

Mayor Muriel Bowser's Volunteer Snow Team

Neighbors Helping Neighbors



DC VOLUNTEER SNOW PROGRAM

Snow Heroes – Frequently Asked Questions

The DC Volunteer Snow Program matches volunteers with senior residents and those with access and functional needs for snow removal services in the aftermath of a winter event. Our goal is to ensure that Serve DC Volunteer Snow Team members/volunteers adopt a resident that has submitted a Snow Removal Request.

☐ 1. What services will I provide as a volunteer?

As a volunteer Snow Hero, you will be responsible for clearing a 35-inch pathway spanning the length from the door to the sidewalk (including any steps), as well as the immediate sidewalk that surrounds the property, and entryway to the street.

☐ 2. Can I accept payment?

No. You are not permitted to accept money, gifts, donations, tips, or any form of payment from residents. This is a 100% volunteer program. If a resident insists, kindly inform them that you are unable to accept.

☐ 3. Do I need to have my own equipment?

No. Prior to a winter event, you will receive communication informing you of where you can collect shovels, salt, apparel, and other materials prior to servicing your assigned home(s).

☐ 4. Do I need to check in/check out with Serve DC?

Yes. Please download the Galaxy Digital App, "**Cause Connect**" from your phone provider's app store and refer to the online [training video](#) for steps on how to check in/check out.

☐ 5. Should I contact the resident before performing snow removal services?

Yes. Please call your assigned resident at least 2 hours before your expected arrival. If you experience any issues, please call Serve DC at 202-727-7925.

☐ 6. When do I need to arrive at a location to perform snow removal services?

Snow Heroes will be expected to complete the volunteer service within 24 hours after the winter event has ended.

☐ 7. How many opportunities can I sign up for?

You may sign up to shovel as many home as you want.

☐ 8. What happens if I can no longer volunteer?

If you would like to opt out of volunteering as a Snow Hero, please update your volunteer status in the Galaxy Digital portal so that you are not matched with a resident for any future winter events.

SERVE DC

2235 Shannon Place SE
Washington, DC 20020
202-727-7925

Department of Public Works (DPW)

2000 14th Street NW #500
Washington, DC 20009
202-645-7190

311 - Office of Unified Communications

2720 Martin Luther King Jr Ave SE
Washington, DC 20032
202-730-0524