

General FAQ

Is my property included in the Curbside Collection program?

All properties with residences including single-family, bare land 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) or contact City Hall at (250) 803-4000 / info@salmonarm.ca.

How do I find my Zone and Collection Day?

The collection zones and schedule is in the current year Program Guide (PDF) available on the Curbside Collection web page (www.salmonarm.ca/curbside). You can also use the **Recycle Coach app** to look up your schedule by address. On the Curbside Collection web scroll down to the Waste & Recycling section and click on the My Schedule tab. Do not include your unit number (if you have one) when searching for your address, just use the street address. If you do not see your address please email info@salmonarm.ca and the City will have the address added as long as it is eligible for curbside collection services.

You can also download the **Recycle Coach app** for your mobile device to get your address-specific collection schedule, collection reminders and a detailed what-goes-where search tool. The City sends important notifications through the app such as collection delays, holiday schedule changes and other issues related to curbside collection and waste disposal.

Can I opt out of the program?

No, the Curbside Collection Service is mandatory for all eligible households. The current fee of \$101 annually will appear on your property tax bill.

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 alternating with recycling collection)
- 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 plastic garbage bags (which may be placed in a garbage can), and recyclables will be collected in open containers or bins.

- **Garbage must be in bags even if a garbage can is used.**
- **Recyclables are NOT accepted in clear plastic bags – only open bins.**

View the Food Waste, Recycling, Garbage and Yard Waste FAQ's below for more detailed information for each of these waste streams.

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 green cart containing a maximum of 10 kg (22 lbs) of food waste every week.
- Recycling: Unlimited quantities in bins every second week. Each bin must not weigh more than 10 kg (22 lbs) and be no larger than 120 litres in volume. Recycling must be loose in bins. Do not put lids on your bins as this slows down collection and lids can get lost or broken. It also allows the collection staff to quickly identify recycling as the City doesn't mandate the use of blue recycling bins.
- Garbage: One 10 kg (22 lb) bag or garbage can every second week. Garbage cans must be no larger than 120 litres in volume.

These are the options for dealing with amounts exceeding the above limits (refer to specific waste stream FAQs below for further details):

- Food Waste:
 - Purchase food waste bag tags from City Hall or the SASCU Recreation Centre (swimming pool).
 - Each \$3 tag allows an additional 10 kg (22 lb) of food waste.
 - The food waste tags are compostable stickers that can be applied to certified compostable food waste bags.
 - There is no limit to the number of extra bags of food waste with tags that can be put out for collection each week.
 - Purchase an additional food waste collection for \$60/year, plus a one-time purchase of the City of Salmon Arm green bin for \$30 + tax.
- Garbage:
 - Purchase garbage bag tags from City Hall or the SASCU Recreation Centre.
 - Each \$3 tag allows an additional 10 kg (22 lb) of garbage in a garbage bag.
 - There is no limit to the number of extra bags of garbage with tags that can be put out on garbage collection weeks
- Bag tags can also be **purchased online** and the City will mail them to you. There is a link to the online purchase form in the **Additional Information** section on the Curbside Collection webpage (halfway down the page).

Does the City provide the necessary containers?

The City provides the following containers to eligible new homes and to resale homes where bins were not left by the previous owner, or for 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.
- One recycling bin (90 L) for your recycling collection.
 - If additional recycling bins are required they are to be purchased or provided by residents - the City does not sell recycling bins.

- For maximum flexibility, the City does not mandate a specific type of bin, as long as they are no larger than 120 litres in volume, weigh no more than 10 kg (22 lb) when full, and are put out for collection without a lid.
- It is preferable to have more bins with less materials (i.e. not overfilled or packed too tight) as this ensures they can be easily lifted and emptied, prevents damage and keeps recyclables from littering the environment.

Keep track of your containers by labeling them with your address!

