



INFORMATION MANUAL

for

PAINT PLUS COLLECTION DEPOTS (Paint, Flammable Liquids, Pesticides & Gasoline)

February 2004
Updated: November 2007

This manual is intended as a practical guide for depot operators and workers handling and storing products collected under the Product Care Stewardship Program. It is expected that this manual will be used by depot operators to instruct workers in using practices required by the program.

It is also expected that the Product Care Stewardship Program will be conducted in a work environment maintained in compliance with all legislated health and safety requirements. The practices described in this manual are not intended to replace any standards, acts or regulations required under Provincial or Federal legislation nor is the manual intended to relieve the depot operator or workers of any obligations under this or other legislation.

The Product Care Stewardship Program accepts no responsibility and assume no liability resulting from the incorrect use of information contained in this manual or from the use of this information in any circumstances other than those described.

Revised February 2003 by: Erik Ollgaard
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Chapter 1

INTRODUCTION

In this chapter you will find

- *Information about the Product Care Stewardship Program*
- *Information for the depot operator*
- *Information for depot employees*

THE PRODUCT CARE STEWARDSHIP PROGRAM

About the Product Care Stewardship Program

The Product Care Stewardship Program is a way for people to return leftover *regulated consumer products* that are paint, paint aerosols, pesticides, pesticides aerosol, flammable liquids, flammable liquids aerosol and gasoline.

This program was authorized by the government of British Columbia in regulations requiring manufacturers of paint, pesticides, flammable liquids and gasoline to ensure left-over products are collected and recycled or disposed of in an environmentally responsible manner. This helps prevent pollution because products are no longer discarded or put in the garbage.

The partners in this program have arranged for consumers to return leftover products through a number of collection depots throughout BC.

Product Care operates 2 types of depots:

Paint-Drop Depot – accepts Paint & Paint Aerosols

Paint Plus Depot - accepts Paint & Paint Aerosols, Flammable Liquids (including aerosols), Pesticides (including aerosols) and Gasoline

Through its education program Product Care encourages consumers to assist the program and do their part in protecting our environment by using the following practices.

- Buy only the amount of product needed for the job.
- Use up all the product or give leftovers to a friend or neighbour or store products for future use.
- Dispose of leftovers safely and responsibly at a Product Care Depot.

For More Information

Depot staff can contact Product Care at 1 888 772 9772 or 604 592-2972 in the Lower Mainland.

Consumers can contact the Recycling Council of BC Hotline at: 1 800 667-4321 toll free in BC or 604 732-9253 in the Lower Mainland



Information For The Depot Operator

Know Your Responsibilities

As Product Care's Paint Plus depot operator, you are responsible for ensuring that:

- the requirements described in this manual are applied correctly at the collection depot
- all workers involved in the program have read this manual and successfully completed the quiz to demonstrate they know the practices they must use.

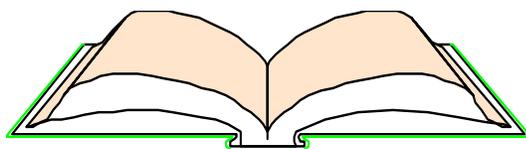
You must also be aware that, in addition to the requirements of this program, the depot is a place of work regulated by the *Workers' Compensation Board* (WCB). This means that you must ensure workers are properly equipped for their work and that they understand the:

- hazards they may encounter in their work
- safety practices needed to protect themselves and others from harm, and
- the actions they may need to take in an emergency, such as a fire or spill.

Further information about workplace safety can be obtained from your local WCB office.

Use This Manual For Training

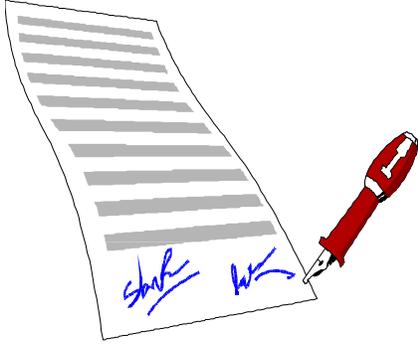
This manual must be used to instruct workers in correct handling and storage practices for the products collected under the program. You may find that some workers may be unfamiliar with equipment such as a *tote* or *tubskid*. Or, they may not understand the precautions needed for their safety, such as wearing personal protective equipment.



If workers have any questions about subjects in the manual, the best way to help them is to explain or show them the correct practice. For instance, you can explain how to deal with an angry consumer or show them how to store a product correctly.

Appendix 4 of this manual contains a 2-page quiz to give to workers after they have read the manual. A copy of the quiz for photocopying is also provided in the envelope at the end of the manual.

Be sure to photocopy the 2 pages back-to-back or staple them together as these are your only copies.



Workers must complete the quiz, and then give it to you in order to check their answers and confirm they understand the information.

The correct answers are provided in the envelope at the end of this manual. Check the employee's answers and mark the score on the bottom of the quiz. Make sure it shows the name of the employee and is correctly dated. Then sign your name at the bottom of the quiz to show that you have checked it.

If you think a worker may not have learned some of the information, review it with the worker until it is understood. Then, make a note on the quiz to show you have corrected any misunderstandings.

