• **Wear winter boots:** Wear a pair of winter boots with good tread to keep you safe and warm.

• **Put winter tires on your car:** Consider switching your all-season tires for winter tires. You’ll have better traction and two sets of tires that last twice as long. And you get a discount on your insurance.

For more ideas on how to protect our water supply and reduce the use of salt, contact:

**Region of Waterloo, Water Services**
519-575-4400 (TTY: 519-575-4608)
curbthesalt@regionofwaterloo.ca
www.curbthesalt.ca
Curb the salt; it impacts our water sources. We all have a role to play in protecting our water. Here’s what you can do…

• **Shovel or plow the snow first:** Clear the white stuff as soon as you can so a snowy sidewalk doesn’t become an icy one. Instead of salt, let the sun do the melting for you.

• **Use salt wisely:** Only use salt on icy areas and give it time to work. A little goes a long way and salt works best between 0 and -10 Celsius.

• **Create traction:** Use alternatives like sand or non-clumping kitty litter to create traction instead of salt.

• **Prevent ice:** Direct downspouts away from walkways or driveways and keep storm drains clear to avoid icy areas.

Look inside for important information on how the cities of Kitchener, Waterloo and Cambridge and the Region of Waterloo, in co-operation with their residents, can keep all roads and sidewalks as safe as possible this winter! The cities of Kitchener, Waterloo and Cambridge are responsible for snow removal on:

• public roadways;
• sidewalks around city facilities;
• crosswalks.

Property owners or occupants are responsible for clearing the snow and ice from the sidewalks at the front and side of their home or business.
To report unshovelled sidewalks:
- **In Kitchener** (wait 24 hours from end of snowfall): 519-741-2345;
- **In Waterloo** (wait 24 hours from end of snowfall): 519-747-6280 or email snowandice@waterloo.ca;
- **In Cambridge** (wait 36 hours from end of snowfall): 519-621-0740, x7907.

**Be nice. Clear your snow and ice.**

Kitchener and Waterloo city bylaws require that your sidewalks be clear of snow and ice within 24 hours of a snow fall (in Cambridge, it’s 36 hours). Not clearing your sidewalks can result in crews contracted by the city clearing them for you. Residents are required to reimburse the city for the cost of the service. Depending on the size of your lot, this could cost you $280.

**Additional snow-how**
- Don’t park on the street during a snowstorm.
- Keep snow away from fire hydrants, gas meters and vents.
- Remind children not to climb or play on snowbanks or to dig forts, as it is dangerous.
In Cambridge, the parking bylaws are enforced 24 hours a day and seven days a week. From January 1 to March 15, there is no overnight on-street parking from 2:30-6 a.m. Under the City of Cambridge’s tag-and-tow bylaw, parking is prohibited on all streets at any time a SNOW EVENT is declared until the Snow Event is cancelled. Vehicles parked on the street may be ticketed and towed.

For more details, visit www.cambridge.ca/parking. Cambridge residents may report illegal parking or related concerns to 519-621-0740, x4217.

Did you know?
• Chloride impacts water. Salt and many de-icers, including environmentally friendly products, contain chloride.
• Salt works best between 0 and -10 Celsius.
• A little salt goes a long way. In many cases, about one tablespoon of salt for a one-metre square area is all you need.

It is also important to keep snow and ice from building up on your gas meter and exhaust vents. Do not shovel, blow, or plow snow up against your gas meter equipment and exhaust vents. Although these devices are designed for outdoor use, gas meters need to vent; if they can’t vent, the gas buildup could be forced back into the house, with potentially dangerous consequences. If there is a fire hydrant near your home, make sure it is clear and accessible in case there is an emergency.
In Waterloo, during a storm, a snow ban will be issued through the media requesting that streets be kept clear of parked vehicles to make it easier to clear local streets. The City of Waterloo does not allow on-street parking 2:30 a.m. to 6 a.m., but, depending upon the weather, may grant exemptions if there is no snow ban in place.

You must register prior to 1:30 a.m. by calling 519-747-8559 or registering at www.waterloo.ca/parking.

There are no exemptions during a snow ban. To report cars that are illegally parked in Waterloo, please call 519-747-8785.

Follow these tips to keep your sidewalk clear:

**Shovel or plow the snow first.**

- Clear the snow as soon as you can so a snowy sidewalk doesn’t become an icy one.
- Do not use salt or de-icers to melt snow.
- Store unsalted snow where it won’t melt on to paved areas.
- Comply with local bylaws; do not shovel snow onto the road.
Roads cannot be properly plowed when they are blocked by parked cars.

