



THINK BEFORE YOU THROW.

EASTERN REGIONAL
SERVICE BOARD GUIDEBOOK

JANUARY 2018 - DECEMBER 2018

ISTHMUS AND AREA



EASTERN REGIONAL
SERVICE BOARD



YOUR FREE SERVICES

Along with regular curbside pick-up, there are many other ways we help you manage your household waste. You have free access to Waste Recovery Facilities, Household Hazardous Waste (HHW) collection events and Residential Drop-Off sites across the Eastern region (not just the ones closest to your home or property). Below we've outlined each service's information, and you'll need to follow their guidelines to use them. And remember, we can't accept any commercial waste at these facilities.

Waste Recovery Facilities

Our Waste Recovery Facilities accept bulk items such as:

- Appliances
- Tires
- Construction and demolition materials
- Metals
- Furniture

Locations

Placentia, St. Joseph's, Bay Bulls, Renew's-Cappahayden, Cavendish, Harbour Grace, Old Perlican, Sunnyside, Clarenville and Whitbourne.

Facility Hours

Tuesday and Thursday	Noon – 4 p.m.
Saturday	8 a.m. – 4 p.m.

Note: Clarenville has extended hours (please see page 13 for details) | Residential Drop-Off Site at Robin Hood Bay is open Tuesday to Saturday 8 a.m. – 4 p.m. | Remember all our sites are closed on public holidays.

Household Hazardous Waste Collection Events

There are two ways you can help keep Household Hazardous Waste (HHW) out of our landfills and protect our environment.

- HHW materials can be collected by your community. Once collected, bring them to Robin Hood Bay for proper disposal. Please call for prior approval.
- We also offer collection events across the region each year in cooperation with volunteer fire departments. Please check our website starting May 2018 for a list of upcoming HHW mobile events close to you.

ANNUAL WASTE SERVICES FEE

Annual fee: \$180.00 per property/unit of service for direct waste collection and recycling services.

The fee is in effect until December 31, 2018 and is applicable to all properties in the region.

COMMERCIAL FEES

Robin Hood Bay commercial fees:

- Landfill-bound materials: \$67.60 per metric tonne
- Recyclable materials: \$20.00 per metric tonne

Clarenville Transfer Station commercial fees:

- Landfill-bound materials: \$87.60* per metric tonne
- Recyclable materials: \$40.00* per metric tonne

*The additional \$20.00 charge covers the cost to transport the material to the Robin Hood Bay facility.

To review the Eastern Regional Service Board 2018 budget, and to access additional information about what is accepted at each facility, please visit easternregionalserviceboard.com.

Should you have any questions or concerns about waste management in your area and its services, please email info@ersbnl.ca.



We provide weekly curbside/roadside garbage collection to local communities. Please follow the guidelines below when preparing your garbage for collection.

- **Local bag limits are in place as indicated on your calendar enclosed.**
- **Garbage must be in regular size (66 cm x 82.5 cm) garbage bags (kitchen catchers or supermarket-sized bags are not acceptable).**
- **Use transparent blue bags for recycling only.**
- **A garbage bag should weigh no more than 22 kg or 50 lbs.**
- **BROKEN GLASS, SHARPS, KNIVES can injure collectors and must be placed in puncture-proof packaging and marked as “broken glass” or “sharps”.**
- **Syringes must be in puncture-proof packaging to go out with regular waste.**
- **Fish nets and rope will not be accepted.**
- **Bundled materials must be less than 1.5 metres (4 feet) in length.**
- **Household Hazardous Waste should not be with your household garbage.**
- **Use a garbage box or other covering if your town’s by-laws allow it.**
- **Containers of liquids will not be collected.**

It's important to note that waste that does not meet these requirements may be left behind. If you have waste left behind, check for an orange tag indicating the reason waste was left behind. Once waste meets requirements it will be removed on the following collection day.

Please do not leave any items not intended for waste collection near the garbage box or collection area. They may be collected as weekly or bulk waste.

Between January 1, 2018 and March 1, 2018 we have winter drop-off locations for areas where roads are not cleared of snow. These areas are identified with signs. For exact locations, please visit easternwaste.ca. Winter drop-off is for black bag household waste and household recycling only and doesn't include bulk items or any other items not collected as part of regular weekly curbside service. During this time, curbside collection will occur when the road is safe for use.

WINTER RESIDENTIAL WASTE DROP OFF LOCATION

JANUARY 1st to MARCH 1st.



