

## Appendix B

### Snow Angels Program

The City of Regina (City) actively encourages citizens to do their part in keeping sidewalks safe and to help their neighbours do so, when possible, through a variety of means, including supporting community-based organizations through grant funding. Some of these organizations that offered sidewalk snow removal programs under this initiative are [Eden Care Communities](#), [Al Ritchie Community Association](#) and [Cathedral Area Community Association](#).

The City currently provides a grant of \$50,000 to run a community program to keep the sidewalks safe for seniors and neighbors.

#### **2020/2021 Pilot Program:**

Table 1 below provides feedback about the program received from the three community partner organizations who participated in the pilot study during 2020-2021 winter season.

#### **2021-2022 *Snow Angels Program*- Plan Highlights:**

- Plan to expand the current grant program
- Plan to have more funding available to distribute to more organizations
- Plan to distribute the funding across a large number of organizations-based on success with the smaller funding models during 2020-2021
- Expecting to release the grant applications in mid-September alongside the Winter Initiatives Grant Funding, have an application deadline of October 15<sup>th</sup>, and confirm funding to the organizations by November 15<sup>th</sup>
- Will encourage all Community Associations as well as other community groups to apply

**Table 1: Snow Angels Pilot 2020/2021-Feedback from Community Partners**

	Al Ritchie Community Association	Cathedral Area Community Association	Eden Care
Organizational Impact	<ul style="list-style-type: none"> <li>• Got many calls saying this was a great service.</li> <li>• Brought some new people in and they were able to learn about other programs and services they offer.</li> </ul>	<ul style="list-style-type: none"> <li>• Felt good to offer this service, especially during a pandemic.</li> <li>• They've always talked about providing this service, and this helped to provide a framework.</li> </ul>	<ul style="list-style-type: none"> <li>• Very proud to be a part of this initiative.</li> <li>• Pandemic did not allow for organizational buy in.</li> </ul>
Community Impact	<ul style="list-style-type: none"> <li>• Could safely move around their neighbourhood (get in car, catch bus, move garbage can).</li> <li>• Allowed people to continue to be part of the community and not be stuck in their house.</li> </ul>	<ul style="list-style-type: none"> <li>• Lots of people felt cared about.</li> <li>• Many people continued to pay it forward.</li> <li>• Good and safe exercise for the community.</li> <li>• Purchased local gift cards for the volunteers from local businesses.</li> </ul>	<ul style="list-style-type: none"> <li>• Don't think there was a big one.</li> <li>• Pandemic and lack of snow made it hard.</li> </ul>
Model Successes	<ul style="list-style-type: none"> <li>• Allowed people to trust ARCA to help them live safely.</li> <li>• Promoted a healthy lifestyle. Benefit to resident but also everyone around who walks.</li> <li>• Often helped out adjacent neighbours to be nice as well.</li> </ul>	<ul style="list-style-type: none"> <li>• Both years had more volunteers than residents.</li> <li>• Program expanded in the second year.</li> <li>• Put money back into the community through gift cards.</li> </ul>	<ul style="list-style-type: none"> <li>• Learned we need to include participants and stakeholders in the program design and research.</li> <li>• Had support from other community organizations spreading the word.</li> <li>• Volunteers were enthusiastic and excited.</li> </ul>
Model Challenges	<ul style="list-style-type: none"> <li>• Recruiting volunteers – high schools were not doing a volunteer program. Found some through the U of R Nursing program.</li> <li>• Originally a barrier with no way to manage intake of residents and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• It was hard to confirm that people had shoveled.</li> <li>• Would do check ins.</li> </ul>	<ul style="list-style-type: none"> <li>• Pandemic – people were not going out as much and attending programs.</li> <li>• Not as many volunteers were interested in being out in the community.</li> <li>• Didn't feel like there was a great need due to not enough snow fall.</li> </ul>
Marketing Successes and Challenges	<ul style="list-style-type: none"> <li>• Needed more info on the postcards. Hard to get postcards into apartments.</li> </ul>	<ul style="list-style-type: none"> <li>• Didn't have to do a lot. Many people learned through word of mouth and marketing streams that were already set up.</li> <li>• If people don't know, they're not sure what they need to do to reach them.</li> </ul>	<ul style="list-style-type: none"> <li>• Radio ads worked well.</li> <li>• Flyers was difficult in pandemic.</li> <li>• Social media was liked, but it didn't translate into sidewalks being shoveled.</li> </ul>
Intake and Matching	<ul style="list-style-type: none"> <li>• Most volunteers were repeat, and many brought friends.</li> </ul>	<ul style="list-style-type: none"> <li>• Worked great, most people didn't have to travel more than a block or two to get to the resident.</li> <li>• All residents were matched with a volunteer.</li> </ul>	<ul style="list-style-type: none"> <li>• Volunteers were flexible about going where they needed.</li> </ul>
Volunteer Successes and Challenges	<ul style="list-style-type: none"> <li>• Many volunteers contributed multiple times.</li> <li>• Some residents needed large amounts of sidewalk shoveled and it was completed.</li> <li>• Overall volunteer pool is small, would like to grow it.</li> </ul>	<ul style="list-style-type: none"> <li>• No challenges. Lots of success.</li> </ul>	<ul style="list-style-type: none"> <li>• Pandemic.</li> <li>• Volunteer recruitment needs to also be a face to face thing.</li> </ul>

