



Age-Friendly  *Communities*

COLLABORATIVE

Aging in a
Changing
Region

**Aging for a Changing Region Program:
Available for 2023**

AiaCR 2021 & 2022 -- Cohort Municipalities

- We have worked with a diverse set of 11 Cohort municipalities
 - **County** -- 7 are in Cook, 2 are in Lake, 1 is in DuPage, 1 is in Kendall
 - **Community Type** – 3 are Inner Ring suburbs, 6 are Middle/Outer Ring suburbs, and 2 are Exurban suburbs
 - **Median Household Income (MHI)** – 7 have an MHI below the regional median (\$76,606 in 2020), 4 have an MHI above it
 - **Race** – 7 municipalities are majority non-white communities, 4 municipalities are majority white communities
 - **Involvement** – 9 stated their involvement with Aging-in-Community was at an early level, 2 stated their involvement was at an advanced level



The AiaCR Process

- ❑ We hold a **Kickoff Meeting** in each municipality and require that the Mayor/President or the Manager (*or both!*) participate

- ❑ We work with a multi-sectoral **Core Team** in each municipality to:
 - **Learn about the community**, including by reviewing provided information
 - Develop & disseminate **Resident Input & Stakeholder Assessment Forms** to receive broad community input
 - Plan, schedule & publicize two **Workshops** + debrief at their completions
 - Develop, review, and modify a draft version, then finalize a **Strategic Guide**
 - **Present the Strategic Guide** to the City Council/Village Board

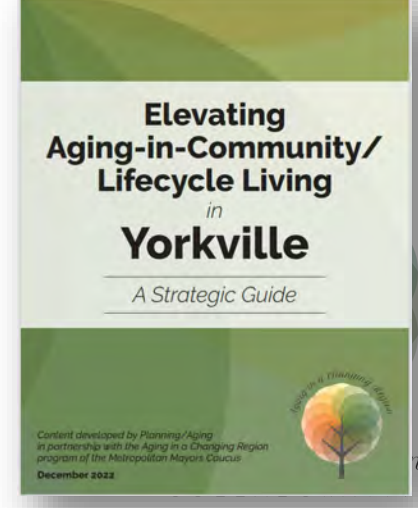
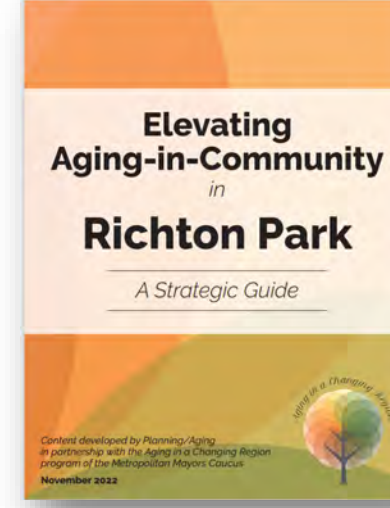
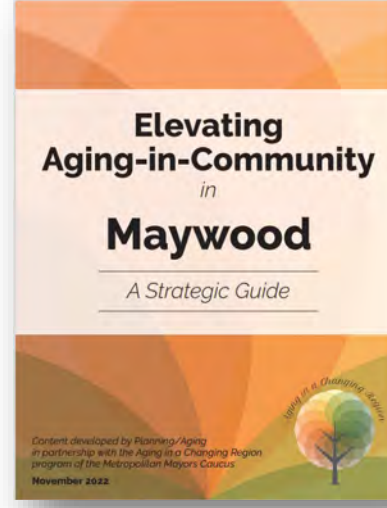
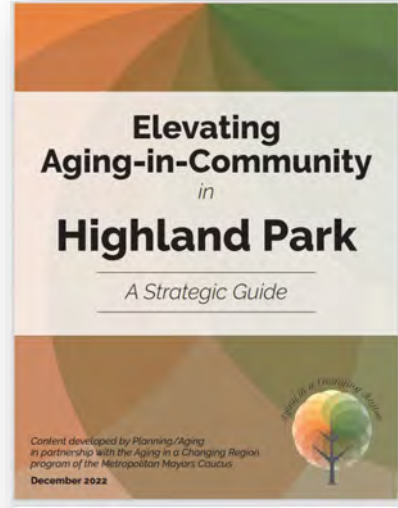
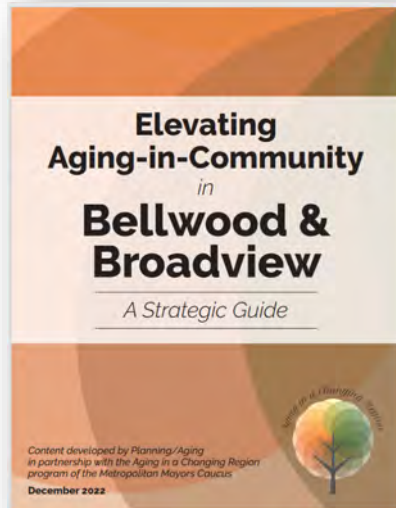
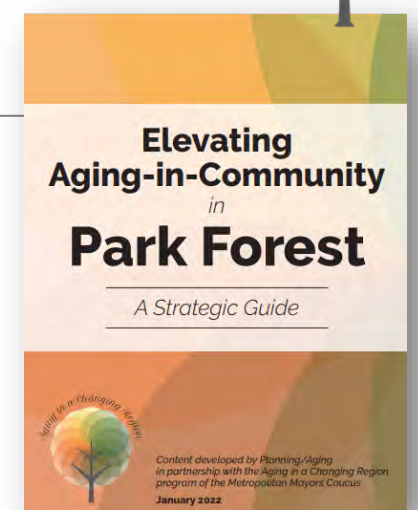
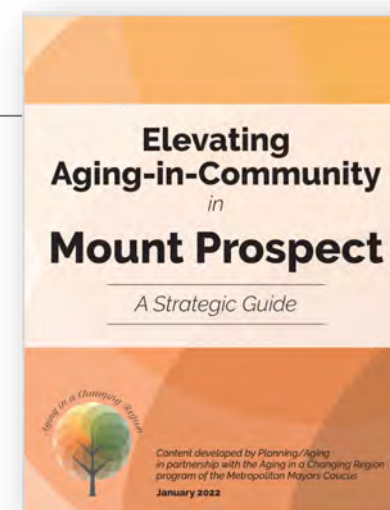
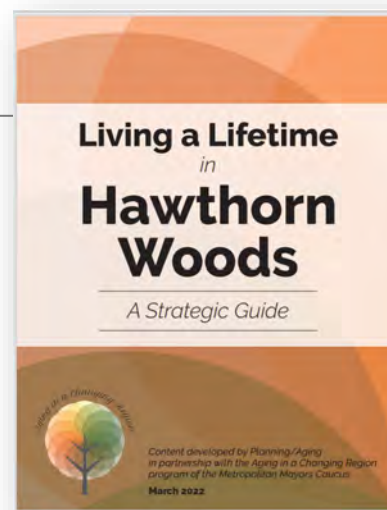
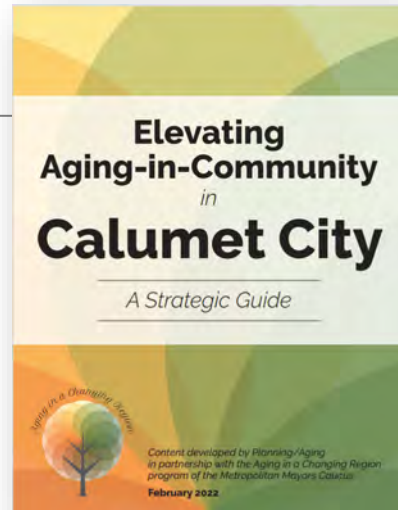
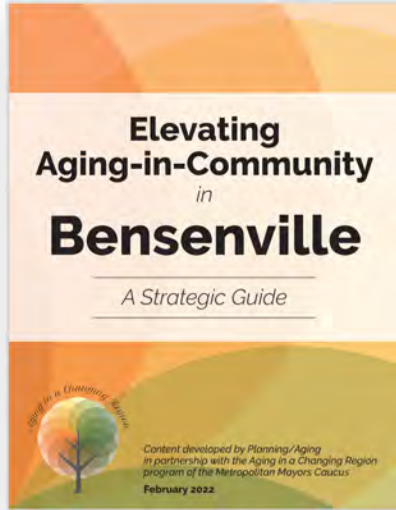


