

# COUNCIL REPORT

## REQUEST FOR COUNCIL DECISION

**DATE:** November 30, 2017  
**FROM:** Community Services and Engineering and Operations  
**SUBJECT:** Snow and Ice Policy and Response Review

**FILE:** 01-0340-50/17

**SUGGESTED FOLLOW-UP ACTION:** THAT Council:

- A. Approve the proposed revisions to Council Policy C020 Road Network Snow and Ice Policy, including increased hours of work on Road Network Priority 2 routes from regular working hours to a 24 hours a day / 7 days a week; AND
- B. Approve the proposed Council Policy C096 Parks and Facility Snow and Ice Policy; AND
- C. Approve the proposed Council Policy C097 Sidewalk Snow and Ice Policy; AND
- D. Direct Staff to issue an RFP for contracted priority sidewalk routes and other snow and ice related services as identified; AND
- E. Direct Staff to implement a Snow Angels Service level One – Good Neighbour Program for 2017/2018 and consider a full service program in 2019 business planning; OR
- F. Other.

**CHIEF ADMINISTRATIVE OFFICER COMMENTS:**



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**BACKGROUND**

**KEY ISSUE(S)/CONCEPT(S):** The City has a Road Network Snow and Ice Policy C020, as well as an internal Snow and Ice Response Manual. The policy was last updated in 2015 and the Manual was last updated in 2016. Neither the manual nor the policy speaks to removal of snow around City Parks and Facilities.

Winter 2016/2017 saw several snow and ice events in Pitt Meadows with cooler temperatures prevailing creating sustained periods of time with snow and ice accumulation on the City roadways, sidewalks and trails. City work crews responded swiftly and as per the City policy. In light of City staff providing removal and brining services to the determined standards, the sustained winter events during the 2016/2017 season raised many questions in the community whether snow and ice response levels are meeting the community expectations.

A debrief on winter 2016/2017 identified various challenges and service levels that require direction.

## Current Service Level

*24 hour/ 7 day a week service:* De-icing and snow clearing of arterial streets, select collector streets, bus routes, school zones, walkways and parking lots.

*Monday to Friday 8:00AM-4:30PM service:* Remaining collector streets, Local roads, side streets, bus stop landing areas, intersection let-downs, crosswalks, catch basins, specified sidewalks.

## Recommended Service Level Adjustments

### A. Break Snow and Ice Response into Three Streams:

- Road Network
- Parks and Facilities
- Sidewalks

Each stream would have a separate team to address de-icing and snow/ice removal based on pre-established priority phases.

- The Road Network Team is led through the Operations Division and the removal plan is addressed in Council Policy C020 (Attachment A).
- The Parks and Facilities Team are led through the Parks and Facilities Division and the removal plan is addressed through the proposed Council Policy C096. (Attachment B).
- The Sidewalk Team is led through the Operations Division and the removal plan is addressed through the proposed Council Policy C097 (Attachment C).

### **Note: The policies above have been revised to include the Following Service Level Changes**

- B. Weekends – Outside of regular work hours, only Phase 1 (De-icing) and priority 1 (high priority) snow removal routes are maintained. This means on evenings and weekends once priority 1 service has been established work crews go home. At the next regular City shift snow and ice response service resumes. During larger and/or sustained events this mean several days can pass until lower priority services are achieved.

Staff recommends that this service level is increased to include a 24 hours a day / 7 days a week response for all priority 2 (secondary priority) routes in addition to the current priority 1 routes.

Staff anticipates the financial impact of this service change is approximately \$10,000/yr based on four, 48 hour storm events.

- C. Selected Sidewalks – As per the Boulevard Maintenance Bylaw No. 2377 the owner or occupier of real property shall, not later than 10:00 a.m. every day, remove snow and ice from any sidewalk adjacent to such parcel for a distance that coincides with the parcel's property line and for the full width of the sidewalk. Past snow events have found that not all property owners have been able to achieve this standard. While Bylaw Enforcement staff has a process to work with property owners to achieve compliance there have been public discussions regarding

whether or not priority walking routes should be maintained through the winter season by the City.

Current City staffing levels are not adequate for clearing sidewalks for priority walking routes to allow for safe passage of the public while simultaneously maintaining the road network snow removal. If this service is desired a retained contractor would be required to deliver this level of service.

Accordingly, Staff recommends that an RFP be issued to determine contractor availability and costing. It is anticipated that the financial impact of this service level change would be approximately \$25,000/yr based on four, 48 hour storm events.

- D. Sidewalks in Front of City Properties – Historically, snow removal activities on sidewalks adjacent to City properties have occurred during regular working hours. Given the large number of city facilities and parking lots taking precedent over these locations, these sidewalks may not be cleared timely due to staff addressing other priorities.

Staff anticipates some of these challenges will be addressed through the new dedicated Sidewalks Team, however, in addition staff recommends this service level is increased to include 7 day a week service (single shift).

Staff anticipates the financial impact of this service change is approximately \$5,000/yr based on four, 48 hour storm events.

#### **Other Option Service Level Changes**

*Fire Hydrants* – During the 2016 / 2017 winter a number of fire hydrants throughout the city were buried through residential snow removal activities. Patrolling these areas could be added to a contractor's scope. This activity has not been priced at this time.

*Road Network Priority* - Reclassification of Priority 3 response routes from regular working hours to 24 hr / 7 days a week response. This would require contractor support and has not been priced at this time.

*Additional Sidewalks* – Additional sidewalk routes could be added to the City Sidewalk Snow and Ice Policy at Council's direction. Additional locations have not been priced at this time.

**RELEVANT POLICY:** Road Network Snow and Ice Policy – C020; Parks and Facilities Snow and Ice Policy – C096; Sidewalk Snow and Ice Policy – C097

**STRATEGIC ALIGNMENT:** Transportation and Infrastructure – Determine levels of service and properly fund; Corporate Excellence – Ensure we are properly structured and resourced to meet community needs.

**DESIRED OUTCOME:** Direction on the options presented to adjust the Municipal Snow and Ice Response Policies so that staff resources can be adjusted accordingly and budgets can be updated to reflect anticipated costs.

### RESPONSE OPTIONS:

1. Maintain the current snow and ice removal service levels.
2. Increase the service levels outlined in this report and amend the Road Network Snow and Ice Policy and the Parks and Facilities Snow and Ice Policy and Sidewalks Snow and Ice Policy accordingly (as attached).
3. Request staff to revise the policies to include additional service level increases as directed by Council.

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### IMPLICATIONS OF RECOMMENDATION

**ORGANIZATIONAL:** Changes to the City Snow and Ice Response Policies will impact service needs and will need to be reconciled with staff capacity with the likely addition of contract services.

**FINANCIAL:** As discussed above, the anticipated financial implications of the staff recommendations are:

- Increase hours of work on Road Network Priority 2 routes = \$10,000 (Public Works staff)
- Increased sidewalk snow removal priority = \$25,000 (Public Works staff / contractor)
- Increase hours of work on sidewalks fronting City Properties = \$5,000 (Parks and Facilities / Contractor)

Total anticipated impact = \$40,000 per year (based on four, 48 snow events per year). If less than four 48 hour storm events occur then less dollars will be expended. If more than four 48 hour storm events occur additional dollars will need to be allocated from the operating reserve.

Staff recommends the increased service level funding requirements be obtained through one time reserve funding for the 2017/2018 snow removal season with ongoing funding impacts considered in the 2019 business planning process. This approach will allow an opportunity for this new service level to be evaluated for staff impacts, costs and community experience and a more fulsome analysis to be brought forward for Council consideration before adding these costs to the operating budget.

**IMPLEMENTATION/COMMUNICATION:** Communication on the current Snow and Ice Policy is already underway to ensure residents are aware of their individual responsibilities as well as how to prepare for the snow and ice season.

**KATZIE FIRST NATION CONSIDERATIONS:** None identified.

**OTHER:** In addition to the recommended changes above, staff also recommends a Snow Angels program be implemented in the City of Pitt Meadows. A Snow Angel program attempts to unite people who need help clearing their adjacent City sidewalks of snow, with eager volunteers from our community who want to help. Additional information including potential service levels is included in Attachment D. Staff recommends that a Snow Angels Service level One – Good Neighbour Program be established for the 2017/2018 winter season with consideration of a Full Service Program for the 2018/2019 winter season during 2019 business planning.



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Submitted by: K. Zanon, Director of Community Services/F. Smith, Director of Engineering/Operations

Approved by: M. Roberts, CAO

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**ATTACHMENTS:**

- A. Road Network Snow and Ice Policy – C020
- B. Parks and Facilities Snow and Ice Policy – C096
- C. Sidewalks Snow and Ice Policy – C097
- D. Snow Angels



COUNCIL POLICY C020

11 - Engineering & Public Works

## Road Network Snow and Ice Policy

Effective Date: December 15, 2009

Revised Date: June 19, 2012

Revised Date: July 21, 2015

Revised Date: Dec 5, 2017

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### Policy Statement:

The City maintains a road network that provides safe and efficient transportation corridors for our residents and businesses. This maintenance includes snow and ice control during the winter months. Due to climatic changes this activity can vary from very limited response to a full scale emergency.

### Purpose:

The purpose of this policy is to establish guidelines and set priorities for snow and ice removal activities for the road network corridors throughout the City of Pitt Meadows.

### Policy:

The City covers a large geographic area and has an extensive road network in relation to the population it serves. With our extensive deep ditches in the rural areas and a number of major transportation routes for commuters and transit vehicles it is important to prioritize our response to ensure both public safety and resource allocation.

