

Ian T. McCabe,
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Attn: City of Calgary Councillor - S. Keating

Chair of the Standing Policy Committee on Transportation and Transit

Re: Improving Accessibility & Reducing Injuries Through Snow and Ice Removal Reform Notice of Motion

2. Updating clearing policies to be consistent with the recently approved **Pedestrian Strategy**.
10. **An updated strategy to assist Calgarians** who are unable to clear abutting walking infrastructure themselves

Dear Chairperson,

June 7th 2018

This written submission supports the verbal comments I make in relation to the motion above and relevant information contained in "Step Forward". **I support the majority of the items in this motion** and thank the committee for their efforts. I have reviewed the Pedestrian Strategy and the supplementary reports to the SPC.

I am a certified health & safety consultant, **specialising in injury prevention strategies** with almost 20 yr. experience building and delivering effective solutions for several multi-billion dollar businesses. I am very familiar with **Risk Management of critical injuries** and the needs of seniors. As a Director of Calgary Aging In Place, a NFP organisation, I led a highly successful initiative called "**Personal Injury Prevention for Seniors**" in the winter of 2017/18, funded in part by Govt. of Canada's New Horizons for Seniors Program, CAIP and I provided \$3000 'in kind'.

This involved engaging 540 citizens (60% of which were +55 yr.), last summer, seeking opinion on the most effective topics to pursue. The mayor and several councillors completed one. The finished product was delivered to more than a dozen organisations, community associations and the Kerby Centre. We were asked to return, everywhere we went. **We mitigated risks by highlighting "personal risk" and "show and tell"** demos – participants would assess (winter) conditions, adopt an appropriate walk/stance to be "steadier on their feet" and other controls.

The STEP FORWARD and SNIC Report **fails to take into account the willingness of citizens to take charge of their own lives given some modest guidance and instruction**. The comment below suggests that the only way to reduce fatalities and injuries is massive infrastructure spending with a tiny 1.5 to 2.5% allocated to communication, education and encouragement.

"Albertans are three-times as likely as Ontarians to be injured from slips and falls. Winter maintenance plays a major role in these statistics. Ontario cities devote a much higher percentage of their winter maintenance budgets to walking - they clear more sidewalks faster."

I applaud the improved operating budgets, infrastructure etc. and agree that it **will reduce injuries but at a very high cost**. **Consider that if city employees were having multiple fatalities and triple the STF injury ratio. What would be the city's response?**

Awareness, training and education probably, which would offer immediate results and a much greater ROI (through reduced injury cost and associated management costs).

I respectfully request consideration be given to more emphasis on proactive STF prevention campaigns and awareness as per the very last comment on Pg 60 of Att. 2.

"Just want people to be responsible for what they are supposed to do."

Facts supporting Seniors face similar challenges to people of all ages: (cont. on page 2).

- Worker Slips, trips and falls (STF) account for 30 - 40% of all injuries (WCB 10 yr avg.)
- PIPS Survey (540 sample size) **37% of seniors have fallen in the last year**
- Many seniors are able, appreciative and *know* activities such as walking is good for them

Now the differences

- **17% had fallen multiple times in the last year**
- **80 – 90% have not received training on Injury Prevention**
- A city employee cost of returning to work due to a STF type injury is likely \$3 – 11K
- Senior cost of a fall is more \$\$, fear, lack of confidence, isolation – sometimes death.
- **A drastic difference in consequences.....**
- About two thirds expressed interest in attending an Injury Prevention program.

How to minimise the risk of injury drew **170** responses! The majority listed typical comments such as Awareness, being careful, conscious of your surroundings etc.

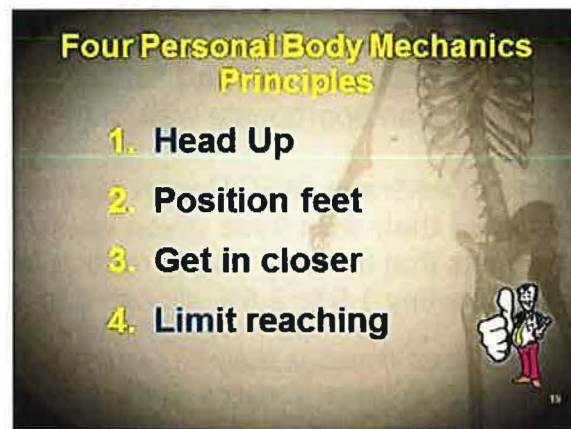
Suggested topics included body mechanics, how to walk on snow and ice, safe ways to shovel snow, how to cross obstacles, manage the risk of falling and using stance to improve balance. Last on the list, surprisingly was “information on existing programs” – due to apathy or lack of application to real life. Source: CAIP PIPS Committee survey, Sept. 25 2017

PIPS Delivery Feedback:

“I will use the U-BET risk assessment / techniques” “This will help me”

“... was the best session I have attended. You engaged the group and had their attention from start to finish. It was the first time I saw a majority of the group stay and want more.”

Educate this 70 yr. old on subtle changes in position to make work easier – *Better than a fine!*



I offer this as an example to the SPC in what can be accomplished with limited resources. Calgary seniors and citizens of all age are capable of reducing injuries *proactively* – **with a bit of help!** This would free up more fire dept. & AHS resources that are predominantly *reactive*.

