



Assisted Snow Clearing Program, City of Waterloo November 28, 2024

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Program Overview

- Pilot program began in Winter 2023/24 and few adjustments to service eligibility and program design this winter
- Prioritizes improving accessibility during snow events, for residents with a disability or those over the age 65 who are unable to clear their snow
- Contracted service provider will clear snow from sidewalks and driveway aprons, including the windrow of snow that the plow leaves behind
- Shared service delivery:
 - Community Programming supports service eligibility/screening, application, intake, matching and customer service functions
 - Municipal Enforcement manages the snow contractors, and enforces snow and ice removal bylaw, identifies and refers residents who would benefit

2023/24 Snapshot

- 45 residents received service
 - 13 did not have sidewalks, required the service for the windrows of snow and ice (what the plow leaves behind)
 - 21 identified as 65+ and having a disability which prevents snow removal
 - 4 identified as having a disability, under the age of 65
 - 7 identified as having a disability and living with someone who has a disability that prevents snow removal





Feedback from 2023/24 constinued

successful pilot in 2023-24, which ran from November 15, 2023 - April 15, 2024, serving 45 residents

- Of the 45 clients who received snow clearing, 42% consented to the completion of a facilitated telephone survey with multiple clients noting a positive experience
 - 89% of survey respondents either agreed or strongly agreed that the program improved accessibility to and from their home
 - 95% of survey respondents either agreed or strongly agreed that the program relieved some stress surrounding snow removal during the winter months
 - 100% of survey respondents indicated they would like the service to continue for the following year and also reported that they would recommend the service to a friend in need
- In-person focus groups were held, where additional feedback was received to inform the re-design for 2024/25 Winter

“The program was a big help this year”

“We wish this program was offered long ago”

The City of Waterloo is a trusted provider and the program has important social value to clients



Sharing Positive Outcomes

- Residents shared the program not only maintains their ability to leave their home but also ensures emergency services/other relied-on support services can access their home in snow events
- multiple occasions via surveys and in person that clients wished the City's assisted snow clearing program could help them clear their walkways, driveways and porches to their property to improve overall accessibility of their homes
- Service example:

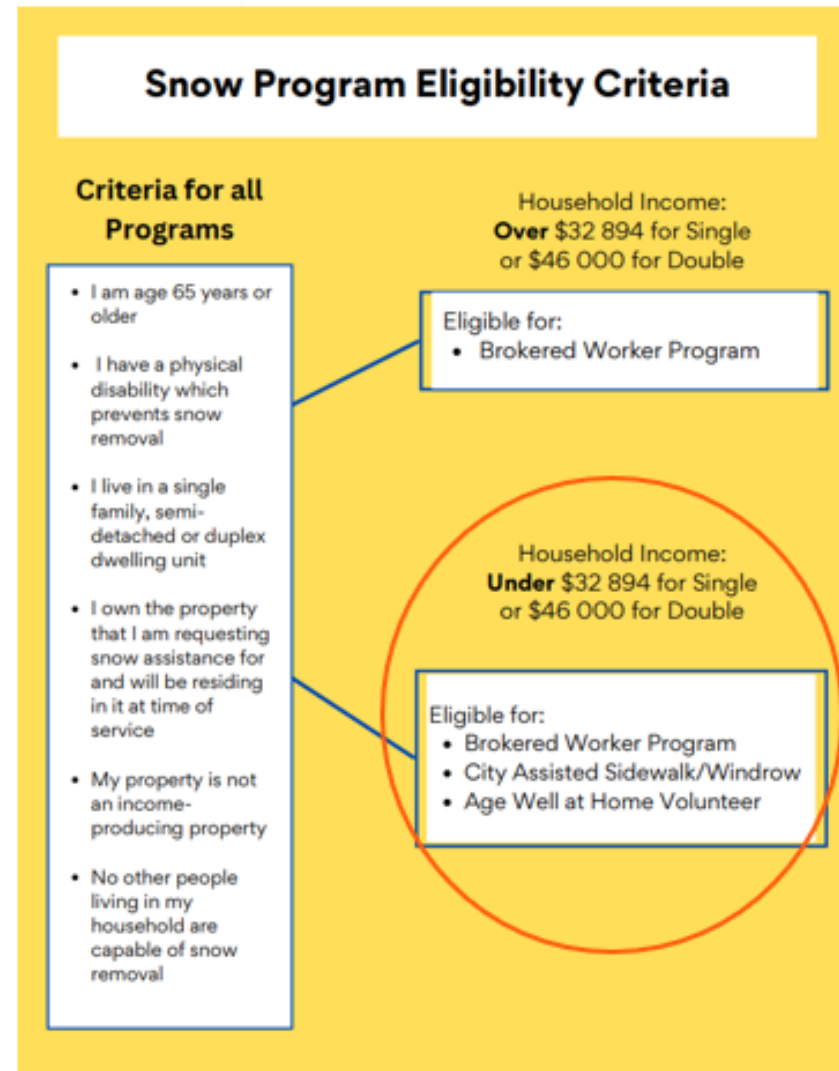
Partnering enforcement with support services to improve accessibility and