The completed quiz will be your record that workers have been instructed and it must be kept available for inspection by a PRODUCT CARE representative. **All employees involved with the program should review this manual and complete the quiz annually.**

Assist Workers With English As A Second Language Or Difficulty In Reading

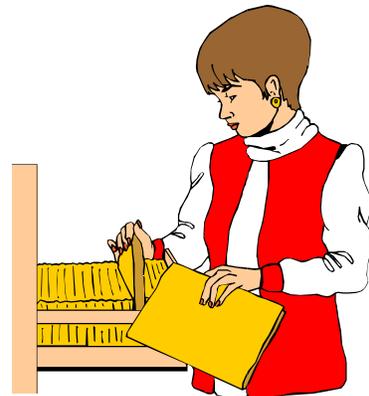
If it appears that a worker has not learned the information in the manual (for example, cannot complete the quiz or is unable to look up the answers) you must consider whether the employee can do the work correctly. As the depot operator, it is your responsibility to make sure that work is performed safely.

Keep Important Records On Hand

The following records must be kept in a secure location so they can be produced when requested by a government compliance officer or Product Care representative:

- Bills of Lading (shipping documents) for products collected from the depot
- Monthly Depot Inspection Check List
- Emergency and/or Incident Reports
- Records of training.

The government requires that records be kept of each type of product collected.



Supplies Provided By The Program

This manual contains the information you need to operate the program correctly. In the appendixes at the end of this manual, there are several important forms to photocopy and use as needed. They include:

- Appendix 2* Monthly depot inspection checklist
- Appendix 3* Paint Exchange form
- Appendix 4* Quiz
- Appendix 5* Emergency Contact
- Appendix 6* Emergency and/or Incident Report
- Appendix 7* Notification of Change form
- Appendix 6* Pictures of examples of acceptable and not acceptable products

A number of supplies are provided to assist you in maintaining the program.

- An approved storage building (*Paint Plus Product Storage Room*) for storing acceptable flammable liquid, gasoline and pesticide products under this program with:
 - ◇ 2 regular tubskids for flammable liquids
 - ◇ 1 aerosol tubskid for pesticide aerosols and flammable liquid aerosols
 - ◇ 1 regular tubskid for pesticides
 - ◇ 10 Rubbermaid roughneck totes
 - ◇ 8 bags of absorbent
- Paint: (Note that paint is not to be stored in the Paint Plus concrete storage room.)
 - ◇ 4 regular tubskids for paint
 - ◇ 1 aerosol tubskid for aerosol paint
- Safety equipment:
 - ◇ Safety splash goggles and chemical resistant gloves
 - ◇ A fire extinguisher
 - ◇ Eyewash bottle unit
 - ◇ Eyewash station and stand
 - ◇ A spill kit containing: 2 spill socks, 10 spill pads, 2 pairs of safety splash glasses and 2 pairs of chemical resistant gloves (stored in concrete Paint Plus room)
 - ◇ Spill kit for paint containing 10 spill pads & 2 spill socks
- Signs
 - ◇ a Paint Plus depot entrance sign
 - ◇ a sign describing the products accepted/not accepted
 - ◇ a sign identifying the storage room

This program also supplies you with brochures containing valuable information for consumers on the program and the products that may be returned. These brochures should be made readily

available to the consumer and should be given to any consumer that has a question regarding this program. For more brochures call or fax Product Care.

The program does not provide personal protective gear that may be required by the Workers' Compensation Board for your place of work, such as protective clothing, safety shoes, hard hats or special equipment that may be needed in a fire or other emergency. Please contact your local WCB office for more information.

Visits By The Program Representative

The depot may be visited regularly by program and government representatives.



Please assist the representative by being prepared to demonstrate any aspect of depot operation requested and by having records readily available.

This visit by the representative will also give you an opportunity to discuss any concerns or questions you may have.

How To Get More Information

If you have a question, need more information about this program or have an emergency requiring immediate attention, please call this 24 hour number **1-888-772-9772**.

During office hours you may also call 604 592 2972 or fax Product Care at 604 592-2982.



For general program information call the Recycling Council of BC Recycling Hotline at: 1 800 667-4321 toll free in BC or 604 732-9253 in the lower mainland.

INFORMATION FOR DEPOT EMPLOYEES

How To Use This Manual

Read the following instructions completely before beginning.

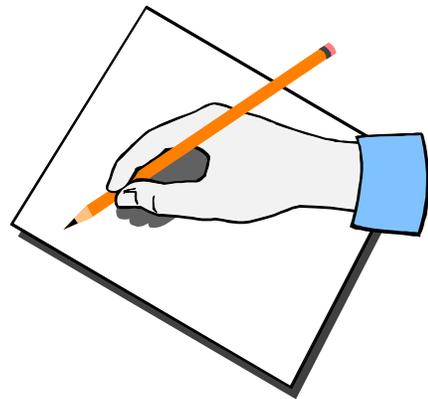
Each chapter in this manual deals with an important part of the Product Care Stewardship Program. A summary at the beginning of each chapter explains what the chapter is about.

