

FAQ – Solid Waste Management During COVID-19 Crisis

Updated March 24, 2020

Is my garbage, recycling and yard waste still being picked up?

Waste management is an essential service and we know residents count on being able to put their waste out at the curb. We are doing all we can to make sure that the service is impacted as little as possible.

- In order to protect our garbage services which is the priority for pick up, we are suspending some non-essential items like tag-a-bag options and cart upgrades.
- For now, all the usual schedule for garbage, recycling and yard waste are being maintained. Should anything change due to staff shortages residents will be notified.
- To stay up to date, download the Recycle Coach app or visit rdco.com/recycle.

Are recycling depots still open?

All RDCO run and private depots continue to operate.

- Please limit your time at these facilities or store your recyclables at home for a later date.
- Make sure to maintain physical distancing when you are there
- And please don't throw anything additional in your garbage, we need to ensure the garbage collection can remain running smoothly and not be overwhelmed by materials that shouldn't be in your garbage

What do I do with my recycling if the depots close?

Store your recyclables safely in your home, garage, basement until depots reopen.

- Please do not put depot only items such as refundables, plastic bags, Styrofoam, glass, electronics etc. into recycling carts or the garbage.
- We need to ensure the garbage collection can remain running smoothly and not be overwhelmed by materials that shouldn't be in your garbage

What happens if the Hazardous Waste Depot closes?

The Battery Doctors continues to accept household hazardous wastes at this time.

- Should this facility close, please store all household hazardous wastes safely in a garage or shed until the depot can reopen. Do not put household hazardous wastes in the garbage.
- We need to ensure the garbage collection can remain running smoothly and not be overwhelmed by materials that shouldn't be in your garbage.

Is the Westside Transfer Station on Asquith still open?

This facility continues to run as per usual however traffic volume at this facility is a concern.

- Please limit your visits to this facility to ensure physical distancing can be maintained on site.
- Effective March 23rd, no cash payment will be accepted. Please use contactless payment whenever possible.

Why are cart upgrades being suspended?

In an effort to ensure contractor staff is available for the essential service of garbage collection, cart upgrades will be suspended until further notice.

Will I still be able to get a broken cart repaired?

Cart repairs and replacements will still take place, however priority will be given to carts that are no longer completely functional.

Why is tag-a-bag being suspended?

To limit the amount of bagged waste that collectors have to manually handle, tag-a-bag for extra garbage is being suspended at this time.

- New homes waiting for bin delivery will still be allowed to use bags at the curb until their carts arrive.

What do I do with donation material if charities stop accepting donations temporarily?

Please store all material for donation such as clothes, toys and household goods in your home. Do not place donations next to community bins as this is a form of illegal dumping and the charities do not have staff available to clean up.

- Please do not add this material to your household garbage. We need to ensure the garbage collection can remain running smoothly and not be overwhelmed by materials that shouldn't be in your cart.

What do I do with extra garbage if there is no tag-a-bag available?

Extra garbage can be taken directly to the Westside Transfer station in West Kelowna or the Glenmore landfill. Additionally, you could speak with neighbours to see if they have room for your extra garbage. Continue to recycle bulky boxes in your recycling cart.

Is now a good time to renovate and spring clean while home due to COVID-19

Please limit unnecessary trips you are taking out into the community, including visits to transfer stations and the landfill. Transfer stations and the Glenmore Landfill need to remain open and extra trips while people are home can overwhelm and put strain on these very important services.

Are events still going ahead like the Repair Café, Trunk Sale or Community Cleanup?

All events have been cancelled at this time. We will revisit any scheduled fall events as we get closer to those dates.

Will I still be able to pickup the composter or rain barrel I ordered?

The pickup events for the composters and rain barrels will be postponed. If you purchased a composter or rain barrel we will contact you directly through email on how and when you can pick up your purchase.