	<ul style="list-style-type: none"> <li>• Would like to look at alternative means for recruiting volunteers.</li> </ul>		
Need for Service	<ul style="list-style-type: none"> <li>• Mix of older adults, financial challenges, and physical limitations</li> </ul>	<ul style="list-style-type: none"> <li>• People filled out an application.</li> <li>• Mix of older adults, financial challenges, and physical limitations.</li> <li>• One challenge is how do we determine what is and is not financially challenged or limited physically.</li> </ul>	<ul style="list-style-type: none"> <li>• No, this is a gap.</li> </ul>
Service Completion Time	<ul style="list-style-type: none"> <li>• Most in 24 hours, unless had to return due to additional snow fall.</li> </ul>	<ul style="list-style-type: none"> <li>• Most were done within 24 hours.</li> <li>• Some people were very particular, but they often ended up hiring a service.</li> <li>• Sometimes when the volunteers showed up to a location the snow was already shoveled by a neighbor.</li> </ul>	<ul style="list-style-type: none"> <li>• Yes</li> </ul>
Types of Snow Removed	<ul style="list-style-type: none"> <li>• Sidewalks, driveways, and ridges</li> </ul>	<ul style="list-style-type: none"> <li>• Sidewalks, driveways, ridges, and other as requested (under wheelchair lift)</li> </ul>	<ul style="list-style-type: none"> <li>• Mostly sidewalks only.</li> </ul>
Quality of Service	<ul style="list-style-type: none"> <li>• All were extremely pleased.</li> <li>• One resident needed to get to a Dr Appointment and requested to be completed earlier on the timeline and they were able to accommodate that.</li> </ul>	<ul style="list-style-type: none"> <li>• All were extremely pleased.</li> </ul>	<ul style="list-style-type: none"> <li>• None</li> </ul>
Recommendations for Changes	<ul style="list-style-type: none"> <li>• Incentives for volunteers.</li> <li>• Coordinate with school volunteer programs.</li> <li>• Coordinate with other community programs that can refer clients.</li> </ul>	<ul style="list-style-type: none"> <li>• None unless the number of requests exceeds the number of volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>• Need to include stakeholders.</li> <li>• Would like to explore alternative opportunities.</li> </ul>

