



Organics and Recycling Guide For Property Managers

Diverting Waste in Squamish

In 2019 Squamish residents sent an average of **563 kg** of waste per person to the landfill. Squamish's Council Strategic Plan aims to minimize the per person disposal rate to **300 kg** per year by 2021. In order to achieve this target, we've made some changes to the Solid Waste Utility Bylaw that will encourage everyone to help reduce their waste by keeping organics and recyclables out of the landfill (this is called waste diversion).

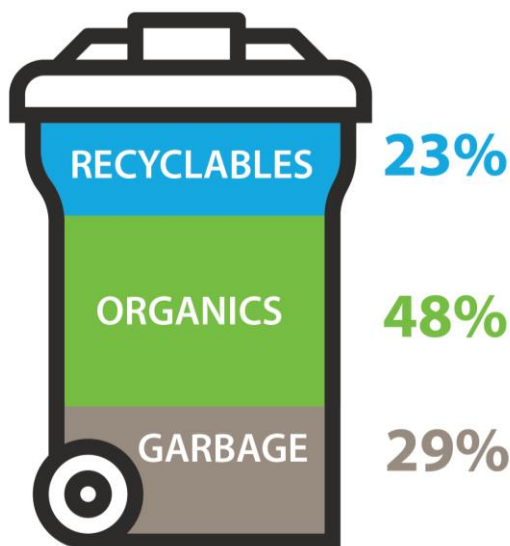
This guide will explain the changes and how to comply, as well as provide some information about why diverting waste is important.

WHO?

This guide is for property managers of multi-family homes (apartment buildings, condos, and townhouses) with a shared waste room.

Recent audits reveal that many of the materials sent to the landfill could have been diverted for composting or recycling. The Squamish Zero Waste Strategy also identified multi-family homes (as well as businesses and organizations) as the largest generators of waste in our community, producing approximately **55%** of all the waste arriving at the landfill. Many people want to align their environmental values and their actions – how can we do better?

Waste in Multi-Family Homes (2018 Waste Audit results)



The Squamish Landfill

With the Squamish Landfill close to reaching its full capacity, a multi-million-dollar capital project was completed in 2019 to build a wall to expand the landfill vertically. This 10-metre high wall is expected to give the Landfill a lifespan increase of between five and 10 years. But you can do your part by keeping organics and recyclables out of the garbage, and help increase the lifespan of the Squamish Landfill.

WHAT?

The Solid Waste Utility Bylaw improves the way Squamish manages its waste by banning organics and recycling from landfill, and requiring the use of clear bags for garbage.

To comply with this bylaw, property managers need to:

- ☐ Ensure that organics, recyclables, and garbage can be collected and disposed of separately
- ☐ Provide educational information about how to separate organics, recyclables, and garbage to all new tenants (and to existing tenants annually)
- ☐ Post clear and accessible signage to help residents separate organics, recyclables, and garbage

WHEN?

Every owner and occupier must ensure that organic, recyclable and residual materials are placed in the appropriate collection container, without contamination since the Solid Waste Utility Bylaw was adopted by Council on September 5th, 2017.

The District of Squamish (DoS) recognizes that changes to the Solid Waste Utility Bylaw mean changes in the way you manage waste in your property. That's why we have created this guide to help you start diverting waste today!

For more information on Squamish waste management, including bylaw updates, and tools to support changes to infrastructure, systems and training, visit squamish.ca/property-managers.

WHY?

Everyone living, visiting and doing business in Squamish creates waste. Reducing and diverting waste from the Landfill makes social, environmental and economic sense.

Dollars and Cents

As the costs associated with the collection, transportation and processing of waste continue to steadily rise, the benefits of reducing waste and keeping it out of the landfill become more apparent. Properties that actively manage their waste are able to reduce waste-associated costs and avoid overage charges, now and into the future.