There are five phases of response based on climatic conditions and duration of snow storms.

#### 1. Phase One – De-icing

From November to March a standby roster is established utilizing Public Works Staff that rotate on a weekly basis and carry pagers or mobile phones for response to icing issues. The de-icing responder will commence activities when one of the following occurs. He receives a call from the RCMP, On Duty Standby Person, Weather Station, or Supervisor. There are three weather stations that are set to activate the pagers at approximately 3:40 am when the temperature reaches 1 degree Celsius. The responder reports to the works yard and applies brine on an established route to ensure that the main thoroughfares and designated areas are safe to travel for the public in the early morning. If the conditions begin to deteriorate due to snowfall accumulations, the responder is to call the On Duty Standby Person for assistance.



2. Phase Two – Low Intensity Snowstorm (1 to 10cm accumulation – 24hr response time)

For low intensity snow storms, plowing and salting for ice and snow will occur on all designated Snow & Ice Response Routes (see Attachments). Priority will be given to all arterial, collector, bus routes, and school zones with crews working 24 hours a day 7 days a week to maintain all priority and secondary routes, as resources permit. Once these areas have been maintained to the acceptable standard with available resources, our crews will begin clearing the side streets and remaining local roads during normal working hours. Two tandem trucks with sanders, one single axle truck, and rubber tire backhoe would be deployed to deal with this event.

3. Phase Three – Medium Intensity Snowstorm (10 – 30 cm – 48hr response time)

For medium intensity storms, plowing and salting for ice and snow will occur on all designated Snow & Ice Response Routes. Priority will be given to all arterial, collector, bus routes, and school zones with crews working 24 hours a day 7 days a week to maintain all priority and secondary routes, as resources permit. It may be necessary for the crews to remain on the major routes or return at any time during the storm if conditions deteriorate. Once these areas have been maintained to the acceptable standard with available resources, our crews will begin clearing the side streets and remaining local roads during normal working hours. Two tandem trucks with sanders, two single axle trucks, rubber tire backhoe, grader, and bobcat would be deployed to deal with this event.

4. Phase Four – High Intensity Snowstorm (greater than 30cm – 72hr response)

For high intensity storms, all available municipal snow clearing equipment will be dispatched on the Snow and Ice Response Routes. Schedules and shifts will be established on a 12 hour rotational basis involving all available crew members. Priority will be given to all arterial, collector, bus routes, and school zones with crews working 24 hours a day 7 days a week to maintain all priority and secondary routes, as resources permit. It may be necessary for the crews to remain on the major routes or return at any time during the storm if conditions deteriorate. Once these areas have been maintained to the acceptable standard with available resources, our crews will begin clearing the side streets and remaining local roads during normal working hours. Three tandem trucks with sanders, two single axle trucks, rubber tire backhoe, grader, and bobcat would be deployed to deal with this event. It may be necessary during this phase to hire support equipment from the private sector if available and we are unable to cope with the demand.

A customer service representative will be made available to receive calls and answer inquiries during normal working hours.

5. Phase Five – Clean up

The clearing of bus stop landing areas, intersections, designated crosswalks, and catch basins.

### **Exclusions:**

This policy does not apply to provincial or regional highways, or transportation corridors located on private property. The private property owner is responsible for maintenance and care of their respective areas.

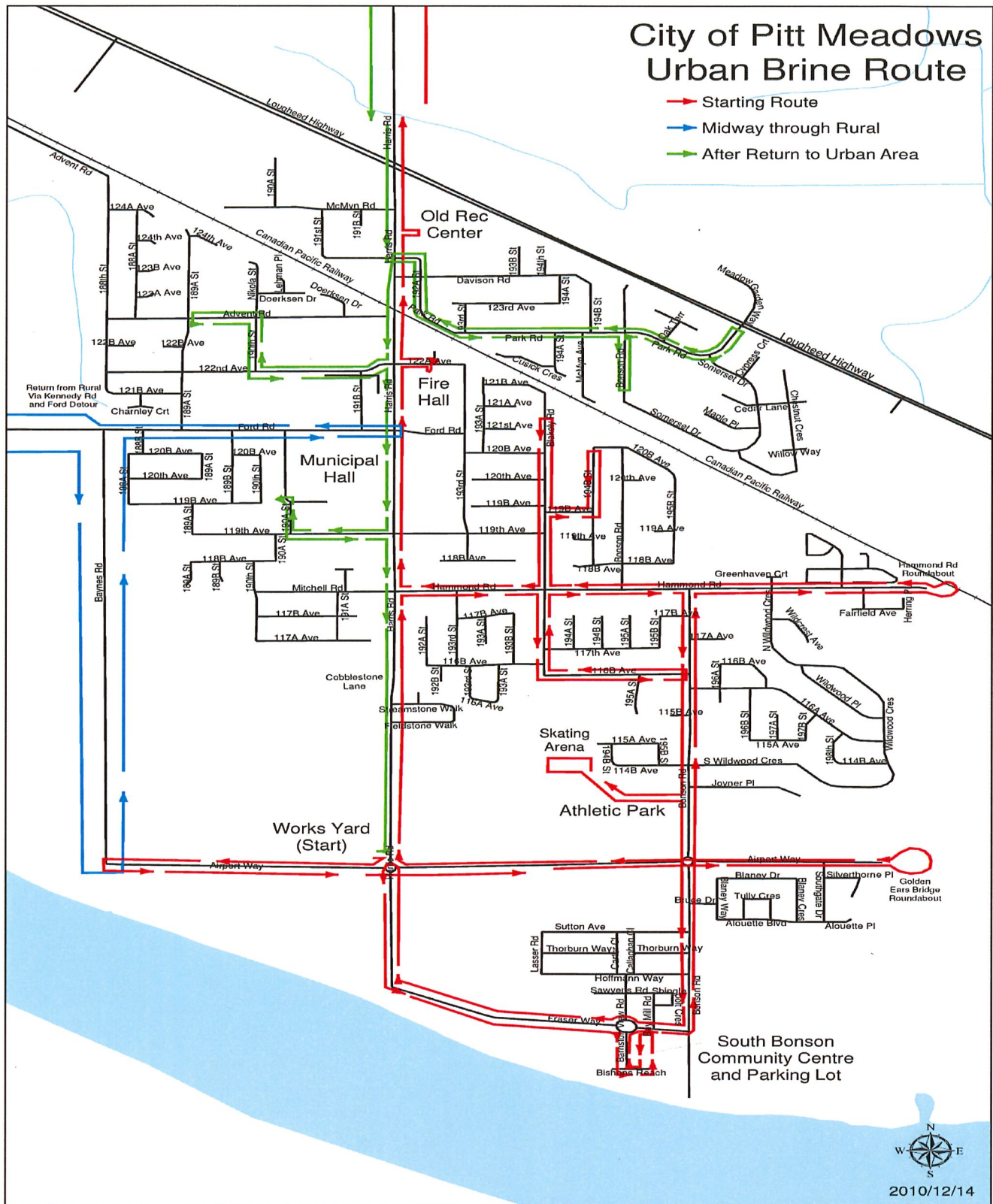
### **Procedures & Guidelines:**

The Road Network Snow and Ice Policy establishes the priorities and provides clear direction for our response activities for consistency and clarity both for our responders and the general public to understand how the City deploys resources in response to snow and ice events.

The principles within this policy are integrated within internal standard operating procedures containing detailed procedures and guidelines to be followed by staff during snow events.

