
MEMORANDUM

Subject: Concerns with Every-Other-Week Garbage Collection

Date: Tuesday, March 12, 2019

To: Accessibility Advisory Committee

From: Brad Whitelaw, Program Manager, Policy and Planning

The purpose of this memorandum is to respond to concerns raised with the proposed Every-Other-Week (EOW) garbage collection option for the Region's next contract, which were identified in the Accessibility Advisory Committee's (AAC) motion (AAC-C 02-2019) passed on January 22, 2019. Also, in response to AAC's position and other stakeholder concerns, mandatory use of clear bags for garbage was not recommended for implementation in report PW 20-2019.

Options to help mitigate AAC concerns, if EOW garbage collection is approved, are provided below along with information on experiences in other jurisdictions.

- 1) Individuals with cognitive/mental health issues will have difficulty remembering what week is garbage pick up week - compounding the amount of trash being stored - health issue - looking for trouble if weekly cycle is breached**

Currently, residents can check on Niagara Region's website to confirm their collection day: <https://www.niagararegion.ca/waste/collection/schedule/default.aspx>

Niagara Region would also develop a monthly collection calendar indicating which week residents need to put their garbage out. Niagara Region would promote EOW garbage collection through various methods, including Niagara Region's website, social media, newspaper, radio, etc.

Niagara Region is investigating the option of a web/mobile application that will allow residents to sign up for collection reminders, indicating which materials will be collected each week.

- 2) Odour/Health and safety issues with incontinence products now being picked up every two weeks**

Experiences in other jurisdictions (i.e. Halton, Peel, and Waterloo) have found that there were no odour/health and safety issues with incontinence products being picked up in the garbage stream every two weeks.

Niagara Region would develop various promotion and education pieces (i.e. postcard, flyer, brochure, website, social media, newspaper articles, etc.) to inform

residents on the proper handling and storage of diapers and incontinence products, to minimize odours. This would include:

- Double bagging soiled diapers and incontinence products
- Placing them in a securely covered garbage can to discourage pests
- Storing the garbage can in a cool, dry location, out of the sun

3) Health and safety issue with storing garbage for two weeks as opposed to one - this will not help with the rodent issue that is already a problem in many areas

Experiences in other jurisdictions (i.e. Barrie, Durham, Halton, Markham, Ottawa, Peel, Toronto and Waterloo) have found that, generally speaking, switching over to EOW garbage collection did not contribute to any significant increase in health and safety issues with rodents, provided residents used their Green Bin and stored their waste properly. Additional observations provided from Peel Region included:

- A decrease in rodent complaints occurred after switching to EOW garbage collection. Participation in the organics program increased and the organic material that attracts the rodents is usually found in that cart, which is collected weekly. If residents did call in about rodents, the first question asked was if they were using their organics cart; 9 of 10 times they were not, and those calls are rarely received anymore.

Niagara Region would develop various promotion and education pieces (i.e. postcard, flyer, brochure, website, social media, newspaper articles, etc.) to inform residents on how they can prepare their garbage, organics and recycling, to minimize any health and safety issues with storing garbage for two (2) weeks (i.e. rodents). This would include:

- Placing food waste and food soiled-paper products in the Green Bin, which will continue to be collected weekly, and will remove the most odorous part of the garbage stream;
- Keeping the Green Bin container securely closed at all times;
- Setting out the Green Bin for collection every week, even if it is not full;
- Setting out the Green Bin by 7 a.m. on collection day, not the night before;
- Storing the Green Bin in a shaded, cool area; and
- Lining the Green Bin with paper liner bags, sheets of newspaper or cereal boxes to absorb liquids.

4) **Inability of individuals with accessibility issues to take their garbage out due to inclement weather now forces them to keep their garbage for another two weeks**

The following services are currently provided to Niagara residents living with accessibility issues, and would continue to be provided, as part of the next collection contract:

- i. **Set-out Service** – Niagara Region provides a set-out service, so these residents do not have to bring their garbage containers (bag/can), Blue/Grey Boxes, or Green Bins to their curbside, for collection. The Region's collection contractor will collect the standard limit of garbage containers, Blue/Grey Boxes and Green Bins from each property's designated set-out collection location (such as side door or front porch), on the scheduled collection day. The collection contractor will return these receptacles to their original location, in a neat and orderly fashion.
- ii. **Medical Exemption** – This service is provided to those residents who may need to set out more than the one (1) garbage container per week limit, due to a medical condition. Residents must live in a single family home or in an apartment building with six (6) units or less and currently receive curbside collection provided by Niagara Region. If the resident's application is approved, they are issued special tags to affix to their extra garbage container(s), as a result of the medical condition.

Experiences in Other Municipalities:

Niagara Region's Policy and Sustainability Analyst contacted several municipalities to determine the impact of EOW garbage and clear garbage bags on communities of people who live with various disabilities. These municipalities did not report any specific concerns related to EOW garbage collection (see Appendix 1 for their comments).

