

General FAQ

Is my property included in the Curbside Collection program?

All properties with residences including single-family, bareland strata, mobile home parks and residences with up to two (2) units (i.e. duplexes) are included in the program. Excluded are multi-family residences, conventional stratas, commercial, industrial, and institutional. For further information please refer to Bylaw No. 3845 and amendments thereto including Bylaw 4281 if adopted, or contact City Hall at (250) 803-4000.

How do I find my Zone and Collection Day?

You can find your collection schedule on the City of Salmon Arm website at salmonarm.ca/curbside. Enter your address to view your collection days and event schedules. If you do not see your address, use the Contact Us link to report a problem or contact City Hall at 250-803-4000.

For custom reminders and schedules, download the free **RecycleCoach** mobile phone app!

I leave Salmon Arm for several months of the year. Do I need to pay the full amount for Curbside Collection?

Yes. This is a year round service that is provided. If you choose not to use it for any length time, you will still be billed the full amount.

Can I opt out of the program?

No, the Collection Service is mandatory for all eligible households.

When is the program changing to include Food Waste?

The new Curbside Collection program will start on July 1st, 2019.

What changes can I expect to see?

The new program will include: Weekly food waste collection, bi-weekly garbage collection and bi-weekly recyclables collection. Food waste will be collected in a City supplied cart, garbage will be collected in a bag which may be placed in a garbage can and recyclables will be collected in a container or bin – **recyclables will no longer be accepted in single use plastic bags after July 1st**. Collection zones and days have been changed in some instances so make sure to check the calendar to confirm your collection day.

View the Food Waste, Recycling and Garbage FAQ's below for more information.

How much can I put out for collection?

The limits for each waste stream are as follows:

- Food Waste: 1 – 10 kg (22 lb) food waste cart every week
- Recycling: Unlimited quantities (in bins) every second week
- Garbage: 1 – 10 kg (22 lb) bag every second week (alternating with recycling collection)

See the FAQs under Food Waste and Garbage for how to deal with quantities that exceed these limits.

Is the City going to provide me with the necessary containers?

The City will be providing each residence with:

- A kitchen catcher (8 L) that you keep in your kitchen for food waste
- A Food Waste Cart (57 L) that you will take to the curb for collection
- A recycling bin (90 L) for your recycling collection

The containers will be dropped off in the month before the program start date along with a new program guide containing updated zones, schedules, sorting guide and other useful information. Keep track of your containers by labeling them with your address!

What if I'm not home when my containers are dropped off?

Please arrange to have a friend or a neighbour bring your containers inside if you are not able to when they are dropped off at your home.

Where do I put my containers on collection day?

Containers must be placed at the curb so they are visible and accessible for the collectors, and will not block roadways, driveways or sidewalks.

For more information visit the "Collection Requirements" on the City of Salmon Arm website at www.salmonarm.ca/curbside.

What time will collection take place at my residence?

Collection may take place any time between 7:00 am and 4:00 pm on your collection day. The Collection Routes are subject to change without warning – meaning they may arrive at your residence earlier or later than they have on previous collection days. To make sure your material is always collected, have your containers placed at the curb before 7:00 am. You may place your containers for collection at the curb any time after 8:00 pm on the day before your collection day, however please be cognisant of wildlife issues in your area when deciding when to put your containers out.

What is the RecycleCoach App?

The RecycleCoach app can be downloaded for free from the Apple App Store or Google Play. Features of the app include:

- Personalized notifications and reminders for regular collection schedules and special events via email, text message or phone call;
- Printable schedules for collection days and events;
- Collection and event schedules can be exported to your everyday calendars (Outlook, iCal or Google Calendar);
- Receive emergency or non-emergency notifications for news, events, scheduling changes and other information from the City.
- Access to the message board where News and Updates are posted;
- Report problems regarding missed collections, service complaints and issues with the app itself;
- Details for how to properly prepare your materials for Curbside Collection in the "Collection Requirements" section,
- "What goes where?" search tool that allows you to look up material-specific collection or drop-off requirements.
- "What type of recycler are you?" quiz to help build your recycling knowledge.

Can I pay for a second service for a suite?

At this time there is no option to pay for a full secondary service for suites. The number of bags or containers collected each week will apply to the household and not to the number of suites within. See the FAQ's below for what to do with extra Garbage and Food Waste. Recycling remains unlimited.

