

SNOW ANGELS

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DRIVEWAY

RESIDENT Information Package



Organized by:

**Sylvan Lake Family and Community Support Services
Senior Services Program
4725 43rd Street
Sylvan Lake, AB T4S 1M3
Phone: (403) 887-1137
Fax: (403) 887-1194**



Information for Residents Requesting Service

What is the Snow Angels program?

Snow Angels is a volunteer service program where individuals, organizations, businesses, classrooms, families, and groups of youth can commit to removing snow from the driveway and entranceway of a community resident in need throughout the snow season.

Interested senior residents in need of the Snow Angels program can contact us and be matched with a volunteer in their neighbourhood. The volunteer is committed to the same resident throughout the campaign and will contact the senior resident when matched.

Am I an eligible recipient in the Snow Angels program?

Residents who are eligible for free snow removal service include:

- Residents who fall below the income range of:
1 Person \$26,965 2 Persons \$43,785

***Please Note: Due to the increased need for assistance, the Snow Angels program will only consider residents that have a total income of \$26,965 or less for a single person, and a couple with a total combined income of \$43,785 or less. These income levels are in line with the Alberta Government's financial assistance programs for seniors.**

- 65 and over
- Residents who have a condition or disability (temporary or permanent) preventing them from participating in snow clearing activities
- Residents who have no other capable members residing in their home or neighborhood

Do you screen the volunteers?

All volunteers must complete an application form and criminal record check to participate in the program. However, we assume no responsibility for the actions of the volunteers. We expect that all residents will exercise caution, and that volunteers will act in the best interest of the community. We invite all participants to call us with any concerns or questions.

How do I know who will be coming?

For security reasons, we provide only 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 inform you that you should be expecting a phone call from them shortly.

How long is the service?

The nature of the Snow Angels 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 cannot guarantee how soon or for how long the volunteer can commit**

What if the volunteer fails to come?

On occasion a volunteer may not come for some time for very good and legitimate reasons. Snow should be cleared within 48 hours of a snowfall. If the volunteer cannot make it to the Residents home within 48 hours, the volunteer will contact the resident to reassure them of when they can make it. If your volunteer has not come or you have not heard from them please **call the program coordinator**. We will then follow up with the volunteer and where possible, arrange for a replacement.

Do I have to provide the tools?

Generally yes you will need to provide the equipment needed. If you do not have a snow shovel please indicate this when you make the connection with the FCSS Senior Services Program. If you do have the equipment please come to an agreement where you will store it so it is easy for the volunteer to find and use.

What areas of my property will be cleared?

When you make initial contact with us, we will discuss which areas of your property need snow removal. This is also a good time to discuss any special instructions you have for your volunteer or note any barriers or hazards that could impede the snow removal on your property. It is the responsibility of the resident to ensure that the property is safe. **Please note that the main concern according to bylaw is the sidewalks.**

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 Snow Angels 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?

It is important to remember that your volunteer is taking time out of their day to help you, and giving recognition is a very important role that you play in the Snow Angels program. A simple and friendly thank-you is often the most rewarding sign of appreciation. Some people share some baking, or write a thank-you card at the end of the season, but these are not expected. **Please do not tip your volunteer as we do not want to set any precedent that a fee or regular financial reward is associated with the effective delivery of the service.**

Concerns, Complaints and/or Feedback

Any and all concerns and complaints must be directed to the program coordinator. All issues will be dealt with via the program. At no time shall a resident address concerns with the volunteer. The Town of Sylvan Lake has a strict abuse policy. In the event a resident addresses a volunteer with a concern or complaint this could be terms for dismissal from the program.

What do I need to get involved?

- Submit a Resident Application to Sylvan Lake Family and Community Support Services (FCSS) Senior Services Program
 - Fax: 403-887-1194
 - Mailing Address: 5012 48 Avenue
Sylvan Lake, AB
T4S 1G6
 - Drop Off Location: 4725 43 Street
Sylvan Lake, AB
T4S 1M3
- You will then be added to our resident participant list and will be contacted to discuss a match when available.

