



**RETHINK WASTE**

# WASTE DIVERSION GUIDE

## **PROPERTY AND BUILDING MANAGERS**

Organics and Recycling Sorting Reference Guide



[www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste)

# INTRODUCTION

We are pleased to introduce the City of Surrey's Rethink Waste Organics Collection Service to your apartment building.

The Rethink Waste organics collection service requires Surrey apartment dwellers to separate their organic waste (kitchen waste) from their regular household garbage. This is a very important step towards significantly reducing the amount of garbage sent to landfill. Kitchen waste that is landfilled creates methane gases, the harmful green-house gas (GHG) emissions factor of which is twenty-one times higher (worst) than gas or diesel, not to mention the costs and vehicle emissions associated with transporting this waste to landfill.

The organic waste collection program also ensures that apartment dwellers are adhering to the Metro Vancouver regional organic waste disposal ban that was imposed in January of 2015, meaning that organic waste can no longer be disposed of as garbage. In addition, the separation of organic waste from garbage is identified in the Region's Integrated Solid Waste and Resource Management Plan which establishes the goal of achieving 70% waste diversion (recycling) in 2015, with an aspirational target of reaching 80% waste diversion by 2020.

At present, the organic waste that's collected from households is processed into a nutrient rich compost used for gardening, agricultural and landscaping use. By early 2017, the City will be operating its own organic waste biofuel facility that will produce both a renewable natural gas that will fuel the fleet of garbage trucks that we use to collect the organic waste, as well as a nutrient rich compost material, thus creating a closed-loop system.

Thank you for your support and commitment to ensuring a more sustainable future for our great City.

# RETHINK WASTE APARTMENT ORGANICS PROGRAM

The organics collection program has been designed to make it as simple as possible for residents to participate, leading to maximizing diversion and reducing the amount of garbage at your building. Since May 2014, the City has been piloting an apartment building organics collection program at a number of buildings throughout Surrey. Based on customer feedback, an overwhelming 90% of the pilot residents support the program with some buildings diverting up to 25% organic waste from their garbage.

## THE RETHINK WASTE COLLECTION SERVICE PROGRAM WILL INCLUDE:

1. Weekly organic waste collection service at your apartment complex,
2. Organic waste carts that will be situated next to your recycling carts at your building,
3. One 7 litre kitchen catchers per apartment unit,
4. Cart cleaning services and customer education,
5. Program administration and customer service, and
6. Waste Diversion Guides for each apartment unit (translated versions available online at [www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste)).

Please read through this guide as it provides best practices and essential tools to help you manage the organics collection program at your buildings. Additionally, the guide provides information on your building's existing recycling collection program.

If you have any questions, please contact the City of Surrey Waste Collection Hotline at 604-590-7289 or email us at [rethinkwaste@surrey.ca](mailto:rethinkwaste@surrey.ca).

# HOW THE PROGRAM WORKS

The program will require residents to separate their organic waste (kitchen waste) from their garbage and place into separate organic waste bins supplied by the City.

## ORGANICS CART

Each building will be provided with centralized organic waste carts that will be used to separate kitchen waste from the building's regular garbage.

## ORGANICS CART ACCESSIBILITY

If organics carts are placed in an enclosed area or garbage room, you will be required to provide keys to both our hauler and cart washing contractor in order for the carts to be serviced and cleaned. Please contact the City's

Waste Collection Hotline at 604-590-7289 to arrange the collection of keys.





## RECOMMENDED CARTS

The number of carts that will be provided will depend on the number of units in each building.

Regular monitoring will help determine whether your building has too many or too few bins.

To request additional carts, please contact the City of Surrey Waste Collection Hotline at 604-590-7289.

Use this guide to help estimate how many Organics Carts your building needs.

| NO. OF RESIDENTIAL UNITS | NO. OF ORGANICS CART  |
|--------------------------|---|
| 2-75                     |  |
| 76-125                   |  |
| 126-225                  |  |
| 226+                     |  |

Each building will have the option to select between 240 L or 360 L cart sizes.

# HOW THE PROGRAM WORKS

## KITCHEN CATCHER

Each unit will be provided with a kitchen catcher supplied by the City. The kitchen catcher will help residents to separate food waste indoors and reduce the number of trips made to the building's organics cart. When the kitchen catcher is full, residents can empty it into the organics cart located in their building.

To make cleaning easier, kitchen catchers can be lined with paper food waste bags or newspapers.