Why was my garbage/food waste/recycling left at the curb on my Collection Day?

There are multiple reasons why your Curbside materials may have not been collected.

- If your container was not out in time, the collector may have already passed your house and your material will not be collected. To make sure your curbside containers are collected each week, have your containers placed at the curb prior to 7:00 AM on your collection day.
- During the winter it is difficult to access some regions during or after a snowfall. The safety of the drivers is top priority – if they feel they cannot access an area, they will return to the area and perform collection when conditions are safe.
- Containers will not be accepted if they exceed the number, size or weight maximums for collection. In this case, a sticker should be left on your bag or container by the collector.
- Containers will not be accepted if they contain contaminants. In this case, a sticker should be left on your bag or container
 - For help on which materials belong in which container, visit the “*What Goes Where?*” Search tool on the Recycle Coach app, or at salmonarm.ca/curbside
- Accidents happen! Containers occasionally are missed without a specific reason. If there is no sticker on your missed garbage and it was out in time, call SCV Waste Solutions (250-803-4074), for a make-up collection.

What if I miss my collection day?

If you miss your collection day, you will have to wait until your next collection day to put out materials. If you cannot wait until your next collection day you can:

- Take your garbage to the Salmon Arm Landfill (\$3 per bag or \$80/tonne) or purchase an Extra Bag Tag sticker to put two bags of garbage out for collection on your next collection day.
- Take your recyclables to a recycling depot (Salmon Arm Landfill or Bills Bottle Depot). You will need to sort your materials at the recycling depot.
- The transfer station for Food Waste at the Salmon Arm Landfill is not open to the public. If you miss your collection day, you will have to take your food waste to the landfill as garbage. To ensure your Food Waste stays out of the landfill, make sure you have your container at the curb for collection by 7 am on your collection day! Alternatively, consider freezing your food waste (if possible) until the next collection.

Why is my Food Waste/Garbage or Food Waste/Recyclables collected by the same truck at the same time?

The trucks used for collection have two compartments for materials. Each week one compartment will be designated for Food Waste and one compartment for either garbage or recyclables. Although it may look like all of your curbside materials are getting mixed together, they are kept separate and unloaded in the appropriate locations.

Food Waste FAQ

I already use a back yard composter, do I have to use my Food Waste Cart?

Back yard composting is a great way to discard of kitchen scraps, and we encourage homes to continue to compost in their own yards. However, there are many items that can go in your Food Waste Cart that do not usually go in a residential composter including:

- Meat and bones
- Fat and grease (let solidify first and then scrape into compost bucket/bin)
- Dairy products
- Dry and cooked pasta
- Soiled paper and cardboard (ex. greasy pizza box or take-out food bag)
- Paper towel, napkins, facial tissue
- Waxed and parchment paper
- Wood items such as toothpicks, popsicle sticks and chop sticks
- Any other food items that are leaving your composter too wet or too dry.

Use the Food Waste Cart for all of the organic items that you cannot put in your composter to further decrease the amount of garbage in your bi-weekly collection.

How big are the Food Waste Carts?

The City Food Waste Carts have a volume of 57L. A typical large sized garbage can is approximately 120 L.

The size of the Food Waste Carts helps to ensure they are not over filled and can still be manually lifted by the collectors. A limit of 10 kg (22 lb) of food waste can be put out each week in the cart.

Can I put Yard Waste in my Food Waste Cart?

Yard waste is not permitted in the Food Waste Carts. The City provides two yard waste collection events each year as a part of the Curbside Collection program – one in the spring and one in the fall.

Yard waste can also be taken to the Salmon Arm Landfill year round, free of charge.

Where does the curbside food waste go?

The food waste is sent to a transfer station at the Salmon Arm Landfill that is owned and operated by the Columbia Shuswap Regional District. From the transfer station, the Food Waste is taken to Spa Hills Composting at 2223 Yankee Flats Road SW, Salmon Arm, BC. Visit their website at www.spahillscompost.ca

Do I have to line my Food Waste Cart/kitchen catcher?