AiaCR 2021 & 2022 -- Lessons Learned

- 1) Regardless of their start point – All municipalities can elevate their A-i-C support
- 2) No one size fits all – The AiaCR process & support for A-i-C will look different in each municipality
- 3) A ‘whole-of-government’ approach – The AiaCR engagement should ideally represent multiple sectors and departments
- 4) Break down silos -- Engage key internal & external stakeholder partners (*from the aging network & others*) throughout the process
- 5) Listen & learn from residents – Resident input in the facilitated discussions are the most valuable components of the workshops
- 6) Local framing -- Link A-i-C to each municipality’s key issues (*e.g. sustainability, economic development, housing, public safety*)
- 7) Keep the Strategic Guides simple & readable – Or they will not be widely read



AiaCR 2021 & 2022 -- Strategic Guides



Executive Summary

Highland Park was one of five municipalities that participated in 2022 in the "Aging in a Changing Region" (AICR) program, run by the Metropolitan Mayors Caucus, Planning/Aging and the Chicago Metropolitan Agency for Planning, funded by the RRF Foundation for Aging Planning/Aging. It was public workshops and reviewed input to identify strategies by which Highland Park could elevate its support of Aging-in-Community. The following strategic recommendations have been grouped into the general categories of Communication, Coordination, and Collaboration, along with a few specific Senior Center recommendations.

Communication Recommendations

- Elevate and promote Highland Park's commitment to Aging-in-Community
- Continue to publicize existing older adult programs via a variety of platforms
- Establish a satellite resource station for information on existing older adult services and programming
- Practice self-agency in all municipal communications and behavior

Coordination Recommendations

- Commit to taking a "wide of government" approach to supporting Aging-in-Community
- Incorporate Aging-in-Community into key municipal conversations and initiatives
- Review existing operations and programs for their Aging-in-Community consistency
- Designate City staff in multiple departments as Aging-in-Community point-persons
- Update and revise Highland Park's guidance documents to better support Aging-in-Community

- Use an Aging-in-Community lens when viewing Highland Park's housing stock
- Investigate adding "Missing Middle Housing" options to Highland Park's housing stock
- Consider Accessory Dwelling Units as an Aging-in-Community option
- Consider establishing an Aging-in-Community set-aside within the Housing Trust Fund
- Recognize and consider the public realm as an essential element of Aging-in-Community
- Strategize on better linking Highland Park's many transportation and transit resources

Collaboration Recommendations

- Broaden the ownership of and participation with Aging-in-Community
- Establish an Aging-in-Community Commission to play an ongoing policy and review role
- Link Aging-in-Community with Highland Park's Diversity & Inclusion initiatives
- Attend the MMC's Age-Friendly Communities Collaborative and other regional Aging-in-Community activities

WHAT IS AGING IN COMMUNITY?