For example, the tipping fees for organics and recyclables have been set lower than the fee for general garbage. However, if your garbage destined for landfill is discovered to contain more than 10% organic or recyclable material (or 5% in 2021) that could have been diverted, you will instead be charged the **Mixed Waste fee**. This fee is set at **\$375.00 per tonne** and is designed to incentivise diversion and penalize those who are not managing contamination of waste appropriately (see the table for comparison). Properties that do not separate their waste may also be subject to a \$500 fine under the Squamish Solid Waste Bylaw.



WASTE STREAM	LANDFILL TIPPING FEES
Food Scraps & Organics	\$75 per tonne
Recyclables <i>Styrofoam, Plastic Packaging, Containers, Metal, Cardboard, Paper, Glass, Small Appliances</i>	No charge
Garbage (Commercial Waste)	\$170 per tonne

2020 costs at time of guide production. Fees are subject to change. For tipping fees for all materials, visit: squamish.ca/landfill.

It is in your best financial interest to avoid the Mixed Waste fee (and fines) by separating your waste. Want to know how much you can save? Calculate your costs with our worksheet. Visit: squamish.ca/property-managers

People and Planet

Organic waste is a valuable resource.

Diverting organics from garbage sent to the landfill helps to:

- reduce methane emissions, a greenhouse gas up to **72** times more potent than CO₂;
- extend the lifespan of the Squamish landfill (saving all taxpayers money);
- return nutrients to soil, which both improves soil health and reduces the need for chemical fertilizers;
- boost soil's ability to retain water and decrease runoff;
- provide an all-natural soil amendment to support farmers producing food in our region;
- show a clear commitment to a greener future, in line with shared community values;
- encourage more environmentally sustainable behaviour in homes and workplaces.



HOW?

Like any change in operations, planning and preparation is required in order to achieve success. Follow these steps to get on the right track.

STEP ONE – GET TO KNOW YOUR HAULER

Does your building's current waste hauler offer organics or recycling collection?

YES – Ask for a quote for your building.

NO – Determine what other companies provide local organics or recycling collection.

In order to get a quote, the waste hauler must establish the level of service and bins that the building will require.

When dealing with a new hauler, these factors will help to obtain a more accurate quote:

- The number of units in the building
- The size of the existing bins
- The number of times the bins are serviced weekly

TIP - Find out who is currently managing the recycling and waste contracts for your building. This person may have an existing relationship with your hauler and knowledge of your waste production, which will fast track the process.

You should know: Recycle BC provides incentives to pre-approved haulers to service multi-family homes. The approved hauler in Squamish is GFL Environmental so this means their rates may be lower because of Recycle BC's support. Be sure to contact GFL directly at 604-892-5604 to find out more details about the services and types of collection they offer.

Questions about this program? Contact Recycle BC at (778) 588-9504.

STEP TWO – PREPARE RESIDENTS

If you're introducing organics collection for the first time, prepare building residents 4 to 6 weeks before you begin by providing notices, educational materials and, in-unit kitchen catchers (if possible). Disseminate information through newsletters, committees, strata council meetings, bulletin boards or share information door-to-door (check the New Tenant's Waste Diversion Package online at www.squamish.ca/property-managers). You should also make information and educational materials readily available in the building's lobby or garbage room (download material at www.squamish.ca/property-managers).



Download educational materials at:
squamish.ca/property-managers

Liners

Some properties choose to provide organics bin liners for their tenants to avoid people using unacceptable materials (like plastic bags). Be sure to ask your hauler whether they accept bin liners first.

TIP – Designate an area in your waste room beside the 'Food Scraps and Organics' bin for people to leave old newspapers or paper bags for residents to use as bin liners.

Navigating Road Blocks

What about compostable or biodegradable plastic liners? Hoping to do the right thing, many people purchase plastics labeled "biodegradable" or "compostable". However, these products have many problems when it comes to waste management.

Biodegradable plastics eventually break down into smaller pieces of plastic (micro-plastics) and are very challenging to remove from the environment. Because these plastics have chemicals added to help them break down faster, they also cannot be recycled. Therefore, plastics labeled biodegradable belong in the garbage and should never be used in organics bins.

