

## Virtual Inspections During the COVID-19 Outbreak

Due to the COVID-19 outbreak, virtual inspections will be acceptable forms of inspection available for certain non-complex inspections until further notice.

Virtual inspections, an efficient alternative to in-person inspections, enable prompt service, productive follow-ups, and more specific scheduling. Virtual inspections are conducted between a customer and County Inspector by using a video call on a smart phone or tablet.

### **Requirements**

All non – complex building-related inspections (building, electrical, mechanical, plumbing, energy) may be considered for virtual inspections, however, based on the size and/or complexity of the project it may not be possible to conduct virtually.

Note: Inspection complexity will be determined by the Inspector. Examples of non-complex inspections include underground conduit or water lines or reinspection of a specific correction that has been corrected and is ready for reinspection. Examples of complex inspections include whole house framing where the job must be walked through. Again, inspection complexity and whether the inspection qualifies for a virtual inspection will be determined on an individual basis by the Inspector.

As another alternative, for inspections deemed too complex for virtual completion, the County will accept third-party inspections per the County's policy on Special Inspections per OSSC 1704.

Customers must have a smartphone or tablet connected to WiFi or 4G wireless service.

We currently offer two avenues for performing the video call. FaceTime (Apple OS devices only) and Google Duo are what the Inspectors have the ability to use, and one of these will be required to host the video call. Check your mobile device's app store to download. Additional apps may be offered as this program expands.

### **Process**

**1. Schedule your inspection.** All virtual inspections must be scheduled in advance:

Schedule a regular inspection as you normally would:

- Online: E-permitting Services <https://aca-oregon.accela.com/oregon/>
- By phone on 24 Hour Inspection Request Line: 888-299-2821

Inspection Codes can be found at:

<https://jacksoncountyor.org/ds/Building/Inspection-Information/Inspection-Codes>

Where the system allows you to leave a comment – please indicate that you would like to have the inspection as a “virtual inspection”. Ensure that you leave your contact number or the virtual inspection cannot be conducted.

## 2. Prepare for your virtual inspection:

You can utilize FaceTime (already on your iOS device) or download Google Duo for your Android device at <https://play.google.com/store/apps/details?id=com.google.android.apps.tachyon>.

Ensure you have the necessary tools (based on the inspection type) readily available. For example, a tape measure, level, GFCI tester, step ladder, and/or flashlight.

Make sure your mobile device is fully charged.

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.

## 3. Contact your Inspector:

On the day of your scheduled inspection, to find out which Inspector that has been assigned to conduct your inspection:

Between 7 AM and 9 AM on the day of your scheduled inspection, call 541-774-6927. A Permit Technician will assist you with your Inspector's contact information.

Text your Inspector the following information:

- Your name and that this is for a virtual inspection
- Permit number
- Type of inspection
- Cell phone number of the person that will be walking the inspection site
- E-mail address of the person that will be walking the inspection site

Your Inspector will give you an approximate time window that your inspection will take place.

## 4. Accept the incoming video call initiated by your Inspector at the scheduled time.

## 5. Walk through your inspection with your Inspector, noting the following (if applicable):

Follow directions from your Inspector.

Begin at street view looking at structure with the address showing or other site identifying means.

Make note of any items that require correction.

Inspection Results:

Your Inspector will tell you in the video call if the inspection has passed or failed.

Results will be processed in the permitting system by the end of the day on which the inspection occurred.

If the inspection failed:

Comments will be available in the permitting system the following day.

The Inspector will determine if additional fee(s) for re-inspection is/are required.