

Document 1: Snow Go Program Objectives, Eligibility Criteria, and Application and Payment Process

Snow-Go Program

The Snow Go program has two services: a coordination service that links eligible older adults and persons with disabilities with snow removal contractors; and a financial assistance service for eligible seniors and individuals with disabilities who are low income and require assistance with the cost of snow removal.

Snow Go Coordination Service

The snow removal coordination service links older adults and persons with disabilities with contractors willing to clear snow from private driveways and walkways. Residents using the service make payments directly to the contractor who removes snow. The coordination service provides no direct financial subsidy to residents.

A. Objectives

To provide the City's partner community support agencies with funding to cover core operating costs involved with the delivery of the Snow Go Program services.

The Snow Go coordination service is provided at no cost to program applicants and participants.

B. Eligibility Criteria

Participants of the Snow Go coordination service must be older adults and/or persons with disabilities of the city of Ottawa. An older adult is defined as any person the age of 60 years and over.

C. Application

Applicants contact the partner community support agency for their neighbourhood to access the coordination.

Snow Go Assist Service

This service is to provide eligible low-income seniors and persons with disabilities with financial assistance to hire an individual or contractor to clear snow from private driveways and walkways. The financial assistance will be administered by the City's

Community Funding Branch and delivered by the Snow-Go Program partner community support agencies.

A. Objectives

Participants must provide proof that they meet all of the following program objectives to be eligible for financial assistance through the Snow Go Assist Program:

- The Snow Go Assist service provides financial assistance to low income seniors and persons with disabilities for the purposes of ensuring mobility.
- Participants must be physically unable to clear snow and ice from their private driveway and/or walkway.
- Participants must lack resources (people and/or financial) to arrange for clearing of snow and ice from their private driveway and/or walkway.
- The determination of eligibility for financial assistance for Snow Go Program is provided at no cost to applicants and participants.

B. Eligibility Criteria

- Participants must be a resident of the City of Ottawa, a senior and/or a person with a disability. A senior is defined as any person the age of 60 years and over. Participants must be low income as defined below.
- Low income is defined as an annual gross income of below **\$31,500** for a single individual and below **\$39,200** for a household (defined as two or more persons).
*If requested, each applicant shall show to the Community Support Agency to which an application is submitted, the Canada Revenue Agency issued Notice of Assessment for last taxation year that was received by each member of the applicant's household.
- All applicants must also sign a disclaimer that states that there is no person sharing the residence with the applicant that is physically able to perform the work.
- Term is defined as the period of October through to April.
- Applicants will provide proof of active enrolment in one or more of the following programs to prove that they meet the above noted Snow Go Assist Program objectives:
 - a. Guaranteed Income Supplement (GIS)
 - b. Ontario Disability Support Program (ODSP)
 - c. Canada Pension Plan Disability Benefit
 - d. Ontario Works plus proof of disability and/or senior

- e. Essential Health and Social Supports plus proof of disability and/or senior
- f. Home Help plus proof of low income person with a disability and/or low income senior
- g. Low income senior or person with a disability (proof is required)
- h. Special Circumstances. Detailed proof must be provided. For example, an applicant could provide signed medical note to indicate temporary physical disability, plus proof of low income.
- i. Extreme Circumstances. Occasionally, an applicant is not financially able to contribute 50% of the cost of snow and ice clearing for their private driveway and walkway. In these rare situations, up to 75% of the cost per event, up to a maximum of \$250 per term may be approved by the Community Support Agency. Proof of extreme financial circumstances must be provided, plus proof of disability and senior.
- j. Rural applicants who have excessively high cost of snow removal, as defined by staff, are eligible up to 50% of the cost of snow and ice clearing for their private driveways and walkways per event, up to a maximum of \$450 per Term.

C. Application and Payment Process

The following application process will be followed by each participating Community Support Agency:

- Approved participants will be reimbursed for 50% of the cost of snow and ice clearing for their private driveways and walkways per event, up to a maximum of \$250 per Term.
- Approved participants under the Extreme Circumstances criteria will be reimbursed for 75% of the cost of snow and ice clearing for their private driveways and walkways per event, up to a maximum of \$250 per Term, or \$450 in rural areas.
- Approved rural participants who have excessively high cost of snow removal, as defined by staff, are eligible up to 50% of the cost of snow and ice clearing for their private driveways and walkways per event, up to a maximum of \$450 per Term.
- The program is on a first come first served basis. Agencies have the ability to limit funds allocated to participants if demand is high.

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- Applicants who are not located within the boundaries of a Community Support Agency will be served by one of the neighbouring Support Agencies.
- Applicants who are denied funding may appeal the decision in writing to the General Manager of Community and Social Services Department, City of Ottawa, within one month of the decision by the Community Support Agency.