Certified **compostable** plastics eventually break down into organic material. However, they must be heated at a consistently high temperature for a certain period of time in order to do so and many compost facilities are not able to process them. Due to their chemical composition, they also cannot be recycled. Certified compostable plastics should only be as a last resort (after trying paper liners). As a general rule, plastic "compostable" bags are not accepted in Squamish's residential organics collection bins so check with your hauler before you use them.

IS IT A CERTIFIED COMPOSTABLE PLASTIC?

If it looks like it contains plastic, it must be a certified "bio-plastic" to be safe for soils.



Products that appear to contain plastic must be certified compostable by the following certifications:



COMPOSTABLE
IN INDUSTRIAL FACILITIES



Must have
letters PLA

ASTM D6400

ASTM D6868



These do **NOT** mean compostable:

BIODEGRADABLE
MADE WITH RECYCLED MATERIAL
MADE FROM PLANTS
MADE FROM PLANT STARCH
OXO-DEGRADABLE
NATURAL
BIO
ECO
ECO-FRIENDLY
EARTH-FRIENDLY
GREEN
CERTIFIED GREEN



Association of
Whistler Area Residents
for the Environment



Local Champion!

The waste room at Rockcliff at Eaglewind is spacious and well-maintained. All the bins are clearly labeled and contamination is kept at a minimum.

LET'S TALK TRASH

We have the power to collectively reduce our waste footprint by maximizing our waste diversion efforts. Familiarizing ourselves with how each waste stream is processed helps us to better understand the steps required for success. So, here is the nitty gritty on recycling and composting in **multi-family homes, commercial businesses and institutions.**

WHERE	REMEMBER	HOW	END RESULT
Food Scraps & Organics	GREEN BIN	Keep all plastics out (including biodegradable and compostable plastics) Keep food scraps and organics out of the landfill to avoid creating methane, a harmful greenhouse gas.	Food is COMPOSTED at the Sea to Sky Soils Composting Facility through an aerobic process. Nutrient-rich soil amendment used for landscaping and gardening.
Printed Paper & Paper Packaging	FLATTEN PAPER BIN	Food soiled paper (napkins, paper towels, pizza boxes, etc.) cannot be recycled – put them in your Food Scraps & Organics Bin. Cardboard and paper are both broken down with a WATER-BASED PROCESS , mulched and combined with virgin fibres. Oils can interfere with this process so food-soiled paper, like pizza boxes, should go in the Food Scraps & Organics Bin.	Paper and cardboard products with recycled content.
Corrugated Cardboard	FLATTEN CARDBOARD BIN	The wavy (corrugated) centre piece found when looking at the edge of a cardboard box differentiates it from paper packaging. Meal preparation subscription boxes are also accepted.	
Glass Bottles & Jars	EMPTY & RINSE GLASS BIN	Glass should always be recycled separately. When glass is mixed with other recyclables, it can easily break and leave shards that cause injuries and cannot be removed. Remove metal lids and put them in the Mixed Containers bin. You do not need to remove the label.	Glass is CRUSHED and used as road aggregate at the landfill. Used locally as road aggregate in the Squamish Landfill.
Refundable Beverage Containers	EMPTY & RINSE SQUAMISH BOTTLE DEPOT	You can return these at the Squamish Bottle Depot and get money back.	Metal is MELTED , impurities such as labels and left over contaminants burn off. Plastic is processed into small pellets that cannot chemically re-bond with any impurities present.
Mixed Containers	EMPTY & RINSE BLUE BIN	Try to avoid plastics and styrofoam - these are often down-cycled (meaning the value of the resource is greatly reduced or lost when processed). For example, a plastic bag cannot be recycled into a new bag without the addition of new oil-based material. Plastic-lined coffee cups, milk containers, and tetra packs are accepted. Plastics must be cleaned to be properly recycled.	Metal can be recycled infinitely into new metal containers. Plastic is often down-cycled into a lesser quality type of plastic. Multi-material items, such as tetra packs are difficult and expensive to recycle and best avoided.
Plastic Bags & Film	EMPTY & RINSE GFL OR LONDON DRUGS	If you can easily poke your fingers through it - it belongs in this stream. Keep out zipper locked bags, cling wrap & crinkly plastic.	
Styrofoam Packaging	EMPTY & RINSE GFL OR LONDON DRUGS	Separate colour and white plastic foam. Needs to be cleaned.	Melted or compacted to condense for shipping. At the end market it's chipped up, melted again and chopped into pellets.
Other Flexible Packaging	EMPTY & RINSE GFL OR LONDON DRUGS	It belongs in this stream if: - it is crinkly and loud when crumpled - it is flexible but not stretchy - it has a zipper lock seal Keep out clingwrap (garbage) and 6-pack rings (BC Liquor Stores).	Flexible packaging is used for recycling research in B.C. Items must be cleaned to be properly recycled.
Garbage to LANDFILL		Animal waste, diapers & sanitary products, hangers, straws, broken toys, biodegradable and compostable plastics Landfills are designed to bury waste, not break it down. Can it be reused, recycled or composted instead? Squamish's Landfill is nearing capacity, so diverting waste is more important than ever!	

