

January 10, 2022

Curbside collection service disruptions continue, please see the updated table below. Residents should have their Recycling Carts and Garbage Carts set out by 8 a.m. on their Rescheduled Collection Day.

The Rescheduled Collection Day is the earliest day crews will begin collecting your area, subject to safe road conditions. Collection is on a rolling sequence following the order routes were missed. If still not collected by 5 p.m. on your Rescheduled Collection Day, please continue to set your carts out between 8 a.m. to 5 p.m. the following days, until they are emptied. Updates will be posted at 4:30 p.m. for the following day until routes resume regular scheduling.

Regular Scheduled Collection Day / Route	Affected Communities	Rescheduled Collection Day	Status at 4:30 p.m. January 10
<i>Missed collection on Friday, December 24 (RA Routes)</i>	<ul style="list-style-type: none"> District of Lantzville Snaw-naw-as First Nation Nanoose Bay: central, south, east (RDN Electoral Area E) East Wellington, Pleasant Valley, Extension, Nanaimo Lakes (RDN Electoral Area C) 	Collection began: January 4	90% completed <i>Rough condition roads remain, crews will return Jan. 12</i>
<i>Missed collection on Tuesday, December 28 (RB Routes)</i>	<ul style="list-style-type: none"> Cedar, South Wellington, Cassidy, Yellowpoint (RDN Electoral Area A) 	Collection began: January 7	90% completed <i>Rough condition roads remain, crews will return Jan. 12</i>
	<ul style="list-style-type: none"> Gabriola Island (RDN Electoral Area B) 	Collection began: January 10	90% completed <i>Rough condition roads remain, crews will return Jan. 15</i>
<i>Missed collection on Wednesday, December 29 (RC Routes)</i>	<ul style="list-style-type: none"> French Creek (RDN Electoral Area G) City of Parksville (west) 	Collection began: January 7	Completed
	<ul style="list-style-type: none"> Whiskey Creek, Hilliers, Coombs (RDN Electoral Area F) 	Earliest collection: January 11	
<i>Missed collection on Thursday, December 30 (RD Routes)</i>	<ul style="list-style-type: none"> Town of Qualicum Beach 	Collection began: January 8	25% Completed
	<ul style="list-style-type: none"> Errington (RDN Electoral Area F) 	Earliest collection: January 11	
<i>Missed collection on Friday, December 31 (RE Routes)</i>	<ul style="list-style-type: none"> City of Parksville (east), Craig Bay San Pareil (RDN Electoral Area G) Nanoose Bay: Rocking Horse, Madrona (RDN Electoral Area E) 	Earliest collection: January 11	
	<ul style="list-style-type: none"> Qualicum Bay, Deep Bay, Spider Lake, Little Qualicum Estates (RDN Electoral Area G/H) 	Earliest collection: January 12	

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Please note: Food Waste Carts will not be collected on the Rescheduled Collection Days. We apologize for the inconvenience and thank all RDN residents for their continued patience and understanding over this prolonged service disruption. Regular scheduling will resume once all routes have their Recycling Carts and Garbage Carts collected.

Free Drop Off at RDN Solid Waste Disposal Facilities

Due to the extended delays in curbside service, the RDN is offering free drop off for residents' curbside waste at the Regional Landfill, Church Road Transfer Station (Parksville), and a temporary site on Gabriola Island.

Residents taking advantage of this free drop off should be prepared to provide identification and address, including postal code. Follow all signage, staff direction and other site protocols. RDN Solid Waste Disposal Facilities are following provincial public health orders, please be prepared with a mask.

Reasonable amounts of household waste will be accepted and should be separated according to waste streams on site (refer to table below). The free residential drop off at Regional Landfill and Church Road Transfer Station will be available until curbside service resumes regular scheduling.

RDN Facility	Regional Landfill	Church Road Transfer Station
Location	1105 Cedar Road, Nanaimo, BC	860 Church Road, Parksville, BC
Hours	7 days a week, 8 a.m. to 5 p.m.	
Accepted Materials	<ul style="list-style-type: none">✓ Household garbage✓ Food waste (<i>temporary</i>) <p><i>Separate your recycling into:</i></p> <ul style="list-style-type: none">✓ Paper, hard plastic containers, metal containers✓ Cardboard	<ul style="list-style-type: none">✓ Household garbage✓ Food waste <p><i>Separate your recycling into:</i></p> <ul style="list-style-type: none">✓ Paper✓ Cardboard✓ Hard plastic containers, metal containers

A free drop-off event ran from Friday January 6 to Sunday January 9 on Gabriola Island.

See the following page for Frequently Asked Questions

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Frequently Asked Questions

- ***I just received my 2022 Curbside Collection Schedule in the mail. Should I follow my collection days on the mailed schedule, or what is posted on the RDN website and RDN Curbside app?***

Please follow the Reschedule Collection Days as posted on this service alert, our online collection schedule at rdn.bc.ca/curbside and the RDN Curbside app.

- ***I haven't received my 2022 Curbside Collection Schedule in the mail, when will I be receiving it?***

The 2022 Curbside Collection Schedules have been delivered to Canada Post, and should be received in the mail this week or early next week.

- ***What should I do with my Food Waste?***

Between the near freezing temperatures, two times increase in capacity and locking lids on the new automated Food Waste Carts, the large majority of our 29,500 households receiving service should manage until the regular collection schedule resumes the week of January 10. An option for excess food waste is to place it bagged in the freezer or, alternately, it may be necessary to place excess food waste in the garbage carts during this service disruption.

- ***Can I put out extra recycling and/or garbage beside my carts?***

No, we will not be collecting any waste other than what fits inside your RDN-issued Recycling Cart and Garbage Cart, with the lids fully closed. Follow normal cart set out procedures, ensuring carts are spaced one meter (3 ft) apart.

- ***What should I do if my carts remain full by the end of my Rescheduled Collection Day?***

Please set them out again the following days from 8 a.m. to 5 p.m., until emptied.

- ***Why was collection cancelled?***

Especially given the freeze-melt road conditions, safety is our top priority. In dry road conditions, the stopping distances of an empty collection vehicle is over double that of a passenger vehicle. Snow and ice can multiply these stopping distances by ten. Our collection vehicles make an average of over 700 stops per day, so snow and ice puts collection crews and other road users at major risk.

- ***Can I get service updates sent to me directly?***

Residents receiving RDN curbside collection services are encouraged to sign up for service alert notifications. This way you'll know directly if there are service changes.


Follow the instructions below to sign up for **email** or **phone call** updates or download the free "RDN Curbside" app on your Apple or Android device.

- Go to our website: rdn.bc.ca/curbside or call 250-390-6560 for assistance signing up
- Enter your address into the calendar search form and press search
- Select "Get a reminder!"
- Pick the type of reminder you would like to receive
- Follow the prompts on the screen to complete the sign up

For more information, please contact:

Solid Waste Services

Regional District of Nanaimo

 250-390-6560

 rcu@rdn.bc.ca

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