



Snow Angels Program

Resident and Volunteer
Information Package

Organized by:

Emma Langevin, Community Youth Coordinator

Office: (780) 349-5900 Ext 605

Cell: (780) 307-8348 | Fax: (780) 349-5551

Email: elangevin@westlock.ca

Information for Residents Requesting Service

How does the Snow Angels Program work?

A volunteer service program where individuals commit to removing snow from the driveway and entranceway of a community resident in need throughout the winter season.

Interested volunteers can contact us and be matched with a resident(s) in need of snow clearing. The volunteer is committed to the same resident throughout the winter season but may assist more than one person, if desired.

Who is eligible for this service?

Seniors and other residents who have a condition or disability preventing them from participating in snow clearing activities and **who have no other capable members residing in their home to assist.**

How long is the commitment?

The nature of the program is to provide a resident in need with a regular service until the end of the winter/snow season. However, service may vary depending on the number of volunteers in your area and the commitment they can make to the program. **We will make every effort to ensure that qualifying residents are paired with a volunteer, but we cannot guarantee everyone will receive this service.**

Do I have to provide the tools?

Yes. We encourage residents to allow the volunteer to use their shovels, ice chippers, ice melt, etc. Please have the tools easily accessible for the volunteer. If are unable to provide these tools, please indicate this on your application.

How often will my property be cleared?

Snow should be cleared within 24 hours of a snowfall. If the volunteer cannot make it to your home within 24 hours, the volunteer should contact you to let you know when they expect to make it there.

What areas of my property will be cleared?

When you make initial contact with your volunteer, you both will discuss which areas of your property need snow removal. This is also a good time to discuss any barriers or hazards that could impede the snow removal on your property. Generally, the volunteers would clear the sidewalks and driveway. **It is the responsibility of the resident to ensure that the property is safe.**

How do I know who will be coming?

We provide your first name, phone number and street name to the potential volunteer. Once a match has been arranged, we will call you to let you know who your volunteer is and that they will be contacting you to arrange their first visit.

Do you screen the volunteers?

All volunteers must complete an application form and a criminal record check with the local RCMP detachment prior to being put on the list. Given COVID-19 restrictions, there may be a delay in volunteers obtaining their criminal record checks. We assume no responsibility for the actions of the volunteers. We invite all participants to call us with any concerns or questions.

What if the volunteer fails to come?

Snow should be cleared within 48 hours of a snowfall. However, on occasion a volunteer may not be able to make it to your home within 48 hours for legitimate reasons. If the volunteer has not come within 48 hours and they have not contacted you, please call us. We will then follow up with the volunteer and if possible, arrange for a replacement.

Is there a fee for this service?

No. At no time should you be required to pay or give anything to your volunteer. If the volunteer requests this from you, please tell them that you will need to check with the Program Coordinator first. Then call us immediately if you are asked for any money, goods, loans, food, favors or donations from your volunteer as this is not appropriate under this program.

How should I thank my volunteer for their service?

A simple and friendly thank-you is often the most rewarding sign of appreciation. It is not an expectation, but some people choose to write a thank-you card at the end of the season.

How do I apply for this service?

- 1.) Complete the Snow Angels Resident Application on the Westlock County website at Westlock.ca/p/fcss
- 2.) If you are unable to access the forms online, please call the FCSS Office at 780-349-5900.