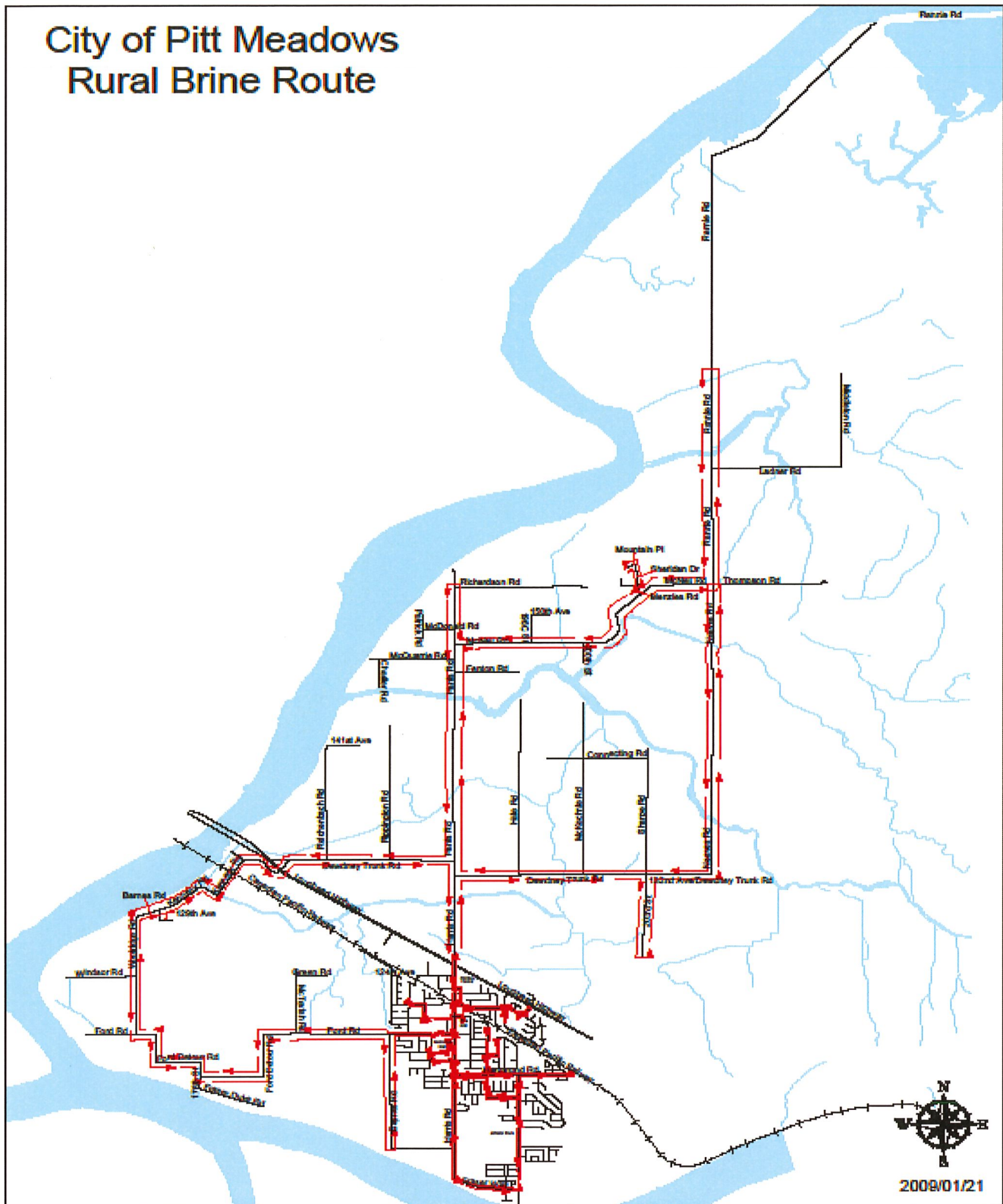
### **Attachments:**

- Brine route
- Road network snow clearance routes 1- 6

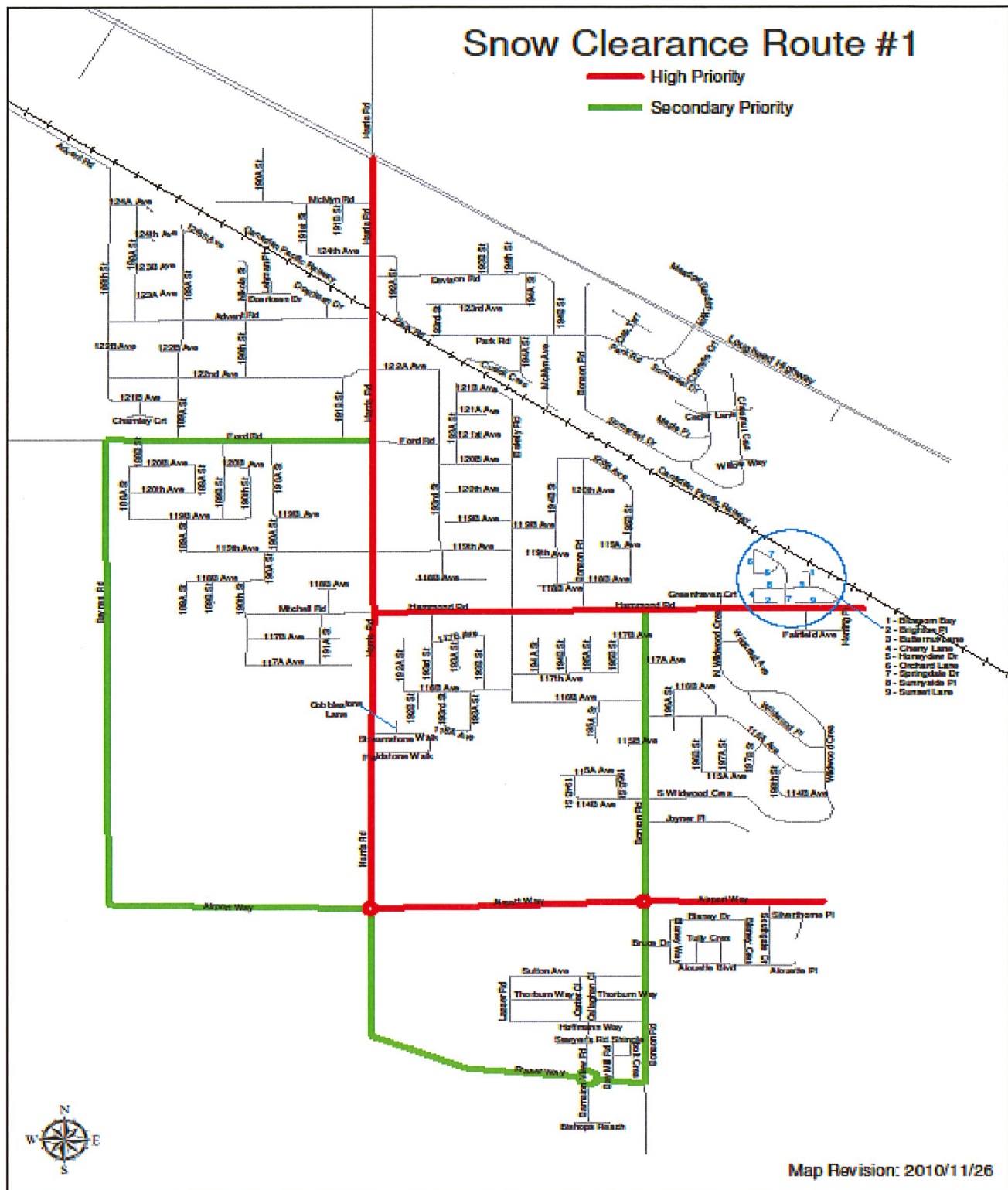




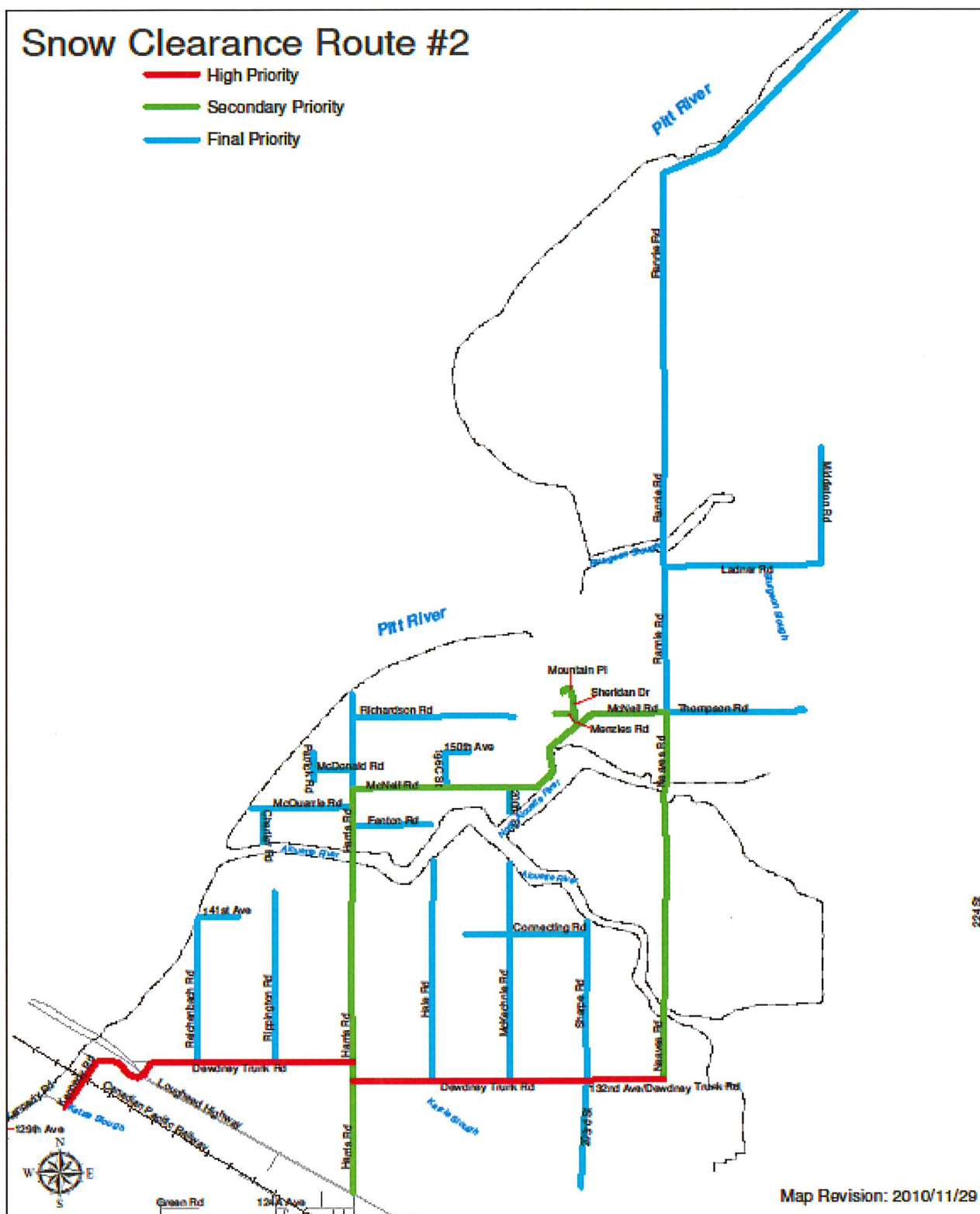
## City of Pitt Meadows Rural Brine Route