No, you do not have to use liners for your food waste. However, should you choose to line your Cart or kitchen catcher, you must use a material that is also compostable including: news paper, compostable paper bags, and compostable plastic bags. Biodegradable bags are NOT ALLOWED. Any liners that are not 100% paper must have either the **Biodegradable Products Institute (BPI) Certified Compostable** logo or the **Bureau de normalisation du Québec (BNQ) Certified Compostable** logo as shown below:



What do I do if I have more food waste than the one (1) cart per week that we are allowed?

If you have extra food waste on your collection day that will not fit in your Food Waste Container, you may place an extra Biodegradable Products Institute (BPI) Certified Compostable bag or Kraft paper bag of food waste at the curb for collection with an Extra Food Waste Tag. These tags can be purchased at City Hall or the Salmon Arm Recreation Center (swimming pool). It would be a good idea to double bag your extra organic material to ensure your bag does not break upon collection.

If you find you are consistently over the limit of weekly food waste collection, you may wish to purchase a second food waste container and service. This is a great option for households with large families, or with secondary suites. You will be charged a onetime fee of \$25 for the new cart, and \$60 per year will be added to your property tax bill for the additional weekly collection. \$60 per year works out to be an extra \$1.15 per week for the extra collection.

What do I do if my Food Waste Cart breaks?

If your Food Waste Cart breaks due to vandalism, wildlife or a manufacturing defect, you may request a new cart, and return the damaged cart to City Hall. If you accidentally damage your cart you may purchase a new cart at City Hall and the cart will be delivered to your residence.

Can I put pet waste or kitty litter in my food waste container?

No, pet waste is not accepted in the curbside food waste collection. Please bag all pet waste and cat litter and put it in your garbage.

Are there other communities that have curbside organics collection?

Yes! There are many municipalities in BC that collect organics as a part of their curbside collection program. There are case studies that outline programs in a number of municipalities and can be found on the Government of British Columbia website at under Residential Organic Waste Diversion:

<https://www2.gov.bc.ca/gov/content/environment/waste-management/food-and-organic-waste/organic-waste-diversion/residential-organic-waste-diversion>

What happens if I miss a Food Waste collection day?

If you do not get your food waste collected on your collection day you can:

- Purchase an Extra Food Waste Sticker to put on an additional bag of food waste on your next collection day or,
- Take your Food Waste to the Landfill. Your food waste will be deposited in the landfill with other garbage, so make sure you get it to the curb for collection so it can be composted!

If you do miss your collection day, consider freezing your food waste (if possible) until the next collection.

If I can't determine if an item is compostable, should I put it in my curbside Food Waste Cart anyway?

WHEN IN DOUBT, THROW IT OUT!

We can appreciate wanting to do your best to keep compostable materials out of the landfill, however contamination is difficult to separate and leads to clean compostable material being sent to the landfill.

Please also see the information about **compostable plastics** in the Recycling FAQ section below.

Get the **RecycleCoach** app on your mobile device to assist you with what goes where.

Recycling FAQ

What is the partnership between the City of Salmon Arm and RecycleBC?

The City entered a partnership with RecycleBC (formerly Multi-Material BC) in 2014. RecycleBC provides a financial incentive for the curbside recyclables collected. All monies received from RecycleBC for the curbside recycling collection services are rebated into the Curbside Collection program, which reduces the user fees on your property tax bill for the service.

Where can I find information on what I can and can't recycle?

The City of Salmon Arm Curbside Collection Program collects residential Packaging and Paper Products (PPP) in agreement with RecycleBC. You can find what's accepted in your curbside recycling bin, and other locations at www.salmonarm.ca/curbside under the Waste & Recycling Information section.

For more information about RecycleBC's PPP programs and collection locations, visit www.recyclebc.ca.

For what is accepted at local recycling depots visit the Columbia Shuswap Regional District <https://www.csr.d.bc.ca/recycling>.

If you are looking to recycle items that are not PPP, visit the Recycling Council of British Columbia at www.rcbc.ca

You can also get the **RecycleCoach** mobile phone app through the Apple Store or Google Play Store. Once downloaded, enter your address and you will see your collection schedule. You can activate reminders, news and alerts (from the City) in the Menu under Settings. You can also use the "Search for an Item" tool to find out what-goes-where. There is also an option to report a problem, such as a missed collection, in the Menu under Report a Problem.

