

## Snow Removal Requester Frequently Asked Questions

# Neighbors Helping Neighbors



**Are you a DC senior or resident with access and functional needs who wants assistance with clearing your sidewalks and front walkways this winter?**

Call Serve DC at 202-727-7925 to sign up for assistance from the  
Serve DC - DC Volunteer Snow Program.

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Here are some Frequently Asked Questions from seniors and those with access and functional needs about the DC Volunteer Snow Program:

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

This FREE service matches seniors and those with access and functional needs 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 access and functional needs.

### **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.

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### **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. As this is a 100% volunteer effort, we can accommodate Snow Requesters only as we are able to recruit volunteers to assist them.

### **5. When will my walkway be shoveled?**

The District requires snow be removed from sidewalks within the first 8 hours of daylight after a snow event. A DC Volunteer Snow Team member 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 come to your home.

### **6. What will the volunteers do when they arrive at my home?**

They will come to your door, identify themselves as part of the DC Volunteer Snow Team, and let you know that they will shovel your walkway. They may ask to exchange contact information (name, phone number, email, etc.) to keep in touch with you throughout the snow season and confirm if/when they are able to come shovel your walkway.

### **7. How much will they shovel?**

DC Volunteer Snow Team members will shovel a path from your front door to the public sidewalk. If you have an access ramp for a wheel chair, please inform them, as the access ramp will be the entrance that gets shoveled.

### **8. Can I offer them anything in return (hot cocoa, money, beverages, etc.)?**

No. Although the volunteers greatly appreciate the offer, they are not allowed to enter your home and/or collect payment in any form for shoveling your walkway. This is voluntary, and they are happy to serve you and DC.

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

The volunteers have 24-36 hours **after** a snow event leaves the District. Please call your volunteer directly to confirm if he/she is coming to assist you. You will receive his/her contact information (name and telephone number) in the mail or by telephone once you are matched with a DC Volunteer Snow Team volunteer.

### **10. What if I don't need anyone to shovel my walkway? A family member, neighbor, or someone else helped.**

Please call your volunteer directly to confirm that he/she does not need to assist you for this snow event, but you may require assistance in the future.

### **11. What is the Sidewalk Shoveling Exemption Program?**

The Department of Public Works is charged with enforcement of the Winter Sidewalk Safety Act ("WSSA"), which requires District residents to remove snow and ice from the paved sidewalks, curb ramps and curb cuts abating their property after a snow storm. Qualified residents who are disabled and/or over the age of 65 are exempt from enforcement.

All individuals who were accepted into the 2016-2017 snow shoveling exemption program automatically will be placed in the program for this year without submitting an application. Those individuals will receive a certificate of acceptance for 2017-2018 from the Department of Public Works Solid Waste Education and Enforcement Program. Any resident who did not qualify last year will have to submit an application to be considered.

Enrollment in the DC Volunteer Snow Program does not automatically grant acceptance into the Sidewalk Shoveling Exemption Program, administered by the Department of Public Works. Residents must apply at <https://sse.dcdpw.us> or call 202-645-7190.

For more information, visit [serve.dc.gov](http://serve.dc.gov) or call 202-727-7925 and say that you are a "Snow Removal Requester"; we would be happy to help you.