



## Presidents Corner

Hello and Happy New Year to everyone. I realize that this past year has been a struggle for many of us, and this year will continue to be the same it appears. Some of our members have been laid off, many have had hours or salaries reduced, and yet through it all our Association continues on strong and we keep doing our jobs.

We had two great training offerings this past year; it was after all, the 20<sup>th</sup> anniversary of our founding. For those that could not make it, we had a respectable turn out, and thanks to a great job of negotiating and penny pinching by our Board we did not lose a lot of money on the conferences. Orlando will offer a budget report for the year at the Fall Conference meeting.

The Board has been busy making connections and lining up speakers, and continuing to expand the visibility of our Association. One of the presenters in the Spring was from WDFW, and we have attempted to establish a counter training offer so that they might better understand how our groups can work together. If anyone has a good contact, or interest in establishing working relationships with other agencies, or enforcement personnel, please let us know, the Board is willing to have meetings or discussions to further our visibility and our profession.

I again attended the AACE conference in Dallas TX this year, WACE was very well thought of and respected at the meeting. It has been some time since a member of WACE was on the Board of AACE, however we have contributed greatly to the National Association, including a few former Presidents. Also discussed were the various issues that many State Associations have dealt with in the past, or are currently dealing with, things that we have faced, and resolved.

The State representative meeting focused on the issue of the AACE vs ICC tests and the issues around certification. Our 2<sup>nd</sup> VP will be communicating, extensively, with ICC to discuss our members dissatisfaction with the test and the process. When you test you must be certain to ask for the AACE test, a different number than the ICC test, in order to be certified by AACE. Brenda Wood from King Co. our 1<sup>st</sup> VP has direct experience with that and has recently been involved in getting some exposure to the whole process. Some of the test questions also raised an objection from AACE members so we are hoping for some meaningful changes in the future.

Some of the same topics taught at our Fall Conference were covered in the AACE conference as well, including preparing for a hearing. The diversity of approaches and staffing levels across the country never cease to amaze me. In Washington many of our members prepare their own cases, in the class the staff attorneys for Ft. Worth TX, yes they have more than one, made the presentation. The classes also covered animal hoarding, something some of our Officers have recent experience with, as well as administrative citations, another recent topic of discussion for WACE.

With the current budget dilemma facing the State, and being a short session, I do not believe we could get a hearing for our Officer Safety Bill, however Chris Grabowski will continue to keep an eye on the issues, and will keep us informed. With the recent tragedies involving so many Police Officers in our State I was hoping that we could gain some support along with the Police. Please contact your legislators and remind them that we face many of the same dangers as the Police in our day to day activities. Additionally the question of the confidentiality of complainants has been raised by many jurisdictions

recently. Everett has proposed a bill that recently had a hearing before the Senate to include the complainants on our issues. We will have more on that as it moves along, but this is an issue that may affect many jurisdictions.

And finally some housekeeping. We are updating the members list for the website, please be certain we have your current email, phone and mailing address. I emailed out the Fall Conference Certificates. If you did not get yours please contact me, I can resend it, or mail the hard copy. If anyone has ideas for speakers or topics for training please contact Brenda Wood at King County. Remember to stay safe out there.

Craig Salzman  
President

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Hello all! Can you believe we are already halfway through March? It has been a rough year throughout many jurisdictions in Washington. Some of our members have been laid off, others have had their hours cut. We are hopeful that our membership will maintain. If you have any openings in your agencies, please let us know so we can make our membership aware.

Fall Conference 2009 was really great! With the economic situation, the number of attendees was down. We had a great group of speakers. Elections were held and we now have a few new people on the board, getting use to the hard work and responsibility of each position. We are fortunate to have such dedicated officers.

We are working to update our website, even modernize portions of it, hopefully creating a chat room for members to have a way to easily communicate.

