

Good Neighbor Program



Volunteer Handbook

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Job Description

Job Title: Good Neighbor Volunteer

Supervised By: The Good Neighbor program is coordinated by the Ottawa Volunteer Center.

Time Commitment: Time Commitment is based on the number of houses the individual chooses to commit to removing snow and limbs from, as well as the need of the individual receiving the service. Some locations will only be in need of having their sidewalk shoveled, while others will need their driveway plowed or a path to their mailbox. Time commitment will also vary based on inclement weather intensity and period.

Duties: The duties of a Good Neighbor include shoveling snow and removing it from the houses of elderly and disabled residents within the Ottawa City limits. Snow should be shoveled when there is a snowfall of two or more inches. Snow is expected to be removed within 48 hours of the snow fall, consistent with City of Ottawa policy. Limbs are expected to be removed from yards after heavy wind or ice storms when the city has designated curb pick up.

Requirements: To be eligible to be a Good Neighbor, volunteers must be at least sixteen years of age. Individuals under the age of sixteen who would like to participate can do so under the supervision of a parent or guardian. Those volunteers who are under the age of eighteen must have approval from their parents in order to participate. Volunteers of the Good Neighbor Program must also be able to provide their own equipment to complete assigned tasks. This equipment includes, but is not limited to, a snow shovel, gloves (both for shoveling snow and to protect hands from limbs), protective glasses, and transportation to and from site.

Benefits: In addition to the numerous health benefits that volunteering has on individuals, the cost of mileage and any other cost, while they cannot be reimbursed, are tax-deductable.

Mission Statement

The mission of the Good Neighbor Program is to ensure the safety of elderly and disabled individuals by providing volunteer snow and limb removal assistance.

Volunteer Handbook

This Volunteer Handbook is a summary of the policies and procedures for the Good Neighbor program, hereinafter “GNP”. It provides volunteers information about what can be expected from volunteers by the GNP. Volunteers are responsible for knowing and understanding the information presented in the Volunteer Handbook.

Volunteer Purpose and Expectations

GNP’s volunteers will assist individuals with snow and limb removal services who are not able to complete the tasks themselves. Volunteers are able to request multiple assignments, but are expected to maintain a manageable workload.

Volunteers under the age of 16 will not be able to participate without adult supervision, and volunteers under the age of 18 must have parent permission.

Volunteers of the GNP will be matched with individuals in the community who are unable to shovel snow and remove limbs due to age or disability. Volunteers are expected to shovel the snow from assigned location(s) when there are two or more inches of snowfall, and remove limbs from yard when the city has designated curb pick up in accordance with city code. Volunteers can find out when there is designated curb pick up on the city website at www.ottawaks.gov.

Equal Volunteering Opportunity

GNP provides equal volunteer opportunity to all volunteer applicants. GNP strictly prohibits any unlawful discrimination against applicants or volunteers because of their race, color, religion, sex, age, national origin, ancestry, disability, veteran status, marital status, or any other prohibited basis. This commitment extends to all phases of volunteering, including, but not limited to, recruitment, selection, placement, transfer.

Safety Practices

The GNP strives to maintain a safe working environment for its volunteers. Volunteers are responsible for their safety while volunteering for the “GNP.” Listed below are suggested practices in order to prevent injuring while volunteering.

- Always wear clothing appropriate for the weather.
- Wear protective gear, such as gloves, hats, snow boots, eye protection, etc.
- Do not use chain saws or any other motorized equipment to remove limbs. Only remove limbs that can be carried.
- Take breaks to warm up when shoveling snow, or take a water break when removing limbs.
- Do not attempt to remove snow or limbs in extreme temperature or weather conditions.
- Wear sunscreen to protect skin.

Volunteer Attendance

Once the volunteer interest form has been submitted and a volunteer has been assigned a property, it is the responsibility of the individual volunteer to remove snow and limbs at the designated time. In the event that a volunteer must leave for a long duration of time or is unable to fulfill their commitment the volunteer must contact the Ottawa Volunteer Center prior to leaving so their assignment can be covered.

Contact Information

Ottawa Volunteer Center

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