Only paper products should be used to line the kitchen catcher. Paper food waste bags can be purchased in packages of 10 for \$1 at City of Surrey Recreational Facilities (please refer to page 7 for a list of locations).

1

RESIDENTS SCRAPE LEFTOVERS DIRECTLY INTO THEIR KITCHEN CATCHER



2

RESIDENTS EMPTY THEIR KITCHEN CATCHER INTO THE ORGANICS CART



3

YOUR BUILDING'S ORGANICS CART WILL BE SERVICED ON COLLECTION DAY



## ORGANICS COLLECTION SERVICE

Collection services will be carried out on a weekly basis by the City's residential curbside collection contractor, Progressive Waste Solutions. Please refer to page 14 for the collection day in your area.

# ORGANICS CART WASHING SERVICE

## ORGANICS CART WASHING SERVICE

The City will provide cart washing services on a weekly basis from April – September and biweekly for the remainder of the year.

The carts will be cleaned, sanitized and deodorized on a fully enclosed, automated cart washing truck. The truck is equipped with a water tank and the waste water from the cart cleaning process will be captured and appropriately discarded for treatment.

### CLEAN CART TIPS

|   | MINIMIZE<br>INSECTS | MINIMIZE<br>ODOURS | KEEP IT<br>CLEAN | DETER<br>PESTS |
|---|---------------------|--------------------|------------------|----------------|
| Line the bottom of your cart with old newspaper, cardboard, or a large paper leaf bag.  |                     | ✓                  | ✓                |                |
| Please ask residents to wrap food scraps in newspaper, paper bags, paper towel, or cereal boxes before placing in your organics cart. | ✓                   | ✓                  | ✓                | ✓              |
| Please ask residents to freeze meat scraps in a paper bag until collection day.   | ✓                   | ✓                  | ✓                | ✓              |
| Keep the lid of your cart closed.   | ✓                   | ✓                  |                  | ✓              |
| Keep your cart in a shady area out of direct sunlight.  | ✓                   | ✓                  |                  | ✓              |
| Sprinkle small amounts of baking soda over yard and food waste if necessary to decrease odour.  | ✓                   | ✓                  |                  |                |

DO NOT line the bottom of your cart with plastic compostable or biodegradable bags.

# FOOD WASTE BAGS

To make cleaning easier, kitchen catchers can be lined with paper food waste bags or newspapers.

Paper food waste bags for your kitchen catcher can be purchased in packages of 10 for \$1. Bags are available for purchase at the following City Recreation Facilities:

**CLOVERDALE RECREATION CENTRE**  
6188 176 St | 604-598-7960

**DON CHRISTIAN RECREATION CENTRE**  
6220 184 St | 604-502-6400

**FLEETWOOD COMMUNITY CENTRE**  
15996 84 Ave | 604-501-5030

**FRASER HEIGHTS RECREATION CENTRE**  
10588 160 St | 604-592-6918

**GUILDFORD RECREATION CENTRE**  
15105 105 Ave | 604-502-6360

**NEWTON WAVE POOL**  
13730 72 Ave | 604-501-5540

**NORTH SURREY RECREATION CENTRE**  
10275 135 St | 604-502-6300

**SOUTH SURREY INDOOR POOL**  
14655 17 Ave | 604-502-6220

**SOUTH SURREY RECREATION CENTRE**  
14601 20 Ave | 604-592-6970

**SURREY SPORT & LEISURE COMPLEX**  
16555 Fraser Hwy | 604-501-5950

Alternatively, residents can line the kitchen catcher with newspaper or paper towels, or place organic material directly into the kitchen catcher.

Plastic bags (including biodegradable or compostable plastic bags) are not permitted and are not accepted in the organics cart.

# ORGANICS CART - WHAT GOES IN



FRUITS & VEGETABLES



EGGS & DAIRY PRODUCTS



PASTA & GRAINS



MEAT, POULTRY & BONES



BAKED GOODS



SALAD & DRESSING



FISH



SEAFOOD



COOKING OIL

PLEASE ENSURE  
FOOD OR YARD  
WASTE IS ALREADY  
IN CART TO HELP  
SOAK UP ANY  
COOKING OIL



TEA BAGS



COFFEE GROUND & PAPER FILTERS



Paper Towels



SOILED PIZZA BOXES



NAPKINS



GRASS CLIPPINGS



FLOWERS



LEAVES



SMALL TRIMMINGS



PLANTS  
(NO SOIL OR ROCKS)



# ORGANICS CART - WHAT STAYS OUT

## HELP REDUCE CONTAMINATION

With less contamination in the organics cart, the final compost will be a better product that can be used in agricultural, landscaping and gardening projects.