Spring Conference is advertised in this newsletter. We are hoping for a good turnout! One of our most popular speakers, Janaki Severy, will be presenting a great class to help everyone cope with the stress of working with less help and more expectations. I have had the privilege of taking the class previously. We were fortunate she was available. The conference will be at the Museum of Flight, due to the proximity of so many members. It is really beautiful. Each attendee will have free parking and a ticket to tour the museum.

I look forward to seeing all of you. Please contact me at any time if you have ideas for a class, attend a class with a good speaker, know of a speaker you would like to hear, or subjects that interest you.

Fall Conference 2010 will be held in Leavenworth at the Icicle Inn, September 22-24. Here's how the conference is shaping up so far:

- There will be a class regarding the court decision involved in the legality, & process of fines.
- Both King County and City of Tacoma (possibly a third jurisdiction) staff and attorneys will go through a case process from Notice and Order, fines, Superior Court, and abatement. There will be a question and answer session following the presentations.
- I am hoping to have a presentation "Spanish in a Pinch" for communication.
- I am working with the State Attorney General's office regarding mobile homes, mobile home parks, & a new law regarding recreation vehicles. Also what arbitration services they have in place.
- I am working with a banking institution that handles banking repossessions in Washington State.

Once all is finalized, a flier and agenda will be e-mailed to the membership and put on the WACE website. Please plan to attend!!

Please notify me early if we can assist in the reduction of expenses, such as room share, etc. for Fall Conference.

In closing, I want to thank our wonderful board and Board of Directors for all of their efforts. I want to thank the editor, Joyce DeVries, for her effort and the professional product produced. As always, it would be wonderful if you would write a short article about your experiences or events taking place within your agencies. If you have an idea for a story, please contact a board member or email Joyce DeVries at [joyced@co.klickitat.wa.us](mailto:joyced@co.klickitat.wa.us).

Brenda Wood  
1st Vice President/Conference Chair

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## NAVY VOLUNTEERS PROVIDE COMMUNITY SERVICE

Code Enforcement Officer Spring Wathen had a code enforcement case regarding overgrown vegetation. This is not an unusual situation in the City of Everett, however, when a property owner is elderly and has no financial or physical means to bring the property into compliance we look to alternative resources in which to get the job done!



Everett Code Enforcement learned through a fellow Everett Police Officer that sailors from Naval Station Everett were often looking for opportunities to provide community service. I (Spring Wathen) contacted Operations Specialist 1<sup>st</sup> Class Anthony Battista from Naval Station Everett who coordinated a comprehensive clean-up crew.

Sailors, civilians and family members spent an entire Saturday afternoon bringing the property into compliance. Volunteers worked in the rain to clear shrubs away from pedestrian paths and remove overgrown vegetation from the property in violation of City of Everett property maintenance codes.

This was the first time we have asked the Navy for help and we had great support from the volunteers. There is already another project on a much larger scale in the works for clean-up. The Navy volunteers had a lot of fun and are looking forward to the next project.

The Navy's commitment to this community not only assisted an individual citizen in need, but helped an entire neighborhood!



## **Jurisdictions Asked to do More With Less**

by Chris Grabowski, WACE Board member-at-large

There's no question that the economic events of the last two years have played havoc with state, county, and local budgets. Many jurisdictions have had to lay off employees or reduce hours to make ends meet. Often, though, this doesn't necessarily correlate to a reduction in service. Many remaining employees are tasked with providing citizens with the same, or even increased, levels of service. There seems to be no decrease in the number of complaints. While some local jurisdictions are ramping up efforts at annexation as a way of increasing income, those efforts usually end up increasing the demand for service from the public.

Debbie Blessington in the City of Bothell puts it this way. "The only effect I've seen is an increase in cases and complaints. I'm assuming because more people are home after losing a job, more people are miserable and stressed out and therefore complaining more, more vacant homes due to foreclosure, etc. " As people see their property values decreasing, they look for any way possible to shore it up. Suddenly, those junk cars that your neighbor has become a much bigger deal.