Aging-in-Community refers to a coordinated municipal-wide effort to support the evolving needs and interests of its aging population.

Aging-in-Community is inclusive of the narrower term "aging-in-place" which focuses on one's dwelling, and it uses a broader, community-level lens to identify a set of plans, programs, priorities, and services that in combination help support its older residents.

Aging-in-Community is a key component of "livable community" efforts that address the needs and interests of residents of all ages throughout their lifespans.

Municipalities that support Aging-in-Community are by definition "age-friendly" and "dementia-friendly" communities.

Evidence from notable Aging-in-Community programs throughout the United States identifies key components for likely success of a municipality's Aging-in-Community program:

- Issue champions divided amongst elected officials (without oversteering upon them) staff leaders, and the overall community
- Dedicated human and financial resources for support
- Collaborations with key aging network and other municipal stakeholders
- Manifold coordination between Aging-in-Community and other key municipal priorities

The "Aging in a Changing Region" Program

The metropolitan Chicago region – like most regions throughout the United States – is experiencing substantial growth in the number and percentage share of its older adult population. Municipalities throughout the region are seeing such population shifts, and many municipalities are looking to develop strategies to address these shifts, and to support their growing older adult populations. They are looking to support Aging-in-Community.

Three partner organizations – the Metropolitan Mayors Caucus (MMC), serving

the Chicago region's 275 cities, towns and villages; the Chicago Metropolitan Agency for Planning (CMAP), the regional planning organization for Cook, DuPage, Kane, Kendall, Lake, McHenry, and Will counties; and Planning/Aging to consultancy focused on the intersection of city planning and the growing aging population – received funding from the RRF Foundation for Aging to assist municipalities' support of Aging-in-Community. This program – "Aging in a Changing Region" (AICR) – builds upon the idea that wherever a municipality is

Strategic Guide Format



Highland Park's Aging-in-Community Context

A review of Highland Park's demographics, its guidance documents, and key elements of its physical and built environment is valuable and helps place this Aging-in-Community engagement and the strategic recommendations within a more complete community context.



Highland Park's Demographics

Looking at Highland Park's demographics shows that it is at a significantly different stage of community aging than Lake County's overall or the seven-county CMAP region.

Highland Park is Steadily Aging

	Highland Park		Lake County		CMAP Region	
	Count	Percent	Count	Percent	Count	Percent
Under 5	1,065	5.6%	40,098	5.7%	508,896	6.0%
5 to 19	5,839	10.7%	150,869	21.8%	1,824,364	19.2%
20 to 34	2,320	7.8%	128,292	19.2%	1,281,240	22.2%
35 to 49	5,515	19.0%	135,625	19.4%	1,688,609	20.0%
50 to 64	6,591	22.3%	148,100	20.7%	1,625,883	19.2%
65 to 74	4,244	14.3%	59,474	8.5%	713,897	8.4%
75 to 84	2,150	7.3%	26,820	3.8%	348,295	4.1%
85 and Over	875	3.0%	13,483	1.9%	158,440	1.9%
Median Age	42.2		38.5		37.7	

Source: 2018-2021 American Community Survey, five-year estimates; CMAP, Community Data Snapshot | Highland Park | Illinois.gov



Highland Park's Public Workshops

A key element of the AICR engagement was a pair of public workshops that Planning/Aging – with Core Team guidance – planned and conducted. The Core Team decided that the two workshops would both be aimed at receiving residential input, along with having key municipal staff and other stakeholders attend and participate in order to accommodate different elements of the resident population. Workshop #1 was staged mid-morning, and Workshop #2 was staged at the end of the typical workday. The workshops were publicized via the City's website, in the Highlander, and through the Senior Center, and residents of all ages were welcomed. At both workshops, Planning/Aging provided background on Aging-in-Community to help attendees understand the term, which was framed in a "livable

communities for all ages" manner, as community values typically held by older adults – appropriate and affordable housing options, well-managed and reliable transportation options, convenient goods and services, accessible safe places to gather, access to engagement opportunities throughout the community, and responsive municipal staff and leaders – are virtually identical to values held by younger adults. After this background, the centerpiece of the workshops were the facilitated discussions that engaged all attendees to share their lived experiences and perspectives. Workshop #1 was held on Thursday morning, October 27th. Its attendance was about 20 people, about 1/2 residents, and the other 1/2 City staff and stakeholder partners and Core Team members. While

Recommendations for Elevating Aging-in-Community in Highland Park

The following recommendations have been grouped into the broad general categories of Communication (and knowledge-sharing both internal and external), Coordination (between Highland Park's different programs and goals), and Collaboration (with existing and potential partners), followed by a few specific Senior Center recommendations.

COMMUNICATION RECOMMENDATIONS

Elevate and promote Highland Park's commitment to Aging-in-Community. Highland Park should express its support for Aging-in-Community more visibly and explicitly, as it is difficult to find community

to Aging-in-Community in Highland Park's communications, including but not limited to the City's website, where a search for Aging-in-Community leads primarily to its engagement or to references to the more dwelling-specific "aging-in-place" or to Highland Park's designation as a "Dementia-Friendly" community, which is similar to but also more narrow than a holistic Aging-in-Community. A clear statement such as "Highland Park actively support Aging-in-Community" could set the tone that the City takes a "whole-of-enterprise" approach towards Aging-in-Community, whereby support of older adult residents is purposefully integrated into the work of all municipal departments and sister agencies, and not isolated to any one entity.