In Kitchener, there is no overnight parking on City of Kitchener streets between December 1 and March 31. Additionally, under the City of Kitchener’s tag-and-tow bylaw, parking is prohibited on all streets at any time a SNOW EVENT is declared until it is cancelled.* Vehicles parked on the street but not towed will also be ticketed. A ticket for parking on-street during a Snow Event is $80.

* To receive notices when Snow Events are declared, visit www.kitchener.ca/tagandtow to subscribe.

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Treat icy patches only.

- Sprinkle salt or de-icer on icy areas only and give it time to work before clearing ice.
- Remove ice with a steel ice chopper.
- Follow salt or de-icer directions for working temperature and application rate.
- Create traction with non-clumping kitty litter or sand to reduce the potential to slip.

Learn more at www.curbthesalt.ca
Be a good neighbour.

Although it’s the law to clear snow and ice from the sidewalk, it’s also the neighbourly thing to do. Snow or ice-covered sidewalks can be treacherous for all residents, especially those who use wheelchairs, walkers, canes or strollers; getting from Point A to Point B is even tougher when it snows. All pedestrians need you to clear your sidewalks, but especially:

- Seniors;
- People using assistive devices (crutches, canes, walkers, wheelchairs or scooters);
- People with baby carriages or strollers;
- People moving heavy or bulky objects;
- People with disabilities.

Uncleared sidewalks can result in dangerous falls for pedestrians, or force them onto the roadways where it is unsafe because of traffic.

The following is a guide to the level of service you may expect:

**Snow-plowing priorities**

Each snow plow is assigned a designated area of the city and clearing is carried out on the basis of the following priorities.

1) Major arterial roads;
2) Major collector roads and Grand River Transit bus routes;
3) Local residential streets.

Help keep our roads and sidewalks as safe as possible this winter. The cities of Kitchener, Waterloo and Cambridge and the Region of Waterloo ask for your cooperation with the following:

- Drive smart – give yourself extra time and distance.
- Put winter tires on your car.
- Respect the blue light - when sharing the road with plows always have your headlights on and give the plow plenty of room. Oncoming vehicles should stay to the right.
- Remember, passing a snow plow on the right side is dangerous as the operator may not be able to see you.
The cities of Kitchener, Waterloo and Cambridge and the Region of Waterloo are responsible for winter road maintenance including plowing, sanding and salting. All roads are classified as per traffic volumes according to provincial criteria and the city must achieve quality standards that are consistent across the province. City staff moves into action as soon as a Snow Event/storm begins.

In most cases, the city response begins before the snow starts, in the form of applying anti-icing brine, as long as the weather cooperates.

A number of factors – including temperature, future forecasts and precipitation – determine how and when plowing, salting or sanding should take place.

If you need help...

If you are unable to clear your sidewalks because of health or mobility restrictions, there are several local agencies that offer help. Fees and eligibility requirements may apply, so call for details:

• Community Support Connections/Meals and Wheels and More: 519-772-8787 (Kitchener or Cambridge);
• Waterloo Home Support Services (for Waterloo residents only; there is currently a wait list): 519-579-6930;
• Working Centre: 519-513-9225; or

You can also ask a high school student; volunteer hours are required for graduation from high school. Contact your local high school to see if there are students who can help you through the winter.
Be a snow angel

Keeping sidewalks free of ice and snow can be very challenging for older adults and people with limited mobility. As a Snow Angel, you can be a good neighbour by clearing snow for those who need assistance. All you have to do is adopt a sidewalk and keep it clear when it snows.

Watch for people in your neighbourhood who could use help with snow and lend them a hand.

It’s also a great opportunity for students to complete volunteer hours needed and to exercise outdoors!

Do you have an angel who’s helped you shovel? We can help you say thanks. Nominate your Snow Angel at www.kitchener.ca/snowangels; by emailing volunteer@kitchener.ca or by calling 519-741-2200, ext. 7537.

Tips and tricks when you shovel:
• Shovel as soon as possible after a snowfall;
• Use a proper sized shovel;
• Do not shovel snow onto the road;
• Keep snow piles low so as not to obstruct the visibility of pedestrians and drivers;
• Carefully use safety salt only as necessary and/or sand on the ice;
• Snow/ice must be cleared 24 hours after the end of a snowfall;
• If you are going away during the winter months, please arrange for your sidewalks to be cleared;
• If you suffer heart or other medical problems, do not attempt to shovel snow;
• Wherever possible, help your neighbour!