



Tenant Engagement Guide

Increasing Multi-Residential Waste Diversion



Long Term Waste Management Strategy Vision Statement

In 2016, Toronto City Council approved the Long Term Waste Management Strategy that will help guide the City's waste policies and programs for the next 30 to 50 years.

Increasing waste diversion in multi-residential buildings will help the City of Toronto achieve a target to divert 70% of waste from landfill by 2026 and reach an aspirational Zero Waste goal.

“Together we will reduce the amount of waste we generate, reuse what we can, and recycle and recover the remaining resources to reinvest back into the economy. We will embrace a waste management system that is user-friendly, with programs and facilities that balance the needs of the community and the environment with long-term financial sustainability. Together, we will ensure a safe, clean, beautiful and healthy City for the future.”

Contents

1.0 Introduction	1
Background	
1.1 Waste in the City of Toronto	2
1.2 What is Tenant Engagement	5
2.0 Steps	
Engaging tenants to reduce and divert waste	10
2.1 Getting Started	12
2.2 Establishing a Baseline	13
2.3 Planning	14
2.4 Activities	20
2.5 Monitor, Evaluate, and Improve	39
3.0 Overcoming Barriers	42
Tips/troubleshooting for common challenges	
3.1 Accessibility and Waste Collection Set Up	46
3.2 Proper Sorting and Managing Contamination	50
3.3 Tenant Participation	54
4.0 Surveys and Forms	60
Templates and Tools	
4.1 Surveys	62
4.2 Forms	70
5.0 Key Contacts	80

Tenant Engagement Guide

The Vision

.To provide building staff and volunteers with an easy-to-use guide to improve and/or enhance waste diversion programs in multi-residential buildings in Toronto.”

The Purpose

To create a user-friendly tool to help *building staff* and/or *volunteers engage residents and tenants* to reduce the amount of waste generated and improve the diversion of materials including Blue Bin recycling, Green Bin organics, electronics and household hazardous waste from landfill. The guide is organized into **five parts**:

Part 1 Introduction

Information on the City’s waste diversion programs and an introduction to tenant engagement.

Part 2 Steps

Steps on how to run an effective waste reduction and diversion program driven by tenant engagement.

Part 3 Overcoming Barriers

Waste collection set up information and tips on overcoming common challenges to waste diversion.

Part 4 Surveys and Forms

The tools and resources necessary to increase waste reduction and diversion.

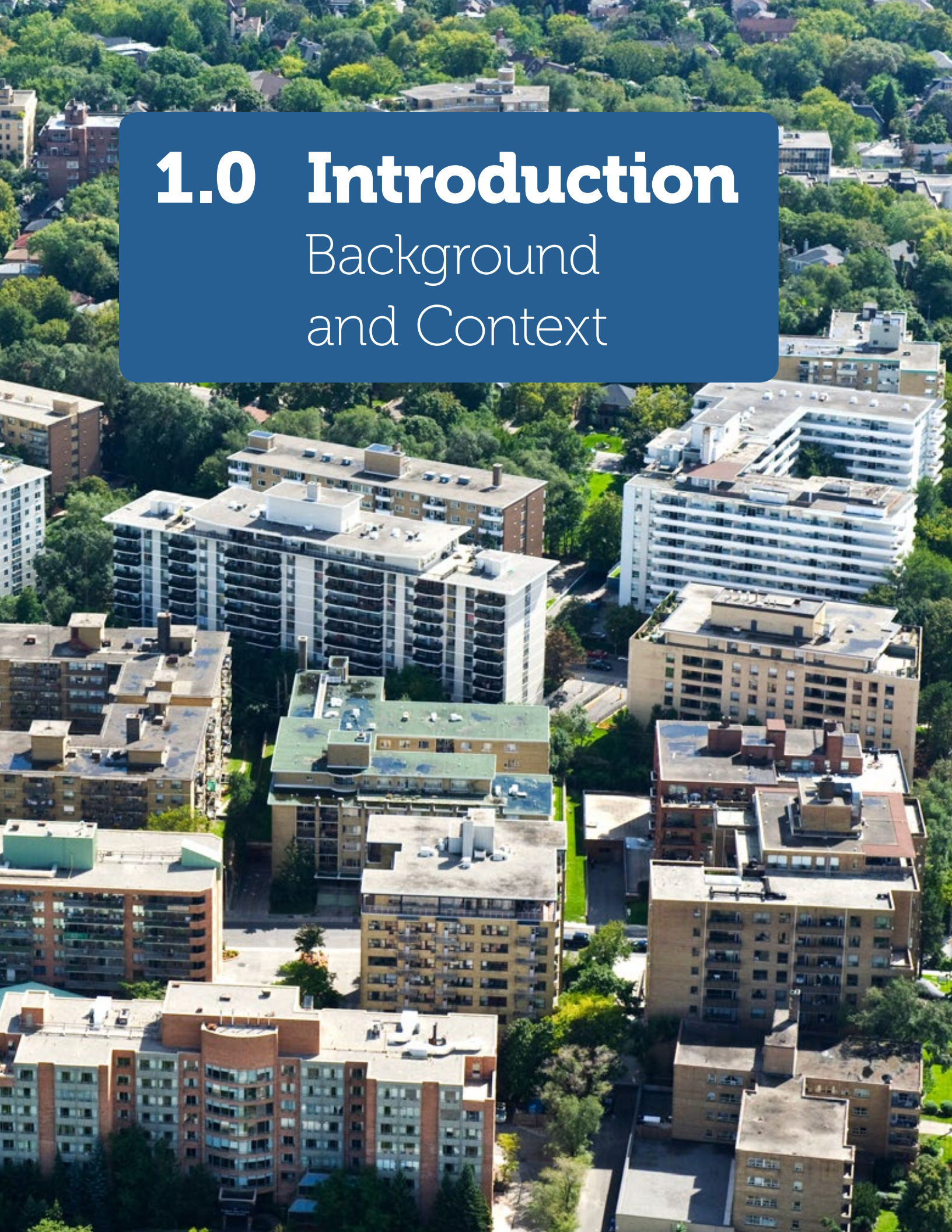
Part 5 Key Contacts

Information on getting further assistance with your waste reduction and diversion efforts.



1.0 Introduction

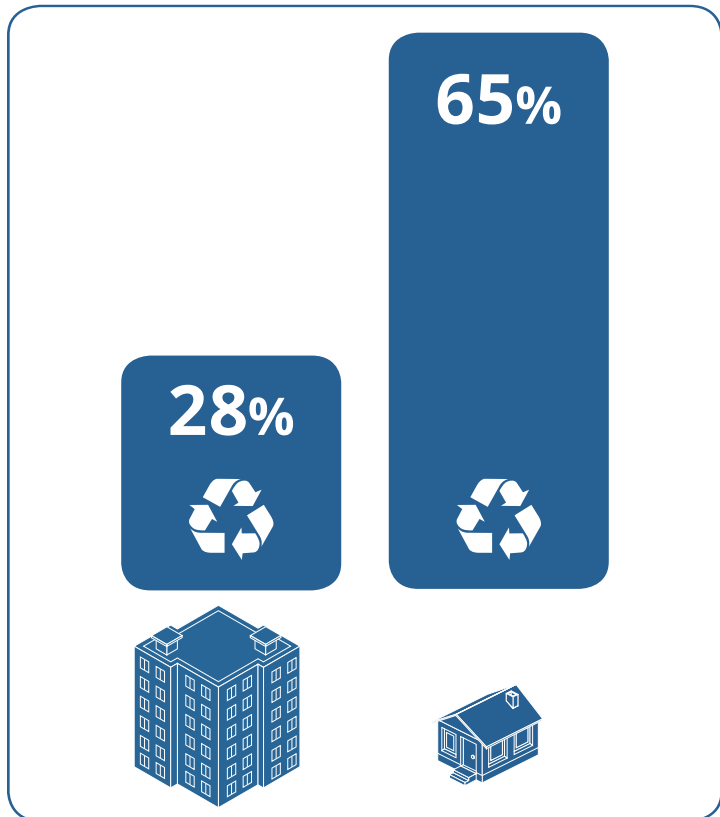
Background
and Context





1.1 Waste in the City of Toronto

The City of Toronto (the City) manages almost **1,000,000 tonnes** of residential and non-residential waste each year!



Multi-residential buildings such as condominiums and apartment buildings divert (i.e. recycle and compost) less waste from landfill than single family homes. Multi-residential buildings divert less than 30% of their waste, compared to single family homes that divert over **60%** of their waste. With almost **50%** of Toronto residents living in apartments and condominiums, achieving higher diversion rates in multi-residential buildings is critical to meeting our waste diversion goals.

The City services approximately **4,500** multi-residential buildings (414,000 units). Multi-residential buildings that are serviced by the City receive collection services and waste diversion programs for the following waste materials:



Garbage



Blue Bin Recycling



Green Bin Organics



Metal Items



**Household
Hazardous Waste
(HHW)**



**Electronic Waste
(E-waste)**



Oversized Items



Yard Waste

While these programs exist, residents may not be not aware and/or are not fully participating in all the waste diversion opportunities available in their buildings.

Is there a difference between participating (or managing waste?) in a multi-residential building versus a single family home?

Yes! These two types of housing are very different when it comes to managing waste. Some of the common challenges and potential solutions at multi-residential buildings are outlined in **Table 1**. Tips and strategies on how you can address challenges and implement solutions are described in **Part 3** of this Guide.



Table 1. Common Challenges and Solutions in Multi-Residential Buildings

Inconvenience: Some buildings store Blue Bin recycling, Green Bin organics and garbage in different locations and one program may be easier to access than the others.

(i.e., chute for garbage, outdoor area for Blue Bin recycling and Green Bin organics).

Solution: Make participation in waste diversion programs as convenient as possible by setting up collection of materials indoors or in an accessible location (i.e., if outdoors, close to the door), providing tools (e.g., in-unit recycling containers), and information on how to participate.

New Tenants: People that live in apartments and condominiums tend to move more often than people that live in houses. Since each building may have different ways to manage waste, it can take time for new tenants to learn.

Solution: Provide a “Welcome Kit” to new tenants of the building with information on how where to take waste in the building to sort.

Collection Area: Designated waste collection areas may be messy and uninviting.

Solution: Work with building staff to ensure the area is kept clean, well-lit and organized. Remind tenants to keep the area clean for others.

Transparency: Tenants may not see how others are sorting their waste and how the consequences of their actions add up.

Solution: Provide feedback – let tenants know the effectiveness of their actions, and provide updates to encourage a sense of community.

Communication Challenges: Some tenants may not understand posters and information written in English.

Solution: Use images/photos to explain what can and cannot be recycled and place them in highly visible areas.

1.2 What is Tenant Engagement?

Community-Based Social Marketing

Community-Based Social Marketing (CBSM) is an approach used to facilitate behavioural change at the community level by focusing on removing barriers to an activity while enhancing the benefits at the same time. The goal is to understand the issues in your building and then identify the behaviour(s) that you want to change, which may include:

- Reducing the total waste created in your building;
- Increasing diversion of Blue Bin recycling and Green Bin organics;
- Creating awareness of all waste reduction and diversion programs; and/or
- Setting up an area for the collection of electronic waste and household hazardous waste.