Continue to publicize existing older adult programs via a variety of platforms. Residents attendees at this engagement's public workshops confirmed that current older residents and their caregivers rely on a range of media – hard copy and digital, formal, and informal – to learn about and access available services and resources, sign up for them, or provide feedback on community input. Rather than attempt to determine a single consensus communication platform, Highland Park should continue to recognize that different residents rely on differing communication, including in a range of languages spoken in their homes.

Aging-in-Community Resources

Listed below are some of the better centralized document repositories at which to find aging-in-community resources. There may be some redundancies as certain documents may be included in multiple repositories. Some of these repositories will provide links to additional resources. Carefully evaluate any resources found here for their applicability to Highland Park's specific interests and needs.

Highland Park Municipal Resources

Listed below are direct links to many of the key Highland Park municipal resources that were discussed herein as important components of support for Aging-in-Community.

Senior Center
www.cityhall.com/resident/senior_center/index.php

Connector Bus Schedule
https://connectbus.com/routes/highlandpark/resident/senior_center/4863/Connector%20Public%20Schedule%202022%20Fall.pdf

Public Transit
www.cityhall.com/environments/transportation/public_transit.php

Affordable Housing
www.cityhall.com/resident/affordable_housing.php

Park District of Highland Park
www.dparks.org
Highland Park Library
www.hplibrary.org

Aging in a Changing Region Partner Organization Resources

Aging-in-Community – Mayors Caucus
The Metropolitan Mayors Caucus' signature initiative, and it has developed and assembled resource materials and documents both for its Age-Friendly Communities Collaborative and as part of this Aging in a Changing Region program.
Home – CMAP | Illinois.gov

CMAP, Community Data Snapshot | Highland Park | Illinois.gov
CMAP has assembled Census and other data over time into data snapshots for each municipality in the region.
943-4305c-5586-4b63-pcfr-15719418920 | Illinois.gov
CMAP developed this Aging in Place white paper in 2016.

Planning Aging-Supportive Communities
The 2016 American Planning Association (APA) Planners Advisory Service report was primarily authored by Brad Winick

Aging for a Changing Region: How To Apply

There are **LIMITED SPOTS** available for the 2023 cohort.

Expression of Interest Form takes 5 minutes to complete:

- **Municipality or Organization**
- **Progress To Date** in Age/Dementia-friendliness
- **Short Self-Assessment:** Key Issues, Challenges, and Goals

The Expression closes on March 17 at the below link:

<https://tinyurl.com/ApplicationAiaCR>



Discussion/Questions





Somerville Sidewalk Snow Pilot

Eric Weisman

Director of Operations, City of Somerville MA DPW

March 2, 2023

Agenda

01. Snow Operations
in Somerville

02. Sidewalk Pilot

03 Results

04. What is Next?

05. Closing



Somerville, MA

- Located northwest of Boston.
- Population 81,045 in 4.12 per sq. mi.—densest in New England!
- Old narrow streets and sidewalks.
- Strong and vocal advocacy for mobility concerns.
- About 50 inches of snow per year on average.





Somerville's Snow Operations:

- Clearing snow from City and private Streets
- Clearing snow from bicycle infrastructure.
- Clearing snow from sidewalks adjacent to City Property
- Clearing snow from City and School parking lots
- Clearing snow from sidewalks approaching City schools
- Clearing Snow from Bus stops and adjacent ADA ramps.

Whose Responsibility is Snow Removal?

City

- City Streets
- Sidewalks around City Property
- Squares and Islands
- Bridges
- Bus Stops and Adjacent Ramps

State

- State Roads
- Sidewalks adjacent to MBTA Stations

Property Owners

- Sidewalks and Curb Ramps adjacent to Property (City provides assistance to Senior Citizens and others.)

Owners of any home and/or building abutting a public way are responsible for ensuring that the sidewalk and accessible ramps in front of their property, and extending to the corner if on a corner lot, are clear of ice and snow, in accordance with [Section 12-8](#) of the City Code of Ordinances. For properties abutting sidewalks with curb cuts, ramps, or other access points, property owners are responsible for shoveling proper pathways for access.



Typical Storm Timeline in Somerville

Before Storm

DPW and contractors pretreat roads and select sidewalks, including those adjacent to City and School Buildings.

ISD communicates pre-storm button up procedures.

6 Daylight Hours Post-storm

Inspectional Services Division canvases key areas, issues tickets. DPW removes snow from properties in violation in Key Sidewalk Corridor.

During Storm

DPW and Contractors repeatedly plow routes and do snow removal around City buildings and properties.

12-48 hours post-storm

Additional enforcement, clearing and removal (bus stops, parking lots, School pickups) if necessary.

Responding to new and lingering 311 requests.



ISD City Sidewalk Enforcement Priorities

6 hours of Daylight post-storm Enforcement begins with the following priorities:

1. Around Elder-care and Assisted Living
2. Immediately adjacent to Daycares and Schools
3. Constituent and Staff Complaints

Tickets are issued to property owners via doorhanger AND mail!