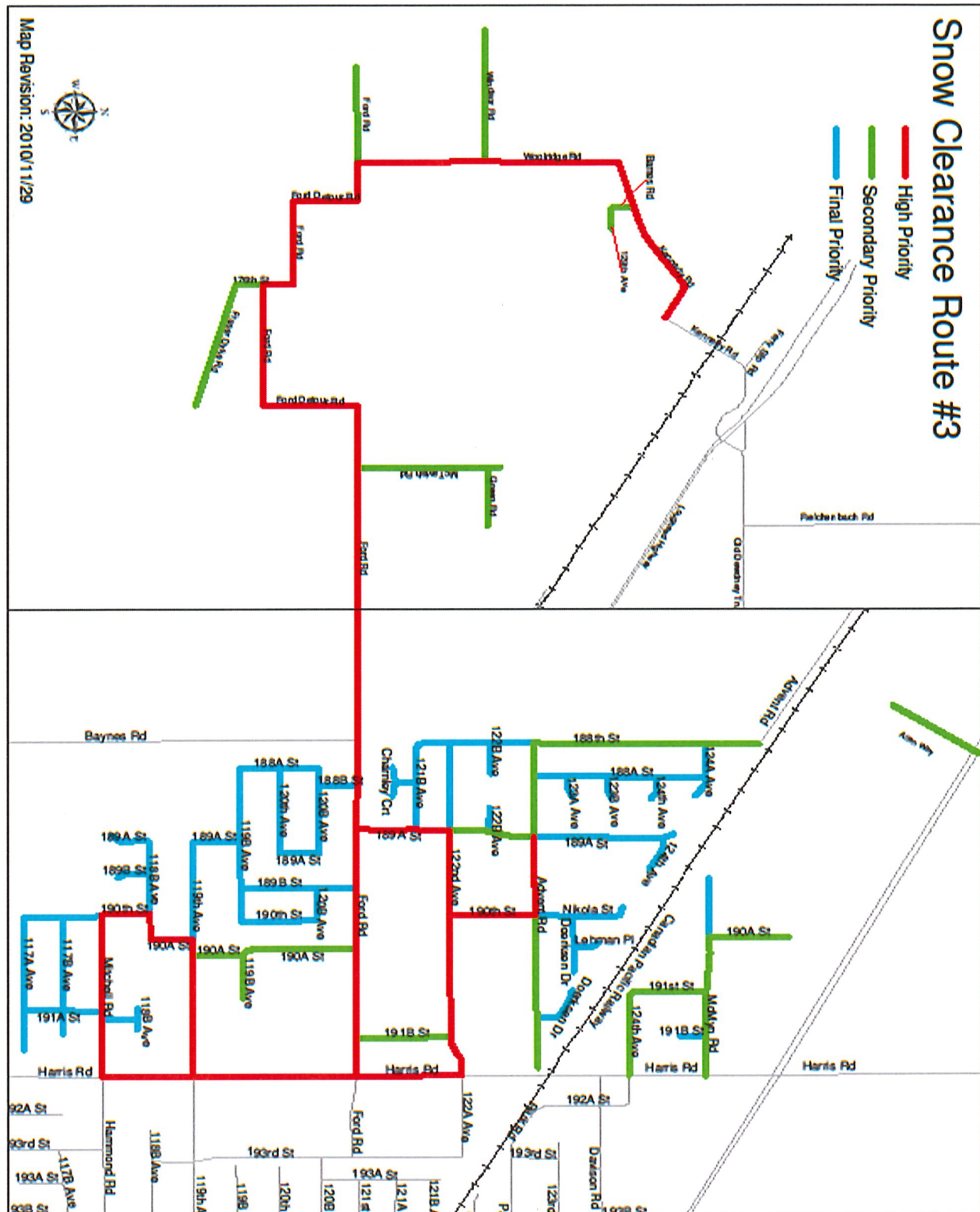


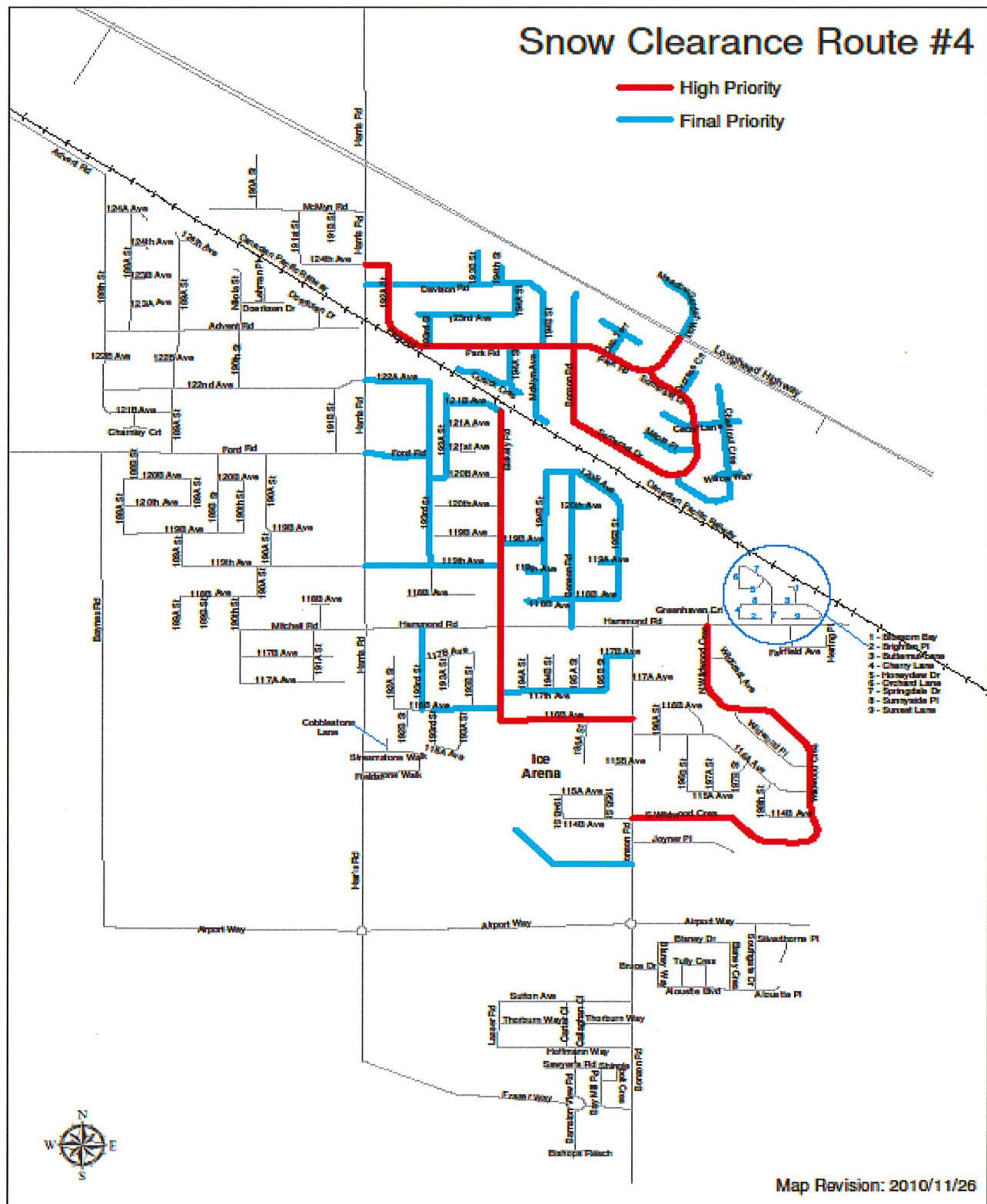




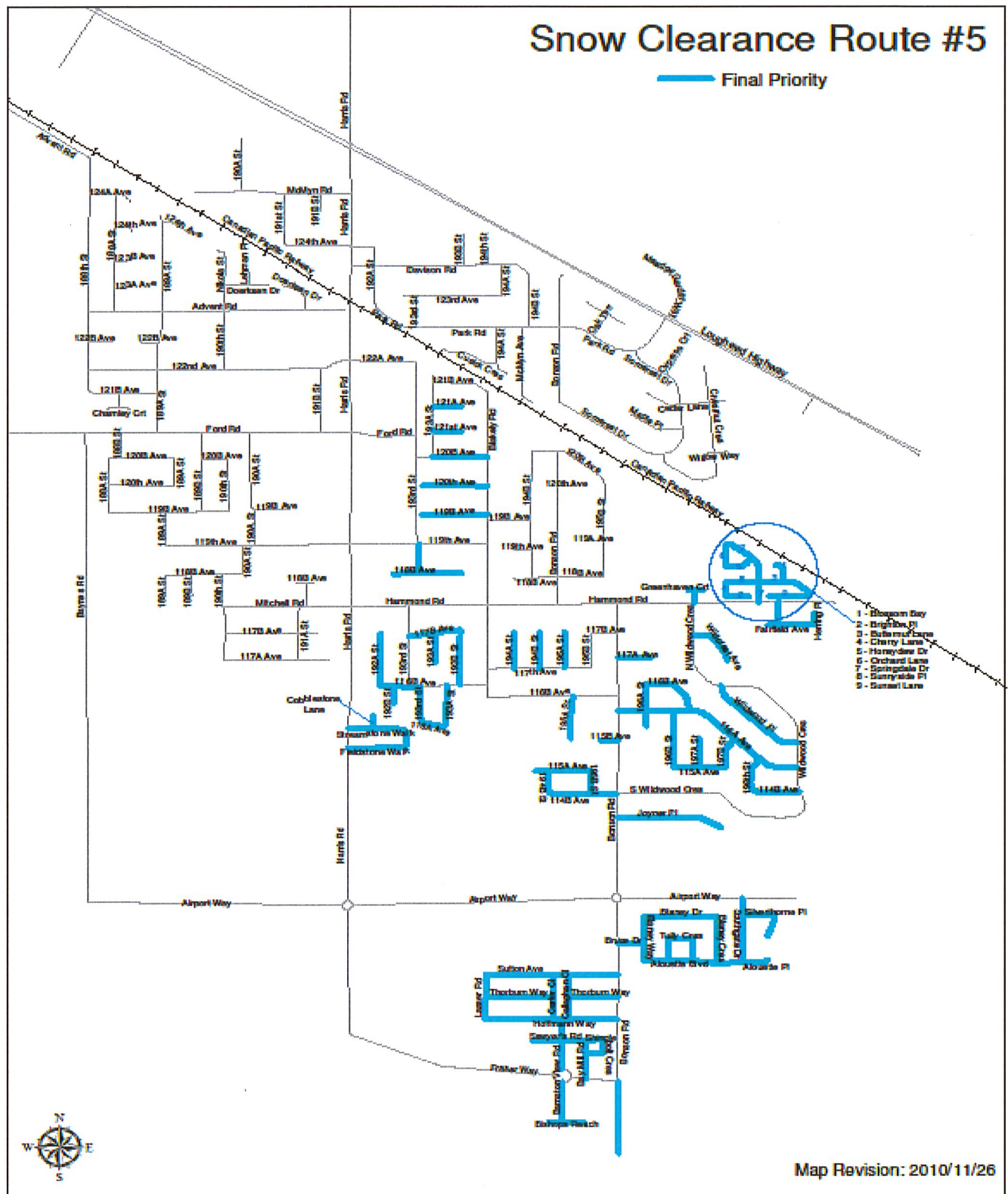








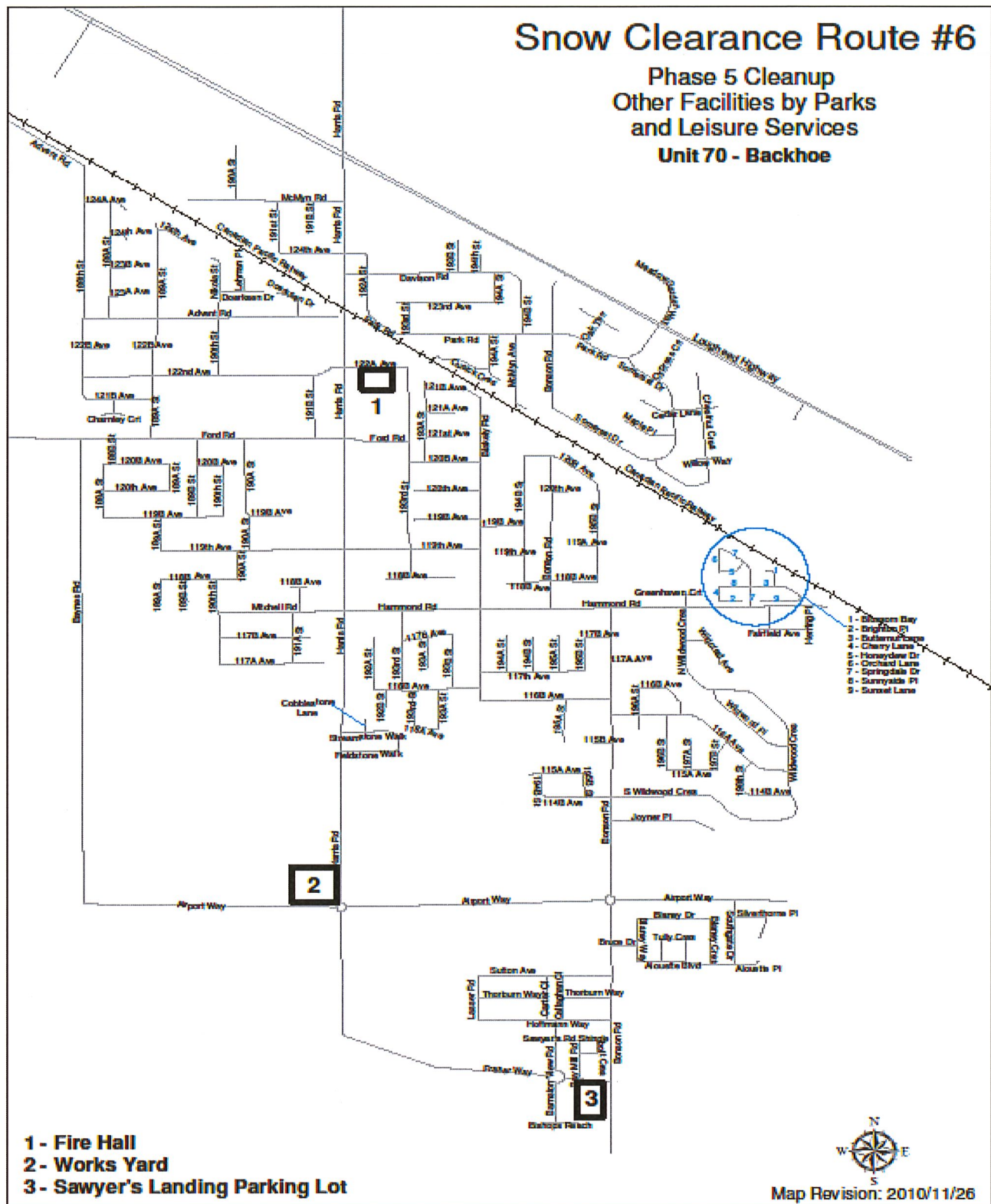






## Snow Clearance Route #6

Phase 5 Cleanup  
Other Facilities by Parks  
and Leisure Services  
Unit 70 - Backhoe





## **City Parks and Facilities Snow and Ice Policy**

Effective Date: TBD

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### **Policy Statement:**

The City maintains parks and facilities throughout the community. These parks and facilities have parking lots, trails, pathways, and adjacent public sidewalks. Snow and ice maintenance standards during the winter months are important to define and to plan for service level expectation. Due to climatic changes this activity can vary from very limited response in some years to a full scale response in other years.

### **Purpose:**

The purpose of this policy is to establish guidelines and set priorities for snow and ice activities at City Facilities, Facilities, paved trails and adjacent sidewalks.

### **Policy:**

The City covers a large geographic area and has more parks and facility spaced in relation to the population served. It is important to prioritize our response to ensure both public safety and appropriate resource allocation.

There are five phases of response based on climatic conditions and duration of snow storms.

#### I. Phases One – De-icing

From November to March a standby roster is established utilizing Parks and Facilities staff and contract support for response to icing issues. The de-icing responder will commence activities when one of the following occurs. They receive a call from the RCMP, On Duty Standby Person, Weather Station, or Supervisor. There are three weather stations that are set to activate the pagers at approximately 4:00 am when the temperature reaches 1 degree Celsius. The responder reports to work and applies brine or salt on City facility walkways, driveways and parking lots as required to allow for safe travel of staff and the public in the early morning hours. Once this work is complete they begin applying brine or salt to all remaining Priority 1 areas (Attachment A and B).