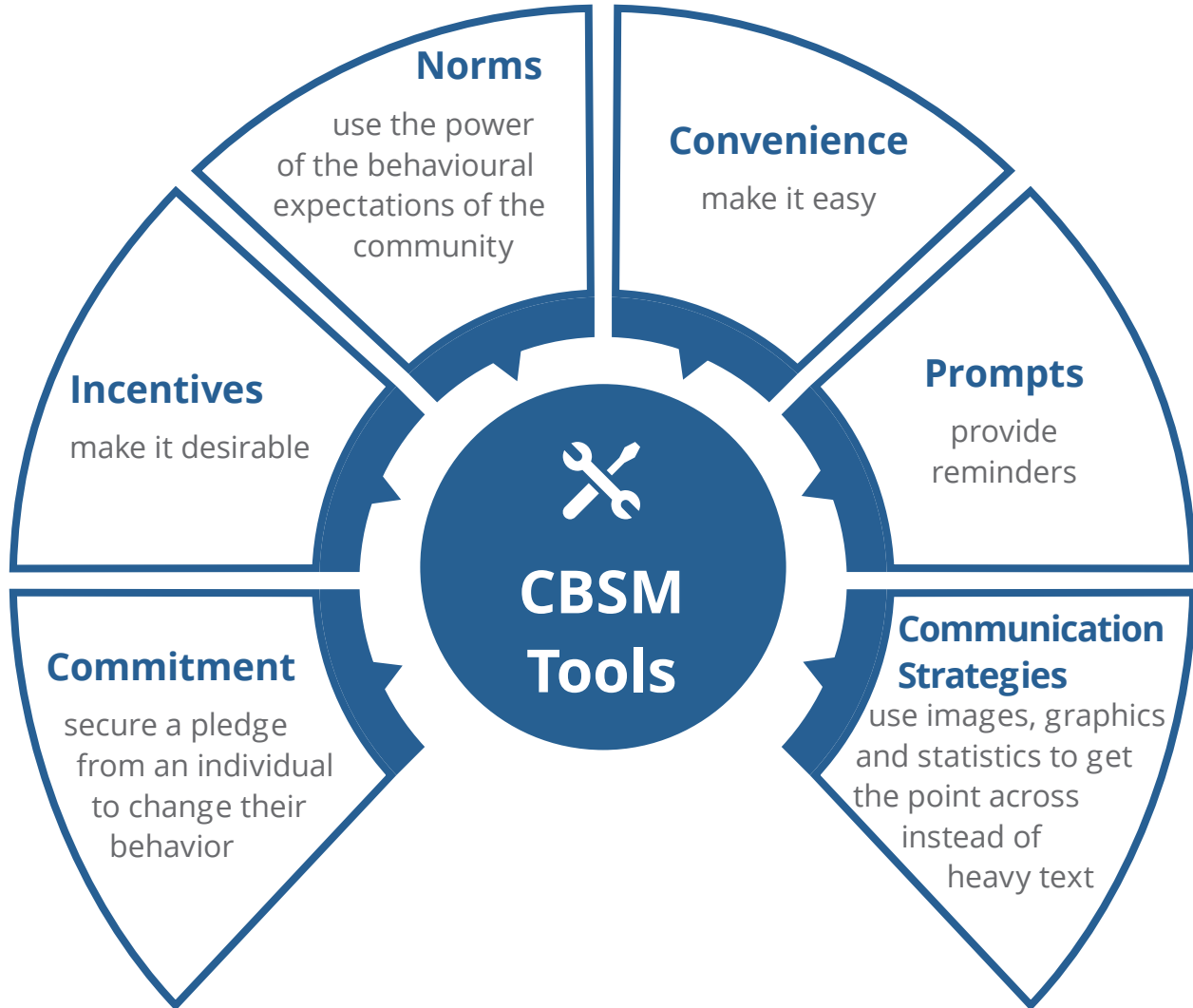
The strategies included in this Tenant Engagement Guide (Guide) incorporate CBSM principles with the goal of changing behaviours on waste diversion practices. An example of how CBSM can be used to increase the diversion of recyclables is shown on the next page.



What is Tenant Engagement?

Effective waste reduction and diversion programs require a combination of logistical solutions and effective change management. Tenant engagement allows residents to be involved in decisions that affect them, creates opportunities for people to come up with solutions that work for them, and contributes to higher levels of participation and satisfaction.

Community-Based Social Marketing Tools







2.0 Steps

Engaging Tenants
to Reduce and
Divert Waste



Steps: Engaging Tenants to Reduce and Divert Waste

This guide is intended to provide practical steps on how to run an effective waste reduction and diversion program driven by tenant engagement.

Steps include:

2.1 Getting Started



Engage the right people, speak to property owner/managers, staff, tenants

2.2 Establishing a Baseline



Review what you have and identify areas of improvement

2.3 Planning



Plan engagement activities and/or changes to waste diversion programs

2.4 Activities



Tailor communication materials and engagement activities appropriately to the audience

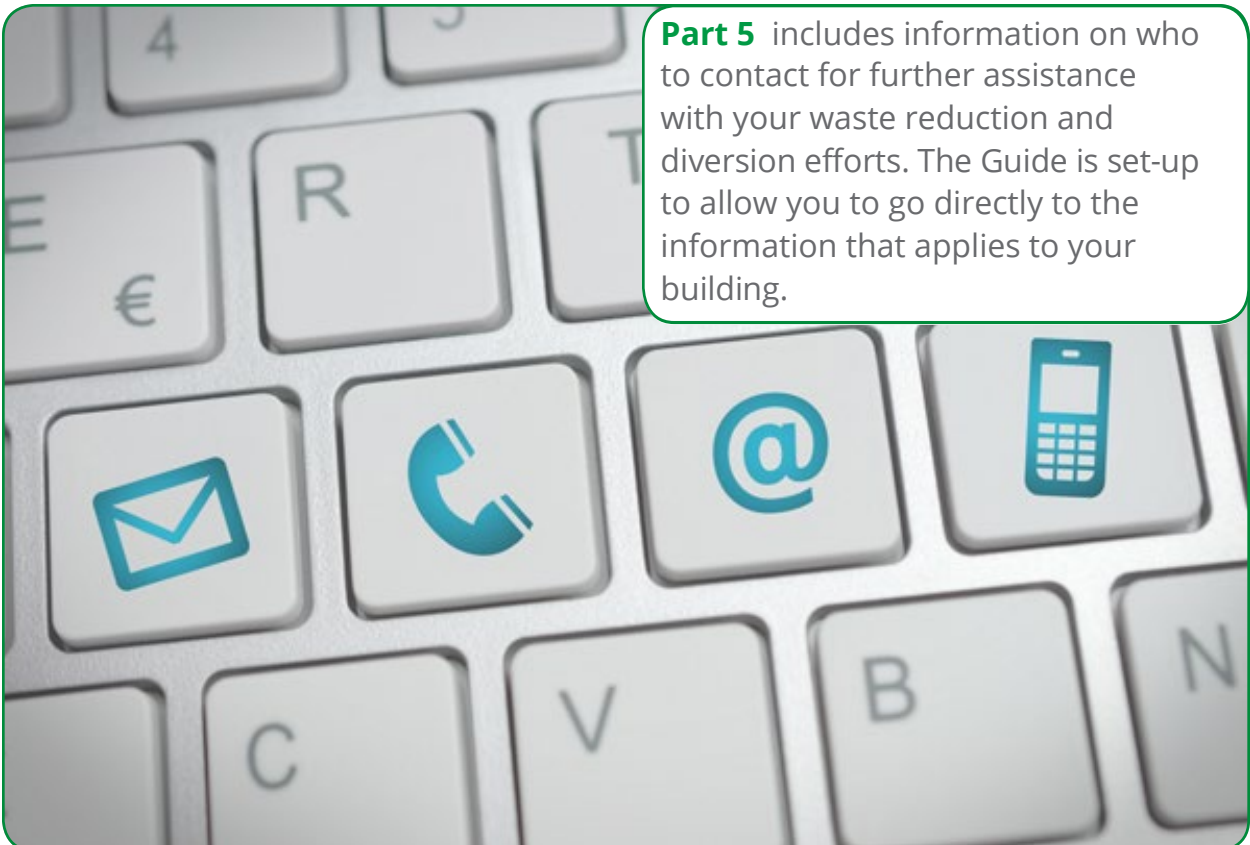
2.5 Monitor, Evaluate and Improve



Monitor and evaluate what is and is not working, target challenges to foster continuous improvement



Part 4 of this Guide provides you with the tools and resources necessary to increase waste reduction and diversion.



Part 5 includes information on who to contact for further assistance with your waste reduction and diversion efforts. The Guide is set-up to allow you to go directly to the information that applies to your building.

2.1 Getting Started

Engage the right people:

Support and buy-in from staff and building managers are critical to the success of any changes or new waste reduction and diversion programs. Work with those who will maintain the program and collaborate with tenants (e.g., building staff, board of directors, volunteers) and determine the following:

- **Capacity and resources:** Do building staff have the capacity to help carry out tenant engagement activities or will you need additional support? Can you use volunteers? What are the potential costs (e.g., food and supplies) for events? Who will be responsible for covering these costs?
- **Existing programs:** Identify opportunities for how information on waste reduction and diversion can be integrated into existing successful tenant engagement initiatives and activities. Are there events held in common areas where you can promote waste diversion to a broad audience (e.g., summer BBQ)? Who organizes these events?
- **Understand needs and challenges:** Understanding the needs and challenges faced by tenants will contribute to the success of your program. Knowing whether the building consists of mainly families with young children, teens, seniors, or adults will help you determine what kinds of activities or initiatives you will choose to do.



2.2 Establishing a Baseline

An understanding of the existing waste management program is necessary in order to identify areas that are working well and areas that may require improvement. Establishing a baseline will help to uncover barriers to having a more successful waste management program and can be used to measure future changes to waste reduction and diversion programs. It will also show you what areas to focus on when engaging tenants. To start, do some research using the two surveys found in **Section 4.1** to help you identify challenges and areas of improvement:

1. “Waste Management System Survey”

This survey helps to identify challenges and barriers associated with the waste collection set-up at your building. Completing this requires noting your observations and talking to staff who look after waste management ([page 62](#)).

2. “Tenant Participation Survey” This survey helps to identify challenges and barriers that tenants are facing, as well as identifying positive behaviours from tenants who actively participate in waste diversion. This survey is meant for tenants to complete ([page 66](#)).

Once you have determined your baseline you will have an idea of what changes could be made to improve your waste reduction and diversion programs. Some of these changes may be easy to implement (you can do those first!), while others may require a little more effort. This Guide will help you tackle some of the potential changes you may need to make. On-going monitoring is necessary to compare performance over a period of time and will contribute to your program evaluation. Information on monitoring and evaluation is provided in **Section 2.5**.



2.3 Planning

Now that the key barriers and challenges associated with the waste reduction and diversion program (from the Waste Management System Survey) and tenant participation (from the Tenant Participation Survey) have been identified, improvements can be made to target specific challenges. For any changes that are made, tenants need to be made aware and provided with information on how to participate properly. For example, the implementation of the Green Bin organics program will not be successful without giving tenants the tools (e.g. kitchen catcher) and information on how to participate (i.e. where bins are located, what items are accepted).

Positive behaviours to support waste diversion need to be developed and they can be achieved by:

- Providing education on any changes to your waste system;
- Providing regular reminders (prompts) of the desired behaviours to support waste diversion;
- Getting commitments from tenants to properly sort their waste; and
- Creating a community where participating in waste diversion is a part of daily life.

“The strongest achievement was the collaboration between the tenant’s association and the Property Management office – the collaborative effort on waste management brought these two groups together”

Property Manager on their participation in the Mayor’s Towering Challenge

Building and Establishing a Network of Support

Efforts to target specific challenges will be more successful if they are supported through networks of relationships among tenants, staff, and local community partners in the neighbourhood. You can help build supportive effective networks through:

- **Engaging building staff:** Building staff play an important role in establishing a network for tenants. Staff are in regular contact with tenants, have an understanding of their day-to-day needs and existing challenges to participation. When staff are able to see the positive aspects of sustainable behaviours (e.g., cost savings on garbage fees due to increased diversion) they are more likely to take the time to promote behaviours to support continued diversion. Tips for creating a support network for building staff are provided in **Part 3**.
- **Encouraging tenants:** Creating a community is an important aspect of successful waste reduction and diversion programs. Providing tenants with opportunities to become involved in developing a plan or solutions to improve their building's diversion encourages ownership and responsibility. It allows tenants to contribute to their community in a positive way. Tips for building tenant involvement are provided in **Part 3**.
- **Reaching out to external community groups:** Building partnerships with community groups can be an effective strategy for encouraging tenant involvement and providing access to additional resources (e.g., environmental groups, or local school environment clubs).