**EASTERN REGIONAL
SERVICE BOARD**
FIRE | SOLID WASTE | WATER | WASTE WATER

Tel: 709-579-7960
Fax: 709-579-5392
email: info@ersbnt.ca



LOCATIONS



HOURS OF OPERATION:

Tuesdays and Thursdays, Noon – 4 p.m.*

Saturdays, 8 a.m. – 4 p.m.*

Facilities will be closed December 25, 2018.

These sites are for residential drop-off for any item that cannot be brought to the curb for regular weekly collection such as appliances, furniture, mattresses, hot water tanks, electronics/cell phones (in conjunction with the Electronic Products Recycling Association), metals, propane tanks, car and truck tires with rims removed (in conjunction with the MMSB Used Tire Recycling program), ATV and motorcycle tires, construction and demolition material, shingles, brush, etc. We will not accept anything that is recyclable or materials that decompose, including cardboard, clothing, food items, leaves, grass clippings and fish nets. Sites may have wood chips available for public pick-up.

A limit of 16 visits will be permitted to any waste recovery facility. All material must be offloaded by hand.

The Clarenville Waste Recovery Facility will have extended hours. Please see page 13 for details.

Access to these sites is limited to hours of operation. Only the Clarenville area facility will accept materials from contractors or businesses. Commercial fees apply.

ATVs will not be granted access to waste recovery facilities.

*Note: Gates will be closed 15 minutes before the facility closes.

WARNING

USE OF DUMP TRAILERS PROHIBITED



NO ENTRY for
double axle trailers

All material **MUST**
be off loaded by hand



When is my bulk pick-up day?

Bulk garbage pick-up varies by community. To find your exact pick-up dates, see your customized calendar included in this booklet or visit easternwaste.ca.

When do I place my bulk items on the curb?

All bulk items must be placed at the curbside/roadside by 7 a.m. on the day bulk collection begins in the area.

Why aren't my bulk items picked up on the first day?

It may take a number of days for bulk items to be collected from all residences. To be as efficient as possible, not all materials will necessarily be collected at once. For example, furniture may be collected on day one and metal collected the following day. It's still important that all material is placed at the curb by 7 a.m. on the day collection begins.

How many bulk items can be collected from one property?

A limit of 500 lbs (226 kgs) or one pick-up load (whichever is less) will be collected from each household. Please note that individual items should be a maximum of 50 lbs (22 kgs).

How should items be placed at the curb?

Items must be next to your garbage box or where waste is normally placed for weekly collection.

Metal should be separated from other household items (like furniture) when placed at the curb. This helps ensure bulk garbage is collected as efficiently as possible.

You could face financial penalties if bulk items remain curbside after collection has been completed. The cost of returning to remove the material and ensure it's disposed of in the proper manner will be charged to the property owner.



Items ACCEPTED for bulk item pick-up:

- Sofas, tables, chairs & furniture
- Children's toys
- Desks & bookshelves
- Fridges, stoves, washers, dryers & additional household appliances
- Box springs & mattresses
- Dressers & bathroom fixtures
- Carpet & flooring tied in rolls less than 1.5 m (4 ft), less than 22 kg (50 lbs)
- Doors, window boxes—glass must be removed
- Tree limbs tied in bundles less than 1.5 m (4 ft), less than 22 kg (50 lbs)
- Glass, securely placed in puncture proof packaging & marked as BROKEN GLASS
- Iron & removable car parts less than 22 kg (50 lbs); all fluids such as oil, lubricants & antifreezes must be removed by resident prior to collection
- Other bulk items normally associated with a household

SCATTERED OR LOOSE ITEMS WILL NOT BE COLLECTED – ALL ITEMS MUST BE BUNDLED AND TIED



Items NOT ACCEPTED for bulk item pick-up:

Electronics (TVs, computers, cell phones) | Shingles & construction materials | Vehicle parts greater than 22 kg or 50 lbs | Tires | Fish nets | Car wrecks, car chassis & frame | Animal carcasses & special wastes | Household Hazardous Waste (HHW) such as motor oils, solvents, propane tanks, paints (oil and latex), paint stripper, pesticides, glues, etc. | Brick & concrete | Earthen materials including stumps & large trees | Recyclables | Excrement & liquid waste

ITEMS THAT DO NOT FIT IN PICK-UP

HOUSEHOLD HAZARDOUS WASTE

Household Hazardous Waste (HHW) is leftover household products that contain corrosive, toxic, ignitable or reactive ingredients. Products such as paints, cleaners, oils, batteries, antifreeze and pesticides require special care when discarded. Proper disposal protects our health and our environment.

In June and September 2017, we held 27 collection events across the Eastern region. We were able to provide collection in these communities with the assistance of the local towns and volunteer fire departments. Community participation was high with over 900 vehicles dropping off HHW.