**NO PLASTICS OF ANY KIND INCLUDING  
COMPOSTABLE OR BIODEGRADABLE BAGS**



**DIAPERS, SANITARY  
PRODUCTS, PET WASTE**



**BATTERIES, HAZARDOUS WASTE**



**GLASS JARS**

# RECYCLING CART - WHAT GOES IN



MIXED HOUSEHOLD CONTAINERS



CLAM SHELL PACKAGING



PLASTIC PLANT POTS



FLATTENED MILK JUGS



DRINK CUPS & LIDS



PLASTIC FOOD TRAYS



ALUMINUM FOIL & TRAYS



CHIPS CANS



FOOD CANS & TINS



EMPTY AEROSOL CANS



COFFEE CUPS & LIDS



PAPER EGG TRAYS



TETRA PAK CONTAINERS



CARDBOARD & PAPER



MILK CONTAINERS



ICE CREAM CONTAINERS



NEWSPAPER & FLYERS



MAGAZINES & PHONE BOOKS



OFFICE PAPER

# RECYCLING CART - WHAT STAYS OUT



PLASTIC BAGS



STYROFOAM CONTAINERS & PACKAGING



SCRAP METAL



PAPER TOWELS



GLASS JARS & BOTTLES



FOOD-SOILED PACKAGING



NON-PACKAGING PLASTIC



MIRROR GLASS



WINDOW GLASS



DRINKING GLASS



CERAMICS



BATTERIES



ELECTRONICS



SHARPS & HAZARDOUS WASTE



GARBAGE & ORGANICS

To learn more about Multi Material BC packaging and the printed paper recycling program, please visit [www.recyclingbc.ca](http://www.recyclingbc.ca)

# COMMUNICATING WITH RESIDENTS

Below are tips and suggestions to help ease the introduction of organics separation for residents and to reduce contamination.

## COMMUNICATION

- Send emails and letters to residents about the program and encourage questions and feedback.
- Direct residents to the City's website [www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste) for information
- Thank residents for their participation and support

## IMPLEMENTING ORGANICS SEPARATION

- Display large posters in recycling / organics area to clearly label what is accepted in the carts.
- Let residents know the collection schedule and recommend that they dispose of organics closer to their collection day
- Do site checks to ensure your building has enough carts
- Place a box of newsprint beside the organics cart for residents to add a layer after disposing their food waste.
- For additional organics or recycling posters, please contact our Waste Collection Hotline at 604-590-7289

## MONITOR AND RE-EDUCATE

- Document the progress of your buildings organics separation. You can do so by performing a visual check throughout the week and estimating the percentage of non-organic material in the Organics Cart. Address problems quickly and share successes often.
- You will need to re-educate residents along the way. Continue to promote organics separation by sending friendly reminders.

# CONTACT INFORMATION

[www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste)

|   |  |
|---|--|
| General Inquiries                       | <a href="mailto:rethinkwaste@surrey.ca">rethinkwaste@surrey.ca</a> |
| City of Surrey Waste Collection Hotline | 604-590-7289   |
| BC Recycling Hotline                    | 604-732-9253   |
| Household Hazardous Waste               | 604-732-9253   |
| Surrey Transfer Station                 | 604-513-2409   |

## REPORT A PROBLEM / REQUEST A SERVICE 604-590-7289

Please contact the City of Surrey Waste Collection Hotline at 604-590-7289 between 8:00 am and 4:00 pm, Monday to Friday (excluding statutory holidays), to report a service problem, order new or different sized carts, or to report damaged or missing carts. You can also report a problem at [www.surrey.ca/carts](http://www.surrey.ca/carts) or via Surrey's Service Request App. To download the app visit [www.surrey.ca/request](http://www.surrey.ca/request).

If your carts were missed, contact the Waste Collection Hotline within 24 hours. Failure to report a missed collection within this time may result in your missed carts not being collected.

