



SNOW ANGELS COMMUNITY PROGRAM GUIDELINES

The Snow Angels program matches community volunteers with residents who are unable to clear snow from their properties during the winter. Ideally, volunteers will be matched with someone in their own neighbourhood. There is no fee for this service.

Snow Angel Requests

- All residents in need can submit a request for a Snow Angel. The service is intended for individuals who are not able to remove their own snow, do not have other able-bodied persons living in the same household who can help, and cannot afford to pay for snow removal. Priority will be given to the elderly and people with mobility issues. Consideration may also be given to non-profit organizations depending on need and availability of volunteers.
- This service is not available for vacant homes or for residents away on holidays during the winter.
- Please outline what areas require attention and any other special details for your property.
- To best assist your Snow Angel, please have lights turned on outside (mornings and evenings) after a snowfall so that properties are well lit.
- Snow Angels may be coming from a different neighbourhood so it is preferred to have shovels available for them. Please indicate on your request form if you can provide a shovel for your Snow Angel.
- Please be advised that most Snow Angels will come in the evenings or on the weekends. It is rare for a Snow Angel to be able to come on a weekday morning after an overnight snowfall.
- Please contact the City at any time if issues arise pertaining to your Snow Angel arrangement.
- **ADVISORY:**
 - **Please be advised that Snow Angels is a volunteer-based program. As such, the City cannot guarantee snow removal or Snow Angels available at all times.** The Snow Angels listed on the map on the city's website are the only ones available and is the database we refer to when requests come in
 - Volunteers are asked to come as soon as possible after a snowfall as they can fit it into their schedule. If you are in need of immediate snow removal, please try to make arrangements with a friend, family member, neighbour or another resource such as a local company.
 - The City of Yellowknife is not responsible or liable for any damage, loss, theft or destruction of property sustained by participation in the Snow Angels program.
 - Participants will indemnify or hold harmless the City against all claims, actions, damages, losses, liabilities and expenses that arrive through participation in the Snow Angels program.



Snow Angel Volunteers

- Potential Snow Angels should be interested in volunteer community service and helping a neighbour/fellow resident in need.
- Snow Angels are asked to make every attempt to shovel snow at the assigned property within 24 hours of a snowfall. You do not need to contact the resident in advance – just go!
- **Once you have enough houses/a house that keeps you busy, please remove yourself from the map application so those looking will not be able to find your services.**
- Please indicate if you can bring a shovel or require one to be provided.
- Volunteers are expected to participate until the end of the season (usually at least until April). If you cannot commit to this time frame, but are still very keen to participate, please make a note on your application form to this regard. If you must cease participation in the program for whatever reasons, please advise the Snow Angels Coordinator immediately.
- Please indicate if you work a camp rotation that has you out of town for half the week or month. If possible, please sign up with a friend/neighbour who could cover the days that you are away.
- Please advise the City if you will be away at any time during the winter so that coverage can be arranged during your absence. Advance notice is appreciated.
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Snow Angels Coordinator

Email eventscoordinator@yellowknife.ca *Phone* 920-5676

in person City Hall – 4807 52 Street *Fax* 920-5668
winter hours are 8:30 a.m. to 5:00 p.m.
please call in advance