Shredded Paper

Shredded paper can go in your recycling. It must be contained in a closed cardboard box or paper bag – it cannot be put loose in the bin. For example small quantities could be put in an empty cereal box or brown paper bag. Large quantities could be put in a large cardboard box and set-out beside your other recycling bins (make sure the box is closed). Write "Shredded Paper" on the box in marker so it's identifiable for collection.

What if I have more recyclables than will fit in the bin I was provided at the start of the program?

You may place as many containers of recyclables you need on the curb on your recycling collection day, provided the containers are clearly marked for recycling, have an open top and contain a maximum of 10 kg (22 lbs) of material. Containers do not have to be a blue bin – you could use a garbage can or storage tote for example. If it is not obvious that your container is designated for recyclables it may not be collected.

Recycling symbol stickers are available at City Hall free-of-charge for identifying non-standard recycling containers, or you can make your own label, as shown on the next page. Note that the example provided is a garbage bin, however any type of bin or container may be used, as long as it is identified as shown in the example, with a recycling sticker or hand-made label of some kind.

If you are providing your own plastic recycling bin, be advised that the weather is hard on plastics. Plastic containers that are not made to withstand cold temperatures or direct sunlight are susceptible to cracks and breakage, even when handled with care. Choose something that is durable and made to withstand harsh weather conditions to avoid additional costs of having to replace bins.

Example of using something other than a blue bin for recycling and labelling options:



STICKER NOT REQUIRED



STICKER REQUIRED

OR



MAKE YOUR OWN LABEL

What do I do if my recycling bin breaks?

You will only be provided with one 90 L recycling bin from the City at the start of the new Curbside Collection Program. Any additional or replacement bins required will be supplied by the homeowner.

Why is Styrofoam not accepted in Curbside Collection?

When foam containers and cushion packaging are collected with other recyclables, they can break into pieces that mix with other materials. The pieces are difficult to separate, meaning less of the foam and other materials can be recycled. Foam packaging can be taken to the Salmon Arm Landfill or Bills Bottle Depot for recycling.

Why are plastic bags and overwrap not accepted in Curbside Collection?

When plastic film is collected with other material, it is difficult to separate and less of the film and other materials can be recycled. Plastic bags, over wrap and many other types of film can be taken to the Salmon Arm Landfill or Bills Bottle Depot for recycling.

Why is glass not accepted in Curbside Collection?

When glass is mixed with other Curbside Collection materials, it can easily break and mix with other materials. First and foremost, broken glass is a safety hazard for anyone handling recyclables. Broken glass is also difficult to separate, and therefore less of the glass and other materials can be recycled. Deposit glass bottles can be taken to Bill's Bottle Depot for a refund. Non-refundable glass containers and jars can be taken to the Salmon Arm Landfill or Bill's Bottle Depot for recycling.

Why can garbage cans have lids but recycling containers shouldn't?

At this time, lids on curbside recycling bins will not be permitted. Lids on bins generally have a tighter fit, and are more difficult for collectors to remove than those on garbage cans. Bin lids are also more prone to cracking and breaking. Additionally, because residents are entitled to put out unlimited recycling bins, it could significantly slow the collection process down if lids had to be removed. This causes an increase in truck emissions as well.

Concerned about litter? It is best to put out more bins so that the levels of recycling in each can be kept below the top and therefore not fall out or get blown out. Also, organize your recyclables so that heavier items are on top of the lighter items. Putting your recyclables out on the morning of your collection day instead of the night before will also help reduce litter. We kindly ask that if you find recyclable materials that have escaped bins on or near your property that you pick them up and put them in your bin for the next collection.

If I can't determine if an item is recyclable, should I put it in my curbside recycling anyway?

WHEN IN DOUBT, THROW IT OUT!

We can appreciate wanting to do your best to keep recyclable materials out of the landfill. However, materials that are not recycled under RecycleBC should not go in your curbside collection. Contamination can be difficult to separate and damaging to sorting equipment, leading to more clean recyclables being thrown in the garbage.

A note about compostable plastics

There are several food service retailers in Salmon Arm that provide compostable plastic take-out containers, cups, lids and straws. Often compostable plastics are not clearly identified and many have the #7 plastic code ("Other plastics"), which can imply that it is recyclable. Note that these codes do not automatically mean a plastic is recyclable – it is only intended to identify the type of plastic.

