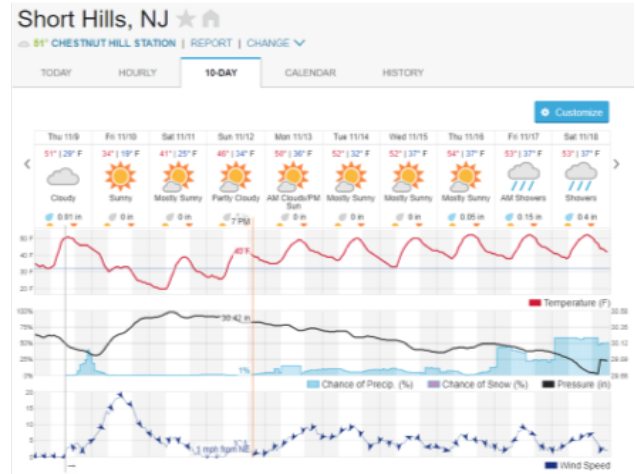


Approaches Towards Mitigating Snow and Ice Related Slip and Fall Claims



Pre-Season Best Practices: Develop a Snow and Ice Removal Plan

Determine Who is in Charge: For each site, there should be a manager or point person who will oversee the snow and ice removal process before, during and after a storm. The role of the manager includes completing a pre-season site survey, determining services to be performed, training, monitoring weather, dispatching employees, monitoring post event conditions and documentation, and where applicable the liaison with snow removal contractor.



Plowing Directions and Storage



Develop a Site Engineering / Layout Plan: The manager or contractor should complete a pre-season site survey using a map of the property to determine property boundaries and physically stake the property, areas to be serviced, locations of hazards / obstacles, identify areas to relocate snow, determine the pattern or direction to best move snow as well as spread salt and other deicers.

Selecting Areas to Relocate Snow: Snow piles should be located in areas that: minimize the flow of water that may refreeze, do not impede standard traffic patterns, do not create visual obstructions, and do not create an attractive nuisance. Avoid piling the snow where children play, to limit temptation to climb on snow piles.



Inventory and Equipment: The site manager should document the type of equipment, age, quality and condition of equipment, as well as who is responsible for maintaining it. Take an inventory before and after each storm and keep a minimum amount of materials needed for at least 5 storms.



Identify and Repair Existing Site Issues: Any existing issues should be addressed during the pre-season site survey and repaired prior to the start of the season. Uneven / cracked sidewalks, potholes / gaps in parking lots, damaged curbs should all be noted and repaired prior to the season. Obstacles or hazards such as down spouts & drains, fire hydrants, handicap areas should be noted on the site plan.



Training: Training should be documented, include all employees who are involved in snow removal and completed annually. Training should include: equipment specific training, job task specific training, reporting procedures, emergency response, basic on sit equipment repair and reporting procedures, and review of any state laws pertaining to operating and transporting equipment and snow removal in general.



Pre-Storm Best Practices

Determine Start Times and Areas: Prioritize start times and areas based on the schedules/routines of tenants and event times. Prioritization should consider areas that have high foot traffic, severity hazards including sloped sidewalks and stairs, and resident arrival and departure times. Be sure to give these areas extra attention when cleaning and treating.



Apply Pre-Treatments: Watch the weather to know when to expect storms and other hazardous conditions. Treat areas such as parking lots, sidewalks, and stairs before conditions become dangerous. Pre-treatments can prevent snow and ice from sticking to surfaces, as well as start the melting process early.



Make Extra Supplies Available: In case of emergency situations, have extra salt, sand, and shovels ready and accessible. This includes backup equipment on-site or having an arrangement with a rental company.

Post-Storm Best Practices

Documentation: Documentation of pre-season, in-event and post event services is critical. Documentation should include at a minimum; arrival and departure times, equipment operated for service, crew on property, day and date of event, weather conditions, any contractor communication, services performed, areas serviced / not serviced, and any incidents that may have occurred or complaints that may have been made.



- ✓ Start & Stop Times (#1)
- ✓ Type of storm
- ✓ Duration of storm
- ✓ Conditions during and after the storm
- ✓ Incidents
- ✓ Verbal summary
- ❖ Why ?

