



Temporary inspections procedures/ policies during the COVID-19 outbreak.

Due to the recent rise in cases of COVID-19 in our area, the inspections division will be implementing measures to protect the staff, to limit the potential for staff to spread or contract COVID-19, and to maintain operational ability. These measures, in effect until further notice and subject to further revision, are as follows:

Inspections

1. Our goal is to limit personal contact as much as possible as to limit our staff's exposure and to not contribute to the spread of the virus.
2. To accomplish this goal, staff prefers to complete all inspections virtually using video calls when possible. This may also include photos and video for some minor inspections. In instances when virtual inspections are not an option, please refer to item #9 for requirements for in-person inspections.
3. Virtual inspections requests will be scheduled the same as before with a phone call to the main office line 540-332-3862. The only difference is you will be given an exact time for the inspection and must provide us with an email address.
4. Zoom will be utilized for the video call to perform the virtual inspection.
5. Virtual inspection requirements and preparations.
 - a. Have a smartphone or tablet connected to Wi-Fi or 4G wireless service and an email address.
 - b. Download the free Zoom video conferencing application to their phone or tablet from <https://zoom.us/signin>
 - c. Ensure you have the necessary tools (based on the inspection type) readily available (for example, tape measure, level, GFCI tester, step ladder, and/or flashlight).
 - d. Make sure your mobile device is fully charged.
 - e. Turn off phone or tablet notifications. Notifications can freeze the video feed during the call and could cause delays or require the inspection to be rescheduled.
6. At the scheduled time of inspection:
 - a. The inspector will send an email with a link to the Zoom video call.
 - b. The customer will follow the link in the email to join the video call, which may be recorded for purposes of documentation or quality control in specific circumstances as determined by the inspector.
 - c. Walk through the inspection with the inspector, noting the following (if applicable):
 - i. Follow directions from your inspector.
 - ii. Begin at street view looking at structure with the address showing.
 - iii. Walk the inspection in a clockwise direction.

- iv. If a non-residential property, walk the inspection from bottom floor to top floor, if multiple floors. If a residential property, walk it from top floor to bottom floor to follow load path.
 - v. Make note of any items that require correction.
- 7. Your inspector will tell you in the video call if the inspection has passed or failed.
- 8. Results will be processed in the permitting system, and an email will be sent confirming that the inspection passed, or in the case of a failure, a list of the deficiencies.
- 9. In-person inspections:
 - a. If a virtual inspection is not possible or desired by the contractor, in person inspections will be completed with the following restrictions:
 - i. No more than one representative will be allowed on the property with the inspector during the inspection, though it is preferred that no representative be present.
 - ii. At all times, the one representative must wear a face covering that complies with the requirements of the Commonwealth of Virginia and maintain at least 6' social distancing.
 - b. The inspection will be cancelled or suspended in the event of noncompliance with the above restrictions.

Property Maintenance

- 1. Our goal is to limit personal contact as much as possible.
- 2. We ask that whenever possible the structure be vacated during our inspection. If this is not possible, our staff will assess the situation on a case-by-case basis to determine the best course of action.
- 3. Our staff will be provided with personal protective equipment and will evaluate the situation on site.

As of 12/21/2020