



June 8, 2020

FAQs – Extended Household Hazardous Waste Depot event – June 22 – 27, 2020

Q: Why have the Household Hazardous Waste one-day depots been changed to extended Household Hazardous Waste Depots?

With the first two 2020 depot events cancelled due to COVID-19, and more people at home doing house clean-ups, we expect and have heard that there is a high demand for the depot's services. Given this high demand, we are implementing the extended six day event model in an attempt to reduce site traffic, which should result in a secure and safe environment for both residents and staff. The City has worked closely with the contractor to ensure COVID-19 restrictions are adhered to as part of this revised approach.

Q: What are the dates and hours of operation for the Household Hazardous Waste Depot?

The depot will be open from Monday, June 22 to Saturday, June 27, 2020 from 8 a.m. to 4 p.m. We ask that residents drop off their material on their normal waste collection day (i.e. if a resident's waste collection day is on Tuesday, they should arrange to take their material to the depot on Tuesday). If residents are unable to do so, the depot is open on Saturday. The last vehicle will be emptied at 4 p.m. If the site is experiencing long line-ups, you may not be able to drop off your material that day.

Q: Why are we encouraged to drop off our material on our normal collection day?

To reduce wait times, a predictable traffic flow is required. Encouraging residents to take their material to the depot on their collection day, will allow staff to safely manage and accommodate the potential of high volumes of traffic.

Q: I work from 8 a.m. to 4 p.m. and unable to come on my collection day. Will there be long line-ups on Saturday?

It is expected that there will be higher than usual attendance on Saturday. We encourage you to come early in the day. The last vehicle will be emptied at 4 p.m. If the site is experiencing long line-ups, you may not be able to drop off your material that day.

Q: Are staff monitoring or enforcing the collection day approach?

While staff will not be monitoring or enforcing the request for residents to drop-off material on their regular collection day, we kindly ask residents to comply with this request to ensure that traffic flows do not become problematic.

Q: The first extended Household Hazardous Waste Depot is located at 3100 Conroy Road. Where and when will the other two events take place?

At this time, staff are working with the contractor on securing dates and locations for the remaining two extended Household Hazardous Waste Depot events. A key consideration in reviewing locations will be the aim of providing full city-wide coverage as best as possible given the restrictions on site requirements. Details on these events will be made available once they have been confirmed. We suggest you visit ottawa.ca/hhw for updates.

Q: Why was 3100 Conroy Road selected as one of the sites for the Household Hazardous Waste Depot?

3100 Conroy Road was selected since it meets the essential criteria to safely receive hazardous waste in a public venue. Locations for Hazardous Waste Depots require large square footage in order to accommodate traffic, equipment and staff. The sites must also be secure. The City decided to use its snow disposal facility as they provide the space needed, have only one point of entry and exit and the site can be secured after hours.

Q: Can I sort materials on site, and how should things be packaged?

No. You will not be able to sort your material on site. Residents must remain in their vehicle at all times. Staff will remove the material from the trunk of the vehicle by complying to restrictions of physical distancing. Materials can be packaged in bins, totes, or cardboard boxes.

Q: Why are my bins, totes and or gas cans not returned after my drop off?

Bins, totes and or gas cans will not be returned in order to minimize the physical contact with residents. This policy addresses the recommendations made by the Public Health Agency of Canada and Ottawa Public Health regarding physical distancing. Residents using cardboard boxes to transport their material, are asked to line the cardboard box with a garbage bag for possible leaks.

Q: Why is electronic waste not accepted this year at the Household Hazardous Waste depot events?

Given the need to focus on diverting household hazardous wastes, and the availability of other disposal options for e-waste such as the [Take it Back! Program](#) – which includes the option of free-of-charge drop-off at the Trail Waste Facility, staff are recommending that the focus of these depot events be exclusively on household hazardous waste materials. Historically, household hazardous waste materials make up the bulk of the items collected at depot events, with e-waste typically representing a very small percentage of materials collected.

Q: Will there be measures taken so there are no health risks when dropping off my material?

Yes. Upon arrival, residents will be directed into a queue where they will wait their turn to park in a designated area. All vehicles will be spaced accordingly, and residents must remain in their vehicles at all times while staff remove the household hazardous waste material from the trunk.

Q: Do I need to wear a mask while on site?

Since occupants are not permitted to exit the vehicle and will not be in close proximity with staff members – there is no requirement to wear a mask or face shield, however - residents are free to do so if they would like.