Once Priority 1 areas are complete Priority 2 areas (Attachment A and B) are addressed. Priority 3 (Attachment A and B) areas and paved trails are addressed as time permits.



If the conditions begin to deteriorate due to snowfall accumulations, the responder is to call in additional assistance.

2. Phase Two – Low Intensity Snowstorm (1 to 10cm accumulation – 24hr response time)

For low intensity snow storms, plowing snow and brining or salting for ice and snow will occur on all designated areas based on the priority level. Priority will be given to facility access points and parking lots with either staff or the contractor working 7 days a week, during building operating hours, as resources permit. Once all the Priority 1 areas have been maintained to an acceptable standard with available resources, Priority 2 area clearing will begin. Priority 2 clearing will be completed 7 days a week during 6:00 a.m. – 6:00 p.m. as required. Once all Priority 2 areas are complete Priority 3 area clearing will begin. Priority 3 clearing will only occur Monday to Friday during normal working hours.

3. Phase Three – Medium Intensity Snowstorm (10 – 30 cm – 48hr response time)

For medium intensity snow storms, plowing snow and brining or salting for ice and snow will occur on all designated areas based on the determined priorities. Priority will be given to all facility access points and parking lots with either staff or the contractor working 7 days a week, during building operating hours, as resources permit.

It may be necessary for the crews to remain on Priority 1 areas or return at any time during the storm if conditions deteriorate.

Once the Priority 1 areas have been maintained to an acceptable standard with available resources, Priority 2 areas clearing will begin. Priority 2 area clearing will begin. Priority 2 clearing will be completed 7 days a week during 6:00 a.m. – 6:00 p.m. as required. Once all Priority 2 areas are complete Priority 3 area clearing will begin. Priority 3 clearing will only occur Monday to Friday during normal working hours.