Tenant Engagement Event Planning:

Hosting events and activities to engage tenants is a great way to improve participation and build a sense of community in the building. When determining how to best engage tenants, consider the following:

- **Know the audience:** It's important to tailor engagement strategies to the audiences you are trying to reach. Questions to ask: What is the age range of tenants? What are the primary languages spoken by tenants?

- **Identify existing programs and events:** Does the building already host events or activities (e.g., summer BBQ, community events)? Create a list of existing programs and events that already take place where there could be an opportunity to include information on waste reduction and diversion.

You can also set up bins for Green Bin organics, Blue Bin recyclables and garbage, and have volunteers stand by them to help inform their neighbours on how to sort their waste!



For more information on engaging tenants, see pages 54-57 for FAQs on Tenant Participation.

Education is key to improving participation in waste reduction and diversion programs. It's important to communicate with tenants regularly and with all new tenants as soon as they move in.

Make an extra effort with new tenants by showing them where and what to place in the bins, and ask for their commitment to follow the building's waste diversion guidelines. Post pro-program information and provide hand-outs to tenants at every opportunity. Visit toronto.ca/recycle for printed resources available from the City.

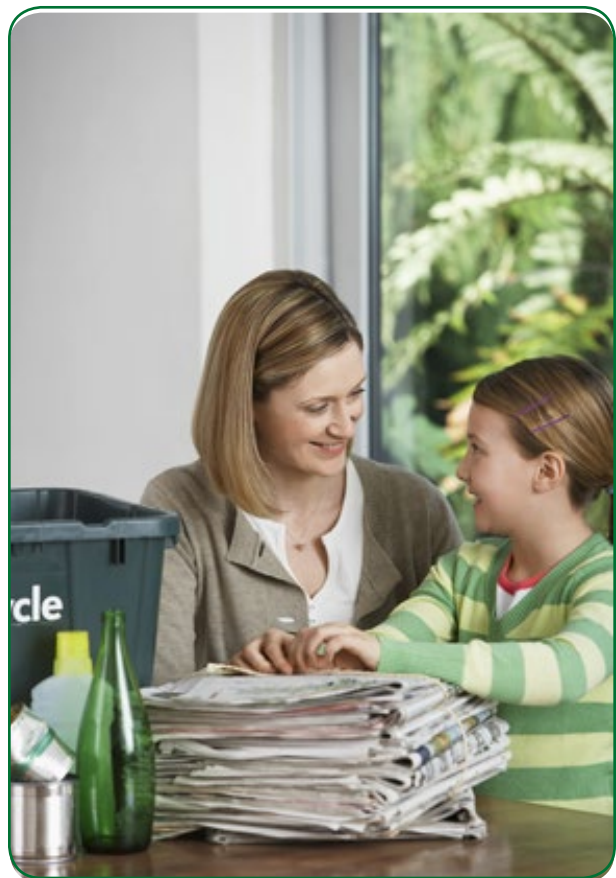
Use every opportunity to familiarize tenants with your waste diversion programs.

- Put up posters and attach labels to collection bins that clearly explain what, where, and how to sort waste.
- Post signs directly on or above collection bins as a visual prompt and reminder for tenants to place items in the correct bin.
- Distribute and post literature in common areas in the building such as the mail room or lobby.



Make it personal!

- Include the requirement to participate in waste diversion programs in the tenant lease or condominium package.
- Continually remind tenants about the importance of reducing and diverting waste – it's best to communicate in a timely manner to reinforce positive behaviours (e.g., proper diversion, tidy collection area) and identify and discourage improper behaviours (e.g., improper sorting, stacking un-flattened boxes) immediately after they are observed.
- Answer tenant questions in a timely manner to encourage their participation.
- Compliment and thank tenants who participate.





Here are some simple steps for tenant engagement activity planning

1

Prepare for your activity: Determine your goals for the activity (e.g., increase the knowledge of the Blue Bin program, reduce contamination) and select the activity depending on your goals.

2

Select a date, location, and time: Consider the tenants in the building when selecting the date and time for an event. If the building has many families with working parents and school-aged children, consider hosting the event in the early evening or on a weekend.

3

Event agenda: Develop a timeline for the event. Consider when you will distribute promotional materials for the event and schedule outreach (e.g., door-to-door, lobby, mass email), how much time will you need to set-up/clean-up?



Promote and market: Does the building have a newsletter, website, electronic screens or other message delivery systems? Use existing methods to inform tenants, where possible. Develop promotional materials (e.g., posters, invitations).



Tip: Personally inviting tenants through door-to-door outreach a few days before the event is a great way to promote the event and boost participation.



Materials: Determine what materials are required for the event, including incentives (e.g., food, prizes).



Staff assistance: Organize staff or volunteers, if required, to assist with the planning and/or on the day of the event. Determine who is available to assist and their level of interest



Post event: Thank tenants for participating.

Examples of specific activities for target audiences including the goal, resources needed, and logistical consideration are further discussed in [Section 2.4](#).



2.4 Activities

Providing information alone is not enough to change individual behaviours related to improving waste diversion. Hosting events aimed at waste reduction and diversion has been shown to help educate tenants, build a sense of community and improve the overall level of tenant engagement. Face to face contact personalizes the message and increases the likelihood of tenants following through. This section provides some practical activities that could be held in the building. Detailed instructions for each activity are provided in **this section** of the Guide.

Consider the following when deciding what type of activity to deliver:

- What is the goal for hosting the event or activity (e.g., to increase knowledge of how to sort waste and reduce contamination, communicate changes to waste programs in the building and teach/provide information)?
- Who do you want to engage (e.g., all tenants, new tenants, children, youth)?
- Who is available to help organize and run the activity (e.g., volunteers, building staff)?



Description of Activities



Waste diversion guessing game:

To learn about waste diversion and how to properly sort waste.



Waste bingo:

To learn about waste diversion and how to properly sort waste.



Landfill guessing game:

To bring awareness to how long common household items take to break down in a landfill.



Recycling word games:

These activities use words associated with recycling to introduce the concept in a fun and engaging manner.



Interactive online games:

To engage children in learning about recycling by playing a fun game online.



Interactive crafts and colouring sheets:

To educate children through colouring sheets that show images of people recycling or bin filled with recyclable materials.



Educational sessions:

To discuss the importance of waste diversion in a fun way by watching a movie with an environmental message.



Neighbourhood block/passport party:

To inform tenants about changes to their waste collection program or to reinforce proper sorting habits.

Level of Preparation Required



low



medium



high

Intended Age Group



Children



All Ages

Tenant Engagement Activities

Hosting events aimed at waste reduction and diversion has been shown to help educate tenants, build a sense of community and improve the overall level of tenant engagement. Face to face contact personalizes the message and increases the likelihood of tenants taking action. The following table outlines some suggested activities you may consider hosting at your building. Detailed instructions and suggested resources for each activity have been provided below to help make it as easy as possible to select and carry out the right event for your tenants!

Level of Preparation Required



low



medium



high









Intended Age Group



Children



All Ages

Engagement Event	Intended Age Group	Level of Preparation Required
Facilitated Games		
Interactive Crafts and Colouring Sheets		
Educational Sessions		
Neighbourhood Block/ Passport Party		

Facilitated Games

Definition: Facilitated games consist of having someone running the activity to help engage tenants at the event. This includes providing an explanation of the game, relating the game to the importance of waste diversion, providing a demonstration, and carrying out the activity.

Here are a few ideas to get you started:

- Waste diversion guessing game (and variations of this game).
- Waste bingo.
- Landfill guessing game.
- Recycling word games.
- Interactive online games.



Waste Diversion Guessing Game

Purpose

Learn about waste diversion and how to properly sort waste into the proper receptacle.

🕒 Time Required

Preparation: 1 hour

Activity: 1 hour

🧰 Materials

- One container for each waste stream at the site
- Several items from each waste stream which will be sorted during the activity

Preparation:

- Obtain three small containers (minimum). Each of the containers will represent one of three different waste streams (garbage, Green Bin organics, and Blue Bin recyclables).
- Label one container “garbage”, another “organics”, and the last one “recycling”.

Collect as many items to use in the sorting game as you would like to use (a regular shopping sized bag full of items is a good amount). The following types of items should be collected:

- Items that would go into a garbage bin (e.g., chip bags, dryer lint, plastic or foil wrappers, etc.).
- Items would go into a Green Bin (e.g., an apple, diaper, paper towel, etc.).
- Blue Bin recycling items (e.g., shampoo bottle, metal food cans, newspaper, etc.).
- Any item that building staff regularly see in the garbage that should go in Blue Bin (recycling) or Green Bin (organics).



Instructions:

- Mix up the items in a box or bag so that they are more challenging to sort. Give the tenant an overview of what each of the containers is used for (e.g., food scraps go into the Green Bin).
- Once the tenant understands what typically goes into each of the three containers they can start sorting the items into what they think is the appropriate container for each item.
- When they are finished you can empty the containers one at a time and see how they did.
- Discuss any items that were placed in a bin where it did not belong.

***i* Tips**

- Use plastic fruits (which can be purchased at your local dollar store) to represent food items for your Green Bin organics category (keep to reuse for other events of course).
- Use a kitchen catcher as a receptacle to put the “organics” items in.
- Using a black container to represent garbage, a green container to represent Green Bin, and a blue container to represent Blue Bin will help tenants associate the containers with the correct wastestream.
- To increase the difficulty of the game you can time the tenant while they sort the items or you can provide two sets of the game beside each other and have tenants race to see who can finish sorting first while also maintaining accuracy.

Waste Diversion Hockey

Purpose

To learn about waste diversion and how to properly sort waste into the proper receptacle.



Time Required

Preparation: 1 hour

Activity: 1 hour



Materials

- Hockey nets (or round garbage cans or buckets as substitutes)
- Hockey puck or small ball to shoot into hockey net
- Up to ten items that represent the garbage, Blue Bin recycling, and Green Bin organics waste stream



Tips

- Have tenants stand further back to adjust the difficulty of the game

Preparation:

The objective of the game is to shoot a puck or ball into the correct bin in order to educate children about waste diversion.

Instructions:

Set up three nets or waste bins lying on their side and label them as garbage, Blue Bin and Green Bin. Participants pick a common waste item and then shoot a puck or ball into the bin that the item should go into. For example, the participant chooses an apple core from the pile of waste then they shoot a puck or ball into whichever net they think is correct. In this case, the correct net/bin would be the Green Bin.



Bingo

Purpose

To learn about waste diversion and how to properly sort waste into the proper receptacle.



Time Required

Preparation: 30 minutes

Activity: Each game lasts approx. 10 minutes and repeat



Materials

- Access to a computer to generate bingo cards
- Markers or other item (such as buttons) to mark bingo cards

Tips

- Each time an item is called from a master sheet, ask tenants which waste stream they think the item should be placed. This adds an educational component to the activity.

Preparation:

- Create your own bingo cards by using an online generator (such as ESL Activities at www.eslactivities.com/picturebingo.php#). Make sure you choose items/pictures that are representative of different waste streams (for example: garbage, Blue Bin recycling, and Green Bin organics).
- Print out the master call sheet and the bingo cards.
- Cut out the items in the master sheet.

Instructions:

- Hand out a bingo sheet and markers to all the tenants.
- Place the cut up items from the master into a bowl (or other receptacle). Mix the items up.
- The game leader will be the “caller” and will pick an item from the bowl containing the master sheet items and call out the picture shown on the piece of paper.
- If the item called out matches a picture on the tenant’s bingo sheets, they mark it off.
- The game leader should then ask the tenants about which receptacle (garbage, Blue Bin recycling, or Green bin organics) they think the item should be placed in.
- In order to win, the tenant has to get five squares in a vertical, horizontal, or diagonal row. If the tenants obtain any of these variations they call out BINGO!