Luis Quintanar with the City of Covington has had his hours reduced, but has also seen an increase in the number of citizen calls. "I have had to take a step back and realize that I am not going to solve everyone's complaint as I did before", Luis says. "It is disappointing because I was so involved and committed in this community. I no longer attend HOA Meetings and am no longer a part of our community outreach program and business community. This is hard, but I just don't have the time to answer everyone's questions and requests. On average it takes me over 24 hours to get back to the public."

In another example, City of Olympia the code enforcement officers in Planning and Development began taking on the duty of abandoned vehicle impounds in the public rights-of-way since January 1. Budget reductions in the Police Department eliminated the program which was once handled exclusively by the Police Cadets. Code enforcement officers have seen a 25% increase in their overall workload as a result of this new responsibility, with no decrease in other types of complaints.

Meeting these demands is becoming more and more of a challenge. Officers all over the state are feeling the pressure to perform, and many feel that their jobs hang in the balance. As Debbie Blessington says, "I haven't heard anyone say they're planning on hiring another CE Officer, but if they don't there's no way I'll be able to keep up."

### **REMINDER**

WACE Board members would like to remind you that it's especially important that your e-mail contact information is updated.

**Your CODEWORD and Training certificates will be sent out via email in an effort to "go green".**

Contact Tamra Gregory ([tgregory@ci.everett.wa.us](mailto:tgregory@ci.everett.wa.us))  
or Spring Wathen ([swathen@ci.everett.wa.us](mailto:swathen@ci.everett.wa.us))  
with any updated contact information.

## **Patience Pays Off in Everett**

**By Spring Wathen, Code Enforcement Officer, City of Everett**

Some enforcement actions may test your patience more than you might expect, as did this enforcement action starting in 1999. My involvement, however, did not begin until July 2004 and since that time; two other code enforcement officers have also worked on the case. After receiving a number of neighborhood complaints about the excessive accumulation of personal and household items, junk, trash and debris in the front yard of the residence, site inspections were done. After inspection it was pretty clear that we were dealing with more than the usual nuisance conditions. The property owner residing at the residence is clearly a hoarder.

Each time the resident received notification from the city that conditions on her property violated the Everett Municipal Code, she would clean up. The items however, were only relocated to other areas of the property where they were not visible from the street, or placed inside the residence, and in time found their way back into the yard. When the condition's re-surfaced, so did the phone calls from the neighbors. The visible nuisance conditions occurring on the property were causing problems for other home owners in the area who were attempting to sell their homes. One home that had been on the market for several months, lost sales with comments made by potential buys about their view (directly across the street) of this property.

Enforcement actions by the City eventually found the property owner in front of the City's violations Hearing Examiner. Hearing Examiner Orders were issued, fines were imposed and compliance was not achieved. Family members were not aware that the conditions were reaching a desperate level because she was able to conceal the problems for many years.

Due to the years of neglect, the physical integrity of the structure was in extremely poor condition. An inspection of the exterior of the residence was done by the City of Everett Building Division in August 2009. It was determined at that time that part of the structure had been compromised and was subject to collapse.

The City of Everett offers home repair services through its Community Housing Improvement Program (CHIP) to rehabilitate housing for low and moderate income families within the city limits of Everett. In September of 2009 the property owner called the City to inquire about the CHIP program. The hoarding conditions inside the residence, however, made it impossible for an evaluation to be made of the residence to determine the scope of work that would need to be done. It was not until the signs of dilapidation had become evident to the exterior foundation of the residence and the chances of collapse were great, that the property owner finally gave in to her family's plea to seek help. The property owner also contacted Snohomish County Hoarding Task Force to inquire of any assistance they may be able to provide her. Her call for help not only allowed her family to finally step in; she also agreed to be part of the "Hoarders" series seen on A & E. The filming crew and their team of professionals were in town this past fall for the taping. The episode ("Gail – Washington") aired on Monday, January 25, 2010 and can be seen on <http://www.aetv.com/hoarders/>. I sat and watched the episode in total awe. I was truly amazed at the transformation and what was accomplished inside her home once she agreed to accept outside help.

