



CITY OF PITTSBURGH

"AMERICA'S MOST LIVABLE CITY"

Office of Mayor Luke Ravenstahl

Dear Neighbors,

As the days become shorter and the temperatures continue to drop, it is clear that winter is fast approaching. There are many joys that come along with the winter season - the holidays and the excitement of the first snow - yet winter can also be one of the most difficult times for many Pittsburgh residents. It is a time when our City's culture of neighbors-helping-neighbors is most important to assist residents to overcome its hardships and enjoy the best that winter in our City has to offer.

With this in mind, I am proud to announce a new program, Snow Angels, which will match willing volunteers with neighbors-in-need to shovel and de-ice their walks this winter season.

Snow removal can be one of the most challenging aspects of winter and snow covered sidewalks can be hazardous for everyone. With Snow Angels, I aim to make snow removal less daunting for our elderly and physically-disabled residents. Along with fostering stronger community relationships, and relieving the elderly of the stress that comes from a snow storm, the Snow Angels initiative will also make our sidewalks safer for those who continue to serve despite the winter weather - postal service workers, firemen, and police officers.

Please take a few minutes to look over the enclosed Snow Angels information packet with applications to volunteer as a Snow Angel or to request a volunteer to assist with snow removal. A wealth of information, including online applications, is also available on the City website at snowangels.pittsburghpa.gov

Thank you to the countless Snow Angels who *already* assist their neighbors with snow removal. I appreciate the precedent that you have set for local residents, and I hope you will take advantage of this opportunity to join a Pittsburgh-wide effort to keep our sidewalks clear after winter storms and provide your neighbors with the reassurance that their community cares.

I hope you will consider becoming a Snow Angel in your neighborhood or consider requesting assistance from a Snow Angel. Together, we can work to help everyone overcome winter's hardships and enjoy everything that winter has to offer!

Sincerely,

Luke Ravenstahl
Mayor, City of Pittsburgh

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**City of Pittsburgh
Snow Angels Volunteer Application
Fall/Winter 2011-2012
ADULT AND MINORS**

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Neighborhood: _____

E-Mail Address: _____

Home Phone: _____ Cell Phone: _____

Will you have access to a vehicle during the 2011-12 Winter season? _____
(Access to a car is not necessary. This information will help us for matching purposes)

Are you able to commit to being a Snow Angel for the entire 2011-12 Winter season? _____
(We ask that any volunteer Snow Angel be available to serve their recipient at least 80% of the winter. If you are unable to commit to a full winter of service but would still like to volunteer as a Snow Angel, you can be placed on a list that will be called as-needed to serve a recipient during or before a specific winter storm.)

How many houses would you like to serve this season?
() 1 () 2 () 3 () other, please list _____

While we make every effort to connect volunteers with program recipients within the same neighborhood, please let us know if there are any additional logistical considerations that we should be aware when matching you in terms of location: _____

Volunteer Participant's Signature:

*By signing below, I have agreed to become a Snow Angels volunteer and am committed to the responsibilities listed in the application. I am aware that Snow Angels volunteers are matched with a recipient on an **availability** basis; therefore, only as many volunteer as recipients will be accepted. I understand that I will not be an employee or agent of the City of Pittsburgh if I am selected to serve as a volunteer Snow Angel. I further understand that the City will be providing me with a safety vest, melting salt, and, if necessary, a shovel. Any additional costs relating to my participation are my own.*

(Signature) (Date)

If the Volunteer Participant is under 18, he/she may sign the Application; however, parents/legal guardians must also consent to the volunteer participation via signatures below and must also sign the Volunteer Release, Hold Harmless, and Indemnification Agreement.

(Parent or Legal Guardian Signature) (Date)

(Parent or Legal Guardian Signature) (Date)

In the event that this Application is signed by only one parent/legal guardian and the minor has more than one parent/legal guardian, the signing parent/legal guardian avers that he/she has explained this Application in full to the other parent/legal guardian and that he/she has authorized the signing parent/legal guardian to execute this form on his/her behalf.



**City of Pittsburgh
Snow Angels
Volunteer Release, Indemnification and Hold Harmless Agreement
(ADULT AND MINOR FORM)**

In consideration of my/my child being allowed to participate in the City of Pittsburgh Snow Angels Program (the “Program”), I/we hereby **COVENANT NOT TO SUE** and to **HOLD HARMLESS, RELEASE, AND INDEMNIFY** the City of Pittsburgh, its officers, agents, or employees (hereinafter referred to as the “Releasees”) from any and all liability, claims, demands, actions and causes of action whatsoever, brought by any party against any party, arising out of my/my/our child’s participation in the Program. **This HOLD HARMLESS, RELEASE, and INDEMNIFICATION AGREEMENT (the “Agreement”) clause is intended to remain valid in perpetuity and shall include all possible claims of negligence that could be asserted against the Releasees by me/us.**

I/we understand that if I/my/our child is selected to participate in the Program, I/my/our child will not be an employee, agent, or contractor of the City of Pittsburgh through this volunteer participation. The City is solely seeking to facilitate matching my/my/our child’s offer to volunteer with requests from the general public who need assistance during this time of need.

I/we understand that there are risks of injury inherent with snow and ice removal activities and that I/my/our child will be assuming all such risks. I/we acknowledge and agree that I/we should consult with my/our child’s physician before he/she begins any volunteer Program activities. I/we will use and/or inform my/our child to at all times use caution and common sense in everything that I/he/she does while volunteering through this Program. I/we understand that the City will not assume responsibility for injuries to me/my/our child or damage to any personal property or equipment that I/he/she chooses to use while volunteering. I/we agree to use my/our medical and/or dental insurance coverage in the event of any injury to myself and/or my/our child.

