

Solid Waste Contamination Management Policy

Reducing contamination, as defined in the Solid Waste Management Bylaw – 3113, 2023, particularly in the recycling stream, is key to maintaining the Master Services Agreement with Recycle BC. The contractor’s collection vehicles will be equipped with monitoring tools to enable tracking of properties that are contributing to contamination. Any findings of contamination by the contractor may result in the City taking the below enforcement actions to reduce contamination through an escalating series of stepped infractions. The same timing of incidents that escalate an owner or occupier of a dwelling unit through the below steps also applies to de-escalating through steps. For example, a dwelling unit at Step 3 may take four consecutive collection cycles without contamination to move down to Step 2.

The following are discretionary guidelines for the City’s enforcement against owners or occupiers of dwelling units who have been found by the City or the contractor to have contamination in their collection carts. At any time, for any reason, and in their sole discretion, the Director may deviate from any of the below suggested enforcement steps, or take any other enforcement steps available under the Solid Waste Management Bylaw or at law generally where contamination is discovered in a collection cart.

Step	Incident	Action
Step 1	First notification from contractor to the City of contamination.	A curbside audit prior to next collection, with educational materials provided to the owner or occupier, which may include an “OOPS!” sticker along with educational materials and a door knocker for resident awareness.
Step 2	Contamination notifications from the contractor to the City within four consecutive collection cycles of Step 1 engagement with the owner or occupier.	Direct engagement with the owner or occupier, which may include an in-person visit by City staff or the contractor.
Step 3	Contamination notifications from the contractor within four consecutive collection cycles of Step 2 engagement with the owner or occupier.	A letter to the owner or occupier containing a warning, including implications for future non-compliance with this Policy.
Step 4	Contamination notifications from the contractor within four consecutive collection cycles of Step 3 engagement with the owner or occupier.	<ul style="list-style-type: none"> • A temporary or permanent restriction on collection or all or some of the collection services; • A further warning, including implications for future non-compliance with this Bylaw.
Step 5	Contamination notifications from the contractor within four consecutive collection cycles of Step 4 engagement with the owner or occupier	<ul style="list-style-type: none"> • A temporary or permanent restriction on collection or all or some of the collection services • Fines or other monetary penalties