Because of the sensitive nature of the issues that surround the problem, anyone who has dealt with mental illness and hoarding, realize that the normal enforcement process does not work. Al Ivanjack is one of our Code Enforcement Officers and he was quite instrumental in the events that recently took place. Under Al's watchful eye this severe hoarding case was brought to a safe, successful and compliant close. Thanks to Al we all have a success story.

So remember, some cases may take a little longer to gain compliance, but with patience, there is always a light at the end of a tunnel!

## Certification Testing Troubles

by Debbie Blessington, WACE Board 2<sup>nd</sup> Vice President

Have you recently gone through certification testing? Are you planning to this year? I was asked to write this article about some of the issues with certification testing. There's been a lot of chatter about problems with the test that's being administered by ICC.

There are two main issues: 1) the test content itself, and 2) signing up for the AACE exam vs. the ICC exam. Code Enforcement Officers who have taken the tests are complaining that ever since ICC and AACE combined forces, the tests have strayed away from Code Compliance, and are more geared toward Building Inspection. Code Enforcement Officers are complaining that they more often than not, fail the tests the first and second times, before they pass. For those of us who don't get reimbursed the \$180 to take the test unless we pass, this could be a problem.

The other issue is registering for the AACE exam and not the ICC exam. If you are required to be AACE certified, you have to take the AACE exam. To be clear, it is the exact same test, the only difference is the exam number. The AACE exam has a different number than the ICC exam. I actually tried to register for the AACE exam on both the ICC website and the Pearson Vue website. I kept hearing that it was difficult and confusing to sign up for the AACE exam. Again, let me be clear: it is not difficult, it is IMPOSSIBLE. You are not crazy. The AACE exam is not offered. You CANNOT sign up for that exam number. If you need to be AACE certified, you will have to register for the exam under the ICC, and then pay the \$50 to have it transferred over to count as AACE certification.

AACE board members are going to Washington DC to meet with ICC Officials. Roy Fyffe, of AACE, is meeting with ICC officials to clarify some of the issues regarding certification testing. If you have an experience, good or bad, that you could share with Roy, please contact him:

Roy Fyffe    [rfyffe@cityofburnet.com](mailto:rfyffe@cityofburnet.com)    512-715-3211

### UPDATE

If a candidate wants to take an AACE exam the exam ID for the AACE Property Maintenance & Housing Inspector is 61 and the exam ID for the AACE Zoning Enforcement Officer is 72. There are a couple of different numbers that ICC uses for Pearson VUE depending on the exam they are taking. The correct number for candidates who want to take an AACE exam is 1-800-275-8301.

There may have been some confusion between what the candidate was asking and how the Pearson VUE and ICC representatives responded. We may have misunderstood. I do apologize and will definitely speak to my staff.

**April Dison, Manager - Test Administration**  
**Certification and Testing Department**  
**International Code Council, Inc.**  
Birmingham District Office  
900 Montclair Road  
Birmingham, AL 35213  
888-ICC-SAFE (422-7233), x5252 phone  
**Hours of Operation-M-F 8:00 a.m.- 4:30 p.m. CST**  
205-599-9897 facsimile  
[adison@iccsafe.org](mailto:adison@iccsafe.org)    [www.iccsafe.org](http://www.iccsafe.org)

