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Commercial division of Spiffy Window Cleaning

WINTER RESPONSE PLAN & SERVICE-LOG TEMPLATE

Winter Response Plan & Service-Log Template

Snow removal and salting planning document for commercial and strata properties in Metro Vancouver.

PREPARED FOR

Strata council / property team

DATE ISSUED

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Snow removal and salting planning document for commercial and strata properties in Metro Vancouver.

How to use this document

Complete section 1 with your property manager before the season starts, agree sections 2-4 with your contractor in writing, and use section 6 as the record of every response event. Insurers and municipalities decide slip-and-fall and bylaw disputes on documentation.

1. Site profile (complete before November 1)

[ ] Property address and site contact, with a 24-hour phone number
[ ] Total public sidewalk length in scope (linear feet)
[ ] Entries, vestibule aprons, and stair landings in scope
[ ] Accessible routes, ramps, and curb cuts in scope
[ ] Parking lanes, drive aisles, and loading bays in scope
[ ] Parkade ramp apron and grade — flag if it freezes first
[ ] Designated snow stockpile locations, clear of drains and hydrants
[ ] Surfaces requiring low-chloride product (new concrete, pavers, planting)
[ ] Salt bin locations and re-stock responsibility

2. Response triggers

[ ] Accumulation trigger agreed in writing (2 cm is the commercial default)
[ ] Anti-icing pre-treatment trigger (forecast freezing with precipitation)
[ ] Freezing-rain response protocol agreed separately from snowfall
[ ] Re-check pass interval during multi-day events
[ ] After-hours escalation contact on both sides

3. Priority sequence and deadlines

[ ] Accessible routes, ramps, and curb cuts — first
[ ] Primary building entries and stair landings — second
[ ] Public sidewalks — cleared before the municipal deadline
[ ] Parking lanes, drive aisles, loading bays — after occupancy routes
[ ] Target completion time before first occupancy (e.g. 06:00)

Note: City of Vancouver and most Metro Vancouver municipalities require adjacent public sidewalks to be cleared by 10:00 AM the day following a snowfall. Confirm the deadline in your municipality.

4. Product selection

[ ] Standard salt approved on asphalt and mature concrete
[ ] Low-chloride or magnesium-based product specified near new concrete, pavers, landscaping, and pet-traffic areas
[ ] Application rate calibrated to surface temperature, not applied by eye
[ ] Run-off and storm-drain protection considered at low points
[ ] Traction grit specified where de-icer is ineffective below its working temperature

5. Compliance and insurance file

[ ] Certificate of liability insurance on file, current for the season
[ ] WorkSafeBC clearance letter on file
[ ] Written winter service agreement with scope, triggers, and deadlines
[ ] Contractor's photo and time-stamp logging method confirmed
[ ] Season-end archive of all service logs retained by the property

6. Service-log template (one row per response event)

Record for every visit:
Date | Arrival time | Departure time | Air / surface temperature
Conditions on arrival | Accumulation cleared
Areas cleared (entries / sidewalks / accessible routes / parking)
Product applied | Quantity applied | Application rate
Re-check pass performed (Y/N) and time
Photos taken before and after (file reference)
Crew lead name and signature

7. Season review

[ ] Total response events and total seasonal cost recorded
[ ] Missed deadlines or complaints logged with root cause
[ ] Incidents or claims logged, with the matching service log attached
[ ] Scope adjustments identified for next season
[ ] Contract model reviewed (per-event vs fixed seasonal)

Budget planning

Model a winter budget range at spiffybluelabel.com/estimate with snow removal and salting selected. The estimator produces a branded budget PDF suitable for a council package or operating plan.

Prepared by Spiffy Blue Label, the commercial division of Spiffy Window Cleaning. This plan is general guidance for winter planning and procurement; confirm site-specific requirements with your municipality, insurer, and WorkSafeBC obligations. 604-830-1312 · commercial@spiffybluelabel.com · 2015 Main Street, Vancouver, BC V5T

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