



Recycle BC FAQs

Who is Recycle BC?

Recycle BC is a not-for-profit organization responsible for residential packaging and paper recycling throughout British Columbia servicing over 1.7 million households. Recycle BC works with more than 160 collection and post-collection partners, including local governments, First Nations, non-profits, and private companies. Recycle BC ensures materials are collected from households and depots, sorted, and responsibly recycled.

How is the Recycle BC program funded?

Businesses that supply packaging and paper to BC residents are responsible for the cost of recycling programs. These businesses pay fees to Recycle BC, and these funds are used to cover residential recycling program costs. The Recycle BC program is funded by over 1,200 businesses that include retailers, manufacturers, and restaurants that supply packaging and paper to BC residents, shifting recycling costs away from homeowners.

What will the program cost the residents of Desert Cove?

The recycling program comes at no cost to the residents. Residents will **not** be charged for recycling collection as part of their property taxes.

Does Recycle BC provide curbside recycling service in any other areas?

Recycle BC directly services other areas of the Regional District of North Okanagan (including Armstrong, Vernon, Spallumcheen, and Enderby). Recycle BC also directly services the following areas of the Province: Regional District of Kootenay Boundary – Kootenay Region (including Trail and Rossland), Regional District of Central Kootenay (including Thrums, Raspberry and Ootischenia), City of Prince George, City of Revelstoke, City of Quesnel, City of Vancouver, City of Pitt Meadows, City of Coquitlam, City of Langley, University Endowment Lands, District of West Vancouver, City of North Vancouver, and District of North Vancouver, and the Village of Anmore.

Who will be collecting our recycling?

Emterra Environmental will be the collection contractor for curbside collection. The contact information will be clearly noted in your 2022-2023 recycling guide that will be delivered with your new boxes and bag in September 2022. Emterra's contact information is listed below.

Who do I contact with questions about my curbside collection?

To order a new collection box or bag, report a missed pick up, or for any other questions about your recycling collection after September 21, 2022, please contact Emterra Environmental at **250-545-4245** or **askmebc2@emterra.ca**.

Recycling Collection FAQs

When will my blue box, grey box, and yellow bag arrive?

New reusable boxes and bags will be delivered to homes on **September 10 and 11, 2022** to be used on your first collection day of **September 21, 2022**.

The following will be delivered on **September 10 and 11, 2022**:

- 1 blue box (containers)
- 1 grey box (glass)
- 1 yellow bag (paper)
- 1 2022-2023 RDNO Recycling Guide
- 1 Summary information sheet

The blue box will be used for clean containers with no food residue, including hard plastic packaging, metal cans, aluminum foil wrap and aluminum containers (pie plates, etc.), cartons (dairy containers, soup, etc.) spiral wound cans and lids (frozen juice concentrate, chips, etc.), hot and cold beverage cups (coffee cups, paper cold drink cups).

The grey box will be used for glass (bottles, jars, etc.).

The yellow bag will be used for paper, including paper and packaging that held dry products (shoes, crackers, etc.), cardboard, magazines, and newspapers.

How do I know how to sort my materials?

A recycling guide will be delivered on September 10 and 11, 2022 with your boxes and bags which will include detailed information on what materials are accepted and how to sort them. You can also search our [waste wizard online](#) or using our [Recycle BC mobile app](#) for information on if and how specific materials should be included in your recycling. Or, you can view our [full list of materials](#).

Why do we need to sort our materials into three categories?

When recyclables are sorted into these three categories, we can reduce the amount of contamination in the recycling streams and ensure that more of the materials collected are successfully recycled.

Can I still use my blue or clear plastic bags?

Please no longer set out your recycling in single-use plastic bags for collection. Reusable recycling blue boxes, grey boxes, and yellow bags have been used across BC for many years and have contributed to successful recycling programs with high resident participation and recycling rates.

How do I get additional blue boxes and yellow bags?

Additional blue boxes, grey boxes, and yellow bags can be obtained from our collection contractor, Emterra Environmental starting in September 2022. Details on how to contact them will be provided in the recycling guide that will be delivered to your home in September, and also listed above. There are limits on how many boxes and bags can be provided to each home at no charge, contact Emterra for details.

Is there a limit to the amount of material I can put out?

No, there is no limit to the amount of material you can set out. Please ensure that all material is properly sorted and placed in the boxes and bags. Excess cardboard can be cut to size and stacked beside the boxes and bags.

What if all my materials don't fit in my blue box, grey box, and yellow bag?

Additional blue boxes, grey boxes, and yellow bags can be obtained from our collection contractor, Emterra Environmental starting in September 2022. Contact details are listed above.

Recycling can be set out in any rigid container including laundry hampers or plastic storage bins.

It is required that if residents use their own recycling boxes, that the recycling boxes are of similar size and shape of the standard recycling boxes provided by Recycle BC for manual collection and handling purposes (such as viewing materials inside the box or bag for contamination, reaching/sorting through the box or bag, and lifting).

Why have you provided blue boxes, grey boxes, and yellow bags that will not be protected from the weather (wind, rain, etc.) and animals?

Recycling boxes and reusable bags have been used in a variety of jurisdictions and climates across BC for many years and have contributed to successful recycling programs with high resident participation and recycling rates.

Blue boxes, grey boxes, and bags should be placed out on your recycling day instead of the night before to avoid attracting animals and to reduce the impact of wind, rain, and other weather. All packaging that contained food should be rinsed prior to being recycled. Where possible, packaging should be packed tightly within the blue box to prevent these materials from blowing away. It is also recommended to fill the container approximately 75-80% full to prevent spillage when handling.

Why isn't foam packaging collected at curbside? Why do I need to take it to a depot?

When foam containers and cushion packaging are collected with other recyclables, they can break into pieces that mix with other materials. The pieces are difficult to separate, meaning that less of the foam and less of the other materials are recycled. You can help ensure that foam packaging including foam cushion packaging for products like electronics, foam trays, and cups are recycled by taking them to a Recycle BC depot.

Why aren't plastic bags collected at curbside? Why do I need to take them to a depot?

When plastic bags are collected with other materials, they mix with other recyclables during collection and are difficult to separate as they get caught up in the processing equipment. This leads to fewer film plastics and other materials being recycled. By taking these materials to a depot, you help ensure that the material is kept clean and is separated into its appropriate category so more of it can be recycled.

Why isn't other flexible plastic packaging collected at curbside? Why do I need to take it to a depot?

Similar to plastic bags and overwrap, other flexible plastic packaging that mix with other recyclables during collection are difficult to separate and get caught up in the processing equipment. It is also a unique material because it is made up of multiple layers of different types of plastic. Other flexible plastic packaging includes packaging like chip bags, stand-up zipper lock pouches, fresh pasta packaging, plastic net bags, and protective wrap like bubble wrap. We collect this material at depots as part of a research and development project, in partnership with Merlin Plastics, to find a way to recycle this material at scale. For more information, including material included in this collection category, please visit <https://recyclebc.ca/flexiblepackaging/>.

To find a depot near you, visit <https://recyclebc.ca/where-to-recycle/find-depot/> and enter your address.

Where do I find more information?

To learn more about Recycle BC, for a detailed list of what materials are accepted at the curb or at depots, and for more information specific to your community, please visit our website at <https://recyclebc.ca/north-okanagan/>.