Landfill Guessing Game

Purpose

To bring awareness to how long common household items take to breakdown in a landfill.

🕒 Time Required

Preparation: 30 minutes

Activity: 30 minutes

📄 Materials

- Sheet(s) of paper with varying lengths of time written on the sheet
- Sheet(s) of paper with pictures of common household items

💡 Tips

- Make sure to describe what a landfill is and explain the connection between how what we throw away often ends up at a landfill

Preparation and Instructions

- Using the following website as a resource: <http://www.exploringnature.org> find examples of how long different common household items take to decompose. Find pictures of some of these common household items online and print out the items on the sheets. Cut out each of the items.
- List out the lengths of time it takes for each of the items you have chosen to breakdown (e.g., 3 to 4 weeks, 1 month, 5 months, 2 to 5 years, 50-80 years, 80-100 years, 200-500 years, 1 million years, and never). Cut out each of those time periods, shuffle them, and package them together with the pictures of the common household items.
- Hand out a package containing a set with the lengths of time and a set of the papers with pictures of common household items.



Instructions

- Ask the attendees to match up images of everyday products such as clothing items, glass and metal containers, food products, and packaging, with the length of time they think the items take to decompose in a landfill.
- The game leader should clearly define the term landfill: a place to dispose of waste material through the process of burying it and covering it with soil in a way that is isolated from the surrounding environment (such as rain, air, and groundwater). Landfilling should be the last step after trying to reduce, reuse, and recycle. Also, clearly explain what each of the items represents on the image cards. This will help to fully engage tenants on how much garbage is generated that goes into our landfills and how long it takes to decompose.
- The attendees can be paired individually or as a group and given a set of images and length of time.
- Give the tenants approximately five minutes to pair the items with the length of time they thought was appropriate.
- Once all of the teams are finished, go over the correct answers and discuss any surprises that the tenants found while completing the activity.



Recycling Word Searches, Crosswords, and Word Jumbles

These activities use words associated with recycling to introduce terms related to the subject in a fun and engaging manner.

Time Required

Preparation: 30 minutes

Activity: 30 minutes

Materials

- A computer to download and print word games

Tips

- A number of printable recycling related word activities are available online.
- These are great activities while you are waiting for another activity to start to keep children engaged.

Preparation:

- Print off the children's activity sheets that are included in this Guide.
- Visit the following links for some examples of activities you can find online:
 - [Sciencekids \(recycling word search\)](http://www.sciencekids.co.nz/quizzes/wordsearch/recycling.html) <http://www.sciencekids.co.nz/quizzes/wordsearch/recycling.html>
 - [Litterbug Puzzle \(word game\)](http://earthsavergirl.com/games/alfredman.html) - <http://earthsavergirl.com/games/alfredman.html>
 - [CalRecycle \(recycling crossword\)](http://www.calrecycle.ca.gov/RecycleRex/Activities/Crossword.htm) <http://www.calrecycle.ca.gov/RecycleRex/Activities/Crossword.htm>

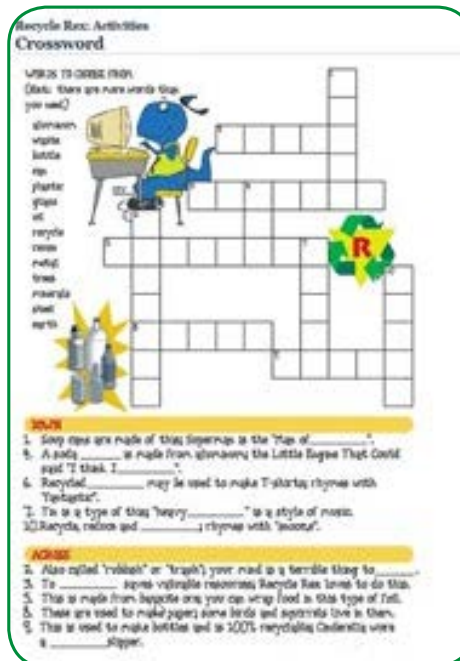
Instructions:

- Print the recycling related word games in order to hand out at events or keep at their own separate station alongside colouring sheets.

Recycle Rex: Activities
Crossword

WORDS TO GUESS FROM
(Use these as hints for words that you need)

stomach
waste
bottle
tin
plastic
glass
oil
recycle
reuse
recycled
bins
recycling
plant
earth



DOWN

- Some bins are made of this substance as the "top" of _____.
- A soda _____ is made from glassware; the Little Engine That Could said "I think I _____".
- Recycled _____ may be used to make T-shirts; rhymes with "T-shirt".
- To is a type of this "heavy _____" is a style of music.
- Recycle, reduce and _____ rhymes with "action".

ACROSS

- Also called "trash" or "junk", your _____ is a terrible thing to _____.
- To _____ again; visit the resources Recycle Rex have to do this.
- This is made from paper and you can wrap food in this type of foil.
- These are used to make paper; some birds and animals live in them.
- This is used to make bottles and is 100% recyclable; California uses a _____ stopper.

Science Kids
Fun science & technology for kids

Word Searches

Recycling Word Search

50% Off Drain Inspections

Take the challenge of our word searches and get an extra 50% off on all word searches. You can also purchase them for your school or business.

Take 50% Off on a Plumbing Inspection for Free Quote & Part Service

By Steve Fricker

Recycling Word Search

Name _____ Date _____

R R E C Y C L E V S I L H O
E G P O U I R S L W I U P B
P P N E N V I R O N M E N T
A L U I Q E K L E D B W R W
P A I B G A S C R O T E K N
S S Z C S A U U T I F S D E
W T A W Y D K T E A W Q A E
E I S T E X L C P A B I E W
N C R E S E U V A E G H C C
K G F Y S O C G N P Z L N X

BOTTLES ENVIRONMENT NEWSPAPER
PACKAGING PAPER PLASTIC
RECYCLE REDUCE REUSE
WASTE

Interactive Online Game Ideas

To engage children in learning about recycling by playing a fun game online.

Time Required

Preparation: none

Activity: children can play as long as they would like

Materials

- Computer with access to the internet

Tips

- Having a conversation about the importance of recycling before starting the game will help create a strong message of why they should recycle

Preparation: You will need to:

- Visit the following links for some examples of interactive Online Game Ideas:
- [Sid the Science Kid \(waste sorting game\)](http://pbskids.org/sid/cleansup.html) - <http://pbskids.org/sid/cleansup.html>
- [Recycle Roundup \(waste sorting game\)](http://kids.nationalgeographic.com/kids/games/actiongames/recycle-roundup/) - <http://kids.nationalgeographic.com/kids/games/actiongames/recycle-roundup/>
- [Waste Avengers \(story/waste sorting game for older children or teens\)](http://www.wonderville.ca/asset/waste-avengers) - <http://www.wonderville.ca/asset/waste-avengers>

Instructions:

- Pick a game that is suitable to the age group you are trying to reach and have a conversation about the game. Help set the game up and make sure each child understands the instructions.



Interactive Crafts and Colouring

Younger children can be engaged through colouring sheets that depict images of people recycling or bins filled with the appropriate recyclable materials. Participating in interactive crafts also helps foster creativity and provides a way to talk about “reusing” materials.



Time Required

Preparation: 5 minutes

Activity: 30 minutes



Materials

- Access to a printer

Preparation:

For colouring sheets:

- Visit the following links for some examples of **colouring sheets** that you can find online:
- [Green waste](http://schoolsrecycle.planetark.org/documents/doc-587-green-waste.pdf) - <http://schoolsrecycle.planetark.org/documents/doc-587-green-waste.pdf>
- [Container recycling](http://www.sciencekids.co.nz/pictures/coloringpages/conservation/recycling.html) - <http://www.sciencekids.co.nz/pictures/coloringpages/conservation/recycling.html>
- [Family Recycling](http://www.childcoloring.net/8717-recycle-coloring-pictures/) - <http://www.childcoloring.net/8717-recycle-coloring-pictures/>
- [Mixed recycling](http://azcoloring.com/coloring-page/511841) - <http://azcoloring.com/coloring-page/511841>
- Print the sheets out to have on hand at any event with children to place at a station or act as a filler activity while they are waiting for other activities to be set up.



Copyright 2005, theKidzpage.com

For creative crafts:

- Use all materials that were meant to be recycled. Gather these materials from home or a local store that specializes in selling recycled materials which are either obtained from local industries or over-stock from the land fill. It is important to use recycled materials to emphasize “re-use” in the waste reduction hierarchy.
- You can have children (and adults too if they want!) create items from their own imagination. If you prefer guided activities, here are some examples:
 - Pinecone bird feeders
 - Cards from recycled materials
 - Egg carton animals
 - Snowflakes from scrap paper
 - Gift wrapping with newspapers, magazines, etc.

i Tips

- The internet is a great resource for pictures that will get young children to start thinking about the importance of reducing, reusing and recycling.
- Talk to the children about recycling (such as whether they recycle at home and the importance of recycling).
- Kids love being creative. The most important message is to let them know that everything that they are using for their crafts could have gone to the landfill and instead is being recycled into a craft. Let them show off their creative side.



Educational Sessions

To inform tenants on proper recycling habits and giving tenants an overview of the current recycling system in place at their building.



Time Required

Preparation: 2 hours

Activity: 3 hours



Materials

- Informational material (brochures or packages) preferably obtained from the City of Toronto
- Your choice of a facilitated game to engage tenants and to help them learn how to properly sort common household items
- Snacks

Preparation:

You will need to:

- Gather information on the topic you want to discuss at the educational session. You could obtain information online, use the information presented in this Guide or ask the City's Solid Waste Management Services department for additional resources. Contact information is provided in [Part 5](#).
- Know the message you are trying to communicate (e.g., Are you providing information about the introduction of organics collection to the building?).
- Pick an activity to facilitate at the event. If you are informing residents about the introduction of household hazardous waste collection to your building, an activity such as a waste sorting game would work well. Try to get the information out in a clear and simple manner. Use pictures or props as much as possible. Prepare the materials you will need for the activity prior to the event.
- Prepare a list of snacks you will bring to the event and purchase food as close to the event date as possible. Advertise that snacks will be available.
- Once you set a date for the event create posters and place at the entrance of the building, in the elevator, and in other common areas. If you have the resources, creating invitations and personally handing them out to each tenant through door-to-door outreach (if allowed by your building) works very well to draw people to your event.

Instructions:

- Arrive early to set up the room, prepare the food, and set up the activity.
- Begin with an introduction about the purpose of bringing everyone together for the education session.
- Next, begin with a demonstration of the activity you have chosen and conduct this together as a group.
- Follow the demonstration with an individual adaptation of the activity for tenants to complete in order to reinforce the message.
- Once each tenant completes their activity, check to see if they have completed the activity correctly and if not, discuss the correct answer with them.
- Lastly, thank everybody for coming out to the event!



iTips

- Educational sessions are best used to engage adults.
- Keep in mind what type of demographic exists at the site (e.g., will you have to plan it in the evening if most people work?).
- Demonstrating a recycling related activity and having the tenants replicate the same activity individually helps to reinforce your message.
- Free food is always a great way to draw people to your event
- Hand out invitations during the same week as the event so that tenants do not forget about the date of the event.
- A great incentive to get people to participate and obtain feedback for your event is to have tenants fill out a survey. Examples of different types of feedback surveys can be found in **Part 3**. Once the tenant completes the activity they can fill out a survey, after you collect the survey you can enter their name into a draw to win a prize (such as a gift card, gift basket, healthy recipe book, etc.).

Neighbourhood Block Party / Passport Party

To inform tenants about changes to their waste collection program or reinforce proper sorting habits. These gatherings also help strengthen the sense of the community in the complex and within the general community (especially when other local groups are involved in the event).



