



**Be a Somebody**

**Be a**

**Snow Buddie!**

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**Student Volunteer  
Orientation Manual**



**Revised October 2013**

## Who Are We?

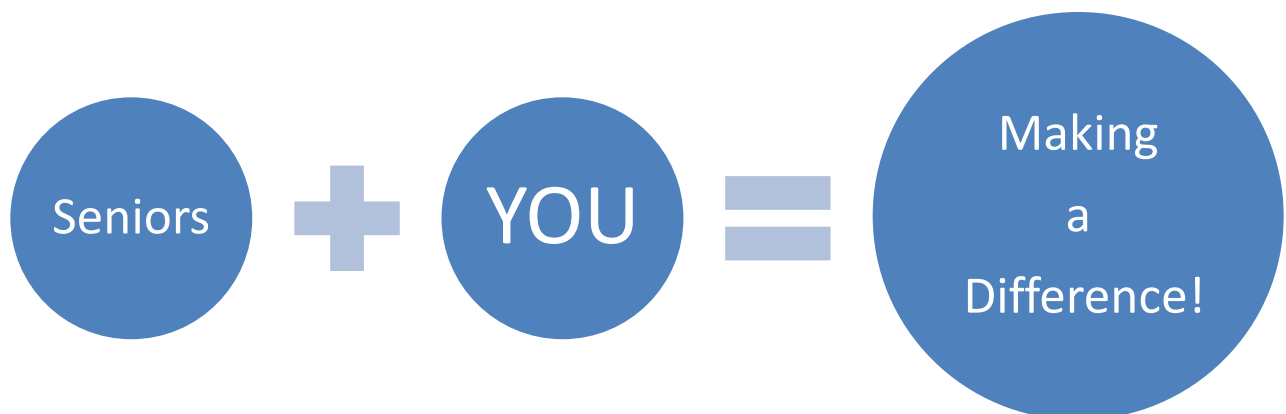
- \* **Haldimand-Norfolk Community Senior Support Services** is a non-profit agency, with many programs to help seniors stay living at home.
    - \* **Snow Buddies** is a service that matches volunteers with elderly neighbours to help with snow removal. This service prevents slips and falls.
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## DID YOU KNOW?

- \* **Every 10 minutes at least one senior visits an emergency department due to a fall.**
- \* **Every 30 minutes at least one senior is admitted to hospital due to a fall.**
- \* **\$962 million is the estimated annual cost for senior's falls in Ontario.**

# Why Volunteer?

- \* **Make a difference**
- \* **Help Neighbours**
- \* **Volunteer experience for resume**
- \* **Develop communication skills**
  - \* **Community Service Hours**
- \* **Exercise and spend time outside**
- \* **Partner with a friend or family**
  - \* **Feel good and have fun**
- \* **Intergenerational experience**



**His heart condition does not allow him to shovel his driveway ...**

**His kids live out of town.**

**His income is limited... expenses include medical needs,**

**groceries and home expenses .**



***Snow Buddies help a senior stay independent and safe in their home.... Allowing support services to get to his home and allowing him to leave for medical appointments and the grocery store..... Snow Buddies can help him not feel trapped in his own house in the winter.***

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## **The First Meeting ...**

### **\* Call and meet with your Senior Buddie**

***If you are under 18 please have your parent/guardian join the first meeting***

- ✓ ***Decide if you will give your phone number to the senior or if you will just show up when it snows?***
- ✓ ***Will you shovel the side walk and whole drive way?***
  - ✓ ***Where is the shovel and salt kept?***
- ✓ ***Will you only be able to show up after school or work?***
  - ✓ ***What are their expectations and your availability?***
- ✓ ***Will you knock on the door every time you shovel snow?***

# Expectations

## Customer Service

- ✓ Use their name
- ✓ Be polite
- ✓ Have a cheerful attitude & SMILE!
- ✓ Ask them if your doing it right
- ✓ If they offer to pay you remind them it's a Free Service

## Work Performed

- ✓ Complete the whole job in a timely manner
  - ✓ Listen to the instructions
  - ✓ Have pride in your work
  - ✓ Go that extra mile

## Attendance

- ✓ Be early if you have set a time
- ✓ If you can't come, call your Buddie
  - ✓ Show up!
- ✓ Keep an eye on the weather

## Responsibility

- ✓ Take initiative and shovel when it snows
- ✓ Don't always wait for your Buddie to call you
  - ✓ Take your job seriously
  - ✓ Communicate well
- ✓ Confidentiality: DON'T talk about the senior's information to other people

**We are asking for a commitment for the winter season**

# Health & Safety

- \* Dress warm and wear proper footwear
    - \* Warm up first and bring water
    - \* Use the proper tools
  - \* *Never use a snow blower if under 18 years old*
    - \* Wear gloves when using salt
    - \* Push, rather than lift
    - \* Don't overload your shovel
    - \* Watch your footing
  - \* Pivot with your feet don't twist at your waist
    - \* Use your knees, not your back
- A video to show proper techniques & prevent injuries:*  
<http://youtu.be/rqraLulBvyg>
- \* Watch for ice and traffic
  - \* If your Buddie is hurt, call 911 and HNCSSS
    - \* If you get hurt, tell your parents
    - \* Ask your parents permission to go in your Buddies house
    - \* Wash your hands



**If a client asks you to do anything else please call HNCSSS as there are other supports/programs!**

# How To Volunteer...

## How To Volunteer...

**Step 1: Complete and submit the Registration Form.**

**Step 2: Review the Student Volunteer Orientation Manual.**

**Step 3: Complete the quick survey.**

[You will then be contacted with your matched senior!](#)

### **SUBMIT BY:**

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**In-person:** At Registration or Call 1-866-529-0849 for your nearest HNCSSS office address.

**Online Survey:** <https://www.surveymonkey.com/s/HNbuddiequiz>

*The Coordinator can sign your community service hours sheet.*



[www.seniorsupport.ca](http://www.seniorsupport.ca)

