

SNOW ANGELS PROGRAM

FAQs

1) 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. West Vancouver's Snow Angels offer voluntary assistance to these community members.

To allow adequate time for matches please request your snow angel before **December 1, 2024**.

2) Who are the Snow Angels?

Snow Angels typically provide assistance with snow removal from pathways leading to front doors and sidewalks for the duration of the season.

3) People often call for assistance with removing the pile of snow that the plow leaves in front of their driveway—will the Snow Angels be handling those as well?

Yes, the snow angels will do their best to clear the end of the driveway and pathway to the road.

4) Will the Snow Angels shovel the entire driveway?

Snow angels are there to support with the walkway, sidewalk, and access to the road, not the driveway.

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

The Snow Angels program is intended to assist low income elderly and residents living with physical disabilities or mobility challenges.

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

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

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

The District is informing residents that Snow Angels can be contacted in the event of any significant snowfall with an accumulation of 2+ cm of snow.

8) Are Snow Angels expected to provide services across the District?

Snow Angels may select the geographic region they wish to serve.

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

Yes! Individuals wishing to volunteer can sign up by emailing snowangels@westvancouver.ca or calling 604-925-7288.

10) How does a resident in need access the Snow Angels program?

Residents can request a Snow Angel by emailing snowangels@westvancouver.ca or calling 604-925-7288.

The Snow Angels phone and email will only be monitored between 8:30 a.m. and 3:30 p.m. on weekdays and weekends. Messages will be returned as soon as possible.

11) What if the caller is able-bodied and would like assistance with snow removal?

Please direct the caller to use a private snow removal contractor.

12) Will Snow Angels be advised in advance of a major snowfall?

Snow Angels should keep an eye on weather conditions as temperatures drop.

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.



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FAQs continued

13) 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. Please call the Seniors' Activity Centre's Help Line at 604-925-7280, staff and volunteers can direct you to a service that can help you.

14) 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 District of West Vancouver's detailed snow removal route map, visit westvancouver.ca/home-building-property/emergency-preparedness/what-to-do/winter

15) What if the caller would like a Snow Angel to drive him/her to an appointment?

Snow Angels are not permitted to drive residents under any circumstance.

Please refer the caller to the West Vancouver Seniors Activity Centre Shuttle Bus, a taxi company, or to Translink for public transit schedules.

16) Are snow shovels provided by the resident needing assistance or the District?

Snow Angels bring their own snow shovels. Snow Angels will work with the Snow Angels Coordinator for shovel and salt.

17) What if Snow Angels is 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 a private snow removal contractor.

18) What if a Snow Angel group encounters items of hazard or questionable nature that require immediate attention?

- For general hazards, call the District of West Vancouver 24-hour Dispatch Office at 604-925-7100.
- If the concern is related to accidents or injuries, call 9-1-1.
- If the snow angel does not feel it is safe, they are directed to leave.

19) How do Snow Angels document the assistance they provide?

After a snowfall event, Snow Angels will update their hours in Better Impact.

The District will use this data to update Council and for program evaluation purposes.

20) Are tips allowed?

No, please do not tip or provide gifts.