I *can* assist if required, but the my purpose is to offer senior input and a plea for more engagement by encouraging personal responsibility to successfully manage risk through situational awareness. This offers a low effort, low cost option yielding with impactful results.

Thank you for reading,

How snow and ice have affected my ability to get around...

I think there are two primary concerns in Kingsland.

The first is the walkways that connect streets to alleys to streets in between houses. These are not ever cleared, and the residents that live in my area don't even know who's responsibility it is. I don't either. Clarity and communication around whether this is a city responsibility or a resident responsibility needs to be made clear, and honestly, if it is the resident there is a good chance it won't get done either because: they don't want to, or they are older and cannot do it. Those challenges need different approaches; using fines might encourage those able to clear the walk to do it, but wouldn't be fair to seniors that can't do it.

The second concern is residents not cleaning the sidewalk in front of their own house. I think a 24 hour policy from the time snow stops would be fair, and most owners in my area clear within this time frame anyway. However, several renters are less likely to clear their walkway at all. This makes the path to bus stops and community shops more difficult to navigate, and it gets icy.

Options for Improvement:

Whatever the path forward for your policy changes, clear communication to citizens of responsibilities will be critical to success.

Thanks for taking this feedback forward in your work. Kind regards,

James Ulyott, Sr. Consultant | SPAN Consulting, 403.922.5668 | jullyott@spanconsulting.ca | www.spanconsulting.ca

How snow and ice have affected my ability to get around...

I am an 82 yr old widow, living in this house since 1959.

Last winter was extremely difficult, stressful and costly. Unable to leave the house for 26 days off and on

Problem was a one-way back lane with several large pot holes, snow & ice. Ventured out once, had to be rescued by neighbours.

Eventually with help moved my car to the front street. More snow, more ice. When I went to drive away I ran over a ridge of ice.

Unaware of a problem two men pulled me over on Andersen Rd. changed my tire. Costing \$250.

Ice built up on my roof. Dripped down into the basement-fortunately no serious damage. Costing \$400.

Although benefiting from a community program for seniors, sidewalk cleaning. Cost over \$400.

Options

- Unlock the gate used by garbage trucks to allow for another exit.
- 311 was useless. Perhaps an emergency line where workers could be sent out to investigate and offer solutions.

Anita Thorne, 104 Haysboro Cr., T2V 3G2 403 255 5319

How snow and ice have affected my ability to get around...

Injury near killed me. This is a story of Consequences. I am an active, elderly volunteer and have been for decades, known to more than a few of you on council. I am fit for my age, able & competent, or more accurately striving to become again. This is a real story with severe consequences – one of many, I am quite certain.

Background: Several years ago I joined a Move And Mingle fall prevention program put on by Alberta Health. This was helpful and it appears to be focused on elderly seniors who have had a bad fall and how to build muscle. Last summer, (with only a little help) I gathered data from more than 500 on what a seniors & boomers proactive injury prevention program should be with an emphasis on desired content and 'What to do'. This winter I took in several of

Personal Injury Prevention Program for Seniors (PIPS) presentations because I have fallen many times on city streets and sidewalks this winter; once behind a police car that was parked across the city sidewalk (not on residential): PIPS is a wonderful new idea administered by CAIP. It is a risk reduction program with REAL LIFE practical info on preventing all injuries - the participant stories were all about falls and the issues of simply crossing the street. What I learned may have prevented a worse fate than the awful story below because of a snow plow ridge that I tried very carefully to negotiate and failed.

On Jan 24 I fell trying to step over a snow plow ridge in Ogden to a residential sidewalk (which was cleaned) & broke my wrist.

During a trip to Thailand in March, I was rushed to hospital down a mountain on the back of a moped. The doctors calculated that by the amount of ``brain bleed`` the trouble had started 6 week previously (Jan 24 - the same day I fell & broke my arm).

RESULT - a one month stay in the Thailand hospital ,memory loss) and a nurse escort home to Calgary, to a further two week stay in Foothills Hospital. I am home, very weak, can't drive, don't dare walk anywhere without my walker and someone beside me. Physio therapy starts in a month (if I'm lucky) and I presently rely on others to get around town.

This has transformed my life in a very negative way and you need to be made aware my story is one of many, for my wide circle of friends have similar albeit less dramatic events that all have the SAME CAUSATION.

I was taught how to break my fall at the PIPS course 'to do everything to protect my head' which I did and why the 'little bump' seemed inconsequential to me, at the time - and the three doctors I saw before I departed Alberta - none bothered to ask the obvious... **Try pretending I was YOUR mother!**

Options for improvement

- Have city depts.. coordinate their work in neighborhoods, i.e. garbage day and spring cleanup should be different days,
- Snow plows could easily lower their blade and trim windrows along sidewalks and alleys to cut down on stepping hazard
- Increased coordination between City departments.
- Guidelines for clearing wheelchair ramps, curb cuts, and sidewalk crossings of laneways.
- An updated strategy to assist Calgarians who are unable to clear abutting walking infrastructure themselves.
- **A strategy to educate seniors about how to negotiate the hazards they face so they are not fearful of going outside.**
- We live in Canada. other municipalities can handle it quite nicely why do we have to reinvent the wheel`

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