Winter of 2021-2022

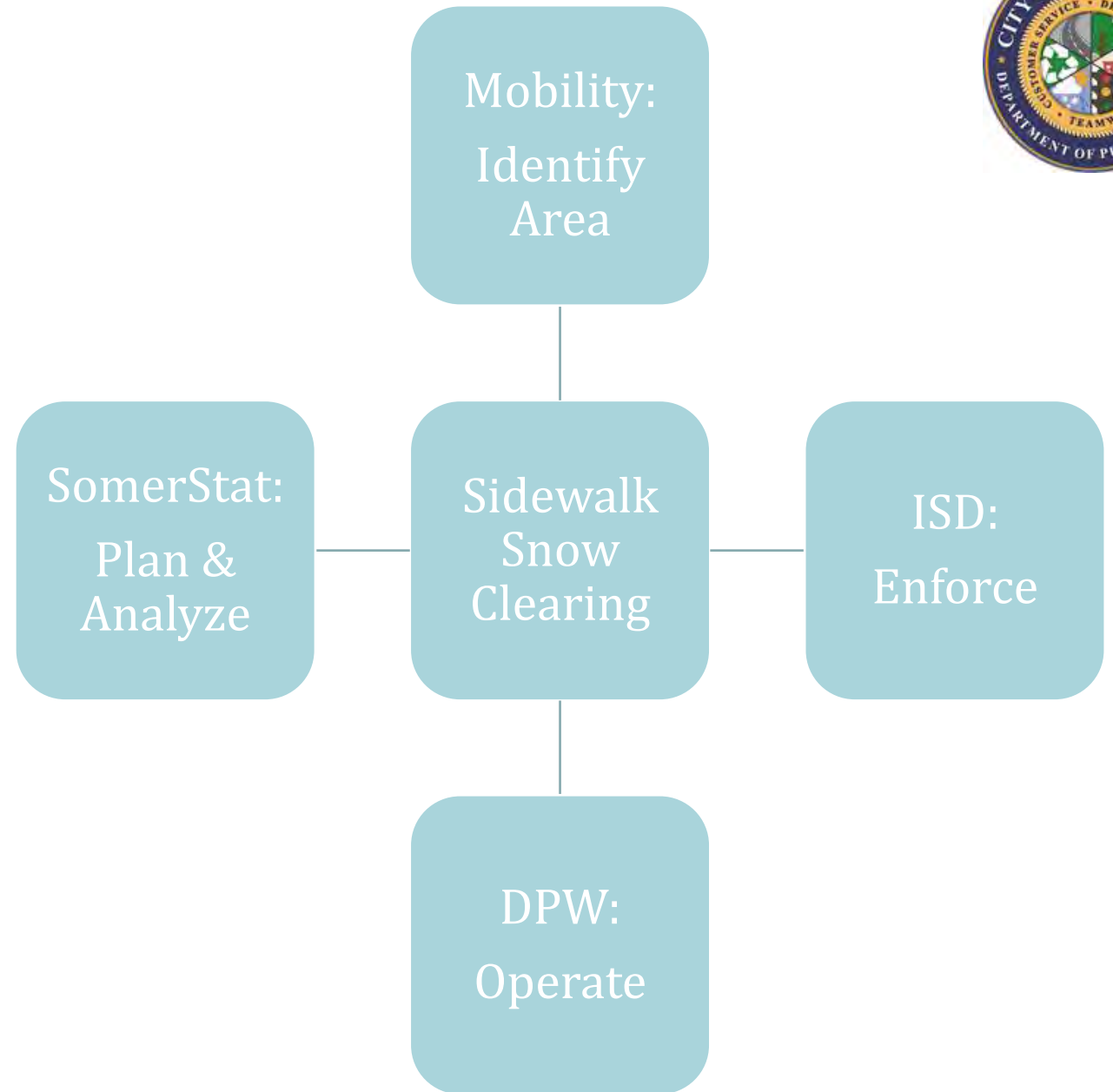
- Started a “pilot” program to ensure clear snow from sidewalks in key corridors THAT:
 - Meet the City’s mobility goals
 - Use existing resources
 - Ensure accountability of property owners





Interdepartmental Process

We tapped four key departments for this process:





Compliance and Mobility

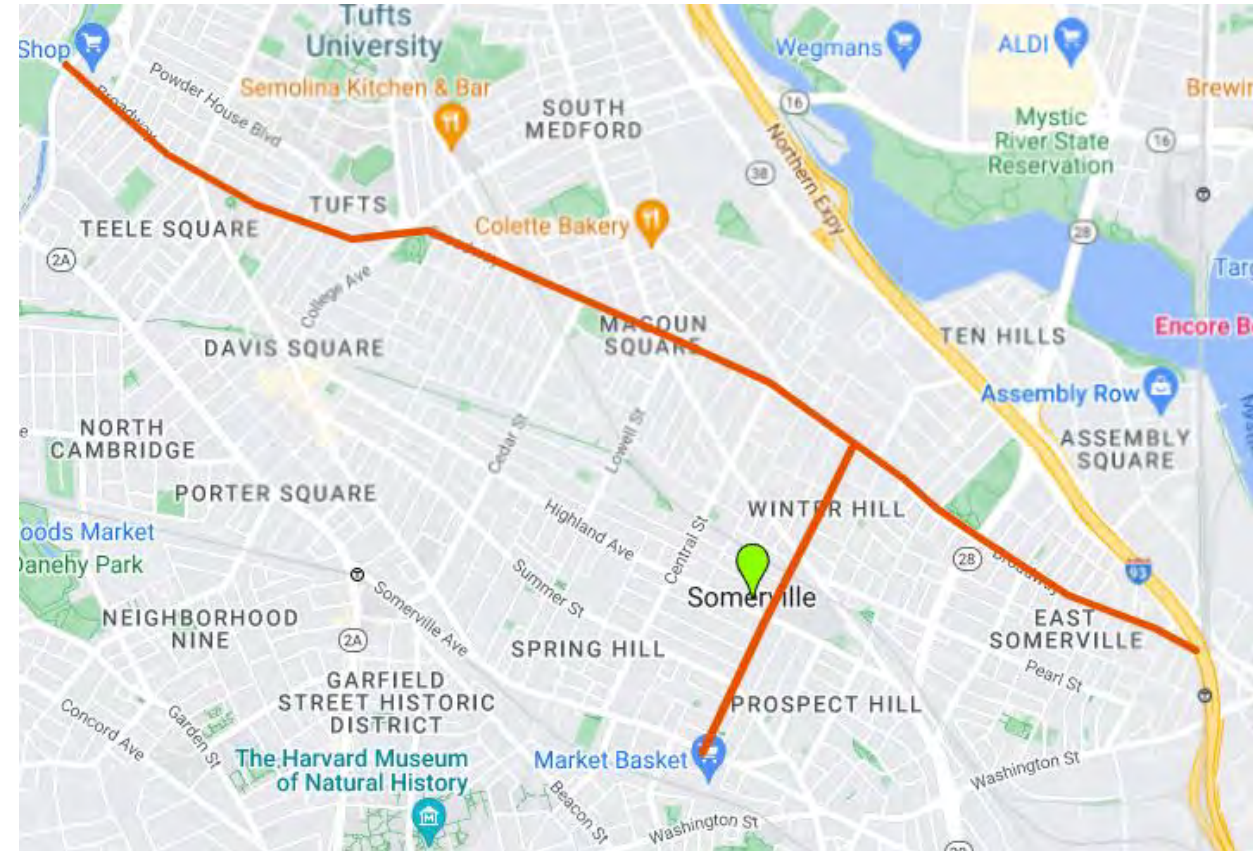
The City's approach is to identify key areas for mobility. Within those areas, The City would conduct enhanced enforcement to hold property owners accountable for their responsibilities. Immediately after enforcement, DPW would remove snow from any properties with violations.



Enforcement Area

DPW & Mobility worked to identify key corridors that:

- Border 18 EJ neighborhoods
- Border all of City's 7 wards
- Are key to Public Transportation and City Services





Cost Considerations:

SomerStat analyzed the cost considerations. Assuming the use of a contractor, the cost estimate for the season was:

***\$32,812.50 -
\$131,250 per
season.***

Hours of shoveling estimate per snow emergency:

$$\begin{aligned} & \text{(Number of Ramps} \times \text{Time to Clear a Ramp)} \\ & \text{(350 Ramps} \times \text{0.25 Hour)} \\ & + \\ & \text{(Number of Bus Stops} \times \text{Time to Clear a Bus Stop)} \\ & \text{(70 Bus Stops} \times \text{0.5 Hour)} \\ & + \\ & \text{(Average Number of Sidewalk Violations} \times \text{Estimated Change in Violations} \times \text{Time to Clear a} \\ & \text{Violation)} \\ & \text{(7 Violations} \times \text{1.25 Increase} \times \text{1 Hour)} \\ & = \\ & \text{Hours of Shoveling per Snow Emergency} \\ & \text{131.25} \end{aligned}$$

Cost estimate per snow emergency:

$$\begin{aligned} & \text{Estimated hours of shoveling per snow emergency} \times \text{Estimated contractor price per hour} \\ & \text{131.25} \times \text{\$250} \\ & = \\ & \text{Cost Estimate per Snow Emergency} \\ & \text{\$32,812.50} \end{aligned}$$

Cost estimate range per year:

$$\begin{aligned} & \text{Cost Estimate per Snow Emergency} \times \text{Number of Snow Emergencies} \\ & \text{Low end: } \$32,812.50 \times \text{1 Snow Emergency} \\ & \text{High End: } \$32,812.50 \times \text{4 Snow Emergencies} \\ & \text{Range: } \$32,812.50 - \$131,250 \end{aligned}$$



ISD: New Enforcement Prioritization

1. Around Elder-care and Assisted Living
2. Immediately adjacent to Daycares and Schools
3. Key Sidewalk Snow Removal Area
4. Constituent and Staff Complaints



Planned Process

Communicate

- Communications sends out targeted and broad communications of the program before the season, as well as ahead of each storm.

Enforce

- ISD sends inspectors to canvas the enforcement area as early as possible. ISD tracks properties that required enforcement and sends list

Clear

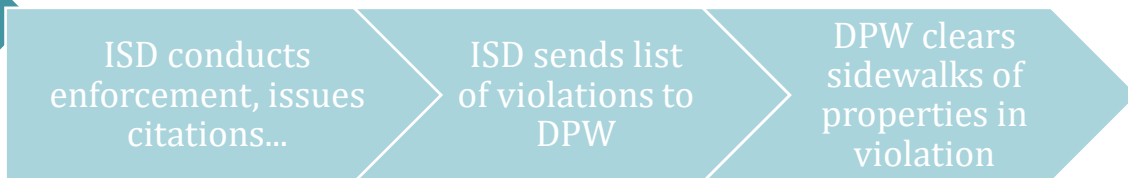
- DPW sends staff or Contractors to conduct target removal based on the list



FY22 Summary

Planning and Outreach

- Worked with Somerstat and Mobility to select 2 key corridors: Broadway and School St.
- Communications and Mobility conducted outreach ahead of first storm.
- Planned process:



Performance

- Conducted enforcement in target area after 3 storms with 4 or more inches of snow:

Date	Properties Cleared:
1/28/22	21
2/13/22	48
2/25/22	29



Lessons Learned?