Time Required

Preparation: 8 hours

Activity: 4 hours



Materials

- Materials required for your block/passport party event will vary with what activities you choose to incorporate.
- Tables
- Materials for information station
- Materials for game stations
- Materials for craft stations
- Materials for food and beverage station
- Materials for cooking stations
- Prizes

Preparation:

The Neighbourhood Block Party/Passport party incorporates many different activities modules from this Guide. You will need to decide what activities you want to include in your event. Space, budget, and staffing requirements are all items that should be considered. Once you decide what activities you want to incorporate you may need to:

- Secure a space for the event and confirm the time and date.
- Conduct research into whether the location already has partnerships with local community groups (e.g., *stewardship groups, Toronto Police, Toronto Public Health, representatives from the City, youth support groups*). Ask these local groups if they would like to be involved.
- See if any groups would like to sponsor the event. Start preparing donation letters and make calls to local stores and supermarkets as soon as possible. The earlier the better.
- Decide what activities/booths you will have at your event and confirm which community partners (if any) will be attending the event. If possible, try to have someone at each station to increase tenant engagement.
- *Optional: Create a passport booklet to engage tenants and to encourage them to visit each station.*

- Once you set a date for the event create posters to place at the entrance of the building, in the elevator, and in other common areas. If you have the resources, creating invitations and personally handing them out to each tenant through door-to-door outreach works very well to draw people to your event. Schedule this a few days before the event so that tenants don't forget the date of the event.
 - Pull together all the materials you will require to set up the event. Will you have to supply tables for outside groups participating at the event, or will they have their own? Are there kitchen facilities you can use on the day of the event or will you have to prepare the food beforehand and bring it to the event? If the event is outside, will you need to bring tents?
- Gather the materials for the different stations you will have at the event.
- **Information station:** Provide informational material on the City's waste diversion programs.
 - **Game stations:** How many will you have? Purchase/create all the supplies necessary to carry out these games.
 - **Craft stations:** Use all materials that were meant to be recycled. You can ask building tenants to set aside certain recycling materials before the event. It is important to use recycled materials to emphasize "reuse" in the waste reduction hierarchy.



- **Food and beverage station:** Food can be obtained from donations or by purchasing. If you can, find out how many tenants have showed up to past events to gauge what the turnout will be so that you can estimate the amount of food you will need and minimize wasted food. It is important to purchase or obtain healthy food from donations to encourage healthy choices.
- **Cooking station:** Choose something easy to make with healthy ingredients (e.g., sushi making station). Purchase all food and prepare all the items you will need to run this station.
- **Prizes:** Small prizes are great incentives for participation. Ask the City if they can provide waste related prizes. Otherwise, for children, stickers, erasers, and pencils work well. For adults gift cards, gift baskets, healthy recipe books, and calendars are great incentives.

Instructions (day of the event):

- Arrive early to setup.
- Set up each station and be prepared to direct any community groups participating at the event to where they will need to setup.
- Prepare the food for the event (check on food throughout the event to see if anything needs to be refilled).
- If you have the staffing resources conduct a door-to-door outreach session to remind tenants of the event approximately half an hour to the start of the event to boost attendance.
- Make sure to check in at all the stations to make sure the event is running smoothly.
- Conduct a draw at the end of the event to encourage people to stay for the duration of the whole event.
- Thank everybody for coming!

Tips

- Asking existing community partners or reaching out to other community groups is a great way to strengthen the sense of community for your block party.
- Creating a “passport” (booklet in which tenants receive stamps for the completion of an activity) helps to encourage participation and make sure everyone visits all the stations.
- Seeking out donations for food and prizes will help cut down the cost of the event.
- Upcoming events or holidays can be incorporated into the messaging or theme of your outreach event to make it more festive! An example of this is having a “winter celebration” event where children can make holiday related crafts and adults can learn about alternatives to using store bought gift wrap.

2.5 Monitor, Evaluate, and Improve

Monitoring and evaluation are essential to achieving your waste reduction and diversion goals. Monitoring includes collecting data and information to track progress. Evaluation involves examining an activity or program to understand its effectiveness and identify areas for future improvement.

Monitor:

Monitoring your waste management program is important to see if tenants are properly participating in waste programs. Visually inspect elements of your waste management program for an easy way to monitor performance.

- **Look inside:** Check inside the different waste bins and note any common items that were incorrectly sorted (i.e. food waste in the Blue Bin recycling). Tenants can be reminded of what goes where with available posters and stickers from the City (see [Section 5.0](#))
- **Check the fullness:** Check how full the garbage bins are when they are set out for collection. If you notice that bins are not always full, suggest to building staff to leave it for the next collection period. The building could save money by only putting out a bin when it is completely full because billing for garbage is per lift.

- **Watch for overflow:** Check if bins are often overflowing with materials. If so, call the City to purchase additional bins or more frequent collection.

Monitoring can be used to compare performance over a period of time and can contribute to your program evaluation. Results should be communicated back to tenants in a timely manner to reinforce positive behaviours (e.g., proper diversion, tidy collection area) and identify and discourage improper behaviours (e.g., improper sorting, stacking un-flattened boxes).



Evaluate:

Review the information collected through visual inspections and get feedback on tenant engagement activities in order to evaluate what is working and what is not working. Continually monitor and assess as you go so you always have up to date information. Capture feedback on existing waste programs as well as engagement activities.

Evaluate existing waste program: Distribute a Resident Participation Survey to understand barriers to participation in waste diversion programs. Make the survey available in hard copy (delivered door-to-door) and/or online (e.g., Google Forms, SurveyMonkey). Include a deadline to encourage timely completion.

Evaluate tenant engagement events: Distribute feedback forms at the end of any engagement event and collect them before participants leave. Document any other feedback and observations to incorporate into the overall evaluation. Use the following criteria to measure the success of an engagement event:

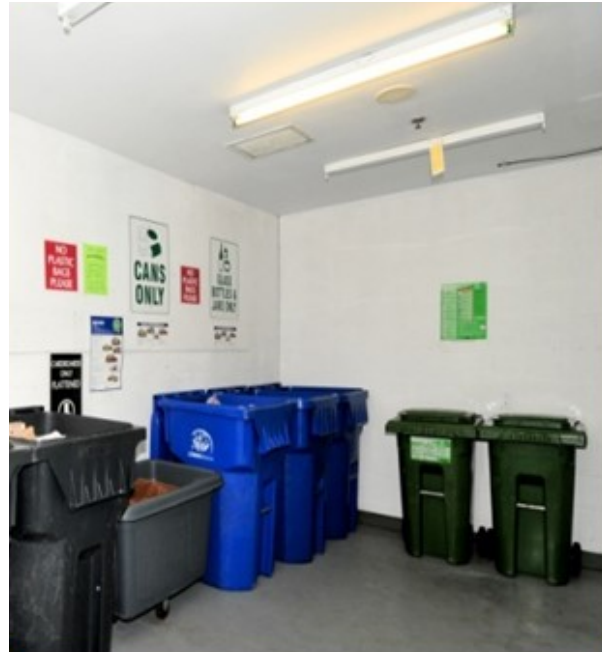
- Participation rate – Number of participants compared to the total number of tenants.
- Quality of participation – Degree to which tenants were engaged in an activity.
- Demographic representation – Level of how well or how accurately the sample of tenants that participated reflects the demographics of your building.
- Continuity – Quality and consistency of an activity over time. (e.g., comparisons of attendance, weather, day and time of week that the activity is held)
- Convenience – Ease of participating in the event
- Satisfaction – Fulfillment of the expectations of the participants

Request a Report Card: Report cards can be made available by request for each multi-residential building serviced by the City. The Report Cards will include information on volume of garbage and Blue Bin recycling set out and garbage fees per billing period, and will allow you to see change year after year.

Improve:

Lack of convenience and adequate infrastructure, as well as language barriers and lack of awareness, are common challenges to increasing waste diversion. Knowing the common challenges building tenants face will be the key to the program's success. Target the common challenges and use these techniques to maintain positive behaviours and to foster continual improvement:

- Communicate findings and observations to tenants on regularly and an on-going basis.
- Share the results of the building's Report Card and observations on any contamination found from looking inside waste bins with tenants.
- Post signs directly above or on bins and in common areas (e.g., elevators, mailroom, garage) with captivating images of what can and cannot go in bins.
- Post immediately after contamination is observed.





Dundas St E

3.0 Overcoming Barriers

Additional tips/
troubleshooting
for common
challenges



Waste Collection Planning:

This section will assist you in fine-tuning your waste collection program:



Bin storage area: Multi-residential buildings in Toronto have different waste collection areas. Some have chutes for Blue Bin recycling, Green Bin organics and garbage, and central collection areas for electronic waste, oversized and metal items, and household hazardous waste. Others may have no chutes but a central collection area for all materials (indoors and/or outdoors). Some buildings may have a combination of the above (e.g., garbage chute and central location for all recyclable materials).



To increase capture of recyclables, place additional small collection bins in common areas (e.g., laundry rooms, mail room for junk mail). Ideally, a drop-off area should be located inside the building to make it more accessible for tenants. If space is not available inside, designate space outside on the property. Whether indoors or outdoors, the collection areas should be convenient, safe, maintained and well-lit, and clearly labelled.



Bins: Identify how many bins you need. Do you notice bins overflowing often? Or are items often misplaced because there is not enough room in the correct bin? Contact information for adding, removing, or changing bin sizes is provided in **Part 5**.



In-unit recycling and organics containers: to help increase the diversion of Blue Bin recyclable and Green Bin organic materials, the City provides free in-unit containers for owners and managers to give to tenants. For Blue Bin recycling, the City provides a soft-shell blue bag. Kitchen containers are provided for Green Bin organics. To order, call **311**. Additional contact information is provided in **Part 5**.

Maintain the program and ensure compliance: the building owner or condominium board is responsible for maintaining and encouraging participation in waste diversion programs and ensuring compliance with the City's Municipal Code Chapter 844, Waste Collection, Residential Properties. See **Section 2.5 of Part 2** for information on monitoring and evaluation.



It's the law!

Failure to comply with these requirements and any additional requirements imposed by the General Manager of Solid Waste Management Services will result in collection services not being approved or suspension of collection services.

Best Practices to Increase Your Diversion Rate

3.1 Accessibility and Waste Collection Setup

What do the top performers do to make a difference?

1. Set-up convenient recycling stations throughout the building
2. Provide in-unit Blue Bin recycling bags and Green Bin kitchen catchers (call 311)
3. Communicate regularly with residents (refer to toronto.ca/recycle)
4. Give new tenants the Recycling Calendar and a welcome package (call 311)
5. Post signs (refer to toronto.ca/recycle)
6. Support an active residents' group/
3Rs Ambassador Volunteer
7. Provide adequate capacity for diversion

Front End

- recycling 8 cubic yard for every 100 units
- organics 2 cubic yard for every 100 units

Curbside

- recycling: four 95 gallon carts for every 25 units
- organics: one 35 gallon cart for every 15 units



Best Practice Case Studies

Look for Best Practice Case Studies throughout the Guide for creative ideas on how to engage tenants.



Front-End Bin



95 Gallon Bin

Frequently Asked Questions – Accessibility

Here are some tips for making your waste reduction and diversion efforts more accessible!

What are the characteristics of a good waste collection area?

- Easy to use
- Enough space for residents, staff, and containers
- Posters with images to explain how to sort waste
- Conveniently located
- Clean, tidy, and organized
- Safe and well-lit
- Provide other opportunities for waste collection in high traffic areas (e.g., mailroom, common rooms, laundry room)
- Set up an area for HHW and E-waste
- Do not use black bags to line bins

Inside the building: Ideally, a drop-off area will be located inside the building, in an area that is convenient, safe and well lit. Inside drop-off areas must be serviced by a sprinkler system and meet all applicable codes.

