

## Good Neighbor Assistance Application



A partnership between the City of Ottawa and the Ottawa Volunteer Center

The Good Neighbor Program is a collaborative effort by the City of Ottawa and Ottawa Volunteer Center to assist our elderly and disabled citizens with snow removal in accumulations of two or more inches and clearing limbs after heavy winds when the City has designated curb pickup.

The goal is to match homeowners with a volunteer in their area who would be able to clear the snow for an elderly or disabled resident so they could safely get out of their homes and the public can use sidewalks passing the homes. Additionally, volunteers may be available to help disabled residents to move limbs to the curb in those windstorm events when the City is collecting limbs at the curb.

Your snow and limb removal needs may vary. Some residents may only need their sidewalk shoveled and access to their mailbox, others may need their driveway cleared, and others may only need their driveway opened up after the snow plows go through. Limbs only need to be removed after heavy winds when the damage throughout the City is such that Public Works crews will be collecting at curbside. Limb collection is not a routine City of Ottawa activity. These specifics will be relayed to each volunteer.

Volunteer services are intended to be for snow accumulation amounts of two inches or more. Limb removal will only be after heavy storms that significantly damage trees throughout the city.

- Snow/limb removal is dependent on availability of volunteers; however, if you have been approved for the program and matched with a volunteer we request that turn-around time be within 24 hours after a snowfall where accumulation is 2 inches or more.
- Limb collection at curbside can begin immediately after media announcement that the City will be collecting related to the wind event. The City typically commences collection within 10 days after such an event.
- If your volunteer has not been to your home for assistance during these times please contact Valerie Tindill at ECKAN (785) 242-7450 Ext 7205.

If you would like to request assistance please fill out the information below. Note: An application must be approved before assistance can be received.