1. The process worked!
2. Communications between ISD and DPW was efficient.
3. DPW workers were able to incorporate process as part of snow cleanup duties.



Next Steps: FY23

Staff up Vision Zero Crew

- Hoping to have a dedicated crew in DPW to handle pedestrian and Bicycle infrastructure—including snow.
- Hiring has been a challenge, but we are continuing to get applicants.

Collect data on Program:

- Working with SomerStat on Data collection:
 - Storm Data (Weather, Timing, etc.)
 - Citations (Address, Conditions, Amount Collected)
 - Staffing (Enforcement, Removal)

Target the Same Area.

- Continuing to target Broadway and School St.

Winter is frustrating.

- Broadway business-owner blocked off a cleared bike route to plow his parking lot.
- After storms, ISD and DPW is out reviewing the condition of the city but we can't be everywhere at once.
- We do appreciate our residents submitting work orders via our 311 system.





Thank you

Any questions?

Eric Weisman

eweisman@somervillema.gov



Age-Friendly Communities

Bensenville Senior Programs



Senior/Disabled Service Programs

- President DeSimone's Vision
- Analyze other Communities
- Develop the Programs (Grass & Snow)
- Secure the Contractors
- Implement the Program
- Track the Program
- Modify the Program (as needed)





Program Stipulations/Qualifications

- Senior/Disabled Grass Cutting Program

65+ years and/or proof of disability, less than \$65K total household income

- Senior/Disabled Snow Removal Program

65+ years and/or proof of disability, less than \$65K total household income





Grass Program Guidelines



- Services Provided
 - Spring Cleanup
 - Lawn cut weekly
 - Hardscapes edged weekly
 - Fall Cleanup
- Cost of Program
 - 50/50 Cost share
 - Village pays contractor \$25 per cut
 - Resident pays Village \$12.50 per cut
 - Cost is per PIN



Snow Program Guidelines

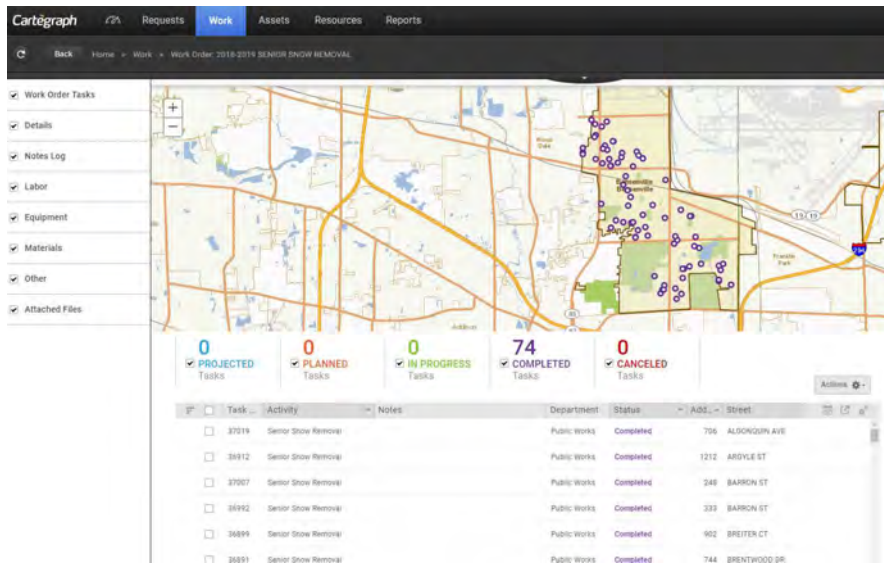


- Services Provided
 - Snow Clearing from driveway, sidewalk, path to driveway
 - Triggers upon 2” accumulation and/or at direction of Director
 - After 6” accumulation a second trip will be initiated
- Cost of Program
 - 50/50 Cost share
 - Standard Lot / No Sidewalk - \$15 / trip (Village pays \$30)
 - Standard Lot / Sidewalk - \$20 / trip (Village pays \$40)
 - Corner Lot / Sidewalk - \$25 / trip (Village pays \$50)



Challenges & Solutions

- Advertising
- Resident Expectations
- Contractor Oversight
- Communication
- Billing/Finance
- Technology & Post Office
- Tracking of work and progress
- Patience, patience, patience





Questions

<http://www.bensenville.il.us/892/Senior-Veteran-Services>

BENSENVILLE
GATEWAY TO OPPORTUNITY

Government Departments Business Community How Do I...?

Home > Community > Senior & Veteran Services

Senior & Veteran Services

Honor Flight Chicago
Honor Flight Chicago
[Link to page](#)

Senior Monthly Luncheons
Senior Citizen Monthly Luncheons
[Link to page](#)

Seniors Information Hotline
[Link to page](#)

Veterans Affairs Resources
[Link to page](#)

Senior Citizens' Real Estate Tax Deferral
Senior Citizens' Real Estate Tax Deferral Program
[Link to page](#)

Senior / Disabled Snow Removal Program
Low cost solution to snow removal on their driveways, sidewalks, and private walks.
[Link to page](#)

Senior / Disabled Grass Cutting Program
Low cost solution to Senior / Disabled Grass Cutting
[Link to page](#)