Outside the building: Where space is not available inside for waste collection containers, outside space on private property must be designated. To avoid theft, label the containers with the building address and chain to a post, railing or to each other in between collections. Store the bins in a convenient, safe and well lit area. To reduce illegal dumping, store containers within a fenced area and close and lock it overnight.

In-unit recycling containers: To help increase recycling, the City’s Solid Waste Management Services provides free in-unit Blue Bin recycling bags and Green Bin kitchen catchers. Call **311** to order these containers.

How can we avoid garbage chute clogs?

- Always secure garbage in a plastic bag before disposal.
- Do not put unwrapped wet garbage, cardboard, or other objects that may clog the chute.
- Large items should be taken directly to the garbage bin or recycled as appropriate. (e.g., empty pizza boxes should be placed in the Blue Bin).

Is waste diversion mandatory?

- Yes! Ontario Regulation 103-94 requires the owner of a site that contains 6 or more dwelling units and is located in a municipality with a population of at least 5,000 to implement a source separation program for designated Blue Box (recycling) materials generated at the site.
- Multi-residential buildings that receive collection services from the City must participate in all waste diversion programs (i.e. Blue Bin recycling, Green Bin organics, etc.). This is mandated by Municipal Code Chapter 844.

How do we properly dispose of electronic waste?

Collection services for electronics are provided at no additional cost.

- Electronics collection areas should be located in a centralized area of the building accessible to residents.
- Electronic waste is collected on your regularly scheduled recycling collection day.
- Place all electronic items at your building's regular collection point designated for oversized and metal items and make sure they are visible.
- Containers with electronic waste must not weigh more than 20 kg.

Is there a limit to the number of recycling or organics containers/bins we can put out for collection?

- There's no limit on the number of Blue Bin recycling or Green Bin organic containers/bins that can be set out for collection.
- Buildings are encouraged to participate in all waste diversion programs to help reduce their garbage fees. Provide sufficient number of recycling and organic containers/bins and educate tenants on how to properly sort their waste.

How do we properly dispose of oversized items and large metal appliances?

Place oversized (e.g., furniture, mattresses, box springs, etc.) and metal items (e.g., stoves, refrigerators, etc.) out for collection on recycling day. No appointment is needed. Please remember that building owners must:

- Provide space on private property sufficient in size to store items brought out between collections
- Remove all doors from appliances before they are set outside

How do we properly dispose of household hazardous materials?

Household hazardous waste is not collected on a regular collection schedule. There are two options to properly dispose of this material:

- **Drop-off depots:** Take household hazardous waste to a Drop-off Depot that accepts household hazardous waste. The City of Toronto website lists items accepted, locations, hours, items and map. There is no fee for this service.
- **Toxic Taxi:** The City of Toronto's Toxic Taxi provides free pick-up of household hazardous waste for a minimum of 10 litres/kilograms and maximum of 50 litres/kilograms. Schedule collection either online at toronto.ca/311 or call **311**.

How can I keep the Green Bin organics container/bin clean?

Keeping the organics container/bin clean is an important part of maintaining a successful Green Bin organics program. A dirty bin with overflowing organics or one that is swarming with insects is a deterrent for participation. Tenants will often state these problems as the main reasons they do not participate in the Green Bin organics program at their multi-residential building. The following tips will help you reduce cart odours and deter pests:

- Encourage tenants to drain as much of the liquid as possible from their organics and place food waste in plastic bags before placing them into the Green Bin organics container/bin.
- Remind tenants to keep the area clean and that spilling organics on the floor will attract pests.
- Inform tenants to keep the lids closed after dumping their organics to prevent pests from entering the bin.
- Occasionally put a layer of newspaper or yard waste on top of the organics in the bin to create a barrier between the organics and flies.
- Hang up fly traps if there is space to do so in your collection area.

How can I prevent the collection container from going missing?

To prevent theft:

- Mark containers with the building address.
- Chain and lock any containers stored outside between collection days.

How can I make collection easy for collection staff?

Ensure the following:

- Containers are set out on time (before 7 am.).
- Clear access for the collection vehicle (e.g., snow and ice).
- Post “NO PARKING” signs around the collection area.
- Remove locks
- Clear away loose materials, bulky items



Frequently Asked Questions - Contamination

Here are some tips to encourage proper sorting and improve waste reduction and diversion in your building!

What is contamination?

Contamination occurs when the wrong things end up in the Blue Bin recycling or Green Bin organics; such as garbage, household hazardous waste and electronic waste. Contamination can also occur when food waste ends up in the Blue Bin and recycling material ends up in the Green Bin.

What are common contaminants in the Blue Bin and Green Bin programs?



In the Blue Bin:

- Food waste
- Coffee cups
- Containers with food inside
- Plastic toys
- Clothing, shoes, bed sheets



In the Green Bin:

- Food inside containers, plastic wrap or bags
- Coffee cups
- Aluminum foil and foil trays
- Hair
- Baby wipes



No Black Bags in Recycling (Blue Bin)

Do not put black bags in the Blue Bin. Recyclable items should be placed loose in Blue Bins or in see-through bags.

Why is contamination a problem?

It's a problem because:

- Recyclable materials are sold to markets/processors. The City receives less revenue for contaminated recycling.
- Heavily contaminated loads of recycling are sent to landfill.
- Contamination costs the City millions of dollars annually.
- Removing garbage and non-recyclable items from the recycling stream is difficult and costly.
- Heavily contaminated Blue Bins (recycling) will be collected as garbage and charged as a garbage lift.
- Incorrect items in recycling can also cause workplace injury (e.g. propane tanks which explode under pressure) and/or damage equipment (e.g. hoses, cables and clothing get caught in machinery).

How can I prevent contamination?

Managing contamination can be difficult in multi-residential buildings due to lack of knowledge, inadvertently reinforcing improper sorting behaviours (e.g., a resident sees a contaminant in the container and changes their behaviour to match), and because it's hard to determine who is causing the contamination.

Tips for reducing contamination include:

- Make participation as convenient as possible (e.g., if space is available, place a recycling and organic container beside all garbage containers).
- Regularly monitor your bins (e.g., daily or weekly) and remove contamination as soon as you see it (use litter pickers or work gloves) so that it doesn't send the wrong message to residents.
- Use weekly log sheets to track garbage, recycling and organics and identify common issues.
- Train building staff on proper waste disposal.
- Ensure bin stickers are up-to-date and easy to interpret (e.g., simple language and visuals).
- Create and display signs that show actual examples of what is and what isn't acceptable.
- Promote and educate in various ways (e.g., posters, flyers, notices) on a regular basis. Let residents know how well they are doing and ways that they can improve.

How can the building reduce illegal dumping?

- If possible, store the containers inside the building and put them out no later than 7:00 a.m. for day collection or 9:00 p.m. for night collection on your scheduled collection day. Alternatively, containers stored outdoors can be in a fenced in area and locked at the end of the day.
- Put containers inside as soon as they are emptied and store them on private property close to the building in a well-lit area.
- Post signs stating container use is for residents only.

How can the building deal with messy waste collection areas?

Providing adequate capacity for Blue Bin recycling and Green Bin organics collection is critical to improving waste diversion. Without enough space, materials end up in the garbage or end up piled up around the bins. Messy waste collection areas can deter tenants from participating in waste diversion programs. Some tips to create clean waste collection areas are:

- Use the weekly **waste collection log** sheet to monitor the fullness of bins each week.
- If **bins are overflowing** on a regular basis, **purchase more bins** to ensure adequate capacity. If space is limited, request more frequent collection. Property Managers can call 311 to request additional recycling collection.
- Remind tenants to **flatten cardboard boxes and containers** prior to placing them in the correct bins.
- The City provides **free in-unit Blue Bin recycling bags and Green Bin kitchen catchers**. Property Managers can call 311 to place an order.

812 Burnhamthorpe Road Y.C.C. 161

Above and Beyond

Building staff and 3Rs Ambassadors
Working together - key to success!
215 units | 22 floors | Single-chute system

Themed Outreach

Promoted the Green Bin program by putting up a green themed display on St. Patrick's Day

Share and Swap

Library and Swap Area in the laundry room to encourage sharing, reuse and swaps



Regular Updates

Waste diversion information is posted on message boards and display screens throughout the building and updated regularly



Household Hazardous Waste

Permanent bins for paint and a closet for CFLs, batteries and other hazardous waste

Lobby display with information on how to safely dispose Household Hazardous Waste

3Rs Ambassadors and Floor Reps

Monthly floor rep meetings to discuss waste diversion issues

Eight of these floor reps are also active in the City's 3Rs Ambassadors Program



Electronic Waste

Dedicated space for residents to place their electronic waste

Convenient and Accessible

Blue Bins and Green Bins are located in a convenient area

A door was installed in the laundry room so that residents do not have to walk outdoors to access the bins



toronto.ca/recycle

Frequently Asked Questions - Tenant Participation

Here are some tips for improving tenant participation in waste reduction and diversion efforts!

How can I make collection easy for tenants?

Provide an in-unit container (reusable bag for Blue Bin recycling and a kitchen container for Green Bin organics). In-unit containers provide a visual reminder to tenants to properly sort items and storage to reduce trips to the collection area. The containers also make it easier to transport materials to the collection area for disposal.

What are tips for effective communication?

- Communicate regularly with tenants.
- At building events, stand by waste collection containers and give face-to-face information on how to properly sort.
- Vary communication methods (posters, newsletters, lobby displays, presentations).
- Use creative communication and outreach methods.
- Train staff and include them in outreach to tenants.
- Request informational materials from the City in other languages.
- Contact the City for assistance.

How do I maintain consistent communication when there is a high turnover of tenants?

- Give new tenants a welcome package (see next question).
- Highlight the agreement to recycle if there has been one included in the lease.
- Show new tenants the waste collection area(s) and review procedures.
- Follow up with new tenants to answer any questions and provide positive reinforcement.
- Request a lobby display or presentation from City staff and coordinate translation services, if required.

What should I include in a welcome package for new tenants?

Create a welcome package for new tenants to introduce them to the waste diversion programs in the building and provide a tour of where the Blue Bins and Green Bins and other disposal areas are located. The welcome package could include:

- An introductory letter that explains what the programs are, the benefits to participating and how to participate.
- An in-unit Blue Bin recycling bag and Green bin kitchen catcher to make it easy to transport their materials to the collection area(s).
- The City's sorting guides which outline what can and cannot go into the Blue Bin recycling and Green Bin organics containers.



How do I keep the new maintenance staff or property management informed?

- Provide a copy of this Guide to new staff.
- Explain procedures and responsibilities to new staff.
- Show new staff where educational literature is stored and explain how to order additional material.
- Provide Solid Waste Management Services with the name, address, phone number, fax number, and e-mail address of the new property manager. (e-mail swmsupport@toronto.ca or call 311)





How can I encourage an overall reduction in waste that is disposed or sent to recycling facilities?

- **Encourage tenants** to find other outlets for their unwanted belongings.
- **Share or post interesting articles** on waste reduction (e.g., the growing amount of food that is wasted by consumers, tips for reducing waste during the holidays).
- Direct tenants to visit the City’s website for a listing of not-for-profit agencies that collect goods for **reuse or resale** (toronto.ca/reuseit) or highlight locations that are close to your building.
- **Contact the City** and ask for information on waste reduction that can be shared with your building.
- **Encourage a sharing community** where tenants share items instead of each buying their own (e.g., toys, sporting equipment, board games, books, tools, kitchen appliances).
- **Organize a building “yard sale”, “swap” or “share table”** where tenants can drop off unwanted items and find things they may need. Use the opportunity to promote the building’s waste diversion program by:
 - Displaying examples of what should and should not go in recycling.
 - Making information like sorting guides available in multiple languages.

Is information available in different languages?

Yes! Contact the City to request informational materials in other languages. It is also helpful to make sure that any informational posters and signs contain photos and/or graphics that can be easily interpreted.

What is the 3Rs Ambassador Program?

