

Curbside Collection: Winter Weather Advisory

It is expected low temperatures and forecasted snow will continue to impact collection for the remainder of the week. During severe winter weather, every effort is made to collect the curbside materials. Residents should ensure their carts are at the curb for the entire 8 a.m. to 6 p.m. collection window.

Safety for workers and our community is the top priority for the Regional District of Nanaimo (RDN) and our curbside contractor. Snow and ice pose a very high safety risk, with each collection vehicle making 700 stops per day and needing up to five times the stopping distance in these conditions compared to a passenger vehicle on dry roads.

RDN Curbside Service Alerts

Service alerts on the RDN Curbside system will be posted by the evening of the regularly scheduled collection day. Residents can confirm if a service alert is active in their neighbourhood by entering their address into the calendar tool at rdn.bc.ca/curbside.

Residents receiving RDN curbside collection services are encouraged to sign up for direct service alert notifications by email, phone call, or the RDN Curbside smartphone app. Download the free RDN Curbside app on your Apple or Android device. Follow the instructions below to sign up for email or phone call notifications:

- Go to our website: rdn.bc.ca/curbside
- 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:
 - Weekly collection reminders and service alerts by email or phone call
 - If you do not want weekly collection reminders, you can opt to sign up for service alerts only by email
- Follow the prompts on the screen to complete the sign-up

RDN staff can support residents who require assistance setting up these notifications and can be contacted at curbside@rdn.bc.ca or 250-390-6501.

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RDN Curbside Adverse Weather Operations Policy


The RDN's adverse weather operations policy is summarized below. Information specific to the affected route or neighbourhood will be posted to the RDN Curbside service alert system.

- Level 1. If collection is missed due to adverse weather, our contractor will attempt to restore collection over the next two days and/or the following weekend. *This is conditional to safe road conditions, and priority is given to the regularly scheduled routes.*
- Level 2. Service will then follow the regular curbside collection schedule. *Depending on the season, the number of households impacted, and the length of service disruption, both Garbage and Recycling may be collected instead of Food Waste.*
- Level 3. If we are unable to service a route or neighbourhood for two back-to-back regular scheduled collection days, we will make an option available for waived tipping fees at the Regional Landfill or Church Road Transfer Station. *Further details will be provided if this option is made available.*

For more information, please contact:

Solid Waste Services

Regional District of Nanaimo

 250-390-4111

 rcu@rdn.bc.ca

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