Read each chapter. If a word is not easy to understand, it may be explained in the **Definitions** in *Appendix 1* of this manual. If not, ask the depot operator (supervisor) to help explain it to you.

When you have finished reading the manual, tell the depot operator (supervisor) because you must complete a short quiz.

The quiz is two pages. Write down your name and the date at the top of the first page. Answer all the questions. If you do not know an answer, look it up in the manual.

When you finish the quiz, give it to the depot operator (supervisor) for checking. He will write your score at the bottom and sign it to show it has been reviewed. You are then finished your instruction. If there were any items that were not completed correctly or that you did not understand, now is the time to review the information with the depot operator (supervisor).



Be sure to find out where this manual is kept. You may need to use it until you become familiar with the program and the products brought to the depot and it will always be useful as a handy reference.

Know Your Responsibilities

All depot workers are responsible for ensuring their work is performed correctly. This means that you must:

- take part in any instruction or training provided
- use the work practices described in this manual, and
- report any condition to the depot operator (supervisor) that you think may be dangerous.

Chapter 2

PRODUCTS

In this chapter you will learn about

- *Products that are accepted by the program*
- *Products that are NOT accepted by the program*
- *How acceptable products can be identified*



PRODUCTS ACCEPTED AT A PAINT PLUS DEPOT

Consumers may drop off leftover *consumer products* in the following categories; **paint and paint aerosols, flammable liquids (including aerosols), pesticides (including aerosols), and gasoline.**

This program is designed specifically for consumer products only and does not take any product that is designed for industrial use (only exception is Paint Aerosols).

WE TAKE

✓ Paint



✓ Aerosols



✓ Flammable liquids



✓ Gasoline



✓ Pesticides



Paint	Aerosols	Liquids only!	Gasoline	Consumer pesticides
Consumer Paints All Aerosol Paints Empty Paint Cans (See list below*)	Flammable liquid and/or pesticide aerosols Must meet flammable liquids or pesticide criteria	Paint thinners, solvents, camp fuels or flammable liquid adhesives etc.... All containers must be labeled with the <i>flammable symbol</i> , or warning words such as “ <i>keep away from open flame or spark</i> ”	Must be in approved ULC containers only Gas mixed with water or diesel acceptable	Container must display the <i>poisonous (skull & cross bones) symbol AND "Pest Control Product" (PCP) registration number</i> (e.g. REG# 4565 PCP Act) All DDT pesticides <10L Antifouling Paints and Wood Preservatives with PCP registration number

Maximum Container Size

23 L	1L	10 L (Kerosene 9 L)	25 L	10L (solids & liquids)
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All containers must be clearly labeled, properly sealed and of good integrity.

* Accepted Paint Products

Consumer paints (household), water based (latex) or oil-based (alkyd/enamel) (interior or exterior, textured or non-textured); Porch, floor & deck paints, varnishes & urethanes. Primers, undercoats, block fillers & sealers. Marine enamels. Wood finishing oils, stains & shellac. Wood or masonry finishing products, *Latex* driveway sealer. Rust paint, decorative metal paints. *Single* component swimming pool paint. Empty paint containers.

Paint aerosols of all types including industrial & automotive.

For Safety: DO NOT open containers to verify their contents.



PRODUCTS NOT ACCEPTED BY THE PROGRAM

The Product Care Stewardship Program only accepts leftover consumer paint, flammable liquids, gasoline pesticides and aerosol products and all paint aerosols for which its members are responsible under government regulation.

Some of the common household products that are not accepted by this program are:

PRODUCTS NOT ACCEPTED

Paint & Coatings

- **Paint in glass containers**
- **Traffic marking paints, tar or asphalt based driveway sealers**
- **Non-aerosol craft paints or Non-aerosol automotive paints**
- **Paints labelled "Industrial use only" or designed for Industrial use e.g. 2-part paints or multi-component paints, reducers; catalysts; quick dry, fast dry; rapid dry; baked on coatings; hardeners; nitrocellulose based lacquers**
- **Colorants, tints, and other paint additives**
- **Roof patch, fibreglass resins, tars and grease, stucco, cement products, tile grout**
- **Brushes, rags and rollers**
- **Paint containing foreign objects**

Flammable Liquids:

- **Flammable liquids intended for Industrial use**
- **Cosmetics, health and beauty aids**
- **Diesel, propane and butane fuels**
- **Caulking tubes, tile adhesives**
- **Empty containers**

Pesticides:

- **Commercial/Industrial or Agricultural pesticides**
- **Pesticides without the Skull and Crossbones symbol**
- **Fertilizer**
- **Insect repellents, disinfectants & pet products**
- **Empty containers or packaging**

Aerosols:

- **Corrosives aerosols**
- **Foam insulation**
- **Oven cleaners**

Important Facts to Remember:

- This program only accepts products under 4 categories: Paint, Flammable Liquids, Pesticides and Gasoline. There are numerous other household hazardous products that are not accepted or covered by this program. For example, many Corrosive products, if not all, are not accepted. Products such as waxes, disinfectants, bleaches, drain cleaners, acids and bases and other household cleaners are also not accepted. **EXCEPTION:** Latex Paint with WHMIS “T” Symbol is acceptable.
- This program is for consumer products only (except for paint aerosols). All Industrial and Agricultural products are not acceptable.
- Industrial-use paints usually have specific warnings. Things such as the requirements to use specialized health and safety equipment, such as respirators or specific mixing instructions. These products usually have WHMIS warning labels (warning symbols with a circle around it and safety instructions surrounded by a broken dotted rectangular border). See *Appendix 8* for examples of WHMIS labeling.
- Industrial paints may also have TDG (transportation of dangerous goods) labeling. See *Appendix 9* for examples of TDG labeling.
- Automotive paints other than aerosol automotive paints are not acceptable.
- This program is for consumers only and not for Retailers or Manufacturers. Paints from retailers can be identified by the large volume and/or new looking paint containers. Paints from paint contractors are acceptable only if the paint is an acceptable paint product.
- All Unlabeled or Unknowns or Improperly sealed containers are not acceptable.
- Acceptable products stored in inappropriate or incompatible containers are not acceptable.
- If you are unsure whether a product is acceptable or not, contact Product Care office at 604-592-2972 (in lower mainland) and 1-888-772-9772 (toll-free for rest of B.C.).

For examples of Acceptable and Not Acceptable products SEE APPENDIX 10

How Acceptable Products CAN BE Identified

Sometimes it may be difficult to identify acceptable products. For example, a product may be very old, it may not have a proper *consumer product label* or the name or type of product may be unusual.

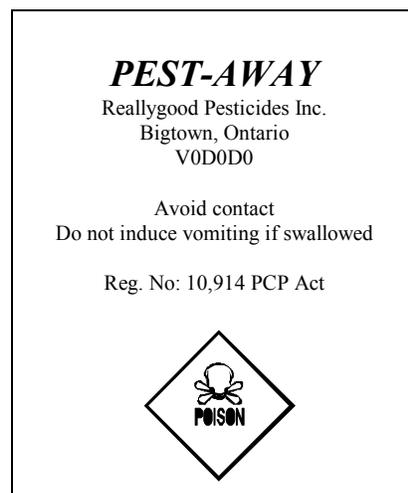
There is no easy way to identify all acceptable products so you will need to use good judgment. In most cases, the following information will help you decide if a product may be accepted. Do not open containers to verify their contents!

Identifying Acceptable Pesticides

Pesticides collected under this program must be **consumer products**. This means that the label must display all the following:

1. a “poisonous” skull and cross bones hazard symbol
2. letters “PCP” or the words “Pest Control Product” with a registration number
3. the name of the product
4. the name and address of the manufacturer
5. safety or first aid instructions

A pesticide product might be a liquid, powder, aerosol or a solid product such as a rodent bait station or a fly strip. It may also be a wood preservative, such as creosote and marine anti-fouling paint.



EXCEPTION:

There are two exceptions to the general rules regarding acceptable pesticides:

- A pesticide containing any amount of DDT is accepted.
- Old types of creosote are accepted as well.

Both products are to be accepted despite lack of PCP number or poison symbol on the label.

Identifying Acceptable Flammable Liquids

Flammable liquids (solvents) collected under this program must be **liquid consumer products**. This means that the label must display **ALL** the following:

1. a “flammable” hazard symbol or fire safety instructions such as “keep the product away from heat, an open flame or spark”, “store in a cool place”, or “avoid sources of ignition”
2. the name of the product
3. the name and address of the manufacturer
4. safety or first aid instructions.

Because products collected under this program are **all** flammable liquids, consumer products with a label displaying the flammable symbol or statements warning of a fire hazard are accepted.

Acceptable products may be a **flammable liquid** or an **aerosol** that contains a flammable liquid. They may be sold under their chemical names, such as acetone, isopropanol or turpentine or they may be contained in products such as paint thinners, liquid adhesives, some cleaning products and camp fuels.



Identifying Acceptable Gasoline

Because gasoline is purchased “in bulk” from a filling station, the container will not have a consumer label identifying the contents.

Gasoline is only acceptable if:

1. It is identified by the consumer as gasoline **and** is in a ULC approved container for gasoline
2. These containers are red, made of metal or plastic only and will have writing on them stating that they are for a flammable liquid.
3. Vent and spout must be properly sealed.



Identifying Acceptable Paint Products

Identifying acceptable paint products is not as simple as it is for pesticides, flammable liquids, or gasoline as there is no simple indicator or identifiers and may require more detailed examination of the labeling. The majority of the paint manufactured is meant for consumer use and is therefore generally accepted in the program. Paints designed or intended for industrial use are not accepted.

Industrial paints, not acceptable, can typically be identified by certain key words or warning symbol:

- WHMIS labeling (warning symbol with a circle around it and safety warnings with a broken dotted rectangular border) *see Appendix 8 for examples*
- Transportation of Dangerous Goods labels (warning symbol with a diamond shape border, that has a number on the bottom corner of the label) *see Appendix 9 for examples*
- Fast Dry, Quick Dry, Rapid Dry, Speed Dry, 2-part or multi-component, Part A, Part B, “Industrial use only”, catalyst, reducer, activator, automotive, heat resistant, nitrocellulose, asphalt based or tar based

Automotive paints are considered to be industrial and are not acceptable, other than aerosol automotive paints.

