



Snow Buddies Program Orientation Package



How to be
a great
Snow Buddy!

Golden Rules of Customer Service:

How would you get an A+ in Customer Service?

- Address your customer by Mr, Mrs or Miss unless directed otherwise
- Smile!
- Be polite
- Have a cheerful attitude
- Be interested
- Treat them as you would want to be treated
- The customer is always right
- Follow up

Work Performed:

How would you get an A+ in the work you perform?

- Be early!
- Set a schedule and keep to it
- If you can't make it, notify your Senior/Adult
- Be available for work in other areas
- Complete the whole job and don't waste time
- Listen to their instructions
- Have pride in your work
- Go that extra mile!



Responsibility

You have the ability to choose your response when completing the job that is asked of you. Keep these items in mind when working.

- Take initiative and call to go shovel when it snows
- Use your price guidelines
- Listen to the instructions given and if you are unsure, don't hesitate to ask for clarification
- Take your job seriously

Work Ethic

Work ethic is a quality that you will use for the rest of your working career.

Work ethic is defined as, "a belief in work as a moral good; a set of values centered on the importance of doing work and reflected especially in a desire or determination to work hard".

Work ethic is what an employer will use to base a reference on - being reliable, pursuing new skills and having the initiative to work hard.

Health and Safety

- Work Smart!
- Use proper lifting techniques
- Use pivots when turning to the side
- Use the proper tools and equipment
- Make sure the tools fit you and are in good working condition
- Wear layered clothing
- Be careful and let your parents know if you go into the home of the Senior/Adult
- Never use a snow blower



Use the proper tools and equipment that fit you and are in good working condition.

Select a shovel that's right for you! Shovels are made from different materials and come in many shapes and sizes.

- Choose a shovel that is ergonomically correct - a shovel with a curved handle. Many hardware stores and home centres stock ergonomically designed snow shovels. These shovels help you keep your back straighter reducing stress on your spine.
- Consider a shovel with a plastic blade instead of metal - plastic is lightweight and the snow is heavy enough!
- Sometimes a smaller blade is better - you will not be able to shovel as much snow per shovel load, but the load will weigh less which puts less strain on the spine.
- Get a shovel made to push snow - It is far easier to push snow than to lift it. There are shovels made exclusively for pushing snow. See what is available at your local hardware or home centre store.
- Once you have your shovel, you may want to spray a bit of silicon lubricant onto the blade. This can help stop the snow from sticking to the shovel.
- **Technique, Technique, Technique!**

- Warm muscles work better. So take some time to stretch your body before beginning your activity.
- Just like with a golf club, hand placement on the handle is very important! Don't put your hands (grip) close to one another. Create some distance between your hands. This will give you more leverage and make it easier to lift the snow.
- Think about good posture and maintaining the natural curve of your spine.
- Address your task directly. Stand with your feet shoulder width apart to maintain balance. Try to keep the shovel close to your body. Bend at the knees - not the waist or back. Tighten your stomach muscles as you lift the snow. Lift with your legs - not your back. Do not twist your body. Dump the snow in front of you. If you need to move the snow to the side, move your feet - do not twist.

Types of Snow Shovels



Material Safety Data Sheets

Sidewalk salt works by lowering the freezing point of water. Less salt is better.

M.S.D.S. Sheet - Sodium Chloride
Sodium Chloride-rock salt-works best for
temperatures of -10 deg C

M.S.D.S. Sheet - Calcium Chloride, Anhydrous
Calcium Chloride-flake or pellet-works best for
temperatures of -29 deg C

Please review the both documents with special
attention paid to Section 4: First Aid Measures

Snow Buddies General Information

Before work has begun for the season, the following list of points should be discussed by the Buddy and the Senior/Adult. This will help to ensure that each party understands each other's expectations of the job.

Area to be shoveled

Buddies should be sure that they understand what areas they are responsible for clearing. The senior/adult should indicate exactly where the snow should be shoveled.

When the work is done

Seniors/Adult should be calling the Buddy when shoveling is needed.

If Buddies cannot shovel in the morning before school begins, Seniors/Adult should be made aware of this. If Buddies are on vacation and will not be available to shovel, they should call the County of Brant Community Services at 519.442.1818 so that we can try and arrange for a back-up Buddy in case it snows. They should also let the Senior/Adult know when they are going to be away as the Senior/Adult may also need to arrange for alternative help if we cannot find a back up.

Equipment

Please discuss whether or not the Buddy is expected to bring his/her own shovel or if the Senior/Adult has one available. **Be aware that Buddies are not permitted to use snow blowers.**

General Information Cont'd

Payment

Setting a price for the work can be a difficult process, but it is very important that both parties agree to an amount **each time the area is shoveled**. Work should not begin if either party feels that a fair price has not been negotiated. Please use the **Price Guidelines** included in the package to help you to decide on an agreed amount. Be aware that as snowfalls vary in amounts, prices will vary as well. If clearing the area takes twice as much time after a large snowfall, then perhaps twice the amount should be paid.

Volunteers

If Buddies are working as volunteers for high school community service hours, then seniors should be told that they will be keeping track of hours and signing a form at the end of the season. Students should request the form from their high school Guidance Departments and also keep a running total of the hours worked.

Safety

To ensure both the safety of Seniors/Adults and Buddies, it is not recommended that Buddies enter the home of a client. If it is necessary to obtain signatures for work done, as in the case of high school volunteer hours or to sign a Veteran's form for seniors, both parties should be aware that this is expected at the beginning of the season. If the Buddy is required to spread salt, the Buddy should know where it is kept. If the Buddy is not comfortable with the location, then an agreed area should be decided on at the beginning of the season. Buddies should never be asked to do any work with snow blowers, or other machinery.

Snow Buddies Price Guidelines

Price Guidelines should help Buddies and Seniors/Adults establish a fair rate of pay each time shoveling is required. Both parties should be comfortable with the amount negotiated.

Communication is the key.

- Please note that the **size of the area** and the **amount of snow** to be shoveled will affect the amount.
- **Prices are not fixed and are to be used as a guideline only for an average snowfall.**
- Payment should be made immediately after the job is completed.

Average city sidewalk in front of a house:	\$10
Single driveway plus sidewalk in front of house:	\$12 - \$18
Double driveway plus sidewalk in front of house:	\$15 - \$25
Corner lot including driveway:	\$18 - \$30

Circumstances that may require additional negotiation:

- If shoveling takes place before the snow has stopped falling and the Buddy has to return the same day.
- Heaviness of snow being lifted.
- How much snow is being cleared after a snow plough has filled a driveway.
- If severe weather makes it more difficult for the Buddy to shovel (wind, sleet).



Thank you again for your interest in the Snow Buddies Program.

After a match has been made, refer back to this package to assist you at your meet 'n' greet as well as negotiating a fair exchange.

If you have any further questions, please contact:

Sarah Dredge, Recreation Coordinator
County of Brant, Community Services Office
Phone: 519.442.1818
Email: recservices@brant.ca