*Your Officers and Board of Directors - Elected 9/18/2009*

Name	Position	Email address	Phone Number
Craig Salzman	President	<a href="mailto:csalzman@ci.kirkland.wa.us">csalzman@ci.kirkland.wa.us</a>	(425) 587-3289
Brenda Wood	1st Vice President	<a href="mailto:brenda.wood@kingcounty.gov">brenda.wood@kingcounty.gov</a>	(206) 296-7092
Debbie Blessington	2nd Vice President	<a href="mailto:Debbie.Blessington@ci.bothell.wa.us">Debbie.Blessington@ci.bothell.wa.us</a>	(425) 486-8152,#4475
Robin Blair	3rd Vice President		
Spring Wathen	Secretary	<a href="mailto:swathen@ci.everett.wa.us">swathen@ci.everett.wa.us</a>	(425) 257-8563
Orlando Howell	Treasurer	<a href="mailto:ohowell@cityofhoquiam.com">ohowell@cityofhoquiam.com</a>	(360) 532-5700, #251
Ken Lee	Sergeant-at-Arms	<a href="mailto:kenl@ci.mount-vernon.wa.us">kenl@ci.mount-vernon.wa.us</a>	(360) 336-6214
Chris Grabowski	Board Member	<a href="mailto:cgrabows@ci.olympia.wa.us">cgrabows@ci.olympia.wa.us</a>	(360) 753-8168
Tamra Gregory	Board Member	<a href="mailto:tgregory@ci.everett.wa.us">tgregory@ci.everett.wa.us</a>	(425) 257-8561
Steve Manske	Board Member	<a href="mailto:smanske@co.pierce.wa.us">smanske@co.pierce.wa.us</a>	(253) 798-3154
Michele Forkner	Board Member	<a href="mailto:michelef@ci.issaquah.wa.us">michelef@ci.issaquah.wa.us</a>	(425) 837-3107

**New Officers Elected in September**

Nominations and Elections for 2010 - 2011 WACE Officers were held during the Annual Fall Conference in Leavenworth on September 16, 2009. Some batons were passed while others retained their posts. Re-elected officers include President Craig Salzman, 1<sup>st</sup> Vice President Brenda Wood, 3<sup>rd</sup> Vice President Robin Blair, and Treasurer Orlando Howell. We welcome new officers 2nd Vice President Debbie Blessington, Secretary Spring Wathen and Sergeant-at-Arms Ken Lee. Congratulations to all!



Craig Salzman



Brenda Wood



Debbie Blessington



Robin Blair



Spring Wathen



Orlando Howell



Ken Lee



Chris Grabowski



Steve Manske



Michele Forkner



Tamra Gregory

# 2010 SPRING CONFERENCE

FRIDAY, APRIL 30, 2010 - 8:30 a.m. to 4:00 p.m.



Museum of Flight  
South View Lounge  
9404 East Marginal Way So  
Seattle, WA 98108-4097



## INCREASE PRODUCTIVITY IN THE WORK PLACE WITH POSITIVE STRESS MANAGEMENT

*Instructor: Janaki Severy*

This training explores current research on stress and in particular stress at work. Conditions that lead to stress as well as positive and negative coping strategies that are often used to manage stress are discussed. We will review how environmental pressures and satisfactions can influence stress and ways to respond effectively to those influences. In addition, we will reveal how our inner world of thoughts and feelings can affect our stress and how we deal with it. Throughout these topics we will offer various strategies and actions that will dramatically increase your ability to manage your stress.