EMPTY CONTAINERS

Only empty paint containers are accepted by the program. Empty flammable liquids, empty pesticide and empty gas containers are not accepted by the program.

GASOLINE COUPONS (VOUCHERS)

To encourage the return of gasoline in the appropriate gas containers, Product Care offers a gasoline coupon program. For every container of gasoline (in a proper gas container, no empty containers) that is brought in to a depot, the depot operator (supervisor) may give the consumer a gasoline coupon for \$6.00. The depot operator (supervisor) must complete his or her portion prior to giving the coupon to the consumer. The consumer must complete and mail in the coupon to Product Care in order to receive their cheque. A cheque will then be mailed out to the consumer.

		Mail To:
\$6.00 ULC Container Refund Voucher		Product Care Association 12337 82A Avenue Surrey, BC V3W 0L5
(Six Dollars) Only one (1) voucher per container may be remitted. Voucher is not valid without signature and date of Collection Depot.		40001
Print Clearly		Validation
Claimant Name: _____		Signature, Collection Depot Agent _____
Address: _____		Print Name _____
_____ Postal Code _____		Site Location _____
Telephone: _____		Date _____

Unlabeled Containers

Unlabeled containers, even if the item is considered an acceptable item are NOT accepted in our program. This is for health and safety reasons for all people involved in handling this product (i.e. your staff, transporter, etc.)

ABANDONED MATERIAL

At the entry to the depot, a sign warns against *abandoning* material. This is a serious offense that endangers children, pets and wildlife and it is punishable by fines and/or jail. If abandoned material is found, it must be identified to see if it is an accepted product under this program.

- If it is an acceptable product, place it in the appropriate tubskid.

IMPORTANT: An unidentified product must **not** be stored in tubskids with products collected under this program, because it may react with the stored products that could produce poisonous vapours or cause a fire or explosion.

Chapter 3

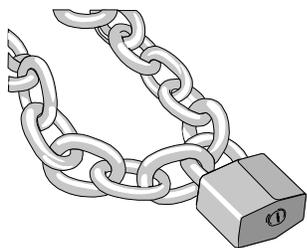
DEPOT OPERATION

In this chapter you will learn about

- *Setting up the depot*
- *Receiving products from consumers*
- *Storing products correctly*
- *Paint Exchange*
- *Shipping products from the depot*

SETTING UP THE DEPOT

Security



When the depot is closed or not attended, access by people or animals must be prevented to ensure that products brought to the site are protected from incorrect handling or damage.

For safety reasons, consumers are **not** allowed to enter the *Paint Plus Product Storage Room*. After hours the *Paint Plus Product Storage Room* must be locked and secured at all times.

Public Access to the Depot

The collection depot must be open for the public to return leftover products during regular business hours and at least 5 days a week. One of the days **must** be a Saturday unless otherwise agreed to with the program representative.

Sign at the Main Entrance

This sign must be in a highly visible location at the entry to the depot and provided with lighting if the depot is operated after dusk. This sign informs the consumer that your depot is a Product Care Paint Plus depot.

Sign in the Reception Area

MULTI-DROP DEPOT
ACCEPTED CONSUMER PRODUCTS

Properly sealed and identified consumer products only.
No industrial products - except paint aerosols.



PAINT & COATINGS
Alkyd (oil-based) & latex
Varnishes, urethanes, primers, undercoats, block fillers, sealers, marine enamels, wood finishing oils, stains & shellacs, latex driveway sealers

Max. container 20L



AEROSOLS
Paint, pesticide & flammable liquids
(Pesticide & flammable liquid rules apply)

Max. container: Aerosols 2L others 10L



FLAMMABLE LIQUIDS
Flammable symbol or warning to keep away from open flame

Max. container: 10L



PESTICIDES
Skull and cross bones symbol & PCP number (anti-fouling paint & DDT products accepted)

Max. container 25L



GASOLINE
ULC approved containers only

Max. container 25L

Please do not mix oil-based & latex paint in the same container



1 800 667-4321 Toll-Free BC 604 732-9253 Lower Mainland
www.productcare.org

PAINT PRODUCTS NOT ACCEPTED

- Paint in glass containers
- Traffic marking paints
- Non-aerosol craft paints
- Non-aerosol automotive paints
- Paints labelled industrial or "Industrial use only" e.g. two-part paints, part A, or B; reducers; catalysts; quick dry; fast dry; QD; rapid dry baked on coatings; hardeners
- Resins
- Roof patch and tars
- Brushes, rags and rollers
- Paint containing foreign objects

PESTICIDE PRODUCTS NOT ACCEPTED

- Pesticides without skull & cross bones symbol
- Pesticides labelled agricultural, industrial, or commercial
- Ready to use pesticides
- Insect repellent, disinfectant, pet products or fertilizers
- Empty containers

FLAMMABLE LIQUIDS NOT ACCEPTED

- Caulking tubes
- Diesel, propane, butane fuels, solid fuels
- Empty containers

MULTI-DROP DEPOT
This depot accepts the following consumer products





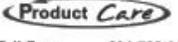


Paint, Flammable Liquids, Pesticides, Gasoline

ABANDONMENT

Products accepted during operating hours only!
Abandoning these or any other products outside the depot poses risk to children, pets, wildlife and the environment.