We will be offering HHW collection again in June and September of 2018 with the assistance of local towns and volunteer fire departments.

Annual Household Hazardous Waste collection events are free to residents. Please check our website, easternwaste.ca, starting May 2018 for a list of events.

Household Hazardous Waste can also be brought to the Regional Waste Management Facility at Robin Hood Bay for proper disposal on Wednesdays and Saturdays during regular operating hours.

Let's keep our environment clean for future generations.

ELECTRONICS

Old electronics in the Eastern region can be recycled free of charge through the Electronic Products Recycling Association (EPRA). You can find more information on drop-off centres and recycling electronics at recyclemyelectronics.ca/nl.

We cannot accept electronics covered through the EPRA program during curbside or bulk collections.

OIL

Residents can return used oil to any retailer in the region that sells more than 1,000 litres of lubricating oil.

PAINT

Leftover paint in the Eastern region can be dropped off free of charge at various locations. For a list of acceptable items as well as drop-off locations visit www.regeneration.ca.

OTHER MATERIALS

Products such as batteries, Christmas lights, fluorescent light bulbs, etc. may be eligible for retail drop-off. For more information visit rethinkwasteni.ca.



Tel 709 579 7960 Fax 709 579 5392
info@ersbnl.ca

**ISTHMUS AND AREA
2018 COLLECTION SCHEDULE**

**GARBAGE MUST BE AT
CURBSIDE NO LATER THAN
7 A.M. ON COLLECTION DAY**

MONDAY

Little Heart's Ease, Long Beach, Island Cove, Hodge's Cove, Caplin Cove, Butter Cove, Gooseberry Cove, Southport, Goobies, Old Mill Road, North Harbour, Garden Cove, Swift Current

TUESDAY

Sunnyside, Come By Chance, Arnold's Cove, Southern Harbour, Little Harbour East, Long Harbour-Mount Arlington Heights

WEDNESDAY

Chapel Arm, Norman's Cove-Long Cove, Thornlea, Bellevue, Bellevue Beach, Chance Cove, Fair Haven Road, Fair Haven

January

Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

February

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

March

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

April

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

May

Su	M	Tu	W	Th	F	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

June

Su	M	Tu	W	Th	F	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

July

Su	M	Tu	W	Th	F	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

August

Su	M	Tu	W	Th	F	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

September

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

October

November

December

HOLIDAY COLLECTION CHANGES:

New Year's Day Week
Christmas Day Week

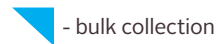
Su	M	Tu	W	Th	F	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Su	M	Tu	W	Th	F	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Su	M	Tu	W	Th	F	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23 30	24 31	25	26	27	28	29



 - garbage & recycling collection



- bulk collection



- public holidays

A limit of 6 garbage bags can be set out each collection day. No limit for recyclables.

BULK COLLECTION

BULK ITEMS MUST BE AT CURBSIDE NO LATER THAN 7 A.M. ON THE DAY COLLECTION BEGINS

Apr. 2, June 11, Aug. 20 and Oct. 29: Little Heart's Ease, Long Beach, Island Cove, Hodge's Cove, Caplin Cove, Butter Cove, Gooseberry Cove, Southport, Goobies, Old Mill Road, North Harbour, Garden Cove, Swift Current

Apr. 17, June 26, Sep. 4 and Nov. 13: Sunnyside, Come By Chance, Arnold's Cove, Southern Harbour, Little Harbour East, Long Harbour-Mount Arlington Heights

May 2, July 11, Sep. 19 and Nov. 28: Chapel Arm, Norman's Cove-Long Cove, Thornlea, Bellevue, Bellevue Beach, Chance Cove, Fair Haven Road, Fair Haven

PREPARING YOUR RECYCLABLES

- 1 Sort recyclables into two groups: paper products and containers**
- 2 Place all paper products together in clear blue recycling bags** (separate from containers)
- 3 Ensure all containers are rinsed then placed together in clear blue recycling bags** (separate from paper products)

WASTE RECOVERY FACILITIES

Free for all residents.

Located in: Bay Bulls, Renew's-Cappahayden, Cavendish, Harbour Grace, Old Perlican, Placentia, St. Joseph's, Sunnyside, Clarenville, Whitbourne

HOURS OF OPERATION:

- Tuesdays & Thursdays, Noon – 4 p.m.
- Saturdays 8 a.m. – 4 p.m.
- Facilities will be closed Dec. 25, 2018

A limit of 16 visits per year will be permitted to any Waste Recovery Facility. All materials **must** be offloaded by hand.

Note: Gates will be closed 15 minutes before the facility closes.