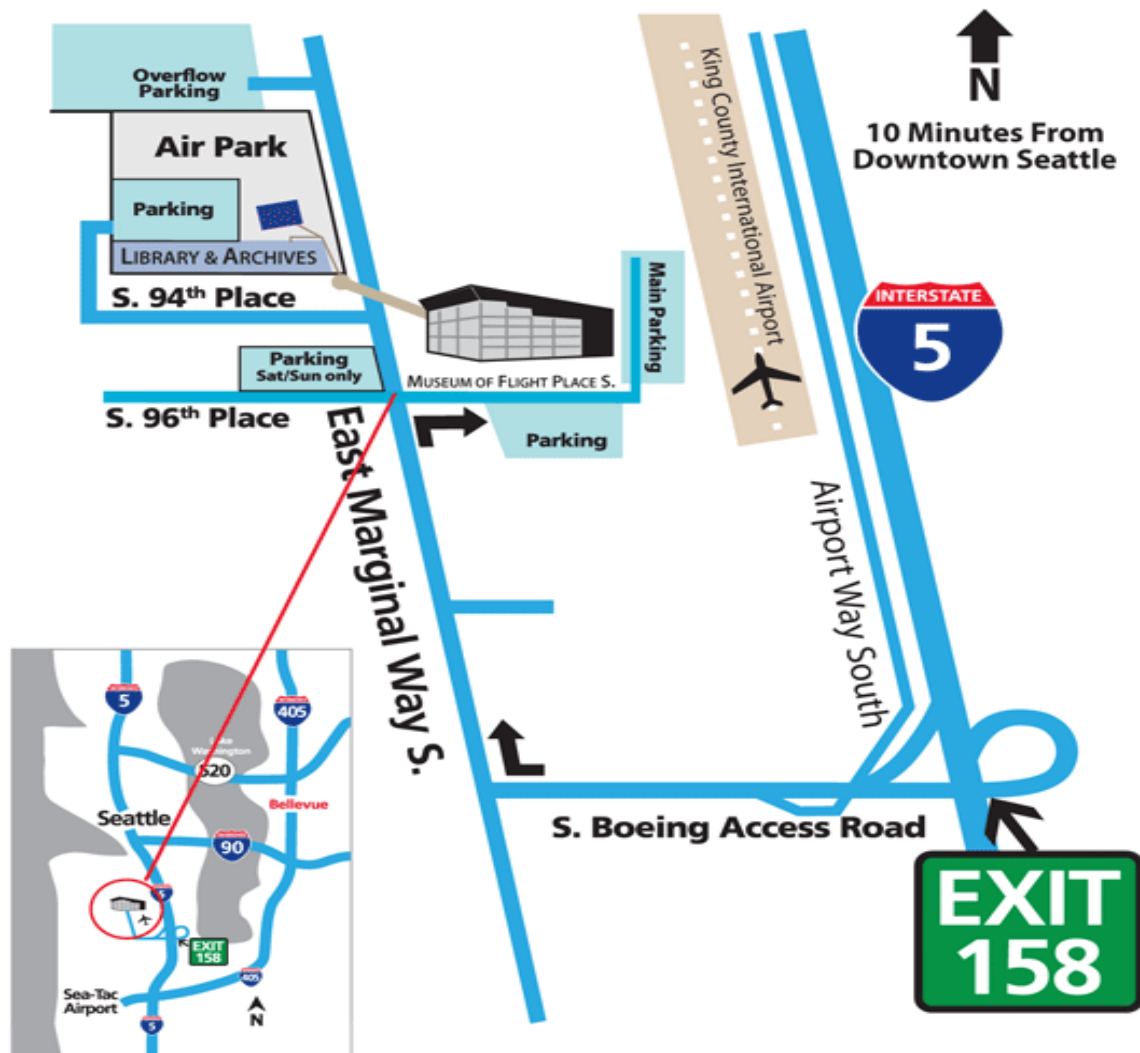
### Topics Covered

- Early warning signs of stress
- Job stress and health
- Four basic sources of stress
- Mental obstacles that cause stress
- Work circumstances that contribute to stress
- Worker characteristics that contribute to stress
- Sixteen stress busters
- Lifestyle requirements for stress management

***A MINUTE FOR MYSELF ... SMALL INVESTMENT ... BIG REWARD***

(Class will dismiss at 4 p.m. to allow time for touring Museum of Flight exhibits prior to closing)

## MAP AND DIRECTIONS TO MUSEUM OF FLIGHT



### Getting Here:

The Museum of Flight is located at 9404 E. Marginal Way S., Seattle, Exit 158 off Interstate 5.

### By Car

The Museum is very conveniently located just a minute off of Interstate 5, and only 10 minutes south of downtown Seattle.

1. Take exit 158 from I-5.
2. Merge right onto S. Boeing Access Road.
3. Turn right at the first stoplight (E. Marginal Way S.)
4. The Museum is on the right, 1/2 mile.

Free parking is available adjacent to the museum and Air Park.

[Google Maps link \(for more detailed directions\):](#)

### By Bus

From either downtown or Tukwila Station, take METRO Bus #124. The bus has a stop directly in front of the Museum.