Honor Flight Chicago

Senior Monthly Luncheons

Seniors Information Hotline

Veterans Affairs Resources

Senior Citizens' Real Estate Tax Deferral

Senior / Disabled Snow Removal Program

Senior / Disabled Grass Cutting Program

**KATRINA BOATRIGHT
SENIOR AND DISABILITY SERVICES**

March 2, 2023



A Community Building a Spirit of Volunteerism
Neighbors Helping Neighbors



Program Components

- 1) Program Services
- 2) Service Capacity
- 3) Volunteers
- 4) Recipient Eligibility Criteria
- 5) Marketing plan
 - a) City Announcement
 - b) Volunteer Recruitment
 - c) Recipient Registration
- 6) Acceptance Communications
- 7) Matching Process
- 8) Activation & Tracking
- 9) Recognition Celebration





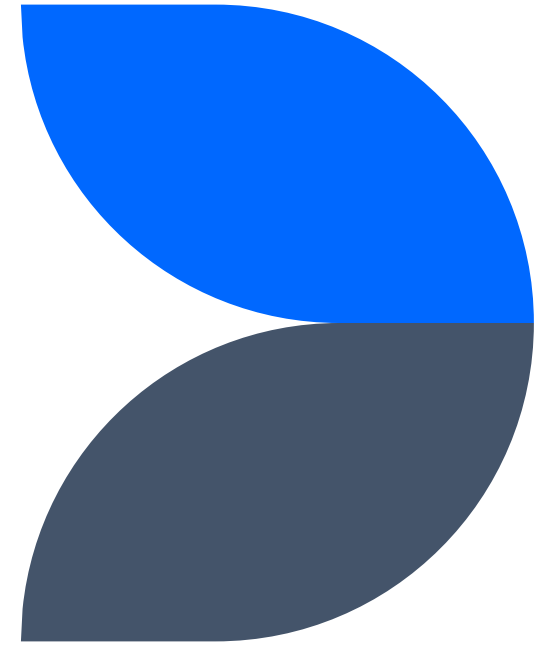
Program Services

- We provide residential snow removal for seniors 60 and over and individuals living with disabilities that qualify
- Services are only provided when there is a qualifying snow event of 2-inches or more
- Services include the clearing of driveways, front sidewalks and front walkway
- Salting is provided as needed
- Services are provided at no cost to the recipient/resident
- This is primarily a volunteer driven program



Service Capacity

- Year 1 – 150 (Volunteers Only Pilot)
- Year 2 – 175 (Hybrid Model Pilot–Volunteers & Contractors)



Volunteers

- Complete application
- Sign hold harmless & wavier of liability
- Verify city address and contact number
- Commit for full winter season (December – March)
- Commit to at least 1 Snow Angel Home
- Agree to communicate and respond with program manager
- Agree not to engage with recipient/resident or enter home
- Agree to submit photo proof of snow removal (cleared driveways/sidewalks/front walkways)



Recipient Eligibility Criteria


- Reside within the city limits
- 60 or older
- Individual with a disability
- No one under the age of 60 without disabilities living in the home capable of shoveling
- No neighbors or family near that's able to assist
- Living with serious medical conditions
- Have preschedule subscription medical appointments



Marketing Plan

City Announcement	Volunteer Recruitment	Recipient Registration
Press release to announce about the opportunity for residents and volunteers	Online registration via website	Online registration via website
Social media		Hotline registration
Local news stations		Customer services assistance
Mail and email notifications		
Set date and time for registration to open		

Acceptance Communications

Volunteers	Recipients
Receive email notification	Recipients are prioritized based on need
Invitation to the volunteer meet and greet	Acceptance Letters are Sent by Mail
Hat & Salt Bucket Pick-ups	Hold Harmless & Waiver of Liability Forms are Sent by Mail
	Nothing else for the recipients to do, service will be automatic when there is a qualifying snow event
	Recipients that exceed our service capacity will be added to our waitlist

Matching Process

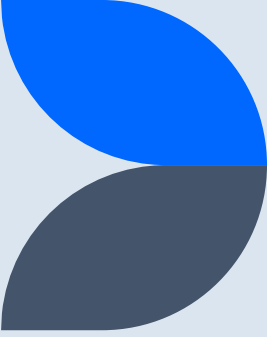


- We partner with our Data & Analytics Team (Geographic Information System)
- Volunteers are assigned a Snow Angel Home (s) - based on the number of Snow Angel Homes they signed up for on their application.
- Homes are matched based on proximity (volunteers get assigned homes closest to their address) promoting neighbors helping neighbors.
- Volunteers continue to provide snow removal service to the same homes through out the program for that season.





Activation & Tracking of Snow Removal Service



Activation	Tracking
When there is a snow event 2-inches or more, recipients are notified, and volunteers are activated.	We use a Volunteer/Client Software System
We send mass texts and emails using our volunteer/client software portal	Volunteers check off when they have completed their homes and submit completion photos
Volunteers have up to 48 hours to clear their assigned homes	They can share other notes about their homes if needed
If the volunteer is unavailable at the time of a qualifying snow event, they notify the lead volunteer of their Ward and program manager. Then a volunteer replacement is secured.	The completions are monitored by program manager and lead volunteers



Volunteer Recognition

- We create a unique way to say thank you to our OSS Volunteers
- Certificates and/or Awards
- Food, Fun, Music, Give-aways, and Raffle Prizes
- Snow Angels get the opportunity to meet the Snow Angel Home recipients



Thank you

Katrina Boatright

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630-256-3407



SENIOR AND DISABILITY SERVICES

ENHANCING LIFE & LEGACY

“

People don't care how much you know, until they know how much you care.

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