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

Containers are delivered to your home by the City's curbside collection contractor (typically on Fridays) and will be left near the house in an appropriate location. Delivery will be scheduled when you will be able to retrieve and securely store the bins within a day or two of delivery.

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. Bins are to be on your property and not on or blocking roads, bike lanes, sidewalks or multi-use paths.

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.

In accordance with Bylaw 4281, containers are NOT to be put out the night before collection and must be retrieved from the curb within 12 hours of collection and stored in a location or manner that ensures they CANNOT BE ACCESSED by wildlife, especially bears. Failure to abide by these conditions may result in a fine of \$150 per occurrence.

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 or email admin@scvwaste.ca.

What is the Recycle Coach App?

The Recycle Coach app can be used directly on the Curbside Collection web page (www.salmonarm.ca/curbside) or downloaded to your mobile device for free from the Apple App Store or Google Play. Features of the app include:

- Address-specific collection schedules and custom reminders.
- Emergency and non-emergency notifications for news, events, scheduling changes and other information from the City.
- Report missed collections, service complaints, issues with bins or problems with the app itself.
- “What goes where?” search tool that allows you to look up material-specific collection or drop-off requirements.
- Details for how to properly prepare your materials for Curbside Collection in the “Collection Requirements” section.
- Print schedules for collection days and events - available on Curbside Collection web page app only.
- Collection and event schedules can be exported to other calendars (Outlook, iCal or Google Calendar) – available on web page app only.

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 collection limits for number and weight of containers collected each week will apply to the entire household and not to the number of suites within.

Each household pays the Curbside Collection Service fee (currently \$101 per year) through property taxes and the collection limits are applied based on this fee. Our collection contractor's staff need to associate the materials at the curb with a street address. This can be difficult with suites as they typically do not have an official address so collection staff will assume that the household has put out more than the limits allow (ex. two garbage bags instead of one) and will only collect within the limits. It is not possible for our collection contractor to keep track of which homes in the City have suites.

Refer to the information above under **"How much material can I put out for collection?"** for options on how to deal with extra food waste and garbage. Recycling remains unlimited and tenants will just have to provide their own additional recycling bins.

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. The following are some examples:

- 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. The City will send out a notification through the Recycle Coach app and may also post more significant delays on social media and the City website for these situations.
- Containers will not be accepted if they exceed the number, size or weight maximums for collection. In this case, a rejection sticker should be left on your bag or container by the collector indicating the reason materials were not collected.
- Food waste will not be accepted if it is NOT set out for collection in a City of Salmon Arm branded green bin.
- Garbage will not be collected if it is not in bags, even if a garbage can is used.
- Recycling will not be collected if contained in bags rather than loose in bins.
- Containers will not be accepted if they contain contaminants (i.e. materials not accepted). In this case, a sticker should be left on your on your container by the collector. Refer to the Curbside Collection Bylaws section at the bottom of the Curbside Collection web page for the List of Accepted and List of Prohibited Materials.
- 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, contact SCV Waste Solutions (250.803.4074 or email admin@scvwaste.ca) 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 \$90/tonne) or purchase Garbage Bag Tag stickers to put out extra garbage on the next collection week.
- Take your recyclables to the Recycle BC Depot located at the Salmon Arm Landfill or Bills Bottle Depot.
- The transfer station for Food Waste at the Salmon Arm Landfill is not open to the public. If you miss your collection day and can't wait until the following week, you can take your food waste to the landfill as garbage.
 - Alternatively, consider freezing your food waste (if possible) until the next collection.
 - 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.

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.

How do I know what goes where?

The Curbside Collection Program Guide on the Curbside Collection web page (www.salmonarm.ca/curbside) has a general what-goes-where sorting guide for Food Waste, Recycling, Garbage and Depot Recycling. You can also use the what-goes-where search tool in the Recycle Coach app mentioned above.

Paper copies of the Program Guide are available for pick-up at the City Hall front counter.

