



TOWN OF
COMOX



Snow Angels Pilot Program

For Residential Public Sidewalks

RESIDENT INFORMATION PACKAGE

PUBLIC WORKS DEPARTMENT

Tel: 250-339-5410

Email: publicworks@comox.ca

Address:

1390 Guthrie Road

Comox, B.C. V9M 0A5

We respectfully acknowledge that we gather and work on the unceded traditional territory of the K'òmoks First Nation, the traditional keepers of this land.

Program Overview

The *Snow Angels* program attempts to match a *Snow Angel* with an address where the resident needs help clearing snow from the public sidewalks that are adjacent to their property. This program does not include private walkways or driveways. The program runs from November 1 through April 15 of the subsequent year. Because this program relies on other residents, we cannot guarantee service to any resident.

As per Sub-Section 4.4(a) of the Town's *Street and Traffic Bylaw No.1358*, the owner or occupier of any parcel 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 or fines may be levied against them.

- if a resident is participating in this *Snow Angels* program but their address does not have a Snow Angel assigned to it, then the requirements for sidewalk clearing will be waived.
- when an address is assigned to a Snow Angel, that Snow Angel will be required to meet the Town's bylaw requirements.

Eligibility

To be eligible for the *Snow Angels* program, all the following criteria must be met:

- 1) A Town of Comox resident with a public sidewalk adjacent to your property.
- 2) 70 years of age or older with no individual resident to clear snow OR, under 70 years of age with a physical disability that does not allow the clearing of snow.
- 3) Unable to financially hire a contractor to clear snow.
- 4) Unable to find a neighbour or family member to clear snow.

What services are provided?

Following a significant snowfall, a Snow Angel will clear the public sidewalk adjacent to an assigned address by 10 a.m.

- Private walkways and driveway clearing are not included in this program.
- A Snow Angel may not come if snow melt is expected within 24 hours or if there has just been a light dusting of snow.

How are the Snow Angels screened and what information is provided to them?

A resident who wants to become a Snow Angel must complete a Town of Comox *Snow Angel Application* form. The only information that is shared with a Snow Angel is the address of the property where the public sidewalk needs to be cleared. No personal information will be relayed to the Snow Angel.

The Snow Angel will be instructed to not enter onto private property or approach the resident.

The Town of Comox assumes no responsibility for the actions of Snow Angels and requests that all residents exercise caution. Residents should not invite Snow Angels to enter their home or offer payment for services. Residents are encouraged to call Public Works with any concerns or questions.

How do I know if a Snow Angel will be coming?

Once a Snow Angel has been assigned to your address, Town staff will contact you.

My address has been assigned to a Snow Angel, what if they don't show up?

- If you notice this, please contact Public Works.
- If a Snow Angel cannot make it to their assigned address, they should contact Public Works.

In both cases, the Town will try to find a backup Snow Angel however, if that is not possible, then the sidewalk will not be cleared of snow.

Snow Angels may not come if snow melt is expected within 24 hours or if there has just been a light dusting of snow.

Do I have to supply anything?

No, the Town can provide a snow shovel and ice melt to the Snow Angel, if needed.
No contact is needed by you with the Snow Angel.

What if my family or neighbours shovel the sidewalk for me?

This would be ideal.

How should I thank my Snow Angel for their service?

There is no expectation that you contact or thank the Snow Angel assigned to your address.

The program is intended to provide a service to residents who need help - your Snow Angel is taking time out of their day to help you, and a simple and friendly *thank you* is often the most rewarding sign of appreciation.

Speaking on Behalf of the Town of Comox

Residents are not permitted to speak on behalf of the Town of Comox.
Please direct all media and other inquiries to Public Works.

Application process

Complete the *Resident Application* form. If you need assistance, please contact us:

Email: publicworks@comox.ca

Phone: 250-339-5410

Snow Angels program materials can be found at comox.ca/snowangels