

SNOW ANGELS HANDBOOK & PROGRAM POLICIES

This handbook outlines the expectations, rules, and operating procedures for volunteers and residents participating in the **Chatham-Kent Snow Angels (CKSA)** program. All participants are expected to read and follow these policies in addition to signing the Volunteer or Resident Agreement.

1. Program Purpose

- CKSA connects volunteers with seniors and vulnerable residents who require assistance with snow removal to maintain safe access to their homes during winter conditions.
- CKSA Volunteers will remove snow from the porch, steps, sidewalks in front of the property, a path to the vehicle if required, and one car space in the driveway.
- The volunteer is **not** contractually obliged to remove any snow other than that listed. Removal of any other snow is solely the discretion, and responsibility of the volunteer.

2. Eligibility & Participation

- Volunteers must provide accurate and current contact information.
- Participation is voluntary and unpaid. Tipping is acceptable, however is not required or to be solicited by the volunteer.
- Volunteers may accept or decline assignments based on availability but are expected to communicate promptly.

3. Assignments & Scheduling

- CKSA assigns volunteers to one or more residential addresses while they are actively participating.
- Volunteers will be notified when snow removal is required.
- If a volunteer is unable to complete an assigned task, CKSA must be notified as soon as possible so alternative arrangements can be made.
- If snow is cleared by someone other than the assigned volunteer, CKSA must be informed.
- If a resident has snow removed by another person not related to CKSA, and does not notify CKSA in a timely manner, on a continual basis, the resident will be removed from our database, and will no longer receive services.

4. Equipment & Preparedness

- Volunteers must supply their own snow removal equipment and appropriate winter clothing.
- Our volunteers are not responsible for salting or de-icing the residents property.
- CKSA does not provide tools, safety gear, or transportation.
- Volunteers should assess weather and ground conditions and only proceed if it is safe to do so.

5. Conduct at Resident Properties

Volunteers must:

- Attend the property solely to perform snow removal
- Remain outdoors and not enter residences
- Avoid socializing or remaining on-site after the task is complete

- Treat residents, neighbours, and property with respect
- Follow any reasonable instructions provided by CKSA or the resident.

6. Health & Safety Expectations

- Snow shovelling is physically demanding. Volunteers should only participate if they are physically capable.
- Volunteers must not consume alcohol, cannabis, or illegal substances before or during service.
- Smoking or vaping is not permitted on resident properties.
- Any injury, accident, or unsafe condition must be reported to CKSA as soon as possible.

7. Professional Boundaries

- Volunteers must act in a courteous and professional manner at all times.
- Volunteers must not request or expect compensation from residents.
- If a resident offers a tip voluntarily, it may be accepted; however, volunteers should not solicit tips and are encouraged to direct residents to support CKSA through donations.

8. Prohibited Conduct

The following behaviours are not permitted and may result in immediate removal from the program:

- Harassment, discrimination, threats, or abusive behaviour from either party
- Unsafe or reckless conduct from either party
- Misrepresentation of CKSA or impersonation of others
- Use of offensive, obscene, or defamatory language or materials
- Fraudulent, illegal, or dishonest activity.

9. Reporting & Volunteer Hours

- Volunteers must record the address and time spent shovelling for each assignment.
- Timesheets must be submitted weekly when volunteer activity occurs.
- Hours may be counted toward school, court-ordered, or community service requirements if approved by CKSA.

10. Suspension or Removal

CKSA reserves the right to suspend or remove a volunteer from the program at any time for:

- Failure to follow this handbook or the Volunteer Agreement
- Safety concerns
- Resident or community complaints
- Inactivity or inability to perform duties.

11. Acknowledgement

Participation in the CKSA program indicates agreement to follow this Handbook and all CKSA policies, procedures, and instructions. *This handbook may be updated from time to time. Participants are responsible for complying with the most current version.*