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, grease and cooking oil (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) – DO NOT PUT SOILED CARDBOARD IN YOUR RECYCLING BIN
- Paper towel, napkins, facial tissue - DO NOT PUT THESE IN YOUR RECYCLING BIN
- Waxed and parchment paper – ONLY IF MARKED AS CERTIFIED COMPOSTABLE, otherwise put them in the garbage as they may contain chemicals or paraffin wax that isn't compostable.
- Wood items such as toothpicks, popsicle sticks and chop sticks

- Any other food items that are leaving your backyard 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 backyard 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, especially if they get covered by snow. The green bins are designed for the collectors to easily lift and tip and also indicate that the property is 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 currently 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 yard waste composting area year-round, free-of-charge.

The reason the City does not accept yard waste with food waste is that it is currently free to dispose of yard waste at the landfill, whereas there are tipping fees for the food waste. This helps to reduce the cost of the curbside collection program and the associated Curbside Collection service fee on your property tax bill.

Small amounts of yard waste are acceptable, such as weeds, flower dead heads or things like house plants or flower bouquets.

Where does the 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 (CSRD). From the transfer station, the food waste is taken to a private industrial composting facility (under contract with the CSRD) where it composted in accordance with the requirements of the British Columbia Organic Matter Recycling Regulation (OMRR). The finished compost is typically sold for gardening and agricultural uses.

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, paper towel, paper bags, and compostable plastic bags. Biodegradable and oxo-degradable 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:



There are other reputable certification organizations and labels besides BPI and BNQ. If you are uncertain about a certification please contact the City at 250.803.4000 or email info@salmonarm.ca.

What do I do if I have more food waste than the one 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 cart, you may place an extra certified compostable bag or Kraft paper bag (i.e. a yard waste bag) of food waste at the curb for collection with a **Food Waste Bag Tag** sticker. These compostable tags can be purchased at City Hall or the

SASCU Recreation Center (swimming pool), or online on the Curbside Collection web page (there is a link to the online order form in the Additional Information section halfway down the page). Note that Garbage Bag Tag stickers cannot be used with food waste as they are not compostable stickers.

It is a good idea to double bag your extra organic material to ensure your bag does not break upon collection. You can also put your extra Food Waste out in a container or garbage can with a lid, no larger than 120 litres and up to the 10 kg (22 lb) limit per container. Put the food waste sticker on the lid of the container (leave it over-hanging the lid for easy removal).

If you find you are consistently over the limit of weekly food waste collection, you may wish to purchase a second Food Waste cart and service. This is a great option for households with large families or with secondary suites. You will be charged a one-time fee of \$30 + tax for a City of 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.

There are links on the Curbside Collection web page in the **Additional Information** section (halfway down the page) with information for properties with suites and the additional food waste collection opt-in form.

What do I do if my Food Waste cart breaks?

If your Food Waste cart breaks please contact City Hall for a replacement (250.803.4000 or email info@salmonarm.ca). The City will assess the cause and determine if the replacement will be provided free-of-charge or if the \$30 + tax fee will be charged.

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:

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:

- Apply a Food Waste Bag Tag to an additional bag of food waste on your next collection day or,
- Take your food waste to the Salmon Arm Landfill. Your food waste will be deposited in the landfill with other garbage, so make sure you get it to the curb on time 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 or see if a neighbour has room for it in their bin (as long as they haven't reached the 10 kg maximum weight).

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 or contact the City.

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 to the City for the curbside collection of Packaging and Paper Products (PPP). All monies received from RecycleBC for collection of PPP are used to reduce the cost of the Curbside Collection program and the associated Curbside Collection Service fee on your property tax bill.

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

Refer to the what-goes-where guide in Curbside Collection Program Guide for what is accepted in curbside recycling and what is only accepted at a Recycle BC Depot. You can also use the what-goes-where search tool in the **Recycle Coach app** previously mentioned.

For curbside collection, recycling DOES NOT have to be sorted or separated in any way. All accepted PPP can be co-mingled in your bins.

