

**DC Volunteer Snow Program**  
**DC Volunteer Snow Team Frequently Asked Questions**

**Serve DC, Mayor Bowser's Office on Volunteerism DC Volunteer Snow Program matches volunteers with senior residents and those with disability and access and functional needs (DAFN) for snow removal services in the aftermath of a winter event.**

Call Serve DC at 202-727-7925 to sign up as a volunteer for the Serve DC - DC Volunteer Snow Program.

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Here are some Frequently Asked Questions from volunteers about the DC Volunteer Snow Program:

**1. What is the DC Volunteer Snow Program?**

This FREE service matches seniors and those with disability and access and functional needs (DAFN) with volunteers in their community to shovel their walkways after a snow event. There is no cost to residents; people are volunteering their time to help seniors and residents with access and functional needs in their community.

**2. Who is eligible for the program?**

Qualified residents who meet these criteria:

- They own and live in their own single-family homes (single family homes only, no apartment buildings – please contact your property manager about snow removal).
- They are 60 years old or older and/or living with disability and access and functional needs (DAFN).

**3. How are residents being notified if they are enrolled in the program?**

Residents who are enrolled will receive a flyer that will be mailed in December. Residents can also contact Serve DC at 202-727-7925 as a “Snow Requester” to see if they are enrolled for 2017-2018. Residents who were enrolled for 2016-2017 are automatically enrolled for 2017-2018.

**4. Do I have to register for the DC Snow Volunteer Program each winter?**

No, requester and volunteer lists are rolled over each year, and new participants can be added each year by contacting Serve DC at 202-727-7925 or [www.serve.dc.gov](http://www.serve.dc.gov). As this is a 100% volunteer effort we can accommodate Snow Requesters only as we are able to recruit volunteers to assist them. **Volunteers can register online at [www.snowteam.dc.gov](http://www.snowteam.dc.gov).**

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**5. How long do I have to clear the snow from a resident's sidewalk?**

The District requires snow be removed from sidewalks within the first 8 hours of daylight after a snow event. As DC Volunteer Snow Team member, you will arrive to assist within 24 hours of the end the snow event; so, within 24 hours after the last snowflake falls, a member of the DC Volunteer Snow Team will go to the resident's home.

**6. What will I do when they arrive at the Snow Requester's home?**

Please go to the door, identify yourself as part of the DC Volunteer Snow Team, and let the resident know that you will shovel their walkway. You should ask to confirm contact information (name, phone number, email, etc.) to keep in touch with you throughout the snow season and confirm if/when you are able to come shovel your walkway.

**7. How much should I shovel?**

- DC Volunteer Snow Team members will shovel a path from the front door to the public sidewalk, and the public sidewalk immediately in front of the home.
- Please inquire first if there is an access ramp for a wheel chair as the access ramp will be the entrance that gets shoveled.
- Volunteers will be deployed when there are 4 or more of inches snow, not ice.
- Clear a 35-inch pathway from door to sidewalk (including steps), immediate sidewalk that spans the property, and entryway to street.
- Volunteers should not clear snow off of cars, multiple entry/exit points, driveways, alleyways, roofs, etc.

**8. Can a resident offer me anything in return (hot cocoa, money, beverages, etc.)?**

No. Although volunteers greatly appreciate the offer, we are not allowed to enter the resident's home and/or collect payment in any form for shoveling their walkway. This is voluntary, and we are happy to serve them and DC!

**9. How long do we have to clear the snow from my sidewalk, and what if we don't arrive within 24-36 hours who should the resident call?**

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The volunteers have 24-36 hours **after** a snow event leaves the District. Snow requesters are encouraged to call their volunteer directly to confirm if you are coming to assist them. You will receive his/her contact information (name and telephone number) via email once you are registered as a DC Volunteer Snow Team volunteer and have selected your Snow Requester for the winter season.

**10. What if the resident doesn't need anyone to shovel their walkway as a family member, neighbor, or someone else helped.**

We ask the resident to call their volunteer directly to confirm that they do not need to assist you for this snow event, but you may require assistance in the future.

For more information, visit <https://serve.dc.gov/page/dc-volunteer-snow-program> or call 202-727-7925 and say that you are a member of the "DC Volunteer Snow Team"; we would be happy to help you. Thank you as you #ServeDC!