accordance with the ABC when overall professional Architect and/or Engineer involvement is required for the work covered under a permit.



## Building Site-Inspections

A SCO will conduct site inspections at the stages indicated in the following tables:

### Site Inspection Stages for Part 9 Buildings Not Requiring Overall Professional Involvement

Type Of Project	Type of Building & Major Occupancy	Minimum # of Inspections	Inspection Stage (NOTE: inspect all work in place at time of inspection)
New Construction <b>OR</b> Alteration, addition, renovation, reconstruction, change of occupancy, (with a value of work of more than \$20,000)	Single & Two Family Dwellings (Group C)	2	<ul style="list-style-type: none"> <li>o complete foundation (prior to backfill)</li> <li><b>OR</b></li> <li>o solid or liquid fuelled appliance(s) &amp; framing (prior to covering up with insulation and vapour barrier)</li> <li><b>OR</b></li> <li>o insulation and vapour barrier (prior to drywall)</li> <li><b>AND</b></li> <li>o final, including HVAC completion (within 180 days of permit issuance) or (within 365 days of permit issuance if the homeowner is the contractor)</li> </ul>
New Construction <b>OR</b> Alteration, addition, renovation, reconstruction, change of occupancy, (with a value of work of more than \$20,000)	Multi-family Residential, Townhouses, Small Apartments (Group C)	2	<ul style="list-style-type: none"> <li>o complete foundation (prior to backfill)</li> <li><b>OR</b></li> <li>o solid or liquid fuelled appliance(s) &amp; framing (prior to covering up with insulation and vapour barrier)</li> <li><b>OR</b></li> <li>o insulation and vapour barrier (prior to drywall)</li> <li><b>AND</b></li> <li>o final, including fire alarm and HVAC completion (within 180 days of permit issuance)</li> </ul>
New Construction <b>OR</b> Alteration, addition, renovation, reconstruction, change of occupancy, (with a value of work of more than \$20,000)	Business & Personal Services, Mercantile, Med. & Low Hazard Industrial (Group D, E, F2, F3)	2	<ul style="list-style-type: none"> <li>o complete foundation (prior to backfill)</li> <li><b>OR</b></li> <li>o HVAC rough-in</li> <li><b>OR</b></li> <li>o framing, structure (prior to insulation and vapour barrier)</li> <li><b>AND</b></li> <li>o final, including HVAC completion (within 180 days of permit issuance)</li> </ul>
Alteration, addition, renovation, reconstruction, change of occupancy, (with a value of work of \$20,000 or less) <b>OR</b> Other types of permits not covered in this table.	All types of Part 9 Buildings (Group C, D, E, F2, F3)	1	<ul style="list-style-type: none"> <li>o final (within 180 days of permit issuance)</li> </ul>

### Site Inspection Stages for Part 3 Buildings Not Requiring Overall Professional Involvement

Type Of Project	Major Occupancy	Minimum # of Inspections	Inspection Stages (NOTE: inspect all work in place at time of inspection)
New Construction <b>OR</b> Alteration, addition, renovation, reconstruction, change of occupancy (with a value of work more than \$20,000)	A, B, C, D, E, F	2	<ul style="list-style-type: none"> <li>o *foundation</li> <li><b>OR</b></li> <li>o *framing, structure</li> <li><b>OR</b></li> <li>o *HVAC rough-in</li> <li><b>OR</b></li> <li>o *fire suppression systems</li> <li><b>OR</b></li> <li>o *fire alarm system</li> <li><b>OR</b></li> <li>o *HVAC completion</li> <li><b>OR</b></li> <li>o *interior partitioning</li> <li><b>AND</b></li> <li>o *final (within 365 days of permit issuance)</li> </ul> <p>* NOTE: Any of these site inspections may be combined when it's reasonable to do so, and if site conditions permit.</p>
Alteration, addition, renovation, reconstruction, change of occupancy (with a value of work \$20,000 or less) <b>OR</b> Other types of permits not covered in this table	A, B, C, D, E, F	1	<ul style="list-style-type: none"> <li>o final (within 365 days of permit issuance)</li> </ul>

