



**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. Richmond's Snow Angels offer **voluntary** assistance to these community members.

**2. Who are the Snow Angels?**

Snow Angels are volunteers in their own community who are organized by the City of Richmond. The City is responsible for volunteer screening, training and dispatching in the event of a winter storm.

**3. Who is eligible for assistance through the Snow Angels program?**

The Snow Angels program is intended to assist the elderly and residents with physical disabilities or mobility challenges. **Residents who have family in the area, or have the means to pay for snow removal service should not use this program.**

**4. Is snow removal guaranteed?**

No, snow removal is not guaranteed. The program relies on volunteers whose safety and ability is unique to each individual, and varies during the snow season. If guaranteed snow removal is required, contact a local snow removal service provider.

**5. Which type of service is performed by Snow Angels?**

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

**6. How much snowfall is required for the Snow Angels program to be activated?**

The City is informing residents that Snow Angels can be contacted in the event of any significant snowfall with an accumulation of **3+ cm** of snow.

**7. Are Snow Angels expected to provide services across the city?**

Snow Angels may select the geographic community or communities they wish to serve or they may choose to provide services citywide.

**8. Are volunteers able to participate in the Snow Angels program as individuals?**

Yes! Individuals can sign up at <http://icanhelp.richmond.ca>.

**9. How does a resident in need access the Snow Angel registry?**

One of four ways:

- Online: [richmond.ca/winter](http://richmond.ca/winter)
- Phone: City of Richmond 24 hr Dispatch Office (604-270-8721)
- Phone: Community Services Department (604-244-1208)
- Phone: City Hall (604-276-4000)

**10. Is there a registration window for eligible residents?**

Yes. Residents must register between November 1 and December 1. All residents who register after December 1 will be placed on a waitlist.

**11. Do I have to register every year?**

Yes. The Snow Angel registry resets every year and residents are required to register during the registration window if they would like to receive assistance.