The following three categories of PPP are NOT ACCEPTED in curbside recycling, but can be taken to the Recycle BC Depots located at the entrance to the Salmon Arm Landfill or outside at Bill's Bottle Depot.

- Glass bottles and jars (note that metal and plastic lids can be removed and put in your curbside recycling). Glass refundable beverage containers can be taken inside Bill's for deposit refund.
- Foam – both hard (“Styrofoam”) and soft (or “squishy”) foam. Note that soft foam goes in the Flexible Plastics bin at the Depot, not with the hard foam.
- “Flexible Plastics” – which consist of stretchy and crinkly plastic bags and wrappers of all kinds. These are also referred to as “soft” plastics because they can easily be crumpled-up in your hand.

TIP: If you return your beverage containers to Bill's Bottle Depot for deposit refund, then collect your Recycle BC Depot materials in a separate bin at home and bring them with you when you go to Bill's. The Recycle BC Depot is outside and beverage containers go inside for refund. Bill's also accepts many other items for recycling such as light bulbs, light strings, light fixtures, small appliances, electronics, smoke and CO detectors.

Recycle BC Depots accept all types of PPP recycling, not just the above three materials. So if you miss a recycling collection and can't wait two weeks for the next collection, you can take all of your recycling to the Depot. You have to manually sort your materials into each bin.

For more information about RecycleBC's collection program and locations, visit www.recyclebc.ca. They also have a “What Can I Recycle” search tool, similar to the Recycle Coach what-goes-where search tool.

If you are looking to recycle items that are not PPP, refer to Page 7 of the Program Guide which lists most of the Extended Producer Responsibility (EPR) programs in BC that recycle many other products or visit www.stewardshipagenciesbc.ca for a one-stop shop list of EPR programs in BC.

In addition to the City's Recycle Coach what-goes-where search tool, you can also use the Recycling Council of British Columbia's search tool at www.rcbc.ca if an item is not found in Recycle Coach.

Do I need to rinse my containers?

Please make sure all food and dirt residue is removed, put in your food waste bin and the containers are rinsed. Aerosol cans containing things like cooking spray can be sprayed out into food waste bin as well, but it's not possible to rinse the container in this case. Containers do not have to be spotless, but there should be minimal food residue remaining.

For health and beauty products, do your best to use all of the product and then rinse the container before putting it in your recycling. If the product can't be fully used, it could be poured down the drain if in liquid form

(examples: liquid soap, shampoo, hair gel). This will get treated in the waste water treatment plant, no different than if you used the product in the shower or sink.

Solid products should be put in the garbage. For example, the remnants of a solid deodorant can be removed by unwinding the stick fully from the container and put in the garbage. The container can go in the recycling.

Do not pour harsh cleaners or chemicals down the drain. Take these to the Household Hazardous Waste (HHW) Depot at the Salmon Arm landfill on Wednesdays or Saturdays from 9 AM to 4 PM. This includes house paint and empty paint cans (liquid or aerosol) and bear spray.

If a personal care product in aerosol form (ex. hair spray) cannot be fully used, put the can in your garbage in a sealed zip lock bag. DO NOT put full or partially full aerosol containers in your recycling as these pose an extreme hazard to collection and sorting staff if they get punctured or released.

Bear spray is considered hazardous waste and must be taken to the HHW Depot for disposal. Make sure the canister trigger is secured with a zip tie or tape so that it can't accidentally be released. If not possible or convenient to take it the HHW Depot, zip tie or tape the trigger and put it in a sealed zip lock bag in your garbage.

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, NOT 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 (i.e. no lids) 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, storage tote or cardboard box for example. Some people have used laundry hampers! The maximum size allowed for a container is 120 litres. If you use a cardboard box, the collector will take the box and the contents, unless the box is marked as a reusable bin as described below.

