

**About the Program:**

- The program provides homeowners with assistance in clearing City sidewalks and driveway windrows.
- The program does NOT provide assistance in clearing City sidewalks and driveway windrows of rental properties. Rental property owner(s) are responsible for snow clearing as per the City's Snow and Ice Removal By-law.
- The program does NOT provide assistance in clearing City sidewalks and driveway windrows of vacant properties or vacant land.
- 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 to rely solely on the City assistance program.

**Criteria for Participation:**

- Homeowner must live in the single family dwelling associated with this application.
- There must be no resident without disabilities 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:
  - Access 2 Entertainment Card
  - Accessible Parking Permit issued by the Ontario Ministry of Transportation (M.T.O.)
  - Canada Pension Plan (C.P.P.) Disability Benefit Card
  - Canadian National Institute for the Blind (C.N.I.B.) Client Card
  - Disability Travel Card
  - Doctor's Note or Signature on Application
  - Ontario Disability Support Program (O.D.S.P.) Receipt

**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 well lit and clearly visible from the roadway (as per the Building Numbering By-law) 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 0.6m (2 ft) of either side of the sidewalk or within 1.2m (4 ft) 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 if not done by midnight the day after the snowfall ends.
- Snow Clearing Activity Reports are made available during the winter months. During a winter snowstorm, these reports are issued three (3) times a day on the City website: [www.oshawa.ca](http://www.oshawa.ca)