WINTER SAFETY

Program overview for winter 2024/25

Centrali Intake and Customer Service (2 streams)

- City Assisted Snow Clearing (sidewalk and windrow)
- Age Well at Home (Federally funded)
- Brokered Worker Program (Home Support Services – Ontario Health Funded)





Role of Municipal Enforcement

- Receive reports of uncleared sidewalk; enforcement of snow and ice removal
 - In person, online (portal, email), phone
- Coordinates contractor for the Assisted Snow Clearing Program to ensure snow is cleared to by-law standards
 - Train contractor (new for 2024/2025)
- Identify and refer residents who may benefit from the program
- Work collaboratively with other teams (Community Services, Parks, etc)



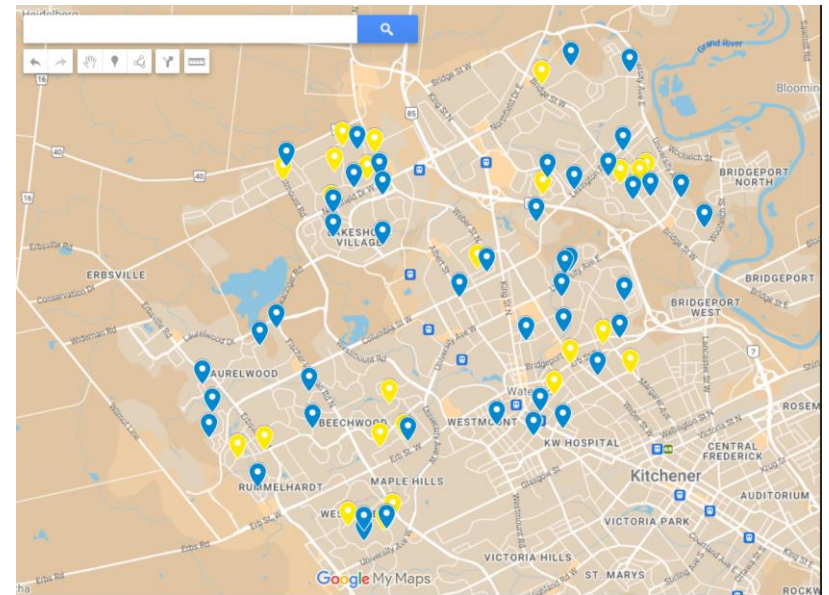
Role of Community Programming

- Service eligibility screening and matching
- Central contact for all snow needs for registered clients
- Home visits as needed to assess safety for volunteers and deliver equipment
- Ongoing support/oversight of snow clearing volunteers
- Troubleshooting/coordinating through by-law => snow contractor as issues arise
- Pre and post seasonal satisfaction surveys



2024/2025 Snapshot

- 71 residents eligible for service, with the capacity to serve upwards of 80
- All residents are 65+, the majority identifying as also having a disability
- 22 homes also have an Age Well at Home volunteer
- Yellow = AWAH/City Assisted, Blue = City Assisted, service is distributed across the City
- Pre season surveys on track for completion





Questions?

