

Home Services for Seniors

This program provides snow shoveling, grass cutting and housekeeping services for seniors 65+ living with low income.

The services are designed to support seniors who face challenges with mobility, lifting and other physical activities, which can make it hard for them to keep their homes clean, maintain their grass and shovel snow. The program assists seniors to improve their quality of life while they remain comfortable at their homes.

There is no direct charge to clients receiving any service. Service costs are recovered on behalf of clients eligible for the Special Needs Assistance for Seniors program and are billed to the Government of Alberta on the client's behalf.

What are the services offered?

The program offers snow shoveling, grass cutting and housekeeping services. The City of Calgary contracts service providers to deliver these services. Each client is matched with a service provider based on where they live within Calgary.

Snow shoveling

Snow shoveling services are provided during the winter season following a snowfall event of at least 1 inch or 2 cm of accumulation of snow. The City continuously monitors snowfall across the city and our service providers will be dispatched to shovel snow.

The service providers will use either a plastic snow shovel or a snowblower.

Services include shoveling snow from:

- City sidewalks,
- Adjacent City pathways,
- Path to the front door
- Wheelchair ramps or lifts, and
- Driveways to client's property.
- If your waste carts (blue, green and black) and/or your garage entrance is in the back alley, a pathway from your back door to the alley is included in snow shoveling services.

Please note: Program staff will confirm with clients the areas of their property that will receive snow shoveling services.

Services do not include shoveling snow from:

- Decks and patios,
- Alternate entryways, and
- Backyard paths or alleys, if waste and recycling collection takes place at the front of the property.

Please note: Ice removal services are not included. Calgarians can access [free pickle ice melt](#) at Calgary Fire Stations for use on their property.

Grass cutting

The grass cutting season runs from May to September each year. Services are provided every two weeks during the grass cutting season. The frequency of services during September will change to once every three weeks and will be assessed according to weather.

The service providers will only use a lawnmower to cut grass. No other tools will be used.

Services include grass cutting of:

- Front lawns,
- Back lawns, and
- Medians associated with the property.

Services do not include:

- Trimming,
- Raking/leaf removal,
- Tree pruning,
- Seasonal (i.e., spring/fall clean-ups),
- Weeding, or
- Other lawn beautification activities.

Housekeeping

Services include:

- Dusting surfaces in main living areas,
- Vacuuming and mopping,
- Kitchen cleaning, and
- Washroom cleaning.

Services do not include:

- Laundry (i.e., washing, drying and folding clothes), or
- Dishwashing (i.e., cleaning dishes, pots and pans, etc.).

Cleaning supplies:

- Clients are responsible for providing their own cleaning supplies. This ensures that the cleaning supplies used align with a client's personal preferences and any specific health or environmental needs.
- The assigned service provider will provide clients with a detailed list of the cleaning supplies needed to complete house cleaning tasks.

Service frequency:

- Housekeeping services are scheduled for two hours every three weeks.

Who is eligible?

This program provides services to seniors who are:

- 65 years and older,
- Live in Calgary, and
- Qualify for the Government of Alberta's [Special Needs Assistance for Seniors \(SNA\) program](#).

The City of Calgary will use your Personal Health Number to verify your eligibility for the Special Needs Assistance for Seniors program

How to apply

To be referred to the Home Services for Seniors program, complete a [Fair Entry](#) application and select *snow shoveling, grass cutting, housekeeping for seniors 65+*. The following information is required with your application:

- Proof of Calgary residency document.
- Proof of age document.
- Personal Health Number. If you are married, a Personal Health Number is only required for the **eldest spouse** - make sure to include it in the application. **The eldest spouse must sign the Fair Entry application.**
- Contact information (phone, email or alternate contact). If you require translation assistance, you may indicate this in your application and specify the language you speak.

Please note: The Government of Alberta sets income eligibility for snow shoveling, grass cutting and housekeeping services. Meeting Fair Entry income eligibility is not required to receive snow shoveling, grass cutting and housekeeping services.

If you are interested in applying for other Fair Entry subsidy programs, additional documents may be required.

Visit calgary.ca/fairentry for information on how to apply for Fair Entry.

Next steps

Step	Information
Step 1: The City of Calgary will verify your eligibility	The City submits your Personal Health Number to the Government of Alberta to verify you are eligible for the Special Needs Assistance for Seniors program.
Step 2: Service confirmation	<p>If you are eligible for these services, The City will contact you within 2 weeks to:</p> <ul style="list-style-type: none"> • Explain how the program works. • Explain what is covered by each service and confirm which services you are requesting. • Request additional information if applicable. <p>If you need support with translation, please let us know which language you speak' to 'Let us know how you would like to be contacted (e.g., email, phone, mail), and if you need translation support, please specify your preferred spoken language.</p>

Next steps continued

Step	Information
Step 3: Submission of additional documentation	<p>Request additional information that may be required, such as:</p> <ul style="list-style-type: none"> • Medical form: This document is required for applicants and their spouse under 80 years of age. Please do not submit any medical information unless The City of Calgary requests this from you. • Property Service form: A Property Service form must be completed by all clients requesting snow shoveling and/or grass cutting services. This form indicates the areas of the property that need to be serviced
Step 4: Service delivery begins	<p>Once all required information is received you will be assigned a service provider based on where you live in Calgary.</p> <ul style="list-style-type: none"> • Housekeeping: Service providers will call you within a week to provide information about the next steps for service delivery. • Snow shoveling and grass cutting services: You will be contacted with an update on service start date(s). Each year we will request confirmation for these two services before the start of each season.

Contact us

If you have any questions or concerns regarding snow shoveling, grass cutting, housekeeping services for seniors 65+, please **call 311** and ask to speak with the **Home Services for Seniors program** or email us at HSS@calgary.ca.