**Western Regional Waste Management**

Sort It Western Recycling Program

*Residents are encouraged to call 709 632 2922 with other questions*

**Q: What is the Sort-It Western Recycling Program?**
A: A mandatory, single-stream recycling program that started in Western Newfoundland in 2018. Residents can place ***all***recyclable materials into the same transparent blue bag to be recycled. As of 2019, businesses operating in Western Newfoundland are now required to follow the Sort-It Western Business Recycling Program (otherwise known as ICI).

**Q: Where can I find more information on the Sort-It program, such as a guide?**
A: You can visit our website at <http://www.wrwm.ca/services/sort-it-households/> for printable guides, or our office at 14 Main Street in Corner Brook for a physical copy.

**Q: Where can I find a collection schedule for garbage/recycling?**
A: You can call your town office to get a collection schedule. WRWM does not generate or maintain garbage collection schedules.

**Q: Where can I find information on the nearest transfer station and its hours of operation?**
A: You can visit our website here: <http://www.wrwm.ca/find-your-region/>

**Q: What happens if I miss garbage collection day?
A:** If you miss garbage collection day, you can either:Wait until the next garbage collection day (provided you are not exceeding your weekly number of bags), or bring your waste to the nearest transfer station. \*You will be required to have a WRWM account card, as tipping fees will apply.

**Q: What is a tipping fee and why do I have to pay it?
A:** All users of WRWM transfer stations are required to pay a fee based on what they are throwing away. The fee for common household garbage is $164/tonne (or about 7 cents per pound). WRWM follows an end-user pay system that requires residents to pay for what they are throwing away.

**Q: I bring my own waste to the transfer station; do I still need to sort it?**
A: Waste must be sorted and placed into either clear bags (garbage) or blue bags (uncontaminated recyclables), regardless of whether you use the curbside program offered by your town, or if you bring it in yourself.

**Q: Where does my recycling go after it’s been picked up from the curb?**
A: WRWM works with a local materials recovery facility to divert recyclable materials from our landfills: WRWM outlines what is recyclable as stated in our Sort-It Western guide, and Scotia has markets for each of the recyclable materials that are collected. When you bags are picked up from the curb, they are brought to one of our transfer stations where they are placed into a trailer headed for the Materials Recovery Facility (Scotia Recycling). Upon arrival, materials are hand-sorted by workers based on their composition (plastics are separated from cardboard and metals), baled, and sent nationally and internationally to be processed into new materials.

**Q: Do apartment buildings and businesses with dumpsters have to follow this policy as well?**
A: Yes. Under the ICI Policy, which requires businesses and apartment buildings to follow the Sort It Western program, you are required to sort all waste according to the two-stream program: blue bag for recyclables, and clear bag for garbage.

**Q: How do I get a residential card? Is there a cost? What happens if I lose my card?**A: You can get a residential WRWM account card at any transfer station or at the WRWM office in Corner Brook. To get one, you need a government-issued photo ID. There is no fee to sign up for an account card. If you lose your card, you can request a new card. Replacement cards cost $5.

**Q: What do I do with items that can be recycled, but the city does not collect?**
A: Electronics, Metals, Mercury-containing bulbs, Paint, tires, and other Hazardous Waste can be brought to your nearest transfer station to be recycled. There is no tipping fee to recycle these items at transfer stations in Western Newfoundland. Household batteries, old cell phones can be brought to WRWM office on Main Street or to your nearest transfer station.

**Q: What do I do if I have more than the allocated bags for this week’s collection?**
A: You can contact your town to request for additional bags to be picked up from your curb. Based on your towns policies, you may be charged for additional bags you put out for curbside. If you do not have prior permission to put out more than the limit, your additional bags may be left at your curb.

**Q: What is a privacy bag for, and what can I use as one**?
A: A privacy bag is a *small, non-transparent bag*, such as a grocery bag, that you can place items you do not wish to be visible (such as bathroom, sanitary, or medical waste). You can place up to two privacy bags inside each clear garbage bag.

**Q: What do I do with kitchen grease from my home?**
A: Pour into a glass container, or the container it came in and place it into the clear garbage bag

**Q: Kitchen utensils (knives, pots, pans) are metal. Are they recyclable? What about appliances like toasters?**
A: Kitchen utensils (including metal) are not recyclable and are to be placed into the clear garbage bag. In fact, recycling things like old kitchen knives can cause worker injury or damage the machinery at the facility. Place them into your clear garbage bag or bring them to the transfer station for disposal.

**Q: What can I do with glass?**
A: We cannot recycle glass in Western Newfoundland. Household lightbulbs, mason jars, small appliances (like the glass from a blender) can be placed into the clear bag. If it is broken, please place it inside a container (like a taped-up box) clearly marked GLASs and place the container inside a clear garbage bag. You can also consider giving old mugs, glasses, and jars away so that they do not end up in the landfill.

**Q: Can I just burn my garbage instead of brining it to the transfer station? Who do I call to file a complaint about garbage burning in my neighbourhood?**
A: Burning garbage in Newfoundland is illegal and carries a significant fine under the Air Pollution Act\Environmental Protection Act. You can file a complaint about garbage burning with the Environmental Protection Officer for your area.

**Q: Are clothes recyclable?**
A: No. Clothing and textiles are not recyclable. Textiles that are placed in recycling bags can jam and break the machines at the facility. If you would like to repurpose your textiles, please consider donating them.

**Q: Who do I talk to when my bags are left at the curb by the hauler?**
A: WRWM does not haul, nor does it contract haulers. To find out why your garbage/recycling was left at the curb, call your town. If your recycling bag was left and has a sticker, you may have improperly recycled an item. Removing the item listed on the sticker should ensure your bag gets taken next week.

**Q: I am diabetic and take insulin. What do I do with my needles?**A: Medical sharps include needles and other types of sharp medical waste and should be collected for disposal in a puncture-proof container. Contact your local pharmacy to obtain a sharps collection container and return it to the pharmacy or any Western Health facility when it is full. DO NOT place sharps or medical waste of any kind inside your blue or clear bag.

**Tips for recycling**- Empty, rinse and wipe containers before recycling
-No plastic bags (including grocery bags) except the one blue bag your recyclables are in
- No garbage, food, cords, clothing, or aerosol cans (amongst other things)