

### **Assisted Snow Program Jurisdictional Scan Summary**

Six of the nine Canadian municipalities contacted about their assisted snow programs responded to Administration's outreach. The information provided helped to benchmark Edmonton's past processes and identify opportunities for improvement.

Responses indicate that most cities set program eligibility based on criteria including seniors, people living with disability/reduced physical mobility, low income and newcomers, with a few running more than one assisted snow removal program model. The annual funding for most programs ranges between \$100,000 and \$520,000, while one of the volunteer-based programs (Thunder Bay Snow Angels) operates solely on donations of tools and equipment. All the municipalities have at least one full time equivalent dedicated to the project and partnerships with one or more groups/community organizations for effective program deployment.

#### **Government of Alberta**

The Government of Alberta has the Special Needs Assistance for Seniors Program. This program provides funding of \$1,300 per benefit year for general housekeeping and yard maintenance including light housekeeping, snow removal and grass cutting for eligible seniors.

Eligibility requirements include income of less than \$25,230 for singles and less than \$39,920 for couples who have no other family members living with them. Applicants paying family members for these services and those residing in a lodge or supportive living facility are not eligible.

#### **Calgary**

The City of Calgary has a contracted/social enterprise-based program for home maintenance services that is focused on snow removal, weed/grass cutting and light home repairs and cleaning. The program is for seniors with low income. The program acts as an intermediary between contractors, provincial and municipal supports and residents accessing the program. Six full-time employees develop and manage programming and complete invoicing and reporting. The program leverages the Provincial Special Needs Assistance for Seniors benefit program, then is funded at \$500,000 to cover any costs incurred beyond the provincial funding.

The City of Calgary estimates approximately 700 seniors are part of the snow removal program each year. The City of Calgary also has a Snow Angel volunteer recognition program similar to the program the City of Edmonton once delivered.

### **Halifax**

Halifax Regional Municipality runs a contracted social enterprise-based program with an annual contribution of \$600,000 in support of the YMCA in the administration of its Snow Removal Program for Seniors and Persons with Disabilities. This funding allows the YMCA to serve about 450 households.

The program has one full-time employee who provides oversight and operations are run entirely by YMCA Halifax. The program applies to residential properties only – commercial properties are ineligible. Participants must reside in a single dwelling home which is owned or rented with a household income of no greater than \$32,000. The program allocates a maximum of \$700 per residence per season.

### **Ottawa**

The City of Ottawa runs a contracted social agency program where seniors who have an income below \$31,000 for a one-person household and \$39,500 for a two-person household are referred to a contractor who clears the snow and ice from sidewalks.

The program extends to people with disabilities or with low mobility through two different programs; Snow Go Assist Program and the Snow Go Program. The Snow Go Assist Program is a referral service program where payments are made directly to the contractor based on the agreed service charge as negotiated between the program's client and contractor. The Snow Go Program pays 50 per cent of the snow clearing service charge per event up to a maximum of \$250 for clients in urban areas and a maximum of \$450 for clients in rural areas.

The grant and contracted service are funded annually at \$140,000, serving approximately 450 to 480 senior properties. The funding is not inclusive of internal resourcing requirements, such as City staff to manage the program.

### **Regina**

The City of Regina has two programs for snow removal assistance: a grant and support for a community-based organization. Since 2019, the Snow Angels Community Grant has supported volunteer-driven residential snow removal programs. Successful applicants use the grants to create a program for households where one or more members who experience barriers to shoveling snow from their property and who would not otherwise be able to access snow removal services can be accommodated. The Snow Angels Community Grant program matches volunteers with people who request the service and supports the volunteers with supplies, honorariums and/or prizes.

The grant program is open to any community group and has primarily been accessed by community associations, similar to Edmonton's community leagues. Eleven of

## Attachment 1

Regina's 27 community associations (40 per cent) operated Snow Angels programs for their respective neighbourhoods during the 2022/2023 snow season. The program is funded annually at \$100,000 and has a maximum of \$15,000 per grant.

Additionally, the Regina Senior Citizens Centre, an independent non-profit organization that operates a City-owned facility, has a program called "Home Help" which provides seniors with services such as general housekeeping and yard work, including seasonal snow removal. Clients are charged a small hourly rate, on a sliding scale based on their income. This program is partially funded by the City of Regina.

### **Vaughan, Ontario**

The City of Vaughan runs a Municipal/Provincial Supported Operational Program, called CHATS (Community and Home Assistance to Seniors). CHATS Snow Removal Program is a paid service that connects individuals with pre-approved service providers for winter snow clearance services.

The cost of snow removal is paid for by the homeowner. Subsidies are available based on the completion of a financial assessment. Services consist of driveway snow removal, walkway clearing to the front/main door and salting on walkways to the front/main door.

The program has one full-time and one part-time employee who work with 20 vetted vendors to support program services. Vendors are seasonal depending on the services provided. The program is funded through the Home Adaptation and Maintenance Program which allocates between \$50,000 and \$70,000 to snow removal depending on client needs.

### **Thunder Bay**

The City of Thunder Bay runs a volunteer-based/recognition program that connects eligible, registered seniors with volunteers who will provide snow removal services at no cost. Registered seniors will be matched with a volunteer who will provide snow removal services for the duration of the winter season. Volunteers will shovel a walkway from the senior's door to the road within 72 hours of a snowfall of 3 cm or more. One full-time City of Thunder Bay employee operates the program. The program funding covers shovels, hats and an end-of-season appreciation dinner for the volunteers.