4. Phase Four – High Intensity Snowstorm (greater than 30cm – 72hr response)

For high intensity snow storms, plowing snow and brining or salting for ice and snow will occur on all designated areas based on the determined priorities. Priority will be given to all facility access points and parking lots with either staff or the contractor working 7 days a week, during building operating hours, as resources permit.

It may be necessary for the crews to remain on Priority 1 areas or return at any time during the storm if conditions deteriorate.

Once the Priority 1 areas have been maintained to an acceptable standard with available resources, Priority 2 areas clearing will begin. Priority 2 area clearing will begin. Priority 2 clearing will be completed 7 days a week during 6:00 a.m. – 6:00 p.m. as required. Once all Priority 2 areas are complete Priority 3 area clearing will begin. Priority 3 clearing will only occur Monday to Friday during normal working hours.





It may be necessary during this phase to attempt to hire additional contract support to cope with the demand. The policy does not establish having a company on retainer and therefore assistance from additional contractor support will be based on availability.

A central City customer service representative will be made available to receive calls and answer inquiries during normal working hours.

#### 5. Phase Five – Clean up

The removal of snow piles from parking lots.

The final clearing of all trails and internal park pathways.

#### **Exclusions:**

This policy does not apply to provincial or regional parks, or City facilities that have been leased to a third party. The third party will be responsible for maintenance and care of their respective driveways, parking lots and adjacent sidewalks.

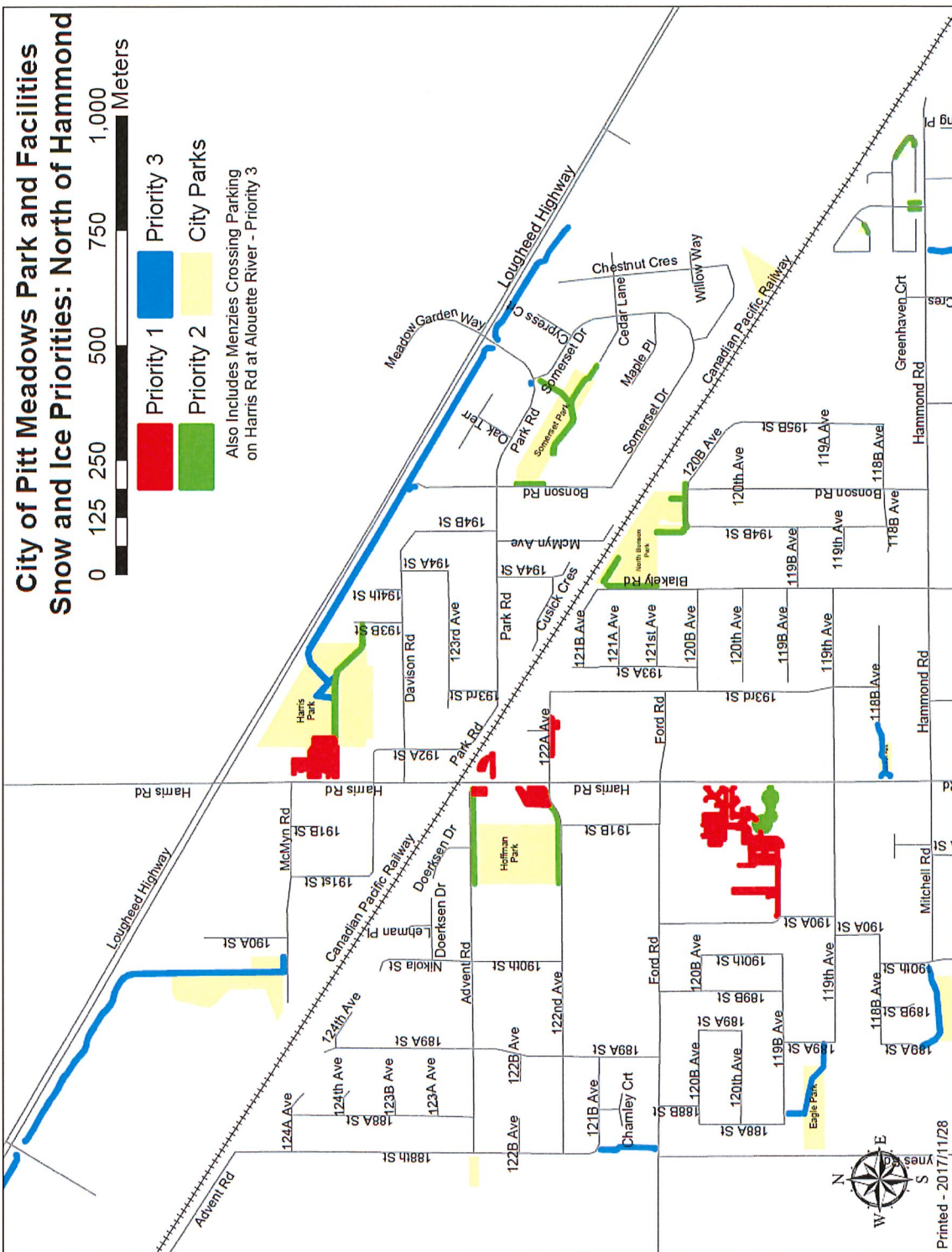
#### **Procedures & Guidelines:**

The Parks and Facilities Snow and Ice Policy establishes the priorities and provides clear direction for the City's response activities for consistency and clarity both for our responders and the general public to understand how the City of Pitt Meadows responds to snow and ice events.

Any significant changes the Priority 1, 2 and 3 descriptions that affect the level of service described will require Council's approval.

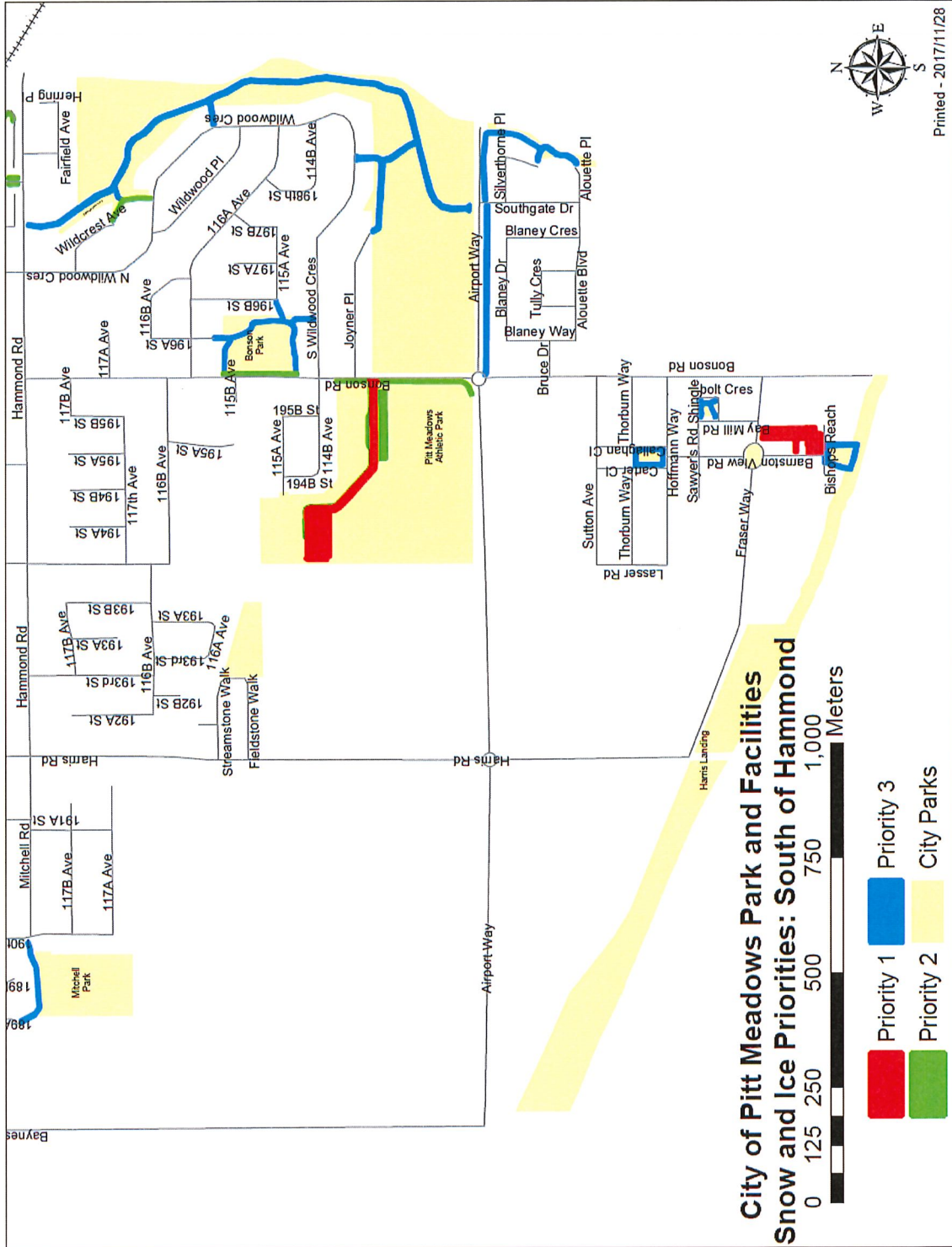
#### **Attachments:**

- Attachment A - City of Pitt Meadows Parks and Facilities Snow and Ice Priorities North of Hammond
- Attachment B - City of Pitt Meadows Parks and Facilities Snow and Ice Priorities South of Hammond





CITY OF  
**Pitt Meadows**  
The Natural Place





## City Sidewalks Snow and Ice Policy

Effective Date: TBD

### Policy Statement:

As per the Boulevard Maintenance Bylaw No. 2377 the owner or occupier of real property shall, not later than 10:00 a.m. every day, remove snow and ice from any sidewalk adjacent to such parcel for a distance that coincides with the parcel's property line and for the full width of the sidewalk.