If you have any questions, please call me at (905) 980-6000 ext. 3316.

Respectfully submitted and signed by



Brad Whitelaw, BA, CIM, P.Mgr., CAPM
Program Manager, Policy and Planning
Waste Management Services

c. Steve Murphy - Policy and Sustainability Analyst, Niagara Region

Appendix 1 – Summary of Municipal Comments on EOW and Clear Garbage Bags

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Municipality	Comments Provided
Halton Region	<p>We moved to picking up garbage every second week in Spring 2008. We moved to every second week as we introduced the Green Cart program and at the same time also expanded the type of items that could go into the blue bin (recyclables).</p> <p>There were initially some people that voiced concerns around moving to every second week but that seemed to die down. The concerns were not coming specifically from the disability population but more of a general concern about the type of garbage that would no longer be picked up every week.</p> <p>We contracted out collection service, only picks up at the curb. It does not pick up at the door.</p>
Ottawa	<p>We have no issues with the disability community in regards of disposal, the city does not enforce the bag limit so disposing is not an issue.</p> <p>We have garbage every 2 weeks and on the off week we have a special consideration pick up for incontinence products.</p> <p>We have never collected any waste at the door of residents at curbside only.</p>
Peel Region	<p>Peel Region consulted the AAC about the new garbage cans with wheels on them. They had no issues.</p>
Waterloo Region	<p>We did not seek out feedback on our new services specifically from citizens with disabilities, however we did include providing a “walk up” service in our contract, should the need arise.</p> <p>Provided below is information we’ve included in our waste collection contract:</p> <p>1. Accessible Customer Service Training Requirements</p> <p>Third party Contractors who deal with the public or other third parties on behalf of the Region of Waterloo, as well as contractors who participate in developing Region of Waterloo policies, practices or procedures governing the provision of goods and services to members of the public or other third parties, must comply with the Accessibility for Ontarians With Disabilities Act, 2005 (“AODA”), in particular the Accessibility Standards for Customer Service, O. Reg. 429/07 as well as the Integrated Accessibility Standards, O. Reg. 191/11.</p>

Municipality	Comments Provided
	<p>In accordance with the requirements of section 6 of the Accessibility Standards for Customer Service and section 7 of the Integrated Accessibility Standard, contractors shall ensure that all of their employees, agents, volunteers or others for whom they are responsible receive training about the provision of goods and services provided to people with disabilities. The training should include a review of the purposes of the AODA and the requirements of the Customer Service Regulation, as well as instruction regarding all matters set out in section 6 of the Customer Service Regulation, the requirements of the accessibility standards referred to in the Integrated Regulation and on the Human Rights Code as it pertains to persons with disabilities.</p> <p>Third party contractors and other service providers are to ensure that training records are maintained, including dates when training is provided, the number of personnel who received training and individual training records. Contractors are required to complete the Region of Waterloo AODA Contractor Compliance Form <http://www.regionofwaterloo.ca/en/doingbusiness/bidsquotestenders.asp?_mid_=17270> (available on the Region of Waterloo website under the link for Accessible Customer Service Training Requirements for Vendors), and keep on file to ensure that this information is available, if requested by the Region of Waterloo.</p> <p>2. Walk-up collection service</p> <p>In order to meet accessible customer service requirements in accordance with the Accessibility for Ontarians with Disabilities Act, 2005 – O. Reg. 427/07, the Contractor shall provide a Walk-up Collection Service at Single Family Households and Small Apartment Buildings, as approved by the Region, for residents with a disability or other challenges who are unable to bring their Collectable Waste to the curb/collection point. The Contractor is required to bring the Collectable Waste to the curb/collection point for Collection from a designated area on the property and return the empty collection containers back to the designated area after the collection.</p> <p>The Contractor and their employees shall not enter into any dwelling unit, including garages, for the purpose of providing Walk-up Collection Services or for any other purpose.</p> <p>All of the Contractor's employees must be trained on the Accessibility for Ontarians with Disabilities Act, 2005 – O. Reg. 427/07, and the</p>

Municipality	Comments Provided
	<p>requirements of the Regulation.</p> <p>The Walk-up Collection Service will be provided by the Contractor as part of the Collection services and at no additional cost to the Region. Note that as of August 2015, there have been no requests for this service, however applications to the Region are expected in the future.</p> <p>3. We also have a medical exemption program for citizens that need more than the allowable bags limits (see link below). There is an approval process. https://www.regionofwaterloo.ca/en/living-here/medical-exemptions.aspx</p>
Vaughan (York Region)	<p>No issues regarding bi weekly garbage collection.</p> <p>Vaughan has door pickup, as opposed to curb if needed, and their organics accepts diapers and such and they go out weekly.</p> <p>No clear bags.</p>