The program delivers education and outreach using tenant volunteers living in apartment buildings and condominiums to educate their neighbours on how to reduce, reuse and recycle more. The City provides Ambassador training, materials and support for free. By diverting more materials from garbage, you can help lower your building's solid waste fees.

By having a 3Rs Ambassador in your building you can expect to see many positive outcomes such as:

- Tailored education campaign to suit your building and its tenants
- Volunteer(s) that could assist you with your efforts to increase waste diverted (i.e. put up posters, clothing drives, etc.)
- Strong community and sense of ownership
- Lower solid waste fees



Green Bin Organic Program Information

How the Green Bin Program Works

The Green Bin program requires tenants to separate their household organic waste from their garbage and place into separate Green Bins.

What Goes in the Green Bin?

Household organic waste:

Includes all food scraps, breads, cereals, pasta, meats, vegetables, fats, bones, egg shells, coffee grounds in their paper filters, tea leaves and bags, and cheese.

Food and Soiled Paper Products: Napkins, tissues, paper towels, flour and sugar bags, and ice cream containers.

Other Items:

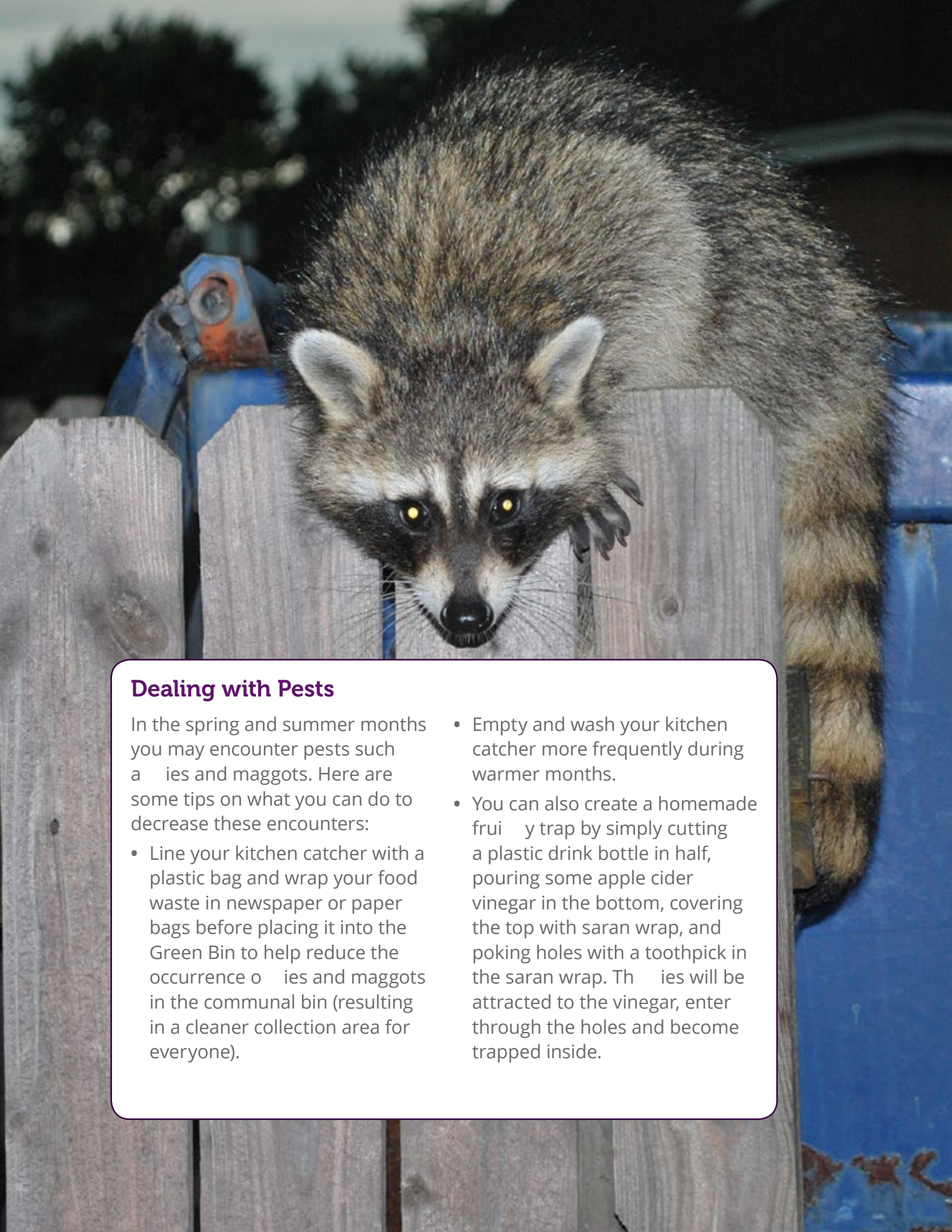
Diapers, sanitary products and animal waste (including cat litter). House plants and soil can also be placed in your Green Bin.

Kitchen Catcher

Use a kitchen catcher to separate your organic waste indoors and reduce the number of trips to the building's common Green Bin.

Tips to keep your kitchen catcher clean:

- Line container with a plastic bag.
- Freeze meat scraps until you bring them down to the Green Bin.
- Keep the lid closed.
- Sprinkle small amounts of baking soda over food waste to decrease any odours.
- Wash kitchen catcher with soap and water.
- Empty container into the common Green Bin at least once a week.

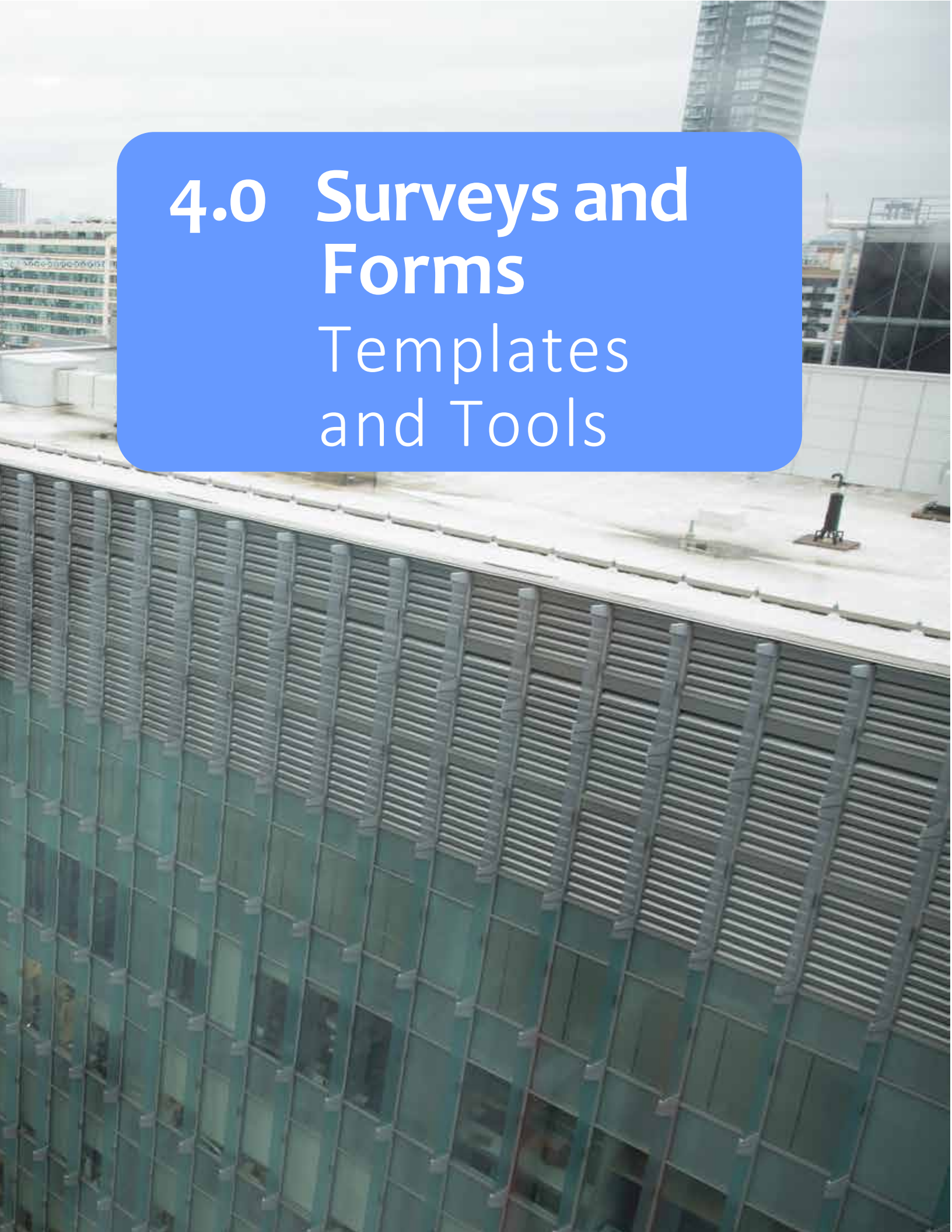


Dealing with Pests

In the spring and summer months you may encounter pests such as flies and maggots. Here are some tips on what you can do to decrease these encounters:

- Line your kitchen catcher with a plastic bag and wrap your food waste in newspaper or paper bags before placing it into the Green Bin to help reduce the occurrence of flies and maggots in the communal bin (resulting in a cleaner collection area for everyone).
- Empty and wash your kitchen catcher more frequently during warmer months.
- You can also create a homemade fruit fly trap by simply cutting a plastic drink bottle in half, pouring some apple cider vinegar in the bottom, covering the top with saran wrap, and poking holes with a toothpick in the saran wrap. The flies will be attracted to the vinegar, enter through the holes and become trapped inside.



A photograph of a modern building's facade, featuring a grid of windows with dark frames and light-colored panels. The building is viewed from a low angle, looking up. In the background, other buildings and a tall skyscraper are visible under a cloudy sky. A blue rounded rectangle is overlaid on the upper left portion of the image, containing white text.

4.0 Surveys and Forms Templates and Tools

Waste Management System Survey

- Please complete this form to review your waste diversion program. You may need to speak to building management.
- This may take about 30-40 minutes to complete.
- Make copies of the completed form and take photos to share with relevant parties. (e.g. board of directors, volunteers, property manager).

Building Address: _____

Number of Floors: _____

Number of Units: _____

Date: _____

Accessibility

Go to **Section 3.1** for tips and best practices related to accessibility.

How are the following types of waste collected?

Type of Waste	Chute	Chute & Bin	Central Area	Other
1. Garbage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Blue Bin Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Green Bin Organics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Electronics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Oversized Items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Household Hazardous Waste	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

7. Is there enough space in the central collection area (if applicable): Yes No

Rate the ease of access for the central collection areas(s):

Ease of Access for:	Good	Moderate	Poor
8. Building Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Tenants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. The collection area(s) is:

Description	Yes	No
Tidy	<input type="checkbox"/>	<input type="checkbox"/>
Well-lit	<input type="checkbox"/>	<input type="checkbox"/>
Inviting	<input type="checkbox"/>	<input type="checkbox"/>
Accessible	<input type="checkbox"/>	<input type="checkbox"/>

11. Have you observed:

Chute clogs: Yes No

Odour issues: Yes No

12. Have you observed any other accessibility issues?

Continued on next page



Proper Sorting

Go to **Section 3.2** for tips and best practices related to proper sorting

13. Have you observed:

Messy garbage area: Yes No

Messy Green Bin organics area Yes No

Messy Blue Bin recycling area Yes No

14. Are waste materials typically placed in the wrong bins: Yes No

If yes, what are the common materials that are placed incorrectly?

Blue Bin: _____

Green Bin: _____

Garbage: _____

15. Is there information posted in the building to assist with proper sorting and is the information up to date: Yes No

if yes where? _____

Tenant Participation

Go to **Section 3.3** for tips on increasing tenant participation.