Note that large cardboard boxes **must be cut or folded down to 30" x 30" maximum** to easily fit in the truck. These can be stacked beside or between bins, but DO NOT tie the cardboard in bundles. Leave them stacked loosely in a way that the wind won't blow them around. Also consider giving away moving boxes through online marketplaces rather than recycling them. It is more environmentally friendly to reuse than recycle!

If it is not obvious that your container is designated for recyclables it may not be collected. Recycling symbol stickers (shown in the image below) are available at City Hall free-of-charge for identifying non-standard recycling containers, or you can make your own label. These can be used on cardboard boxes that you wish to keep, but you should also write on the box something like "Do not take the box!" where it is visible to collection staff.

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



What do I do if my recycling bin breaks?

If your recycling bin gets damaged please contact City Hall to discuss getting a replacement (250.803.4000 or email info@salmonarm.ca). The City will assess the cause and determine if the replacement will be provided free-of-charge. The City does not sell recycling bins to residents.

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 and cling to 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 Recycle BC Depots mentioned above.

Why are Flexible Plastics not accepted in Curbside Collection?

Flexible plastics (or soft plastics), which include all types of stretchy and crinkly bags and wrappers, can get caught-up in the sorting facility equipment and behave much like paper while being sorted. This means they end-up contaminating the paper by mixing paper and plastic together. Flexible plastics can be taken to the Recycle BC Depots mentioned above.

For more information on what is included in the Flexible Plastics category, please check out this Recycle BC web page: recyclebc.ca/what-can-i-recycle/flexible-plastics. It has a fantastic photo guide of all the types of flexible plastics accepted and not accepted.

NOTES:

- Items made from a mix of paper and plastic, such as shipping envelopes that are paper outside but plastic inside, are NOT accepted as flexible plastics. These must go in the garbage.
- Reusable shopping bags are now accepted as flexible plastics, if they are made from plastic-based synthetic fabrics. Natural fibre bags such as those made from cotton or hemp are not accepted as flexible plastics.

Why is glass not accepted in Curbside Collection?

First and foremost, broken glass is a safety hazard for anyone handling recyclables whether that is collection staff or sorting facility staff. The City does not currently provide a separate curbside glass collection such as some other municipalities provide. This may be considered in the future.

Glass beverage bottles can be taken to Bill's Bottle Depot for a refund and other types of glass jars (ex. pickle or pasta jars) can be take to Recycle BC Depots. Metal and plastic lids can be removed from jars and placed in your curbside recycling.

NOTE: Glass windows, mirrors, drinking glasses, plates, etc. are NOT accepted by Recycle BC. These are not considered PPP (i.e. they are not paper or packaging). Refer to the Garbage FAQs for how to safely dispose of these types of broken glass or ceramic items.

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

Lids on recycling bins are NOT required and NOT desired. Since you can put out many containers for collection, putting lids on them slows down the collection as staff must remove the lid. Lids can end-up getting lost, damaged or sometimes may end-up falling into the truck.

Concerned about litter? We kindly ask that if you pick-up recyclable materials that have escaped bins on or near your property 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. Use any type of bin or box, as mentioned above, if you have extra recycling on a recycling collection week.
- Organize your recyclables so that heavier items are on top of the lighter items.
- Keep your recycling bins stored inside your house or garage and only put them out on the morning of collection, by 7 AM.

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 accepted for recycling by RecycleBC should not go in your curbside recycling collection. Contamination can be difficult to separate and damaging to sorting equipment, leading to more clean recyclables being thrown in the garbage.

Get the **RecycleCoach app** on your mobile device to assist you with what-goes-where or contact the City for help.

Can I recycle Compostable Plastics?

More and more businesses are providing compostable plastic food containers, cups, cutlery, lids and straws. The problem with compostable plastics is that sometimes it is not apparent to consumers that they are compostable and they end-up in recycling bins. This can cause problems with recycling the traditional fossil-fuel based plastics because compostable plastics are not compatible with fossil-fuel plastics. They can also be problematic in food waste as they may not completely break down in to compost, or otherwise lack nutrients if they do break down. Compostable plastics also do not necessarily break down into compost in the natural environment if they are littered. Most need to be composted in an industrial facility.