I/we hereby further agree that this Agreement shall be construed in accordance with the laws of the Commonwealth of Pennsylvania and that if any portion of this Agreement is deemed invalid, the balance shall remain in full force and effect.

In the event that this Agreement is executed by only one parent/legal guardian and the minor has more than one parent/legal guardian, the signing parent/legal guardian avers that he/she has explained this Agreement in full to the other parent/legal guardian and that he/she has authorized the signing parent/legal guardian to execute this form on his/her behalf.

I/we have read this Agreement and understand all its terms. I/we execute it voluntarily and with full knowledge of its significance. I/we have executed this Agreement on this date indicated next to my/our name(s).

Before witness, and intending to be legally bound, I/we set my hand and seal this _____ day of _____, 2011.

WITNESS:

VOLUNTEER signature :

(Signature)

(Date)

If minor, please see signature lines below.

Volunteer's Name:

Address:

Phone:

Parent/Guardian

Emergency Contact:

Address:

Phone:

Relationship:

(Parent or Legal Guardian Signature)

(Date)

(Parent or Legal Guardian Signature)

(Date)



**City of Pittsburgh
Snow Angels
Frequently Asked Questions**

#1: What is “Snow Angels”?

“Snow Angels” is an information-sharing and referral program that connects willing volunteers with neighbors-in-need of assistance with snow shoveling and deicing in the winter season.

#2: What are the requirements for participating as a volunteer?

We do ask that volunteers commit to serving a neighbor-in-need for an entire winter season. Youth are encouraged to participate; there are no age requirements for volunteers. Volunteers are not employees, agents, or contractors of the City of Pittsburgh by virtue of participation in this program.

#3: What are the requirements for participating as an applicant for assistance?

Recipients of assistance must be age 60 or older **and/OR** have a physical disability. They must also live within Pittsburgh City limits and lack access to the available resources (financial resources or local family/friends) to assist with snow removal.

Please note that not all applicants will receive this service. The number of applicants accepted is dependent on the number of volunteers and will be matched according to their availability. Non-matched applicants will be put on a waiting list to be contacted if a volunteer becomes available.

#4: What do I need to know as an applicant for assistance?

Guidelines for recipients include:

What you **should not do** (please read the following carefully):

- **Do not** expect that your volunteer will provide services other than snow removal.
- **Do not** expect that your volunteer will remove snow other than on the public sidewalks and on a path up to your front door (if specifically requested).
- **Do not** expect that your volunteer will remove snow if it is expected to melt within 24 hours.
- **Do not** offer payment for snow removal.
- Inviting a volunteer into your home is **NOT** endorsed by the City.

What you **should do** (please read the following carefully):

- **Do** call 311 if you did not receive assistance with your snow removal within 24 hours after a snowstorm ends for storms that are not expected to melt in 24 hours.
- **Do** call 311 if you no longer need volunteer snow removal assistance (i.e., if you are moving).

#5: What do I need to know as a volunteer “Snow Angel”?

Things you **should not** do (please read the following carefully):

- **Do not** shovel if it is a light snow and is expected to melt on its own within 24 hours.
- **Do not** accept any payment or tips for your services.
- **Do not** give your home phone number to your recipient.
- Entering an applicant’s home is **NOT** endorsed by the City.
- *Note: You are not obligated to shovel the driveway*

Things you **should do** (please read the following carefully):

- **Do** remove snow from the sidewalk of your recipient’s house. Clear a path to the front door if specifically requested (this will be noted on your assignment letter). You are **not** obligated to shovel the driveway.
- **Do** shovel the snow within 24 hours after a snowstorm ends. The City Code gives citizens 24 hours from the point at which the snow stops falling to clear their sidewalks.
- **Do** call 311 if you are no longer able to participate in this program. If you are calling from outside the City of Pittsburgh, please call 412-255-2621.
- **Do** call 311 and inform them of any days that you will not be available to shovel for your recipient. Please call as far in advance as possible.

#6: Will I be provided with any materials?

A volunteer “Snow Angel” will be able to pick up melting salt, a brightly colored safety vest that may be worn over his/her coat during program service, and, if specifically requested, a snow shovel. These items can be picked up at your local Public Works division headquarters. Information on how to pick up these supplies will be provided upon acceptance.

#8: What if I am sick or on vacation after a snow storm?

We ask that any volunteer Snow Angel be available to serve their recipient at least 80% of the winter. Please inform the Snow Angels Coordinator as far in advance as possible any time you will be unavailable to serve as a Snow Angel, or call Mayor Ravenstahl's 311 Response Line if you are unexpectedly unable to serve.

If you are unable to commit to a full winter of service but would still like to volunteer as a Snow Angel, you can be placed on a list that will be called as-needed to serve a recipient during or before a specific winter storm.

#7: What if I already assist my neighbors with snow removal?

Please let us know! We would love to recognize your efforts and include you in this city-wide initiative. For more information, email servepgh@city.pittsburgh.pa.us or call Mayor Ravenstahl's 311 hotline and ask about the program. If you are calling from outside the City of Pittsburgh, please call 412-255-2621.

#8: Where can I go if I have any additional questions?

For more information, email servepgh@city.pittsburgh.pa.us or call Mayor Ravenstahl's 311 hotline and ask about the program. If you are calling from outside the City of Pittsburgh, please call 412-255-2621.