16. Where are education materials located?

Area	Yes	No
Elevators	<input type="checkbox"/>	<input type="checkbox"/>
Sorting area	<input type="checkbox"/>	<input type="checkbox"/>
Mail room	<input type="checkbox"/>	<input type="checkbox"/>
Beside bin	<input type="checkbox"/>	<input type="checkbox"/>
Directly on bin	<input type="checkbox"/>	<input type="checkbox"/>
Laundry room	<input type="checkbox"/>	<input type="checkbox"/>
Other: _____	<input type="checkbox"/>	<input type="checkbox"/>

17. Is multi-lingual information needed? Yes No

If yes, what are the common languages

18. Does your building have people moving in and out frequently? Yes No

19. What do new tenants receive to help with their participation in for waste management programs (e.g., poster, pamphlet, bins):

Tip: Take Photos!

Take photos of your collection area(s). These photos can be used for communicating with City of Toronto staff, building staff and/or tenants. Photos showing a clean and organized waste collection area can be used to show how the area should look, while photos of a disorganized and messy waste collection area can be used to educate tenants (e.g., what the area should not look like).

Additional Comments

Tenant Participation Survey

- Please complete this form to provide feedback on your building's waste collection. Your answers are anonymous and will be used to help make improvements.
- This may take about 10-15 minutes to complete.

1. Do you participate in the following programs? (check one)

Collection Program	Never	Sometimes	Most of the time	Always
Blue Bin recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green Bin organics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Household hazardous waste items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oversized & Metal Items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Return completed survey to:

2. If you don't participate in all the programs, tell us why (check all that apply)

Collection Program	I do not know which items to sort	Concerns with odours/pests	I do not know where to take it	I don't have space in my unit	I didn't know we had a program	No program offered here	Area not conveniently located	Area has poor lighting	Safety/security concerns	Other reasons
Blue Bin recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green Bin organics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electronic items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Household hazardous waste items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oversized & Metal Items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other reasons:

3. Do you have a bin like this in your unit for the Green Bin program?

Yes No



4. How do you get your information about the waste management programs in your building? (check all that apply)

- Posters
- Letter
- Presentations at building meetings
- Calendar in mail
- Other sources:
- City website
- Building staff
- Advertising
- I don't get any information

5. Do you know where to put your unwanted oversized and metal items (e.g., mattresses, furniture) for garbage collection (if it can't be given away or sold for reuse)?

Yes No

6. What is your primary language used at home?

What is your secondary language(s):

7. Any additional recommendations for improvement:

8. If you would like to volunteer to help improve waste diversion, please provide your name and contact information.

550 Ontario Street Hugh-Garner Housing Co-operative

Above and Beyond

Initiatives for ultimate waste diversion

181 units | 8 floors | 400 residents | Single-chute system



Blue Bin Recycling

Set out up to forty 95 gallon recycling bins every week. Residents bring their recyclables to the first floor chute room

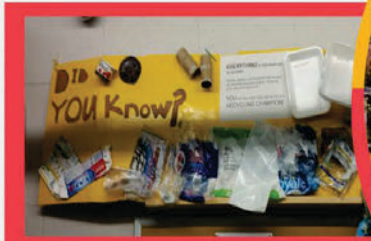


Clothing Donation

Used clothes are collected and donated to the Ontario Federation for Cerebral Palsy

Designated Collection Area

Designated collection area for mattresses, furniture and scrap metal



Recycling Art by Kids

Hosted a Cupcakes & Art event where youth created art that was hung in the recycling room



3Rs Ambassador and the Green Committee

Active Green Committee and a 3Rs Ambassador engaged in green initiatives including energy and water conservation, and waste diversion

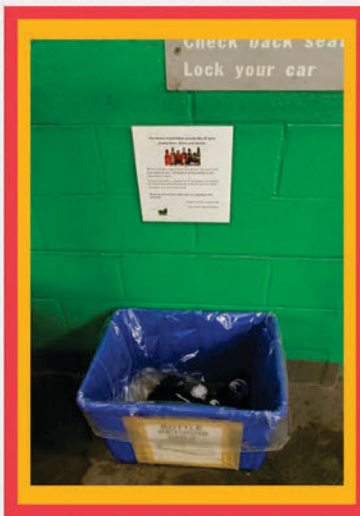
Swap Board to Encourage Reuse

Residents can give their gently used household items to their neighbours by posting a message on the swap board



LCBO Bottle Collection

Residents donate their empty LCBO and beer bottles and the money collected goes back to the co-operative



toronto.ca/recycle

Feedback Form Information

This section outlines the type of survey that will work best for various types of events:

- **Event Feedback Form #1** – This form is best used for sites which are mainly comprised of families. The options for the questions includes content regarding children (i.e., I heard about this event from my children).
- **Event Feedback Form #2** – This form is for sites with an older demographic such as a site comprised mainly of seniors.
- **Event Feedback Form #3** – This is a modified version of Event Feedback Form #2. Use this form for tenants who may require assistance answering questions either because of physical, language, or other types of barriers.
- **Staff Event Feedback Form** – This form can be used for any type of event. Distribute this survey to all event organizers and staff who attend your event in order to gain helpful feedback for future events.
- **Children Event Feedback Form** – Use this form at sites which are mainly comprised of families. This form can be used in conjunction with Event Feedback Form #1.



Event Feedback Form #1

Please fill out the following information:

How did you hear about this event?	
Personal visit from the organizer	<input type="checkbox"/>
Invitation left at my door	<input type="checkbox"/>
I walked by and saw that it was going on and decided to stop by	<input type="checkbox"/>
From my neighbours	<input type="checkbox"/>
From my children	<input type="checkbox"/>
Overall organization of the event	<input type="checkbox"/>
Other (please explain)	<input type="checkbox"/>

Why did you decide to attend this event?	
My kids are here	<input type="checkbox"/>
I am interested in learning more about waste management	<input type="checkbox"/>
I have questions about organics, garbage and recycling	<input type="checkbox"/>
Other (please explain)	<input type="checkbox"/>

Please rate your level of satisfaction with the event (place X in the column)

	Unsatisfactory	Satisfactory	Excellent
Number of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of staff/volunteers in attendance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of staff/volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to ask questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall organization of the event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What did you like about today's event?			
What can we do to improve future events?			
Additional comments or suggestions			



Thank you for providing your feedback. Please enter your name and unit number here to be entered into our prize giveaway!

Name: _____ Unit: _____

Event Feedback Form #2

Please fill out the following information:

How did you hear about this event?	
Personal visit from the organizer	<input type="checkbox"/>
Invitation left at my door	<input type="checkbox"/>
I walked by and saw that it was going on and decided to stop by	<input type="checkbox"/>
From my neighbours	<input type="checkbox"/>
Other (please explain)	<input type="checkbox"/>

Why did you decide to attend this event?	
My kids are here	<input type="checkbox"/>
I am interested in learning more about waste management	<input type="checkbox"/>
I have questions about organics, garbage and recycling	<input type="checkbox"/>
Other (please explain)	<input type="checkbox"/>

Please rate your level of satisfaction with the event (place X in the column)

	Unsatisfactory	Satisfactory	Excellent
Number of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to get involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of staff/volunteers in attendance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowledge of staff/volunteers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Opportunity to ask questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall organization of the event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
What did you like about today's event?			
What can we do to improve future events?			
Additional comments or suggestions			



Thank you for providing your feedback. Please enter your name and unit number here to be entered into our prize giveaway!

Name: _____ Unit: _____

Event Feedback Form #3

Use this form for tenants who may require assistance answering questions (either because of physical, language, or other types of barriers). Place a check mark or tick for each response under Question #1 and beside any repeat answers for Questions #2 to #5. The intent is to enter the feedback from multiple tenants onto this form and then to count the number of tenants who have a similar response.

1) Did you have fun today?	
yes <input type="checkbox"/>	no <input type="checkbox"/>
2) Why did you come today?	
3) What did you like the most?	
4) What did you like the least?	
5) What can we do to improve?	



Thank you for providing your feedback. Please enter your name and unit number here to be entered into our prize giveaway!

Name: _____ Unit: _____

Staff Event Feedback Form

Please fill out the following information:

Please rate your level of satisfaction with the event (place X in the column)

	Unsatisfactory	Satisfactory	Excellent	N/A
Number of activities				
Opportunity for adults to get involved				
Opportunity for children to get involved				
Opportunity for teenagers to get involved				
Number of sta /volunteers in attendance				
Knowledge of sta /volunteers				
Opportunity for tenants to ask questions				
Overall organization of the session				
Met overall objectives of the project				
Overall satisfaction of the event				

What did you like about today's event?

What can we do to improve future events?

Additional comments or suggestions

Children Event Feedback Form

This feedback form was developed since children are usually active at events and do not want to sit still long enough to answer a formal survey. Ask these questions to each child near the end of the event or upon completion of a series of activities. Place a check mark or tick for each response under Question #1 and beside any repeat answers for Questions #2 and #3. The intent is to enter the feedback from multiple children onto this form and then to count the number of children who have a similar response.

Tip: offering a small prize after they complete the survey provides great incentive for them to provide feedback.

Ages 4-12		Age 13 and over	
Did you have fun today?		Did you have fun today?	
Yes	No	Yes	No
What did you like the most?		What did you like the most?	
What did you like the least?		What did you like the least?	

[Source: BC Housing TEG]

Introductory Letter for New Tenants

Dear:

Welcome to the building!

We have provided this welcome package to introduce you to our waste diversion programs and provide you with the information needed for you to easily and properly sort your waste. Enclosed you will find the City of Toronto's sorting guides for our Blue Bin and Green Bin programs. If you need more information on how to sort your waste, you can:

- Use the online sorting tool Waste Wizard: toronto.ca/wastewizard
- Call 311 to speak to someone directly (available in multiple languages). You may also request that sorting guides be sent to you in your language(s) of choice.

Building owners are required to pay for City collection services based on how much garbage is set out. Taking part in our waste diversion programs (e.g., Blue Bin recycling and Green Bin organics) is not only mandatory but also helps to reduce garbage and less garbage means a lower fee for all of us.

Also, sending less garbage to the landfill (specifically organic waste) is good for the environment because it helps to prolong the lifespan of the landfill and reduces greenhouse gas emissions.

If you have any questions about our building's waste diversion programs, please contact:

Sincerely,

Building Management Office

Where to take your materials for collection:

Garbage:

Blue Bin Recycling:

Green Bin Organics:

How to dispose of other items:

Oversized and Metal Items:

Electronic Waste:

Household Hazardous Waste:

Other Items:

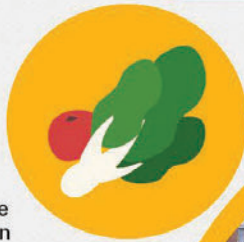
430 McLevin Avenue Mayfair on the Green

Above and Beyond

Leading the way in multi-residential diversion
282 units | 18 floors | Single-chute system

Green Bin Organics

Residents place bags of organic waste down the chute (formerly the garbage collection chute)



Sharing Shelf

Designated collection area for mattresses, furniture and scrap metal



Welcome Package

New residents receive a welcome package that explains the waste diversion programs



Blue Bin Recycling

Superintendent delivers transparent bags to each unit

Residents drop off bags of recyclable materials in ground floor recycling room

Translated Materials

Uses free educational tools and signage in multiple languages provided by the City of Toronto

Remove Contamination

Superintendent regularly checks the garbage, Blue Bin and Green Bin to pull out any material that has been placed in the wrong bin



toronto.ca/recycle



5.0 Key Contacts



City of Toronto Contacts

For questions and more information on City services	Visit toronto.ca/recycle
For questions or changes to City services, ordering in-unit recycling bags and kitchen catchers	Call 311 Visit toronto.ca/311
For information on the 3Rs Ambassador Program	E-mail 3Rs@toronto.ca

Building Contacts

Building Sta :

Board Members (if applicable):

Volunteers willing to assist with waste reduction and diversion programs:

