



The City of Calgary Snow Angels FAQ

www.calgary.ca/snowangels

What is the Snow Angels campaign?

Snow Angels is an awareness campaign initiated by The City of Calgary, Calgary Neighbourhoods and Calgary Community Standards to encourage people to be good neighbours. The program inspires citizens to clear snow and ice from the sidewalks for neighbours who may be less able to do it themselves – particularly older adults and persons with disabilities. The Snow Angel campaign runs from December to April every year.

How do you become a Snow Angel?

Calgarians become Snow Angels by talking to their neighbours and offering to shovel the snow for them. They can also reach out to their community association to see if the community has a snow removal project or has considered developing a community based program to assist older adults.

How do I get a Snow Angel?

The City's role is in encouraging people to help out where they can and Calgarians cannot request a Snow Angel.

How do you nominate a Snow Angel?

You can recognize a Snow Angel by:

- Nominating them online at www.calgary.ca/snowangels
- Calling 311
- Sending a letter telling us your Snow Angel story. If you don't know your Snow Angel's name and/or address, we'll send you a recognition package addressed to "Snow Angel" for you to give them.

The City of Calgary
Seniors Services - #104
P.O. Box 2100, Station M
Calgary, Alberta T2P 2M5
Attn: Snow Angels

Is there a reward for being a Snow Angel?

Snow Angels will receive a letter from the mayor, as well as have their names entered into a prize draw.

How many Snow Angels have been recognized to date?

While we know many Snow Angels go unrecognized, the program had 1095 nominations in 2016/2017 vs. approx 650 nominations in an average year.

Is Calgary the only city that runs a Snow Angels campaign?

The City of Calgary Snow Angels Campaign was the first of its kind in North America. Over the last several years other cities have contacted us for information to start their own Snow Angels program.

Who is responsible for snow removal?

According to the Streets Bylaw, residents are responsible for removing ice and snow from their sidewalks within 24 hours of a snowfall. If a sidewalk is not shoveled, The City may issue the resident a notice to clear the sidewalk within a certain time period. If the sidewalk is not cleared within that time, The City may have the snow and ice removed from the sidewalk at the property owner's expense. Actual costs vary depending on the length of the sidewalk and the amount of snow to be removed.

Who can report a bylaw complaint regarding snow?

Bylaw complaints may be reported by neighbours, meter readers, postal delivery persons, or pedestrians. To lodge a complaint, please contact 311.