

The purpose of this bulletin is to advise the public of our temporary measures on permit and inspection services during COVID-19 outbreak.

*"This information is provided for convenience only and is not in substitution of applicable City Bylaws or Provincial or Federal Codes or laws. You must satisfy yourself that any existing or proposed construction or other works complies with such Bylaws, Codes or other laws."*

The City of New Westminster is taking proactive measures to help stop the spread of the COVID-19 virus, while continuing to support our development community. Effective immediately, and until further notice, the City has implemented the following permit and inspection protocols to maintain these services while creating the required social distancing and limiting person-to-person contact.

**The City has restricted public access to city hall. All inquiries and primary communication regarding permits will be by phone or email. In person face-to-face meetings will be by pre-arranged appointment only. Inspections will continue, subject to site safety.**

### Building Department Inquiries

All inquiries must be by phone at 604-527-4580, fax at 604-527-4564 or by email at [inspections@newwestcity.ca](mailto:inspections@newwestcity.ca)

### Permits

- Prior to arranging an appointment, all permit applications must be pre-reviewed using online application, email and/or phone with Plan Review staff to ensure a complete application can be made. Use the phone number or email above to start this review.
- Once a complete application is confirmed, an appointment may be made. Screening questions will be asked prior to making the appointment, and at your arrival, to ensure that an applicant does not have flu-like symptoms, has not been in contact with anyone with a confirmed case of COVID-19, and has not returned from travel outside of Canada within the previous 14 days. Only one person may attend the appointment, except where a second person is required for translation.
- Appointments will be taken at the northeast entrance to City Hall, located to the east of the main rear entrance, using a protective booth. No application fee will be collected at this time.
- Should your application be rejected we will let you know by email, and advise you as to the next steps for your application.
- Once your application is ready for issuance, we will call you to make an appointment for permit pick-up, with the same restrictions as described above. Full payment must be made at this time, and you must advise in advance of the method of payment. Only the authorized agent or owner will be allowed to pick up the permit.

## ALL Inspections

- Inspections are booked online using your building permit access code, please refer to our online brochure: [https://www.newwestcity.ca/database/files/library/E\\_Inspection\\_Brochure\(1\).pdf](https://www.newwestcity.ca/database/files/library/E_Inspection_Brochure(1).pdf)
- Inspectors can generally be contacted by calling 604-527-4580 between 8:00 am and 9:00am only. Inspectors are not available for face-to-face discussion at the permit counter.
- Prior to your inspection, the inspector will call ahead and screening questions will be asked to ensure that **no one** at the site has flu-like symptoms, has been in contact with anyone with a confirmed case of COVID-19, and has returned from travel outside of Canada within the previous 14 days, AND that the site is in compliance with the requirements issued for construction sites by the Public Health Officer. (See <https://news.gov.bc.ca/releases/2020EMBC0002-000542>)
  - There should be no more than 50 people in the same space in any circumstances.
  - Where possible, employees should maintain a distance of two metres apart from each other.
  - Post signage that limits the number of occupants in any elevator to four people at a time.
  - Reduce in-person meetings and other gatherings and hold site meetings in open spaces or outside.
  - Increase the number of handwashing stations and post signage that identifies their location.
  - Maintain a list of employees that are currently working on sites and update this list daily.
  - All common areas and surfaces should be cleaned at the end of each day. Examples include washrooms, shared offices, common tables, desks, light switches and door handles.
  - Anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing or coughing, must self-isolate at home for 14 days.
- For the duration of the inspection, social distance of 2 m. must be maintained at all times, including in the man-lift at the construction site.
- Sites not in compliance with the above will not be inspected by the City, and a stop work order may be issued.

## Online Permits

We have introduced an **Online Permit Guide and Submission** application. You will find it under Online Services on the City Webpage at [www.newwestcity.ca](http://www.newwestcity.ca). At this time you are able to apply for Trades Permits Online (Plumbing, Services, Sprinkler & Hydronic Heating). We will be adding Demolition, Building & Tree permits as they are available. You are also able to upload inspection documents online. If you experience any issues with this system please call 604-527-4580 or email [inspections@newwestcity.ca](mailto:inspections@newwestcity.ca)

The City is monitoring the COVID-19 pandemic situation as it evolves, and responding accordingly. The above temporary measures may be changed with little or no advance notice to our applicants. Please continue to monitor the city and department webpages for up-to-date information. As we are dealing with an unprecedented situation that is impacting all of us, the health and safety of our applicants and staff is of utmost importance. We apologize for any inconvenience this will cause and thank you for your patience and understanding.