



CLIENT BASED SERVICES

Essential Snow Removal Program for the Elderly and Disabled Policy

Policy Number: CBS-POL-005	Policy Category: <input checked="" type="checkbox"/> Administrative
Version Number: 1.00	<input type="checkbox"/> Operational
Supersedes:	<input checked="" type="checkbox"/> Public Services
Approved Date: 2022-12-01	Policy Owner: Director of Client Based Services
	Governing Body: Client Bases Services Committee
Effective Date: 2022-12-01	Policy Author: Caroline McComber, Coordinator
Review Cycle: 12 months	Inquiries: Caroline McComber, Coordinator
MCK Strategic Objective: MCK 2017/2018 TO 2021/2022 Strategic Plan S1A	

1.0 Context

Objective

- 1.1 The objective of this policy is to outline how the Mohawk Council of Kahnawà:ke (MCK) Essential Snow Removal Program operates during the winter season ensuring continuity in essential snow removal services for the elderly and handicapped.

Principles

- 1.2 The safety and wellbeing of the low-income elderly and handicapped of the community is essential to ensure access for emergency and homecare health services.
- 1.3 This policy serves Client Based Services to ensure that all program operations undertaken as part of the Essential Snow Removal Program are provided as established and sets out a framework for the management of community resources allocated to the program.
- 1.4 Client Based Services will assist with the public safety through the delivery of essential snow removal services and operational requirements during the inclement winter season.

Accountability and Transparency

- 1.5 This policy supports the MCK Organizational Review 2011 Consolidated Strategies Report for the Key Functions of the Organization. The MCK organization must ensure that the basic service delivery is always maintained. Snow removal services are provided to eligible community members.
- 1.6 This policy supports the MCK 2017/2018 to 2021/2022 Strategic Plan S1A in support of Kahnawà:ke by working together to provide the best services to Kahnawa'kehró:non and to ensure health services are fully accessible and functioning to the eligible community.]
- 1.7 Maintaining snow removal services to the community demonstrates accountability.



CLIENT BASED SERVICES

Essential Snow Removal Program for the Elderly and Disabled Policy

1.8 Programs that are accessible to its intended community users promotes transparency

Scope Strategy

1.9 This policy supports the MCK Organizational Review 2011 Consolidated Strategies Report for the Key Functions of the organization. The MCK organization must ensure that basic service delivery is always maintained.

1.10 This policy supports the MCK Organizational Strategic Plan 2017-2022 Support Pilar: support Kahnawà:ke by working together to provide the best services to Kahnawa'kehró:non. to enhance the services that provide a better quality of life for Kahnawa'kehró:non; develop and maintain policies and programs to support delivery and sustainability of Client Based Services

2.0 Application:

2.1 This policy applies to the eligible low-income elderly and disabled community without any able-bodied relatives to assist them providing access to their residences for emergency services.

2.2 This policy will guide the Program Coordinator in the administration of the program and to Sub-Contractors to perform the functions associated during the winter season (December 1 thru March 31). The coordinator maintains the services seven (7) days a week, including holidays.

3.0 Policy:

Eligibility

3.1 All Kahnawakehró:non listed on the Kahnawà:ke Registry and meet the eligibility criteria outlined may apply for the service.

- 3.1.1 A person or couple who has reached the age of sixty-five years (65), or
- 3.1.2 A person or couple who is handicapped or disabled, or
- 3.1.3 Is living alone and whose only income is from pension,
- 3.1.4 has a medical problem (short or long term) without any able-bodied relatives to assist them in providing access to residences for emergency or health services.

3.2 The coordinator accepts medical referrals from the Community Health Nurse.

3.3 Medical referrals have priority during the Selection Committee process.

3.4 A person or couple whose income comes from pension benefits with the low-income households are 1 person (\$25,921) or 2 people (\$32,270)



CLIENT BASED SERVICES

Essential Snow Removal Program for the Elderly and Disabled Policy

Deliverables

- 3.5 The Contractors will be required to work once the precipitation has reached an approximate level of four (4) inches/ten (10) centimeters.
- 3.6 The services include shoveling of both the drive and front entryways to include walkway, steps and wheelchair access ramp where necessary.
- 3.7 Walkway leading up to the door is required to be four (4) feet wide to accommodate emergency medical transport.
- 3.8 The snow removal is to be completed within a maximum of five (5) hours beginning at 8:00 a.m., earlier when necessary due to overnight accumulation.
- 3.9 Contractors will be notified beforehand when a client is to receive priority service.
- 3.10 Salting of the walkway/steps is not included in the service. However, the Contractor may provide this service upon request and if the salt is provided by the clients.

Program Structure

- 3.11 The coordinator will launch an annual communications plan for the launch of the application for the winter season.
- 3.12 Applications are available to the community on the first business day in the month of October. Applications will be available to the community both the MCK Main Building Reception and Client Based Services Office.
- 3.13 To be considered for the services, applications must be received by the set deadline date published.
- 3.14 Clients are required to re-apply annually.
- 3.15 Prior use of the service does not guarantee eligibility.
- 3.16 Each application is reviewed by a selection committee consisting of the coordinator, Social Assistance Manager or designate and the lead portfolio chief for CBS.
- 3.17 Selected applicants are notified by written correspondence.

4.0 Consequences:

- 4.1 The coordinator is responsible to ensure compliance to this policy
- 4.2 In the instance this policy is not adhered to, the client and coordinator would try to resolve the issue administratively.
- 4.3 If the matter is not resolved a formal letter of appeal can be submitted to the attention of the Director of Client Based Services for determination by the Client Based Services Committee.



CLIENT BASED SERVICES

Essential Snow Removal Program for the Elderly and Disabled

Policy

5.0 Foundational Records and Documents: 5.1 Client Based Services has the authority and responsibility to govern over administrative and operational affairs as related to the community.

6.0 Definitions Abbreviations & Acronyms: *A list of defined words, phrases, abbreviations and acronyms found within the document which may have special meaning in the context of the policy*

6.1 MCK – Mohawk Council of Kahnawà:ke
6.2 CBS – Client Based Services

7.0 Forms & Templates: 7.1 Program Application

8.0 References: 8.1 LICO Canada
8.2

9.0 Authorization & Approval

Authority

- 9.1 June 19, 2018, Chief and Council Approval in Principle and Delegation to Client Based Services Committee of the Essential Snow Removal Program for the Elderly and Disabled.
- 9.2 December 1, 2022, Client Based Services Committee Approval.