Violators will be Prosecuted!

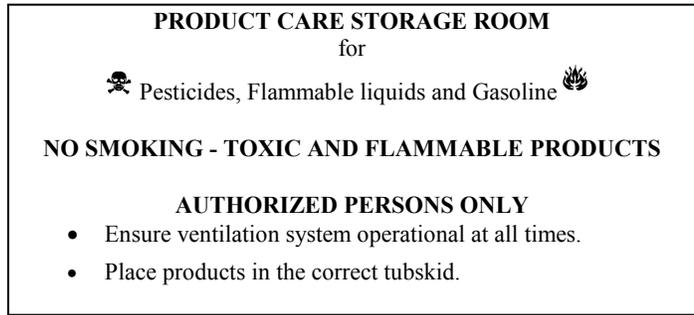


1 800 667-4321 BC Toll-Free 604 732-9253 Lower Mainland
www.productcare.org

This sign must also be in a highly visible location to allow the consumer to see what is accepted and what is not accepted at the depot. Use this sign to help explain to the consumer why certain products are not acceptable, if they are brought in.

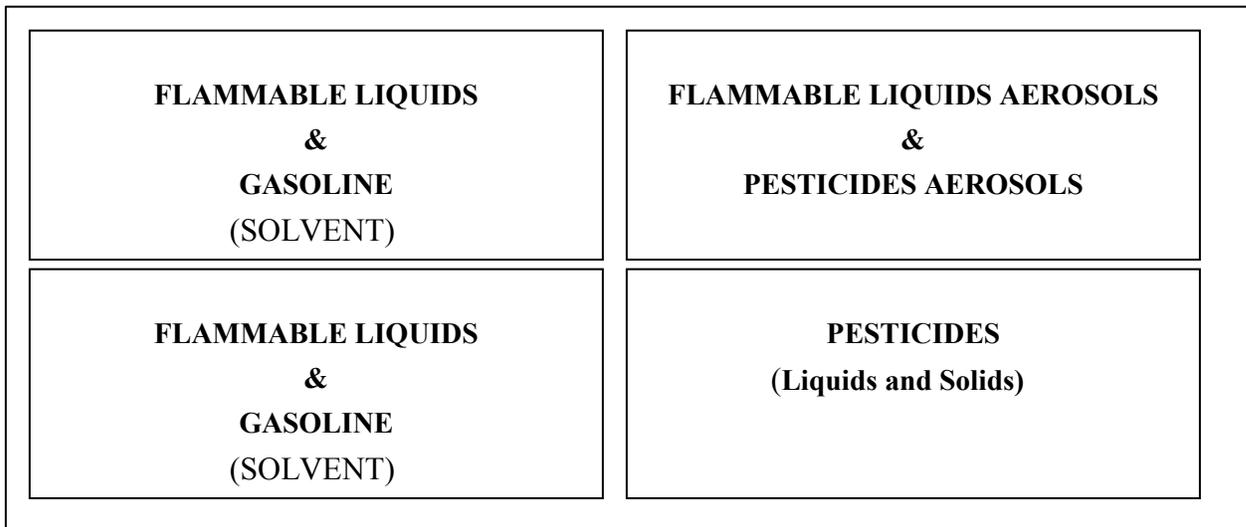
Sign at the Product Storage Room

This sign must be posted on the Paint Plus Product storage room, in a highly visible location at the entry to the storage room.



Signs Inside the Product Storage Room

These signs must be placed at the tubskids and where they clearly show the correct location for each type of product.



Storage Room Power and Ventilation

Power must be on to the room at all times. Indoor storage rooms are equipped with a powered ventilation system that must also be on at all times.

Ventilation is an important safety feature to prevent the build up of poisonous or flammable vapours in the storage room. The system must also be kept clear of obstructions. Do not block the intake vents.

A fire extinguisher must be mounted in a location accessible from the outside of the room. It is the responsibility of the depot operator (supervisor) to ensure the fire extinguisher is inspected and serviced as per fire regulations.

Storage Room Doors

The left door of the storage room must be kept closed and bolted at top and bottom. It should only be opened to remove tubskids and then immediately closed and re-bolted.

The right door must always remain open when someone is in the room.

