

# 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 (IC&I). For further information please refer to Bylaw No. 4281, available on our website under City Services > City Hall > Bylaws ([www.salmonarm.ca/90/Bylaws](http://www.salmonarm.ca/90/Bylaws)) 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 [www.salmonarm.ca/curbside](http://www.salmonarm.ca/curbside). There are links to the 2019 Program Guide as well as Collection Zones and Collection Schedule. In the Waste & Recycling Information section, you can enter your address by clicking on View Schedule to see 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!

## Can I opt out of the program?

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

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

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

## When did the program change to include Food Waste?

Food waste collection began on July 1, 2019.

## What services are provided?

As of July 1, 2019 the revised curbside collection program includes the following:

- Weekly food waste collection
- Bi-weekly garbage collection (every second week)
- Bi-weekly recyclables collection (every second week alternating with garbage collection)
- Bi-annual (Spring and Fall) yard waste collection

Food waste is collected in a City-supplied green cart, garbage is collected in a plastic garbage bag, which may be placed in a garbage can, and recyclables will be collected in an open container or bin. **Recyclables are no longer accepted in single use plastic bags.**

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

## How much material can I put out for collection?

The limits for each waste stream are as follows:

- Food Waste: One City supplied food waste cart containing a maximum of 10 kg (22 lbs) of food waste every week
- Recycling: Unlimited quantities (in bins) every second week
- Garbage: One 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.

## Does the City provide the necessary containers?

After July 1, 2019, the City will provide the following containers to applicable new home builds or approved opt-ins for curbside collection:

- 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

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](http://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 on your collection day. Do not put your containers at the curb any earlier than the morning of your collection day.

If collection has not taken place at your house by 4:00 pm on your collection day, contact SCV Waste Solutions at 250.803.4074

## What is the RecycleCoach App?

The RecycleCoach app can be downloaded 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.

## Can I pay for a second service for a suite?

At this time there is no option to pay for a full secondary collection 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.

Each household pays a single curbside collection fee through property taxes and the collection limits are applied based on this fee. Our collectors need to associate the materials at the curb with a street address. This can be difficult with suites as they often do not have an official address the collectors would assume that the

household has put out more than the limits allow (ex. two garbage bags instead of one) and would only collect within the limits.

See the FAQ's below for what to do with extra Garbage and Food Waste, as there are options for the household to pay for additional collection services or buy bag tags as required. Recycling remains unlimited and tenants will just have to provide their own additional recycling bins – refer to the Recycling FAQs below.

## **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.
- Food waste will not be accepted if it is not set out for collection in a City of Salmon arm branded green bin
- Containers will not be accepted if they contain contaminants. In this case, a sticker should be left on your on your container by the collector.
- 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 is designated for Food Waste and one compartment for either garbage or recyclables. Although it may look like all of your curbside materials are mixing, 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.
- Pet or human hair is also acceptable – please put large quantities in a closed compostable bag before putting it in your green bin.

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.

## Can I set out Food Waste in my kitchen catcher instead of the green bin?

No, food waste must be set out for collection in the City of Salmon Arm branded green bins. The kitchen catchers are not made for curbside collection and easily come apart or are missed all together due to their small size. The green bins are easier for the collectors to lift and tip, and show that you're paying for the curbside collection service.

## 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 Compost at 2223 Yankee Flats Road SW, Salmon Arm, BC. Visit their website at [www.spahillscompost.ca](http://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 Salmon Arm branded green 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 Packaging and Paper Products collected in the curbside program. 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](http://www.salmonarm.ca/curbside) under the Waste & Recycling Information section. This information is also available on the Recycle Coach mobile phone app that is free to download through the Apple Store or Google Play Store.

- For more information about RecycleBC's PPP programs and collection locations, visit [www.recyclebc.ca](http://www.recyclebc.ca).
- For what is accepted at local recycling depots visit the Columbia Shuswap Regional District website at <https://www.csrld.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](http://www.rcbc.ca)

## What do I do with 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 can 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 "Recycling - Shredded Paper" on the box in marker so it's identifiable for collection.

Consider taking large amounts of shredded paper to a Recycle BC Depot (Bill's Bottle Depot or the Salmon Arm Landfill) where you can put shredded paper directly in with other paper products.

Smaller amounts of shredded paper can also go in with your food waste. Shredded paper works nicely to absorb extra moisture from the food items you put in your green cart.

## 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.

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.

The example below shows a large garbage can used as an additional recycling bin, though any container of the same size (120 L) or smaller is acceptable.



### 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 bags and 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.

### What is Other Flexible Plastic Packaging (OFPP), and why is it not accepted in curbside collection?

Recycle BC began collecting a new category of packaging called Other Flexible Plastic Packaging (OFPP) as a pilot project in June, 2018. The OFPP category consists of: crinkly plastics like chip bags and granola bar wrappers; stand up pouches and zipper lock bags; woven and net plastic bags; flexible packaging with a plastic seal and non-food protective packaging. OFPP must be collected separately as it is currently being stockpiled while Recycle BC decides how it can best be recycled. It is also difficult to separate OFPP from other recyclables. For more information on OFPP, visit [www.recyclebc.ca/flexiblepackaging/](http://www.recyclebc.ca/flexiblepackaging/)

## 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, are more difficult for collectors to remove than those on garbage cans, and are 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 from multiple bins at each household. This causes an increase in truck emissions as well.

**Concerned about 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. Some steps can be taken to reduce the amount of litter from your recycling bins:

- Put out more bins in order to keep the level of material in each bin below the rim and help prevent recyclables from falling and blowing out.
- 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.

## Why can't plastic bags be used for recycling anymore?

Recycle BC has mandated the use of bins instead of bags for the following reasons:

- Eliminates the waste created by unrecyclable plastic bags
- Eliminates the need to open bags to remove recyclables at the sorting facilities
- Eliminates bags getting tangled in sorting equipment

It also eliminates the cost of purchasing bags for residents.

## 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.

## Can I recycle Compostable Plastics?

More and more businesses are providing 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 your 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 all 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 high waste disposal needs due to things like 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 as it is hazardous to the collection staff.

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 extra waste disposal needs such as pet waste, diapers or medical waste, contact SCV Waste Solutions to subscribe to an additional weekly collection service 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 paper bags for collection. Each Yard Waste bag can weigh up to 44 lbs (20 kg). Kraft paper bags are available at local retailers. Yard Waste can also be taken to the Salmon Arm Landfill year round, free of charge.

## What materials are considered Yard Waste?

The following items are 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.