



Discovery Questions for Winter Maintenance Planning

- Was winter maintenance preparatory and ongoing?
- Were weather thresholds established to trigger winter maintenance procedures?
- Did those responsible understand specific local conditions like the core pavement temperature, micro-climates, and weather exposure?
- Was removed snow and ice placed/stockpiled in a manner that allowed water from melting snow and ice to drain safely away from walkways?
 - » *Shoveling snow to landscaped areas may prevent potentially hazardous effects from the refreezing of meltwater.*
- Were walkways periodically monitored and treated for refreezing?
- Did third party service agreements include means, materials, and methods for snow and ice control, as well as diagrams of areas to be serviced?
 - » *Diagrams may also include locations of where snow stockpiling accumulations should be placed to minimize slip and fall exposures.*
 - » *While third party services typically include snow removal, monitoring, and, or a combination of these services, the definition of monitoring has evolved as additional services are being offered in the industry.*
- Did winter maintenance agreements contain a scope of work that explicitly identifies monitoring responsibilities and amount? They may include;
 - » *No Site monitoring included with snow removal*
 - » *Ice Patrol with limiting language*
 - » *Inclusive Ice Patrol*

Discovery Questions for Snow Removal Policies & Training

- Where 3rd party vendors are involved, does that provider have policies or standard procedures involving anti-icing? Were those practices followed at this location?
 - » *Application prior to certain precipitation events may accelerate the melting process by creating liquid brine between the walkway surface and the snow and ice accumulation.*
- What training did winter maintenance workers have or receive?
 - » *Workers using anti-icing and de-icing solutions should be trained on application requirements and techniques, preferably by the vendor.*
 - » *Special training may be needed, including the amount to apply and the effect of warming temperatures and increased humidity.*
 - » *When snow removal or the use of deicing materials are not possible, sand and other abrasives can be used to create traction.*



On the Materials Used to Minimize the Hazards of Refreeze

- Were anti-icing products used prior to winter events? If so, which?
Anti-icing: *This dry or liquid chemical is intended to be applied before a snow or ice precipitation event and is intended to prevent precipitation from freezing to the pavement for easier removal.*
- Which de-icing products were used at the facility?
De-icing: *These products are applied on top of snow or ice or both when they are frozen to the pavement.*
- Was the use of abrasives part of your winter maintenance program? Were they used in conjunction with, or as a substitute for other protective measures? Under which circumstances?
Abrasives: *These products are applied to enhance traction when snow or ice cannot be removed.*

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