However, the City has identified key sidewalk corridors vitally important for the safe and efficient travels of residents in and around our City as well as sidewalk locations which are not directly adjacent to front or side lots. This policy identifies the locations the City will assist with sidewalk snow and ice removal and identifies maintenance standards and service level expectations during the winter months. Due to climatic changes this activity can vary from very limited response in some years to a full scale response in other years.

### Purpose:

The purpose of this policy is to establish guidelines and set priorities for snow and ice removal activities for specific sidewalk corridors throughout the City of Pitt Meadows.

### Policy:

The City covers a large geographic area and has an extensive sidewalk network. It is important to prioritize our response to ensure both public safety and appropriate resource allocation.

There are five phases of response based on climatic conditions and duration of snow storms.

#### I. Phases One – De-icing

From November to March a standby roster is established utilizing Public Works staff and contract support for response to icing issues. The de-icing responder will commence activities when one of the following occurs. They receive a call from the RCMP, On Duty Standby Person, Weather Station, or Supervisor. There are three weather stations that are set to activate the pagers at approximately 3:40 am when the temperature reaches 1 degree Celsius. The responder reports to work and applies brine or salt on Priority 1 sidewalks as required to



allow for safe travel of public in the early morning hours. Once this work is complete they begin applying brine or salt to Priority 2 areas (Attachment A and B).

If the conditions begin to deteriorate due to snowfall accumulations, the responder is to call in additional assistance.

2. Phase Two – Low Intensity Snowstorm (1 to 10cm accumulation – 24hr response time)

For low intensity snow storms, plowing snow and brining or salting for ice and snow will occur on all designated areas based on the priority level. Once all the Priority 1 areas have been maintained to an acceptable standard with available resources, Priority 2 area clearing will begin. Snow removal will be completed as required up to 7 days a week 6:00 a.m. – 6:00 p.m. as required.

3. Phase Three – Medium Intensity Snowstorm (10 – 30 cm – 48hr response time)

For low intensity snow storms, plowing snow and brining or salting for ice and snow will occur on all designated areas based on the priority level. Once all the Priority 1 areas have been maintained to an acceptable standard with available resources,

It may be necessary for the crews to remain on Priority 1 areas or return at any time during the storm if conditions deteriorate.

Priority 2 area clearing will begin. Snow removal will be completed as required up to 7 days a week 6:00 a.m. – 6:00 p.m. as required.

4. Phase Four – High Intensity Snowstorm (greater than 30cm – 72hr response)

For low intensity snow storms, plowing snow and brining or salting for ice and snow will occur on all designated areas based on the priority level. Once all the Priority 1 areas have been maintained to an acceptable standard with available resources,

It may be necessary for the crews to remain on Priority 1 areas or return at any time during the storm if conditions deteriorate.

Priority 2 area clearing will begin. Snow removal will be completed as required up to 7 days a week 6:00 a.m. – 6:00 p.m. as required.

**Exclusions:**

This policy does not apply to owners or occupiers of real property with adjacent sidewalk other than those identified in the sidewalk snow response route map. In addition, this policy does not apply to pathways, parking lots, sidewalks fronting municipal infrastructure or road networks.

### **Procedures & Guidelines:**

The Sidewalk Snow and Ice Policy establishes the priorities and provides clear direction for our response activities for consistency and clarity both for our responders and the general public to understand how the City deploys resources in response to snow and ice events.

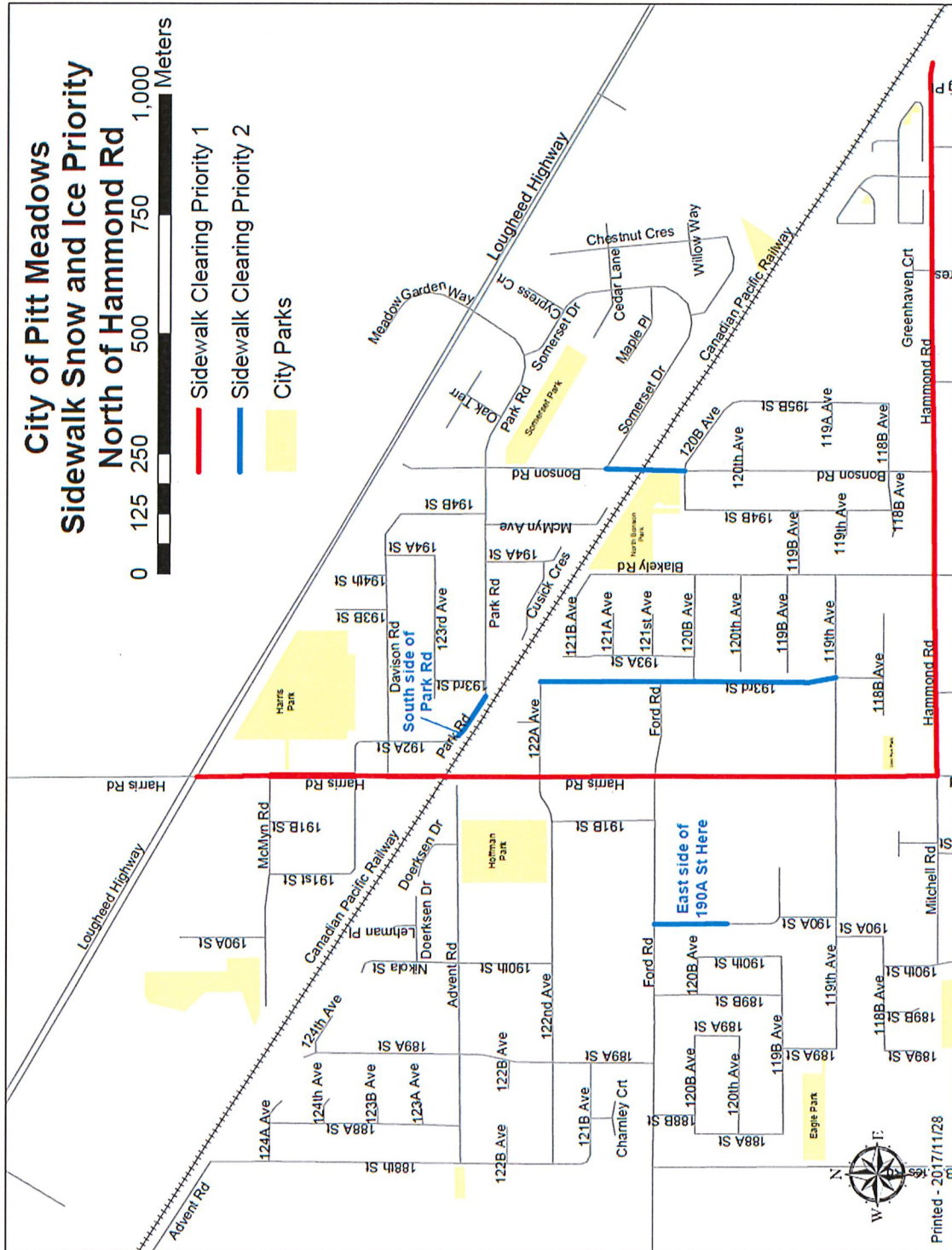
The principles within this policy are integrated within internal standard operating procedures containing detailed procedures and guidelines to be followed by staff during snow events.

Given resourcing challenges it is likely this service will be performed predominantly through retained contractor services.

