



Frequently Asked Questions (FAQs)

1) What is the Snow Angels Program?

- a) 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 offer voluntary assistance to these community members.

2) Who are the Snow Angels?

- a) Snow Angels are volunteers in their own community who are organized by the Community Association in their area. The City will assist in recruitment of the Snow Angels and the Community Associations will be responsible for their screening, training, and dispatching in the event of a winter storm.

3) Who is eligible for assistance through the Snow Angels program?

- a) The Snow Angels program is intended to assist the elderly and residents with physical disabilities or mobility challenges.

2) What types of services are performed by Snow Angels?

- a) Snow Angels typically provide assistance with snow removal from pathways leading to front doors and sidewalks.

4) How much snowfall is required for the Snow Angels program to be activated?

- a) The City is informing residents that Snow Angels can be contacted in the event of any significant snowfall with an accumulation of **5+ cm** of snow.

5) Are Snow Angels expected to provide services across the City?

- a) Snow Angels may select the geographic community or communities they wish to serve or they may choose to provide services citywide.

6) Is the Snow Angels program run by the City of Richmond?

- a) The City of Richmond's Community Services Department plays a role in volunteer recruitment, coordinating and promoting of the program. But the volunteers themselves are screened and managed by each Association participating in the Snow Angels registry. The City acts as a conduit between residents in need and volunteer organizations in the community.

7) Are volunteers able to participate in the Snow Angels program as individuals?

- a) Yes! Individuals wishing to volunteer can sign up at <http://icanhelp.richmond.ca>.

8) How does a resident in need access the Snow Angel registry?

- a) Residents can access the registry of volunteer Snow Angel organizations in several ways:
- online at www.richmond.ca/winter
 - calling the City of Richmond 24 hr Dispatch Office (604-270-8721),
 - calling the Community Services Department (604-244-1208),
 - calling City Hall (604-276-4000)
 - calling their local Richmond community centre

- 9) What if the caller is able-bodied and would like assistance with snow removal?**
- Please direct the caller to the list of private snow removal contractors located at www.richmond.ca/winter.
- 10) How many contacts should each Association have and when do they need to be available?**
- Each participating Association's primary contact information will be viewable on the Snow Angel registry. Associations should be prepared to receive phone calls between 9 am and 6 pm daily.
 - Residents are encouraged to call in advance of an anticipated snowfall to schedule a time with the nearest Snow Angel team.
- 11) Will Snow Angels be advised in advance of a major snowfall?**
- Although Snow Angels should keep an eye on weather conditions as temperatures drop, the primary and secondary contacts for each Association will be notified by email in advance of a projected major snowfall whenever possible.
 - Please note that the weather in the Lower Mainland is unpredictable and that there may be instances where a major snowfall occurs without advance warning.
- 12) Do Snow Angels pick-up medications or groceries for residents in need during major snowfall events?**
- No. Snow Angels do not pick-up and deliver medications or groceries as many of the larger grocery stores and pharmacies such as Shoppers Drug Mart and Safeway have these types of programs in place.
- 13) How does a Snow Angel respond to a caller if road conditions are unsafe?**
- Snow Angels should always consider personal safety before venturing out to assist others. Wait until road conditions improve before providing assistance.
 - When travelling, take transit whenever possible and stick to arterial roads. For the City of Richmond's detailed snow removal route map, visit www.richmond.ca/winter.
- 14) What if the caller would like a Snow Angel to drive him/her to an appointment?**
- Snow Angels are not to drive residents under any circumstance.
 - Please refer the caller to the Richmond Centre for Disability (RCD), a taxi company, or to Translink for public transit schedules.
- 15) Are snow shovels provided by the resident needing assistance or the City?**
- Snow Angels bring their own snow shovels and any other equipment.
- 16) What if Snow Angels from a particular Association are unavailable to assist a caller?**
- Snow Angels provide a voluntary service to their community and there is no guarantee of availability. If no Snow Angels are available, the resident may call other Associations on the registry or one of the private snow removal contractors identified on the City of Richmond's website at www.richmond.ca/winter.
- 17) What if a Snow Angel group encounters items of hazard or questionable nature that require immediate attention?**
- For general hazards, call the City of Richmond 24 hr Dispatch Office at 604-270-8721.
 - If the concern is related to animals, call the Richmond Animal Protection Society at 604-275-2036.
 - If the concern is related to accidents or injuries, call 9-1-1.
- 18) How do Snow Angels document the assistance they provide?**
- After a major snowfall is over, the primary contacts for each organization are asked to document their activities in the log sheets provided by the City of Richmond.
 - After a snowfall event, please email a copy of each form to the Acting Coordinator, Parks Programs.
 - The City will use this data to update City Council and for program evaluation purposes.