Here are some ways to determine if a plastic is compostable if it is not clearly stated on the container (i.e. BPI or BNQ Certified Compostable – refer to the logos shown in the Food Waste section):

Branding

These are some common brands of compostable plastics (you may have to look closely to see the brand stamped in the plastic):

Greenware, Earthchoice, World Centric, EcoWare

Other identifiers

- "Industrially Compostable"
- "Certified Compostable"
- "Ingeo" (a trademark of compostable plastic made by NatureWorks)
- "PLA" (polylactic acid) – this may appear under the #7 plastic code

Please check your plastic containers before putting them in the recycling bin. If it's identified as a #7 plastic, look for some of the above-mentioned identifiers. If found, they can be put in with your food waste. Again, if you are uncertain, it is best to put them in the garbage to avoid contaminating recycling or food waste.

Compostable plastic straws are not clearly identified. Regardless, plastic straws cannot be recycled and therefore it is best to put them in the garbage. Avoid using plastic straws if possible.

Get the **RecycleCoach** app on your mobile device to assist you with what-goes-where.

Garbage FAQ

What do I do if I have more than the one (1) garbage bag per week that we are allowed?

Additional garbage bags will be picked up provided they have an Extra Bag Tag sticker affixed to them. These tags can be purchased at City Hall or the Salmon Arm Recreation Center (swimming pool).

If you cannot wait until your next garbage collection day, you can take extra garbage to the Salmon Arm Landfill for \$3 per bag or \$80 per tonne (\$5 minimum charge).

If you have a home with special waste needs such as pet waste, diapers or medical waste, contact SCV Waste Solutions to subscribe to an additional weekly collection opposite your regular garbage collection.

If I miss a week, can I place double the amount of garbage out the following garbage collection week?

No. Only one (1) untagged bag will be picked up each garbage collection week. If you have a second bag to pick-up on your next garbage collection day, it will require an Extra Bag Tag.

If you can't wait until your next collection day, you can take your garbage to the Salmon Arm Landfill for \$3 per bag.

Do I have to bag my garbage?

Yes, your garbage must be securely tied in a bag. Loose garbage (sweepings, shavings etc.) will not be accepted.

You can use any type of plastic bag – it does not have to be a black garbage bag. If you have leftover blue or clear recycling bags then these can also be used.

Do I have to use a garbage can?

No, you do not have to put your garbage bag inside of a garbage can at the curb. If you choose to use a garbage can to protect your garbage from wildlife or weather, it must be durable, not corrosive, and fitted with handles and a lid.

Won't my garbage get too smelly if it's picked up every second week?

Most of the "smelly" items such as meat scraps and dairy will now go in your Food Waste Cart that will be collected every week. If you have a home with special waste needs such as pet waste, diapers or medical waste, contact SCV Waste Solutions to subscribe to an additional weekly collection opposite your regular garbage collection.

Yard Waste FAQ

Is Yard Waste included in the new Curbside Collection Program?

Yard waste will continue to be collected twice a year in the new Curbside Collection Program – once in the spring and once in the fall. All Yard Waste (including branches) must be placed in kraft compostable paper bags for collection. Each Yard Waste bag can weigh up to 44 lbs (20 kg).

What materials are considered Yard Waste?

The following items will be accepted for Yard Waste collection: clippings (grass, lawn, and hedge), sod, flowers, weeds (non-invasive), leaves, vegetable stalks, shrubs, and branches.

Shrub and tree branches may be up to 1" (2.5 cm) in diameter and 3' (91 cm) in length. All branches must be placed unbundled inside of compostable kraft paper bags.

Where to I find the Kraft paper bags?

Compostable paper bags can be found at local retailers – please check for availability leading up to the next yard waste collection week.

How much Yard Waste can I put out for collection?

Materials will be accepted in unlimited quantities, provided each bag does not weigh more than 44lbs (20 kg).

When do I place my Yard Waste bags out for collection?

Place your yard waste bags at the curb by 7 AM on the collection day. If the collection trucks are unable to reach every neighbourhood on the collection day, missed neighbourhoods will be collected on subsequent days. It may take several days for the drivers to collect from all of the homes in the City.