Snow Angels Program
FREQUENTLY ASKED QUESTIONS

WHAT IS THE SNOW ANGELS PROGRAM?

As winter approaches, heavy snowfall can create challenges for some residents, particularly older adults and residents with illnesses, disabilities or mobility challenges. Richmond's Snow Angels Program provides voluntary assistance by shoveling sidewalks and a pathway to the main entrance of a residence.

WHO ARE SNOW ANGELS?

Snow Angels are volunteers from Richmond communities 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 during a winter storm.

WHO IS ELIGIBLE FOR ASSISTANCE THROUGH THE SNOW ANGELS PROGRAM?

The Snow Angels Program is intended to assist older adults and residents with physical disabilities or mobility challenges. **To be eligible, a resident must:**

- Be a resident of the City of Richmond.
- Be at least 65 years old or have a disability that seriously impairs the ability to clear snow.
- Live in a single dwelling or semi-detached house that is not part of a strata.
- Not have family or friends who can provide snow removal assistance.
- Not have the financial means to pay for snow removal services.

IS SNOW REMOVAL GUARANTEED?

No. The program relies on volunteers whose safety and ability to provide assistance may vary throughout the snow season. Residents who require guaranteed snow removal should contact a local snow removal service provider.

WHAT DO SNOW ANGELS DO?

Snow Angels are matched with an eligible resident and, during significant snowfall events of more than 3 cm, 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 a snowfall event results in more than 3 cm of snow accumulation that remains for more than eight hours.

ARE SNOW ANGELS EXPECTED TO PROVIDE SERVICES ACROSS THE CITY?

No. Snow Angels may select the geographic community or communities they wish to serve or choose to provide services citywide. The City aims to match 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?

The window is between November 3 and December 1. Residents who register after 11:59pm on December 1 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 Angels registry resets each year. Residents must register during the annual registration window if they would like to receive assistance..

Richmond