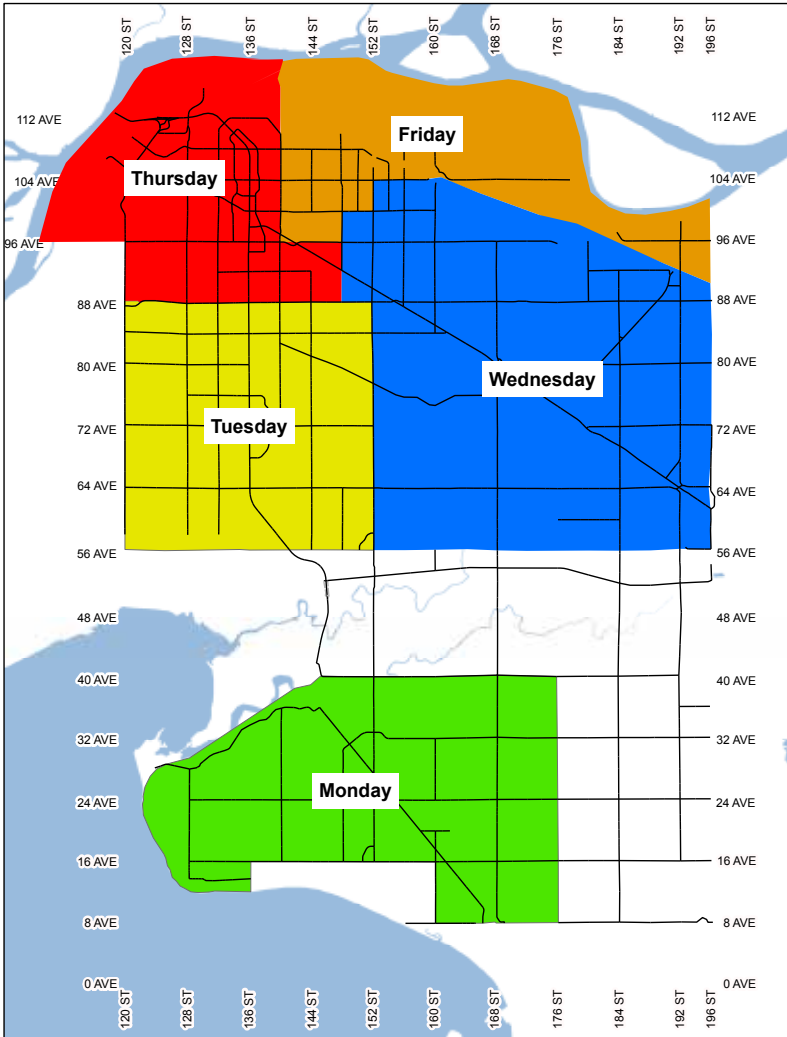
## WASTE COLLECTION DURING SNOW & ICE CONDITIONS

Garbage, recycling and organics collection services may be disrupted during snow and ice conditions. When this happens, we will focus on collecting waste from roads that are passable, which may mean that some areas do not receive collection services on their scheduled day. A waste collection advisory will be placed on the City's website at [www.surrey.ca](http://www.surrey.ca) during these events.

# COLLECTION DAY MAP

Collection occurs on all statutory holidays except Christmas Day and New Year's Day.

Organics and Recycling carts will be serviced on the same day, with collection occurring on a weekly basis.



# ONLINE WASTE COLLECTION SCHEDULE

## ONLINE WASTE COLLECTION SCHEDULE

Surrey's online notification tool at [www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste) offers a simple way to help you remember organics and recycling collection day. Using just your address, you can access your own personalized collection schedule online.

You can also:

- Import your personalized collection schedule to your online iCal, Outlook or Google Calendar
- View, download or print your personalized collection schedule
- Sign up for personalized reminders by email, voicemail or Twitter

## RETHINK WASTE MOBILE APP

Get all the same functionality in the palm of your hand. Smartphone users can download our new mobile app from [www.surrey.ca](http://www.surrey.ca) or by searching "Surrey Rethink Waste" in the App Store or Google Play.



## ADDITIONAL WASTE DIVERSION GUIDES FOR RESIDENTS

**DIGITAL** An electronic version of the guide can be downloaded at [www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste).

**PRINT** Printed guides are available for pick up from City Facilities or will be mailed upon request.

**OTHER LANGUAGES** English, French, Chinese, Korean, Punjabi, Hindi and Tagalog condensed versions of the calendar are available for download at [www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste).



Cleaner air for a greener future.

[www.surrey.ca/rethinkwaste](http://www.surrey.ca/rethinkwaste)

