

Winter Sidewalk Maintenance

Staff Duties Checklist

Pre-Season (Before First Snowfall)

- Review and confirm sidewalk maintenance policy, bylaws, and service level expectations.
- Assign roles, coverage schedules, and escalation contacts (including after-hours).
- Inspect sidewalks, curb ramps, stairs, and handrails for defects; log and schedule repairs.
- Stockpile supplies (ice melt, sand, traction agents) and verify environmental suitability.
- Service equipment (shovels, plows, blowers); test start-up and safety guards.
- Train staff/contractors on procedures, documentation standards, and hazard reporting.
- Establish documentation templates (inspection logs, action records, incident forms).

During Weather Events (Snow/Ice)

- Initiate clearing within required timeframes (e.g., start within X hours of snowfall ending).
- Clear snow to full sidewalk width and expose edges/curbs; avoid creating windrows at crossings.
- Treat surfaces with approved deicer or sand; reapply after melt-freeze cycles.
- Prioritize high-traffic areas: entrances, transit stops, curb ramps, stairs, crosswalk approaches.
- Inspect for black ice and shaded areas prone to refreezing; spot-treat immediately.
- Place temporary caution signage/cones where hazards are present until fully mitigated.
- Record actions (start/finish time, conditions, materials used, staff/contractor names).

Post-Event (Within 24 Hours)

- Conduct a follow-up inspection for refreeze, drifting, or melt runoff.
- Scrape residual compacted snow/ice; widen narrow sections; clear catch basins to prevent pooling.
- Refill supplies and re-stage equipment for the next event.
- File the event log; upload photos (before/after, problem spots) to the maintenance record.

Daily/Weekly Routine

- Monitor forecasts and adjust staffing and start times proactively.
- Inspect known problem zones (north-facing, shaded, sloped, uneven).
- Verify accessibility: curb ramps, tactile plates, door thresholds, and minimum clear width.
- Check stairways and handrails for ice buildup and secure footing.
- Audit contractor performance against scope, timelines, and documentation quality.

Incident & Claims Mitigation

- If a slip/fall occurs: assist the individual, call emergency services if needed, and secure the area.
- Document immediately: date/time, weather, surface condition, photos, claimant and witness names and full contact information, actions taken.
- Security Footage: Should be quickly reviewed and maintained for future need.
- Preserve maintenance logs and inspection records for the preceding 7 days (minimum).
- Notify Risk Management and submit the incident report within the required timeframe.
- Review root cause and update procedures or treatment schedules accordingly.

Quality & Compliance

- Verify compliance with municipal bylaws (clearance timelines, width, treatment).
- Ensure environmentally responsible use of deicer; avoid damage to vegetation and concrete.
- Conduct periodic supervisor audits and document corrective actions.
- Maintain a readiness dashboard (supplies, equipment status, staffing coverage).

For more information visit: canoeprocurement.ca