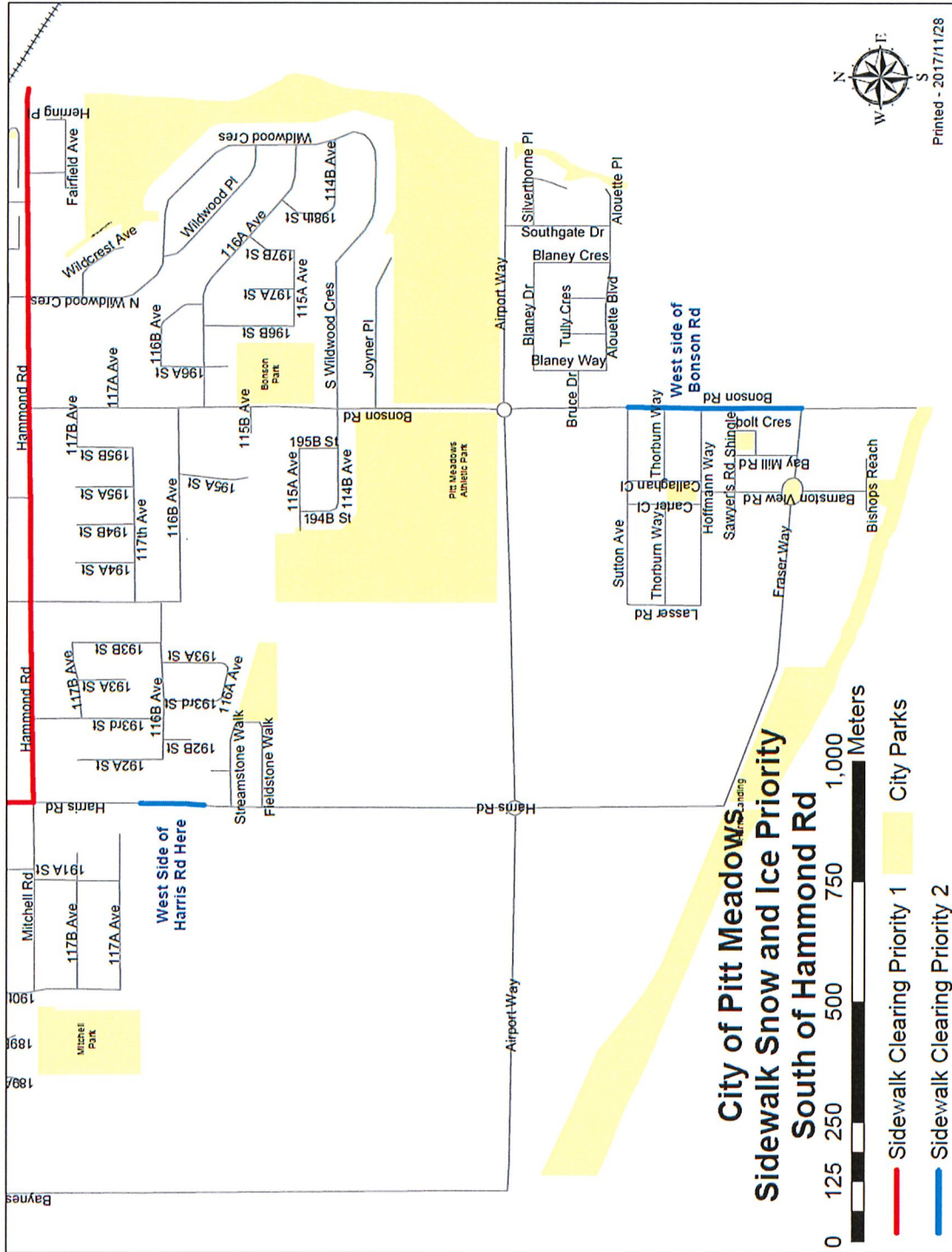
### **Attachments:**

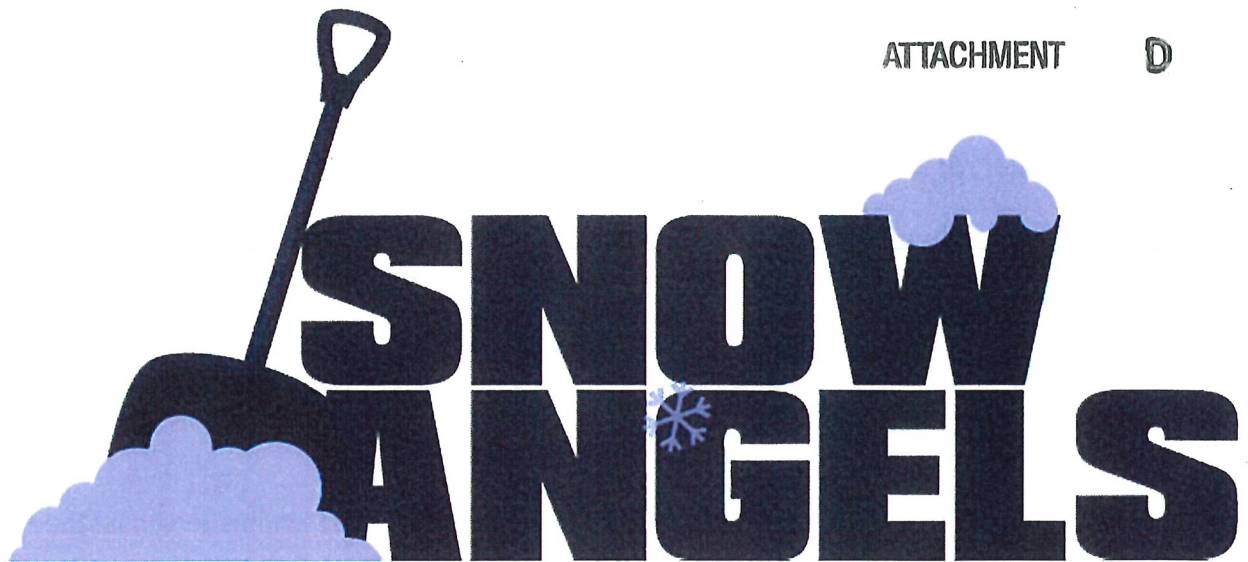
- Sidewalk snow response route











## **SERVICE LEVEL ONE – Good Neighbour Program**

The Snow Angel program encourages us all to be good neighbours and help each other out during the winter season.

### **ASSISTING COMMUNITY MEMBERS**

Get some exercise while helping others at the same time. The concept is simple: assist the elderly or those with mobility and/or other health issues with snow removal. City bylaws require all residential and business occupants to clear the public sidewalks on their property as soon as possible after a snowfall, and no later than 10:00 am. Snow Angels recognizes that some residents have difficulties meeting this requirement.

A local citizen said, "Many people aren't able to clean their sidewalks and driveways themselves, thus trapping them in their homes during heavy snowfalls. It's not safe if people cannot get out to buy food and medicine, and to access help as needed." One winter, a local couple decided it was the right thing to do and assisted an elderly neighbour with snow removal.

The program is again persuading everyone to offer their services to other neighbours who might become desperate for some help with the snow on their driveway and walkways.

### **SUPPORT YOUR NEIGHBOUR**

The emphasis in Pitt Meadows every winter is on supporting your neighbour. This initiative provides a great opportunity for students, families, neighbourhood groups and service clubs to foster a stronger sense of community. In the event of heavy snowfall, please keep your neighbours in mind and consider offering your support with snow removal.



## **SERVICE LEVEL TWO – Full Service Program**

### **WHAT IS THE SNOW ANGEL PROGRAM?**

The Snow Angel program attempts to unite people who need help clearing their adjacent sidewalks of snow, with eager volunteers from our community who want to help.

When it snows, City crews clear our roadways and property owners clear their sidewalks, driveways/walkways (includes city adjacent sidewalks) – all in an effort to keep Pitt Meadows moving. But for some members of our community, particularly seniors, moving snow is a difficult task.

Snow Angels will respond to requests made to the City by those who are unable to shovel their own adjacent City sidewalk due to physical disabilities or restrictions.

### **WHO IS ELIGIBLE TO ACCESS THE SNOW ANGEL PROGRAM?**

You must be a resident of Pitt Meadows and be unable to shovel your own adjacent city sidewalk (does not include personal walkways/driveways) due to a physical disability or restriction, over the age of 65 or concerned that the physical exertion from a heavy snowfall is too much.

- 65 years of age or older
- Under 65 years of age, with a disability
- Claim the Seniors or Disability Homeowner Grant
- Unable to clear the snow on your adjacent city sidewalk
- Must complete an application form, (includes a waiver to be signed)

\*Application Form

### **HOW CAN YOU BE PART OF THE SNOW ANGEL PROGRAM?**

The Snow Angels can be anyone who wishes to volunteer to help make our City's sidewalks safer for those in need. Once the volunteer screening process has been completed, the City staff will provide training and equipment to Snow Angel Volunteers to assist qualified, pre-approved residents that they are matched with.

- 16 years of age or older
- Pitt Meadows resident
- In adequate physical shape and capable of clearing snow
- Commitment: 1 – 2 homes per individual each session. The volunteer term will run all of the 2017 – 2018 Winter seasons, with requests being weather dependent.

#### **1. Attend an Orientation/Training Session:**

Training includes shovelling techniques and healthy back exercises to qualified volunteers.

You will receive snow shoveling equipment at your orientation

\*Register for a Snow Angels Orientation.

2. Complete 2 References: Bring completed references to your Snow Angels orientation.

\*Reference Form

3. Complete a Police Information Check.

\*Police Criminal Record Check

Once you have completed these steps above, you are ready to volunteer!

### **BE SAFE OUT THERE**

- Before you shovel
- Drink plenty of water.
- Dress warmly and in layers.
- Wear proper shoes or boots.
- Wear high-visibility clothing.
- Stretch your body.
- Watch your back.
- Avoid caffeine and nicotine.
- Avoid eating large meals.

If you're feeling unwell or are at risk of an injury, decline the request and we'll find another Snow Angel.

### **WHILE YOU SHOVEL**

- Take your time – especially with wet, heavy snow.
- Take short breaks every 15 minutes.
- Watch your step – don't slip on ice.
- Push, don't lift.
- Use your legs, not your back.
- Avoid twisting.
- Avoid piling snow higher than 1 m.
- Avoid tossing snow farther than 1 m.
- Limit the snow weight in your shovel to 6 – 12 kg, depending on your pace.

### **SNOW ANGEL HOTLINE**

Phone: (fall & winter season only)

Email: [snowangels@pittmeadows.bc.ca](mailto:snowangels@pittmeadows.bc.ca)

## **REFERENCES**

City of Abbotsford – No evidence of program

City of Burnaby - Good Neighbour Program

City of Chilliwack - Full Service (facilitated by the Seniors Resource Society)

City of Coquitlam - Full Service

City of Delta – Full Service

City of Maple Ridge - Good Neighbour Program

City of Port Coquitlam - Good Neighbour Program (nominate a good neighbour)

City of Vancouver - Full Service

Port Moody - Good Neighbour Program