



Snow Angels Program

FREQUENTLY ASKED QUESTIONS



WHAT IS THE SNOW ANGELS PROGRAM?

As the winter months approach, heavy snowfall can cause challenges for some residents – particularly elderly citizens and residents with illnesses, disabilities or mobility challenges. Richmond's Snow Angels Program offer *voluntary* assistance to these community members, by shoveling sidewalks and a pathway to the main entrance of their residence.

WHO ARE SNOW ANGELS?

Snow Angels are volunteers in their own geographic community, organized by the City of Richmond, who support eligible residents with snow removal from sidewalks and a pathway to the main entrance of their residence. The City is responsible for volunteer screening, training and dispatching in the event of a winter storm.

WHO IS ELIGIBLE FOR ASSISTANCE THROUGH THE SNOW ANGELS PROGRAM?

The Snow Angels program is intended to assist the elderly and residents with physical disabilities or mobility challenges. **A person must meet the following criteria to be eligible for Snow Angel assistance:**

- Is a resident of the City of Richmond.
- Is at least 65 years old, or has a disability which seriously impairs their ability to clear snow.
- Lives in a single dwelling or semi-detached house that is not part of a strata.
- Do not have family/friends who can help provide snow removal services.
- Do not have the means to pay for snow removal services.

IS SNOW REMOVAL GUARANTEED?

No. The program relies on volunteers whose safety and ability is unique to each individual, and varies during the snow season. If guaranteed snow removal is required, please contact a local snow removal service provider.

WHAT DO SNOW ANGELS DO?

Snow Angels are matched with an eligible resident and, in the event of significant snow fall (over 3 cm of snow), shovel a path from the resident's front door to the street, and remove snow from city sidewalks immediately adjacent to the residence. **Snow Angels DO NOT shovel driveways.**

WHEN IS THE SNOW ANGELS PROGRAM ACTIVATED?

Snow Angels are activated when there is a snowfall event resulting in over 3cm of snow accumulation which stays for over 8 hours.

ARE SNOW ANGELS EXPECTED TO PROVIDE SERVICES ACROSS THE CITY?

Snow Angels may select the geographic community or communities they wish to serve or they may choose to provide services citywide. The City aims to pair up volunteers with the nearest resident in need.

WHO CAN BE A SNOW ANGEL?

Anyone is welcome to sign up as a volunteer at icanhelp.richmond.ca.

HOW DOES A RESIDENT IN NEED APPLY FOR THE SNOW ANGELS PROGRAM?

Residents seeking Snow Angels assistance can apply by filling out the [Resident Eligibility Survey](#).

WHAT IS THE REGISTRATION WINDOW FOR ELIGIBLE RESIDENTS?

Residents must register between November 3rd and December 1st. All residents who register after 11:59pm on December 1st will be placed on a waitlist.

WILL WAITLISTED RESIDENTS RECEIVE SNOW ANGEL PROGRAM SERVICES?

No. Residents on the waitlist are not considered part of the program until an eligible volunteer is assigned. Once a resident has been assigned a volunteer, the resident will be moved off the waitlist.

DO RESIDENTS HAVE TO REGISTER EACH YEAR?

Yes. The Snow Angel registry resets every year and residents are required to register during the registration window if they would like to receive assistance.