Snow & Ice Site Documentation Report		Date:
Contract Number:	Address:	Time arrived onsite: <input type="text"/>
Specialist:		Time ended site: <input type="text"/>
Site Conditions upon arrival		Weather Conditions during service
Street Name (Intersection): <input type="text"/> <input type="text"/> City: <input type="text"/> State: <input type="text"/> Zip: <input type="text"/> Mailing Address: <input type="text"/> <input type="text"/> <input type="text"/> Utility: <input type="text"/> (Checkmark) <input type="text"/> (Checkmark) <input type="text"/> (Checkmark)	Address: <input type="text"/> <input type="text"/> <input type="text"/> City: <input type="text"/> State: <input type="text"/> Zip: <input type="text"/> Utility: <input type="text"/> (Checkmark) <input type="text"/> (Checkmark) <input type="text"/> (Checkmark)	
Service Performed		
Plowing & Clearing		
Plows & Leds		
<input type="checkbox"/> Plowing - All areas per contract <input type="checkbox"/> Plowing - Partial X <input type="checkbox"/> Clearing / Fuel <input type="checkbox"/> Hauling <input type="checkbox"/> Snow & Sand/Gravel <input type="checkbox"/> Street (Should) (Shed) (Sidewalk) <input type="checkbox"/> Parking (Should) (Shed) (Sidewalk) <input type="checkbox"/> Loading (Should) (Shed) (Sidewalk) <input type="checkbox"/> Shovel <input type="checkbox"/> Shovel Edge <input type="checkbox"/> Snowblower/Gravel (Should)	Ice Management	
	Roofs & Led	
<input type="checkbox"/> Clear (Should) - All areas per contract <input type="checkbox"/> Clear (Should) - Partial X <input type="checkbox"/> Sand/Gravel <input type="checkbox"/> Hauling <input type="checkbox"/> Private Works <input type="checkbox"/> City Works	<input type="checkbox"/> Ice - All areas per contract <input type="checkbox"/> Ice - Partial X <input type="checkbox"/> Ice - Fuel <input type="checkbox"/> Ice - Sand/Gravel <input type="checkbox"/> Ice - Street (Should) (Shed) (Sidewalk) <input type="checkbox"/> Ice - Parking (Should) (Shed) (Sidewalk) <input type="checkbox"/> Ice - Loading (Should) (Shed) (Sidewalk) <input type="checkbox"/> Ice - Shovel <input type="checkbox"/> Ice - Shovel Edge <input type="checkbox"/> Ice - Snowblower/Gravel (Should)	
Notes:		
<input type="checkbox"/> Clear (Should) - All areas per contract <input type="checkbox"/> Clear (Should) - Partial X <input type="checkbox"/> Sand/Gravel <input type="checkbox"/> Hauling <input type="checkbox"/> Private Works <input type="checkbox"/> City Works	<input type="checkbox"/> Clear (Should) - All areas per contract <input type="checkbox"/> Clear (Should) - Partial X <input type="checkbox"/> Sand/Gravel <input type="checkbox"/> Hauling <input type="checkbox"/> Private Works <input type="checkbox"/> City Works	
Snow Removal and Picking		
Tracking vehicle: <input type="text"/> <input type="text"/> Personnel: <input type="text"/> <input type="text"/> Hauling: <input type="text"/> <input type="text"/>	Estimated Materials Used Salt: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Gravel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Fuel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> City: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Snow Accumulation: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Estimated Materials Used Salt: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Gravel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> Fuel: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> City: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
	Ice Service Performed - (See Check Box) <input type="checkbox"/> Change <input type="checkbox"/> No Change	

Post Event Follow Up: Post event documentation should include a summary of the properties condition and the quality of the service performed. Revisit properties within 24-48 hours to check the quality and potential clean-up procedures. Continually monitor thaw and re-freeze.

De-Icing Application: Be cautious when de-icing the site. Not enough salt or sand creates hazardous conditions allowing for slips and falls. Too much salt or sand can create the same conditions and damage the surface underneath.



Greater New York Mutual Insurance Company

200 Madison Avenue, New York, NY 10016

Telephone: 212-683-9700 Email: information@gny.com Web: www.gny.com