Impact Statements	<ul style="list-style-type: none"> <li>• Everyone appreciated the program.</li> <li>• It was a pleasure having the community meet each other and grow unity under a simple act of kindness.</li> </ul>		<ul style="list-style-type: none"> <li>• My snow angel was wonderful. I would never have met her as a neighbor, even though she lives on the next block. She is a young pre-med student and just so energetic and kind. Without her I would have been stumbling over frozen snow and ice all winter. Impact on my life, you bet. I had no worries when I heard snow was predicted. Not feeling badly that my mailman would have to plow through my unshoveled front walk. I turn 80 this year and this Snow Angel program is the best think going in my neighbourhood.</li> <li>• This was the first time that I participated in this program. I am a wheelchair user and having someone reliable come by and clear my walk enabled me to get out of my house this winter to get groceries and such, but more importantly made it safe for others, like the mail delivery person to more easily access my place. The volunteer was great, friendly, and came by soon after a snowfall. Prompt, friendly, and reliable, can not ask for anything more. This is a much appreciated program.</li> </ul>		
Total # of staff involved	-	3	2	2	
Total # of staff hours	-	300	80	68	
Total # of volunteers	-	17	21	29	
Total # of volunteer hours	-	100	28 times	163 times	
Total # of requests	-	17	6	19	
Total # of request not met	-	0	0	0	
Total # of requests met	-	17 houses (70 shovelings)	6	19	
Total # of one-time clearing locations	-	0	0	1	
Total # of multi-visit locations	-	17	6	18	

 **City of Regina | Municipal Government**  
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Winter is here and snow angels 🌨️ in your community are hard at work! The following organizations are offering sidewalk snow removal programs this winter thanks to the support of City of Regina grant funding: Eden Care Communities, Al Ritchie Community Association and Cathedral Area Community Association.

Contact each organization for more information on their program and how you can volunteer.



# CATHEDRAL VILLAGE ONLINE

ABOUT WHAT'S HAPPENING PROGRAMS & SERVICES VOLUNTEER GALLERY

## Cathedral Snow Angels



*Cathedral Snow Angels is a city-supported, community initiative to harness the power of volunteerism to keep our sidewalks clear through the winter.*

It's everyone's responsibility to keep their sidewalk clear but many people can't, whether due to age, an injury, condition or illness. That's where **Cathedral Snow Angels** come in.

**Cathedral Snow Angels** are Cathedral residents who've come forward and offered to clear the walks of friends and neighbours who need a little help.

**Reasons to join...**



### Cathedral Snow Angels #3: Prizes!

We're giving away gifts certificates gathered from awesome Cathedral businesses every month. Join the Snow Angels for your chance to win!

[cathedralvillage.org/snowangel](http://cathedralvillage.org/snowangel)

**And you can sign up!** Either to be a volunteer **Cathedral Snow Angel** or to get help from a **Snow Angel**.

Do you...

REGINA -- For seniors or people dealing with disabilities, getting your sidewalk shoveled after a snowfall can be a challenge.

That's where two new programs in Regina are looking to step in.

The Eden Care Communities Foundation has launched the "Adopt a Sidewalk" program to help paratransit users throughout the winter.

"If you need to get a day appointment or a medical appointment for a blood transfusion or dialysis, if your sidewalk is covered and you can't get out, then you're going to miss that appointment and you can't just get out and do it yourself," Bill Platt with the Eden Care Communities Foundation said.

The program launched this week and Platt encourages community members or organizations to help out.

"This is just a great program for anybody who wants to open their hearts and lift a shovel and reinforce that Regina is an amazing city," Platt said.

A similar program is going on in the Cathedral neighbourhood, organized by the Community Association.

"Snow Angels" will be sent out to help seniors, as well as people dealing with injuries or illnesses, to keep their sidewalks clear.

"So far right now, the goal is to pair them up specifically, so if somebody says I just can't do my walk, we'll get somebody who lives close to you, who will come out whenever there's been a snow event and they'll clear that off for you," said Paul Dechene with the Cathedral Area Community Association.

Tyler Folk has volunteered to be a Snow Angel this winter. He says he wanted to lend a hand to those in need.

"There's lots of elderly people in the neighbourhood, the guy that I have is a 90-year-old guy living on his own, so when it snows, like [Tuesday], I just went there and shoveled his walk," Folk said.

The Community Association says they've had a good response from people wanting to become Snow Angels and are looking for more people that need a helping hand with shoveling snow.

You can nominate someone that needs help by heading to their website.

REGINA | News

## Volunteers lending a helping hand to keep sidewalks clear

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Adopt a sidewalk program  
Watch: The Eden Care Communities Foundation has launched the adopt a sidewalk program, Marc Smith reports