The Eastern Regional Service Board offers bi-weekly curbside/roadside recycling services across the Eastern region. Recycling is a crucial part of keeping our province clean and beautiful, and we encourage every resident to incorporate a recycling routine into their home.

PREPARING your recyclables for collection:

- 1 Sort recyclables into two groups: paper products and containers** 
- 2 Place all paper products together in clear blue recycling bags** (separate from containers) 
- 3 Ensure all containers are rinsed then placed together in clear blue recycling bags** (separate from paper products) 

Not all items with the recycling symbol on it are recyclable at the Regional Waste Management Facility at Robin Hood Bay. The recycling symbol could mean that it is made with recyclable content, but it may not be accepted for recycling at the regional facility.

IMPORTANT REMINDERS FOR CURBSIDE RECYCLING COLLECTION:

Use only transparent blue recycling bags. Blue bags are used for identification purposes and are recyclable. These blue recycling bags are widely available at grocery stores.

Rinse out containers before sorting recycling materials.

Paper products and containers must not be mixed together. Please place paper products and containers in separate clear blue bags. (If materials are mixed, they cannot be recycled.)



Items ACCEPTED through curbside recycling service:

CONTAINERS

Aluminum

Plastic bottles

Plastic containers

Tin cans



Items NOT ACCEPTED through curbside recycling service:

Plastic film/wrap

Glass*

Plastic bags including storage bags, grocery store bags, bread bags



Gable tops



Tetra paks

PAPER PRODUCTS

Newspapers

Flyers

Magazines

Catalogues

Envelopes

Writing and computer paper

Toilet paper rolls and paper towel rolls

Books (hard covers must be removed)

Boxboard

Cardboard egg cartons

Paper bags

Corrugated cardboard



Syringes

Aerosol and paint cans

Styrofoam

Diapers

Tissues

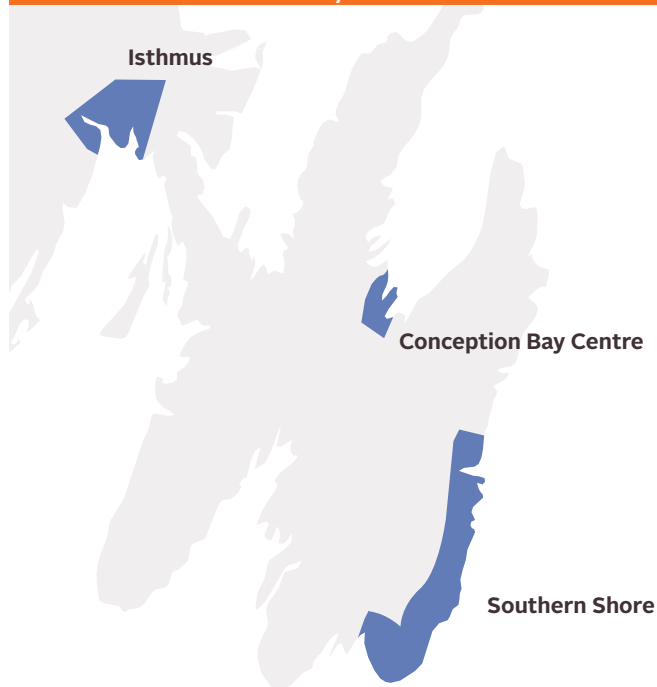
Kitty litter

Coffee/drink cups

Giftwrap paper



* Glass drink containers are accepted at all Green Depots. To find the nearest Green Depot location visit www.mmsb.nl.ca or call 1-800-901-MMSB.



For the past several years, the Eastern Regional Service Board (ERSB) has been providing waste management services in Eastern Newfoundland. For the next few years, ERSB will also provide water quality and wastewater services. These services are offered as part of a pilot program under the provincial government's Community Sustainability Partnership.

The Regional Water/Wastewater Operator Pilot Program will help communities with public drinking water systems and/or wastewater systems experiencing issues like long-term boil water advisories and operational challenges. ERSB will provide training and technical resources to help these communities operate and maintain their water and wastewater systems.

There are several regions and communities throughout the province in this pilot program, including three in the Eastern region:

Southern Shore: Aquaforte, Biscay Bay, Brigus South, Fermeuse, Ferryland, Renews-Cappahayden, Portugal Cove South, Trepassey, St. Shott's, St. Mary's and Gaskiers-Point La Haye

Conception Bay Centre: Avondale, Georgetown and Marysvalle

Isthmus: Garden Cove, Goobies, North Harbour and Swift Current

To help ensure communities have clean and safe drinking water, a consultant has been hired to find solutions to reduce the number of boil water advisories. While boil water advisories are necessary to reduce the risk of water contamination and protect residents, many can be eliminated through proper operation and maintenance of water disinfection systems already owned by those communities. This initiative will provide needed guidance to help communities identify what steps are required so that their boil water advisory could be lifted.

