

About the Program:

- The program provides residents with assistance in clearing City sidewalks and driveway windrows.
- Due to the nature of winter operations, the City cannot guarantee specific schedules for snow clearing.
- Service will commence as soon as practical following a snowfall of more than 2.5 cm (1") and is planned to be completed by midnight the day after the snowfall ends.
- If you frequently need to leave your home to attend appointments, we urge you to make alternate arrangements to have your sidewalk or windrow cleared and not rely solely on the City service.

Criteria for Participation:

- Resident must live in a single family dwelling.
- There must be no able-bodied person living at the residence.
- Resident must be 65 years of age or older or have a disability – proof of eligibility must accompany each application.
- Proof of disability may be:
 - ODSP Receipt
 - CNIB Client Card
 - Access 2 Entertainment
 - Disability Travel Card
 - Doctor's Note or Signature on Application

Sidewalks:

- The program provides for clearing of City sidewalks only.
- The program does NOT provide for clearing of private property walkways leading to City sidewalks.

Driveway Windrows:

- The windrow is the pile of snow at the bottom of the driveway that is left after a snow plow clears the street.
- Windrow service does NOT provide for clearing of other parts of the driveway, just the windrow.
- The clearing of windrows will be done only if the windrow is at least 20 cm (8") high.

Instructions to Resident:

- The house number must be clearly visible and well lit (as this is a 24 hour operation and much of the work is performed after dark).
- Please ensure the sidewalks are kept clear of parked vehicles, waste and recycle bins.
- The Boulevard By-Law states that all landscaping features (hedge, shrub, tree, plant, post, fence, curbing, wall, or other) shall not be located within 2 feet of either side of the sidewalk or within 4 feet of the roadside curb. If your property is in violation of this section of the By-Law, please be aware that should damages occur to items found within these guideline distances, the onus for repairs will be on the property owner, not the City of Oshawa.
- In the event that minor sod damage occurs, the City will endeavour to inspect and repair any damage in the spring. Please advise Service Oshawa of any damage.
- To allow the City to operate in an efficient manner, please advise Service Oshawa if your location was missed only after the deadlines noted above.