The best way to deal with waste is not to create it in the first place. **REDUCE, reuse, then recycle.**



NEED HELP SORTING?

Search for an item in the Waste Wizard at squamish.ca/waste-wizard or using the Squamish ReCollect app



STEP THREE – PREPARE YOUR SPACE

Schedule a bin drop-off that works for both your building and your hauler and determine a program launch date and schedule. Ensure educational tools, signage and bins are all installed prior to this date in order to maximize awareness and create momentum.

Layout

Set up your bins so they are easily accessible for both residents and your hauler. Make sure you have enough bins to collect all the waste that is produced.

Signage

Waste signs and colour schemes are being standardized throughout the Sea to Sky corridor and Vancouver. Using consistent signage helps people successfully sort waste wherever they are: public spaces, local waste depots, the workplace, and home.

There are a variety of signage options which can be used as bin labels, waste room signage, or posters. Be sure to choose the signs that work best with your space – consider your bin shape and size as well as what information needs to be conveyed.

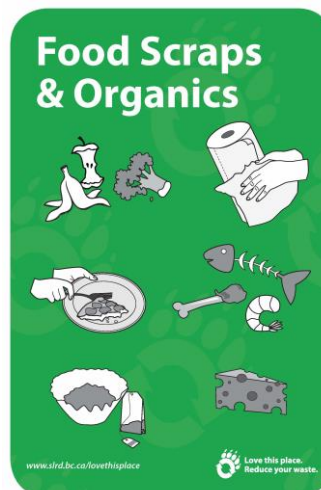


Download signage at
squamish.ca/property-managers



Local Champion!

The waste room at Aqua Coastal Village is truly a sight to behold. It is spacious and clean, and bins are clearly labeled. Residents even collect refundables and volunteer their time to sort, count, and bag them for drop off at the Bottle Depot (using their express drop-off). In doing so, residents have collected around \$20,000 for their strata, and have used the money on building amenities (such as accessible entrances and bike racks).



Cleanliness

Keeping garbage rooms clean, tidy and well-lit ensures that residents are comfortable taking the time to sort waste correctly, and sets the expectation that waste should be disposed of responsibly.

TIP – While waste haulers will frequently switch out dirty bins for clean ones, additional services such as garbage room power washing can be scheduled for an additional cost.

TIP – Consider setting up a small table so that residents can sort their waste right in the waste room.

Navigating Road Blocks

Introducing new waste management processes can sometimes raise questions. Use these FAQ's to prepare for conversations surrounding organics diversion with your building's tenants:

What about SMELL?

- Regularly clean bins and storage areas to help minimize odour.
- Ask your hauler to swap out bins, increase collection frequency as needed, or power wash waste rooms (usually for an additional charge).
- Consider building in or moving your waste room to a shaded area that gets minimal sun.
- Encourage residents to wrap odour-causing items (like fish) in newspaper or freeze them until closer to waste collection day.

What about wildlife, such as BEARS and RODENTS?

Remember that the waste you are putting in your waste room is not changing; instead, you are simply shifting organics out of the garbage and into a different bin. Bears, rodents and other wildlife can smell your organic waste whether it is in the garbage or in the organics bin. Remember, **your waste room must be wildlife proof**. Ensure doors are locked and secured and bin lids are closed at all times to prevent access to rodents and consider adding a seal to the bottom of your door.

Dealing with Space

If you feel your property does not have enough space for organics, recycling, and garbage collection, consider:

- Contacting your waste hauler to discuss options for your unique space.
- Exploring 'out of the box' ideas: could sharing waste rooms with a neighbouring property provide a solution to space or cost challenges?
- Evaluating options to expand, retrofit or relocate existing waste rooms/waste storage in light of the increased costs that your property should expect to incur if waste streams are not separated as required under the new bylaw. If you are thinking of going this route consult the District of Squamish planning and/or building department early.

Remember: Waste diversion simply means you are reorganizing waste streams and not creating more. In fact, with reduction initiatives, your total waste volume should decrease. As residents begin to divert organics and recyclables from your garbage stream, you may be able to downsize your landfill bin to a tote. Discuss container options with your hauler before expanding your waste room.

Bears and Solid Waste

Squamish is proud to be a provincially certified Bear Smart Community. Reducing the potential for human-wildlife conflicts through proper solid waste management and storage is a top priority.

The best way to avoid wildlife conflicts is to reduce odours and keep your waste indoors. If you must store waste outdoors, the Squamish Wildlife Attractant Bylaw requires that it be kept in one of the following:

- a commercial container that is self-latching and secure from wildlife
- a wildlife proof enclosure
- a wildlife resistant container (with locking latches)

Containers must be large enough to prevent overflowing and any damaged containers must be reported to your hauler and repaired within 5 business days. It is also important to discard of any combustible waste (e.g. paper, hay, grass, straw, branches, etc.) as soon as possible so as not to create a fire hazard.



For more information on the Wildlife Attractant Bylaw, visit squamish.ca/wildlife

Wildlife Proof Enclosures

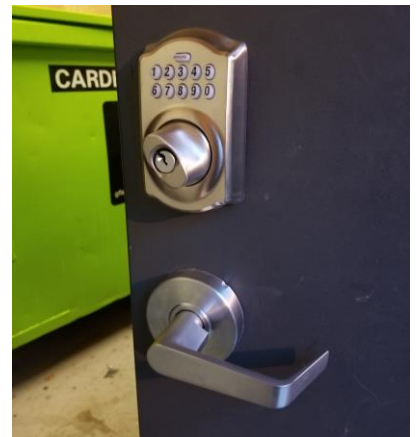
Wildlife proof enclosures are structures with four enclosed sides, a roof, and latching doors. If you are considering a new enclosure or retrofitting an existing one, the District of Squamish has developed guidelines to help (check here: squamish.ca/property-managers).

TIP – Be sure your wildlife proof enclosure is kept locked when not in use. Work with residents to monitor and ensure no attractants are left or are leaking outside the enclosure.

Wildlife Resistant Containers

Commercial refuse containers provided by your hauler should lock and be strong enough to prevent access by adult bears. It is important to educate residents on how to operate these containers to ensure they remain latched and inaccessible when not in use.

TIP – No matter which container you use, remind your tenants to empty and rinse recyclables.



Local Champion!

Squamish Nation residents in Wiwk'em know what it's like to live with bears. In one building's waste room, users can open the doors with either a key or a numbered keypad, which allows for automatic locking. This provides extra security, allowing easy access for people but keeping bears safely out of the waste room.