Government is investing approximately \$1 million (from October 1, 2015 until March 31, 2019) on the pilot program.



RESIDENTIAL WASTE

The traditional landfill operations have been replaced with the Clarenville Transfer Station. Waste and recyclable material should be sorted at home and will be collected at the curb through the weekly collection service.

Recyclable materials like paper and cardboard, beverage containers, and plastic containers should be sorted at home and placed in blue bags for curbside pick-up (see page 10 for more information). Recyclable material is shipped to the regional site for processing.

Waste will be brought to the Clarenville Transfer Station and be compacted and loaded onto transport trucks to be brought to the Regional Waste Management Facility located at Robin Hood Bay in St. John's.

The Clarenville Transfer Station will also accept residential bulk waste that cannot be placed at the curb for weekly collection. For a list of acceptable items see page 4, Waste Recovery Facilities.

Commercial cardboard cannot be accepted as part of commercial waste. Commercial cardboard should be separated from other waste streams and delivered to the facility where it will be placed with other Old Corrugated Cardboard (OCC) and transported to the regional site for processing.

COMMERCIAL WASTE

Commercial waste has different requirements operators should follow:

- You must have a permit attached to your vehicle issued by the Eastern Regional Service Board for an annual fee of \$30.00.
- Vehicles will be weighed at the facility.
- The fee is \$87.60 per metric tonne for commercial waste and \$40.00 per metric tonne for recyclables. Metals will be accepted free of charge. Other items may be taken directly to the Regional Waste Management Facility at Robin Hood Bay.
- Commercial haulers are encouraged to call our office before arriving at the site to ensure material will be accepted.

Facility Hours of Operation

Monday – Friday, 8 a.m. – 4 p.m.* (residential & commercial)

Saturday, 8 a.m. – 4 p.m.* (residential)

Public Holidays include:

January 1, 2018

March 30, 2018

May 21, 2018

July 2, 2018

September 3, 2018

October 8, 2018

November 12, 2018

December 24, 2018 (noon closing)

December 25, 2018

December 26, 2018

*Note: Gates will be closed 15 minutes before the facility closes.



Starting in 2017 fire and emergency protection was available to more areas of the Eastern region. The province has given the Eastern Regional Service Board (ERSB) the mandate to extend fire and emergency protection into unincorporated communities and cabin areas.

The ERSB will be making arrangements with municipalities and local service districts to extend fire and emergency protection services to adjacent areas for a reasonable fee.

Salmonier Line and surrounding areas including South West Pond, Middle Gull Pond, The Wilds, Belbin Mill Pond and Old Prison Camp has been amongst the first to benefit from this fire protection arrangement. Property owners are able to call the provincial 911 Emergency Dispatch to request a response to any emergencies in these areas.

The Local Service District (LSD) of Deer Park-Vineland Road will continue to receive fire protection and emergency services from the Town of Holyrood under a separate agreement.

The goal is to continue to partner with other municipalities to extend fire and emergency protection to all areas of the Eastern region that do not currently have access to such services.

Property owners are encouraged to call the Eastern Regional Service Board to provide contact information, even if the service is not currently being offered in their respective areas.

Fire safety is a shared responsibility. Visit the following website for everything you need to know to keep you, your family, and your neighbours safe from fire and related hazards: www.nfpa.org/Public-Education/Resources/Safety-tip-sheets.



Help. Anytime. Anywhere.

For more information about province-wide emergency 911 telephone service, please visit: www.nl911.ca.

KEEP OUR COMMUNITIES CLEAN!

We live in a beautiful place, so let's help it stay that way! The ERSB already supports community-based clean-up events and if your community organization would like to arrange an event, we can help.

Contact the Manager of Waste Operations for more information or to book a waste recovery facility: **709-579-7960**.

SECURE YOUR LOAD

One way to keep our communities clean is to cover and secure your load when driving with these three easy steps:

- 1. Carefully pack items—place lighter items below and heavier items on top—secure them to your vehicle.**
- 2. Cover all items with a tarp and secure the tarp to your vehicle. This will make sure everything stays put and will eliminate road litter—not to mention driving hazards!**
- 3. Secure the load to your truck or trailer using a cargo net, ropes, bungee cords, or chains.**

We all play a role in increasing safety and decreasing litter.





FSC
www.fsc.org

MIX
Paper from
responsible sources
FSC® C011825



**EASTERN REGIONAL
SERVICE BOARD**

easternwaste.ca
easternregionalserviceboard.com