### Site Inspection Stages, Part 9 or Part 3 Buildings Requiring Overall Professional Involvement

Type Of Project	Major Occupancy	Minimum # of Inspections	Inspection Stages (NOTE: inspect all work in place at time of inspection)
New Construction <b>OR</b> Alteration, addition, renovation, reconstruction, change of occupancy (value of work more than \$20,000)	A, B, C, D, E, F	2	<ul style="list-style-type: none"> <li>o interim inspection at approximately the mid-term of the work</li> <li><b>AND</b></li> <li>o final (within 365 days of permit issuance)</li> </ul>
Alteration, addition, renovation, reconstruction, change of occupancy (value of work \$20,000 or less) <b>OR</b> Other types of permit not covered in this table.	A, B, C, D, E, F	1	<ul style="list-style-type: none"> <li>o final (within 180 days of permit issuance)</li> </ul>

**Site Inspection of labelled mobile home siting, and minor residential improvements including detached garages, decks, or basement renovations** will consist of at least one site inspection within 90 days of permit issuance, or at the discretion of the SCO, consist of a completed Verification of Compliance.

**Site Inspection of Part 10 buildings** will consist of at least one on-site inspection at the final set-up stage within 90 days of permit issuance.

**Site Inspection of Solid or Liquid Fuelled Heating Appliances (under separate permit)** will consist of at least one on-site inspection, prior to covering, within 90 days of permit issuance.

**Site Inspection of Mechanical, Heating, or Ventilation Systems (under separate permit)** will consist of at least one on-site inspection at the completion stage, prior to covering, within 90 days of permit issuance.

**Site Inspection for Demolition permits (under separate permit)** will be at the discretion of the SCO responsible for permit issuance for single family dwellings and their accessory buildings, and will consist of at least one on-site inspection prior to demolition for all other buildings.

**Site Inspection of Non-flammable Medical Gas Piping Systems** will be at the discretion of the SCO responsible for permit issuance. The SCO will follow up all ABC deficiencies identified by the testing Agency, to ensure compliance.

## APPENDIX B: Permit Services Report (sample)

### PERMIT SERVICES REPORT

Issued by: \_\_\_\_\_ on \_\_\_\_\_ to \_\_\_\_\_  
(Municipality name) (date of issue) (Owner name)

**Re:**

Permit number: \_\_\_\_\_

Type of Permit:      Building      Electrical      Plumbing      Gas

**Location:**

Municipality: \_\_\_\_\_

Lot \_\_\_\_ Block \_\_\_\_ Plan \_\_\_\_\_ OR Part of \_\_\_\_ Sec \_\_\_\_ Twp \_\_\_\_ Rge \_\_\_\_ West of \_\_\_\_\_

**Status:**

Compliance monitoring services have been provided as required by the Safety Codes Act, and codes, regulations and policies pursuant to the Act. It is the opinion of the issuer of this report that:

**work complies** with the intent of the Safety Codes Act and applicable regulations.

**work may not comply** as  
a Safety Codes Officer was unable to gain entry for the required site inspection(s)  
the permit expired  
the permit was cancelled

**deficiencies must be corrected** for the work to meet the intent of the Safety Codes Act and applicable regulations (refer to attached list or inspection report). Please contact the Municipality within 30 days of this report if you wish to make arrangements to verify that deficiencies are corrected.

Yours truly,

\_\_\_\_\_  
Signature of Municipality Representative

cc: permit file

Note: This report remains on file as record of compliance or non-compliance with the provisions of the Safety Codes Act,

regulations, Codes, and standards. Pursuant to the Safety Codes Act, the “Owner” is responsible for meeting the requirements of the Act.