STEP FOUR – GO LIVE

Inform residents that their Organics and Recycling collection is now in effect. Consider putting up posters, advertising in a building newsletter, or distributing the Organics and Recycling Guide for Tenants. You could even host a “launch and learn” event for residents to ask questions, get tips, and pick up kitchen-catchers (if you plan to distribute them).

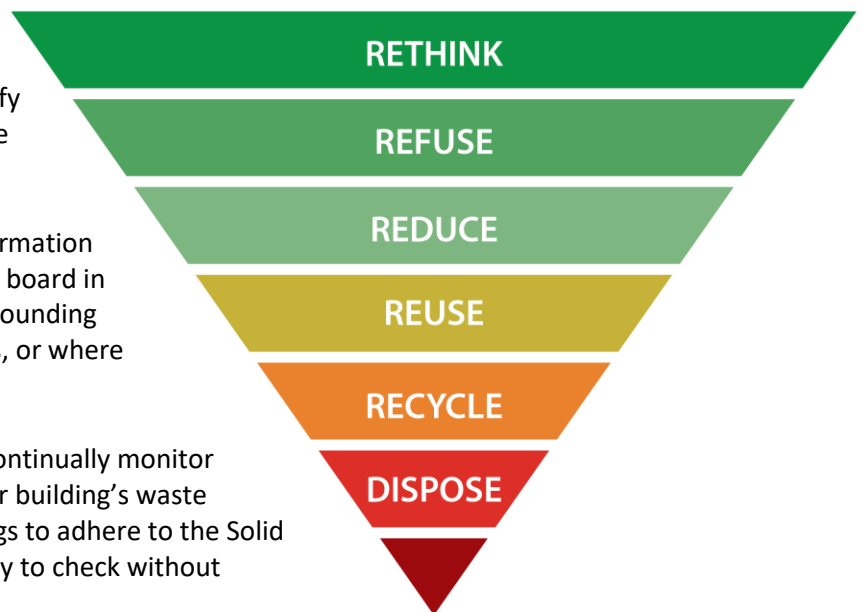


Download the Organics and Recycling Guide for Tenants at squamish.ca/property-managers

STEP FIVE – ENGAGE, MONITOR & IMPROVE

The key to waste reduction is continued engagement! Here are some ideas for making your waste diversion efforts successful:

- Use visual checks and ongoing communication with your hauler to identify areas for improvement, and to keep waste diversion on track.
- Continually look for avenues to share information and education. Consider installing a white board in the garbage room where information surrounding contaminants can be provided for tenants, or where tenants can ask item-specific questions.
- Use visual checks or full waste audits to continually monitor which contaminants are turning up in your building’s waste stream. Ensure tenants are using clear bags to adhere to the Solid Waste Utility Bylaw (this also makes it easy to check without needing to get your hands dirty).
- Provide information to new tenants (and to existing residents annually) about how to separate and deposit organics, recyclables and garbage. Make use of the New Tenant Waste Diversion Package (and find more resources at squamish.ca/property-managers)
- Find your building’s waste diversion champion! The District of Squamish is launching a Waste Ambassador program where residents can volunteer to help improve waste diversion in their buildings. Waste Ambassadors will be provided with resources and training – find out more at squamish.ca/property-managers.
- Remember, the best way to reduce waste is to not produce it in the first place! Encourage your tenants to Rethink, Refuse, Reduce, and Reuse before they Recycle.



Adopting a 'zero waste' approach helps
the environment as well as the business bottom line.

A **ZERO WASTE** PATH FOR SQUAMISH WILL
PROTECT THE ENVIRONMENT, BENEFIT THE COMMUNITY,
SUPPORT GREEN JOBS AND
HELP BUILD A STRONG LOCAL ECONOMY.
LOVE THIS PLACE, **REDUCE** YOUR WASTE.



This guide was developed in part by The Association of Whistler
Area Residents for the Environment