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 numeric codes found on plastic containers do not mean a plastic is recyclable – it is only intended to identify the type of plastic resin used. Not all types of plastic resins can be recycled, and that includes compostable plastics.

Here are some ways to determine if a plastic is compostable if it is not clearly stated on the container (for example BPI or BNQ Certified Compostable as described in the Food Waste FAQs):

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 typically not clearly identified. It’s best to avoid using straws completely, but if necessary, use a reusable straw or paper straw. Single-use plastic straws should be put in the garbage.

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 a **Garbage Bag Tag** sticker affixed to them. These tags can be purchased at City Hall or the Salmon Arm Recreation Center (swimming pool), or online on the Curbside Collection web page (there is a link to the online order form in the **Additional Information** section halfway down the page).

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 \$90 per tonne.

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 garbage collection service which occurs on the

same week that the City collects recycling. This allows you to have garbage collection weekly instead of bi-weekly, if that is needed.

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 or garbage can up to 10 kg (22 lbs) will be picked up each garbage collection week. Any additional bags will require Garbage Bag Tags.

Do I have to bag my garbage?

Yes, your garbage must be securely tied in a bag. Loose garbage will not be accepted as it can be hazardous to the collection staff or fall out of the bin into the environment while being emptied.

You can use any type of plastic bag – it does not have to be a black garbage bag. For example if you have leftover blue or clear recycling bags, 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 lightweight, durable, non-corrosive, fitted with handles and a lid, and not be larger than 120 litres.

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 the additional garbage collection service.

What do I do with broken glass or ceramics?

Broken glass, ceramics or other sharp items must be put into a cardboard box and taped shut. Write “Broken Glass” (or whatever the material is) on the box and set it beside your garbage can or garbage bag so it is clearly visible to the collector. It can also be put in a garbage can on top of the garbage bags.

How do I reduce my garbage?

Get the **RecycleCoach app** on your mobile device to assist you with what-goes-where. There are MANY options for drop-off recycling of materials and products rather than putting everything in the landfill where it can be of no further use, fills-up limited landfill space and potentially causes environmental harm. The City and CSRD appreciate all efforts to divert waste from being landfilled.

Yard Waste FAQ

Is Yard Waste included in the new Curbside Collection Program?

Yard waste is collected twice a year – once in the spring (typically the first week of May) and once in the fall (typically mid-November). 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). **DO NOT** use any type of plastic bag, even if it is certified compostable plastic.

Yard Waste can also be taken to the Salmon Arm Landfill yard waste composting area 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, branches and house/garden plants.

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 Kraft paper bags. DO NOT bundle and tie branches and leave them beside your bags. This makes it more difficult for our collection contractor to collect.

Halloween pumpkins are also accepted. Just make sure to remove candles and any other décor from the pumpkin.

Invasive weeds must be put in your garbage. For a list of invasive weeds, visit the Columbia Shuswap Invasive Species Society at <https://columbiashuswapinvasives.org/invasive-species/top-ten-invasive-plants/>

Where to I find the Kraft paper bags?

Kraft paper yard waste bags can be found at local grocery stores and home supply retailers, typically in the same aisle as garbage bags.

How much Yard Waste can I put out for collection?

Yard Waste 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?

Yard Waste collection does not necessarily occur on your regular weekly curbside collection day. The collection takes place over the course of the Yard Waste Collection Week. Depending on how much Yard Waste needs to be collected it may take our contractor a few days or the full week.

All Collection Zones are to place yard waste bags at the curb by 7 AM on the Monday of the Yard Waste Collection Week. Leave the bags out at the curb until they are collected. Late set-outs will not be collected as the contractor utilizes a separate collection truck and crew that are only available for the collection week.