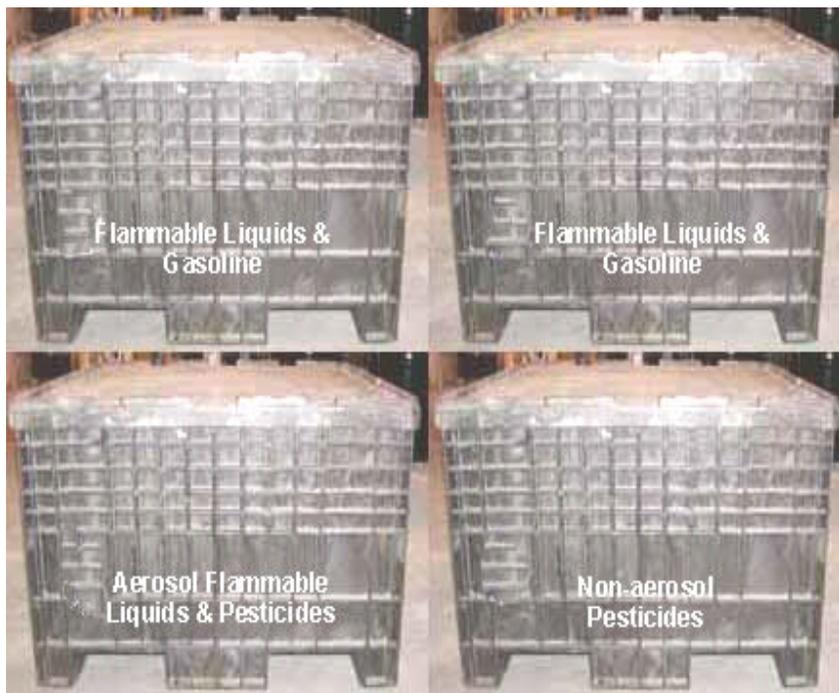
Doors must **not** be propped open. There are magnetic door holders on the Paint Plus Product storage room that holds the door open. This is to reduce the risk of fire spreading during an accident, as the magnets release the doors upon heat detection.

Storage Room Maintenance

All maintenance to the concrete storage room is the responsibility of Product Care. If a Product Care storage room requires any maintenance it should be reported in the Monthly Depot Inspection Checklist. In the case of an immediate service requirement, contact Product Care without delay. Once reported, Product Care will make the necessary arrangements for service. As some of the systems, such as heat detection, are sensitive, maintenance should only be done by Product Care authorized personnel.

Storage Containers (tubskids)

The storage room contains 4 tubskids for storing the products.



- Two tubskids are for gasoline and flammable liquids.
- One tubskid (with a cage inside) is for all flammable liquids aerosols and pesticides aerosol. Paint aerosols are stored in a separate tub skid outside of the storage room with the rest of the paint.
- One tub skid is for pesticides that are liquids or solids.

Note: aerosol cage within the tubskid should be latched at all times.

Before a tubskid is put into use, except the one designated for aerosol flammable liquids (solvents) and pesticides, two things must be done.

- First, place one or two Rubbermaid totes on the bottom of the tubskid.
- Second, place one inch of absorbent in the bottom of the tubskid. This is a standard procedure in case of leaks and should be followed whenever preparing an empty tubskid

for use for flammable liquids and non-aerosol pesticides. Note that the totes go in prior to the absorbent.

Totes

The totes placed on the floor of each tubskid are for storing acceptable products in glass containers such as pesticides. Place 1-inch of absorbent material in the bottom of each tote to act as packing material.

Once a layer of product is placed in the tote, place another layer of absorbent on top of the first layer of product as packing material before starting another layer of product on top. Repeat until the totes is full and place a layer of absorbent on the last (top) layer before putting the tote lid on.

Between 1 and 3 totes may also be used to collect products from consumers. These totes may be kept in a dry location in the depot reception area or where consumers park their vehicles. When a consumer arrives at the depot, the attendant or the consumer under the direction of the attendant should place products immediately into these totes. **Check the products to ensure they are acceptable products before loading into totes.** Leave all unacceptable products in the consumer's vehicle or return all unacceptable products to the consumer.

When the totes are filled, they must be taken to the storage room and the products packed into the tubskids. Remember to always have one inch of absorbent on the bottom of totes.

PAINT

A minimum of 2 tubskids for storing Paint products and 1 for Paint Aerosols.



Paint tub skid for all acceptable liquid paint



Paint Aerosol tub skid

All aerosol paints, including automotive and industrial paints, are placed in the "AEROSOLS" tubskid which is caged with wire mesh. This cage must be locked at all times.

RECEIVING PRODUCTS FROM CONSUMERS

GREETING THE CONSUMER

The attitude of consumers can depend on how well they are treated at the depot. A pleasant attitude and willingness to answer questions will encourage people to use the program. It will also help to prevent unpleasant situations where a consumer becomes angry or upset with the program.

Examining The Product

Products collected under the Product Care Stewardship Program must be brought to the depot in properly sealed containers to prevent leaking or spillage. Never accept a product that is not in a tightly sealed container.

Be particularly careful with gasoline containers.

Examine each container to ensure the product may be accepted under the program.

If an acceptable product is in an inappropriate container or one that may leak, ask the consumer to take it home and transfer the product into a proper container. Provide the consumer with a Product Identification Label (see page 20) to be completed and attached to the container before it can be accepted at the depot. Explain to the consumer that this action is required for storage and transportation safety reasons.

