

COVID-19 & WASTE WATCH

Q&A

1 What essential wastes are accepted at Waste Watch Drop-Off Centers?

At this time our sites are operating under restricted access rules and only those who are delivering compost and waste material from businesses or institutions will be given access. **Other customers should retain the following material until further notice:**

- Household material **THAT IS NOT** collected curbside
- Recyclables generated by businesses and institutions
- Special disposal material from HOMES and BUSINESSES (this includes items such as electronics, HHW, lights, paints, etc.).
- In addition, the Saturday morning blue bag drop-off is suspended until further notice.

2 What services are provided to Homeowners at this time?

Residential collection of waste, compost and recyclables **will continue as usual**. Ensure your material is curbside by 7 a.m. as drivers may be in your area earlier than usual. At this time it is **PARTICULARLY** important to sort properly to ensure your material is taken. Proper sorting limits facility staff interaction with your material. In addition, when material is sorted properly, your cart will not fill up as fast (recyclables belong in blue bag #1 and #2 — there is no limit on the number of blue bags placed curbside on recycling collection day).

3 Are there special disposal steps to take for those in self-isolation or quarantine?

While “no bag is best” has been IWMC’s direction, at this time we are asking customers who have or may have been in contact with COVID-19 to bag household material then place in the proper Waste Watch cart. Waste material should be in tied, clear, transparent bags. Compostables may be placed in paper bags (folded down or closed with a piece of tape) or in film compostable bags with a **certified** compostable logo (see our website’s sorting guide for samples of these logos). **DO NOT** place compostables in plastic bags — compost carts containing plastic will be rejected as they cannot be processed at our compost facility.

4 What if my cart is full?

The **Excess Materials Policy** allows homeowners to put up to 2 additional containers or bags beside the respective cart for curbside collection. For waste, plastic clear bags can be used. For compost, paper yard and garden bags will be acceptable. **Bags must be no more than 50 lb. Bulky items may be placed at curb beside the appropriate cart provided they are not larger than 50 lb and 4 ft.**

5 What if I don’t have a Waste Watch cart?

If your cart has been lost or if damaged to the point it cannot be used, please use open rigid containers or acceptable bags and place them at the end of your driveway on collection day. **See #4 above for acceptable bag information.** Contact IWMC at your earliest convenience for cart service.

6 How to control the spread of COVID-19 during collection?

- Wash hands frequently
- Use gloves when taking your carts to curbside and returning them to safe storage after emptying
- Wipe down cart handles prior to and after collection
- Only place carts out when necessary (if your cart is less than ½ full, consider waiting for your next scheduled collection)
- Observe social-distancing guidelines (2 meters/6 feet) established by Public Health when the driver is on your property providing collection.

7 Is scavenging permitted at Waste Watch Drop-Off Centers?

No. During this period, WWDCs are open to accept essential material from businesses **ONLY**. **No scavenging or picking will be permitted until further notice.**

8 Can I use cash at Waste Watch Drop-Off Centers?

At this time, cash will be accepted. **Subject to change as directed by Public Health.**

9 Where can I get more information?

Our Customer Service Center is being serviced remotely. Please call **1-888-280-8111**, e-mail info@iwmc.pe.ca or visit our website www.iwmc.pe.ca. Due to remote working conditions, there may be delays in responding but your questions will be answered.