- *Never open a product to see what is inside.*
- *Never transfer or pour products on site.*
- *Wear appropriate gloves and personal protective equipment when handling products*

Dealing With An Unacceptable Product

If a product is one that is not accepted by this program explain to the consumer that you will not be able to accept it. Use the signs provided by the program to explain the types of products that can be collected and provide them with a brochure.

If the consumer appears discouraged or angry, it may help to explain that this program prevents many leftover products from entering the environment. In future, it is hoped that more products will be treated the same way in other collection programs. Refer the consumer to RCBC or Product Care office.

Depots That Are Also Landfills or Transfer Stations

Products that are not accepted by the program should be disposed according to your own policies and procedures.

Dealing With An Angry Or Abusive Consumer



Being polite and professional is often the key to diffusing a difficult situation. Offer the consumer a Product Care brochure that explains the program. This may prevent the consumer from making the same mistake again.

If you are having difficulty dealing with a particular customer please contact Product Care at:

1 888 772-9772 toll free in BC

604 592-2972 lower mainland

Handling Products Safely

Products must be examined at the consumer's vehicle to ensure they are acceptable products and in labeled, sealed, leak-proof containers.

Important: Containers must never be opened to inspect the contents!
No transferring of any product on site!
Wear appropriate gloves and personal protective equipment when handling products.

All acceptable received products must be placed immediately into totes by the attendant or by the consumer under the direction of the attendant. The totes must be taken to the Paint Plus Product storage room and the products packed into tubskids when the totes are filled. Paint can be stored directly in paint tubskids.

This is how the program is designed to operate. We recommend that you follow these procedures to assist in operating your Product Care depot. If you have any questions, please discuss these with your supervisor or call Product Care at 604-592-2972 (in lower mainland) or 1-888-772-9772 (toll-free in the rest of B.C.).

STORING PRODUCTS CORRECTLY

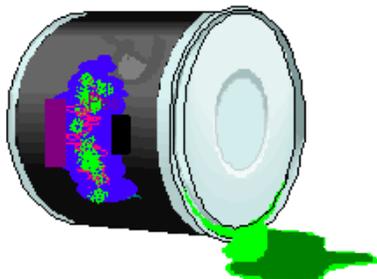
Access To The Storage Area

The Paint Plus storage room displays a sign warning that consumers are not allowed to enter. If a consumer does enter the room, politely inform the person of this safety requirement and ask them to leave.

Here are some simple rules for packing products in the tubskids:

- Containers of acceptable products must be immediately placed into the tubskid when brought into the room.
- **Gasoline containers and totes must always be packed at the bottom** of the tubskid, with additional smaller products packed on top.
- All products must be packed upright and tightly together so they do not leak or spill.
- When a tubskid is full, make sure the contents are well packed and the lid is in place.
- Never over-fill a tubskid. Make sure the lid can sit flat on top of it.

Containers That Might Break Or Leak



Before placing products in the flammable liquid or pesticide tubskids, place one inch of absorbent material on the bottom of the tub skid then place one or two totes on the floor of each tubskid for storing fragile containers, such as glass. This procedure is not needed for paint or aerosol tub skids.

Place 3 inches of absorbent material in the bottom of each tote.

When a product is placed in the tote, place it in the position that will best prevent leaks. Make sure all containers are upright, and spaced accordingly to allow for the containers to be separated by absorbent (acting as packing material). When totes are full, place a final layer of absorbent over the containers and lid the tote.

Please refer to Appendix 11 for examples of proper placement of absorbent and totes.

If a tubskid is almost full and not all the totes with the absorbent have been used, remove one tote and use the space.

Products Belonging To More Than One Class

Some material may belong to more than one class of product.

- If a product is a pesticide and it contains a flammable liquid (solvent), put it in the PESTICIDE tubskid.
- If a product is an aerosol and a pesticide or flammable liquid (solvent) put it in the AEROSOL tub skid, inside the Paint Plus Product Storage room.
- If a product is paint and it has a flammable symbol on it, put it in the PAINT tub skid.

Unknown Products



Unknown products are **not accepted**.

Unknown products pose a health and safety risk for everyone – from the consumer to the depot employees, to the transporter to the end processors of the products.

Do not offer a Product Identification Label to consumers for unknown products.

Storing Paint Products Correctly

Paint products received at the depot must be stored correctly to ensure that the containers are not knocked over, spilled or add to the risk of fire.

Here are some simple rules for packing paint products in the tubskids.

- Pack all products with the lids upright and tightly together so they do not leak or spill.
- When a tubskid is full, make sure the contents are well packed and the tubskid lid is in place.
- Never over-fill a tubskid. Make sure the lid sits flat on top.
- Place **ONLY** paint aerosols into paint aerosol tub skids, do not mix paint aerosols with paint.

IMPORTANT:

All paint products must be stored in the correct tubskids at the end of each business day.

EXCHANGING PAINT PRODUCTS

NOTE: To reduce the risk of spills and injury, **do not allow** the consumer to open cans on site. As most returned cans of paint have been used, there are always markings and labels on the can indicating the colour & type of the paint within.

- First, allow the consumer to select the cans of paint they wish to reuse. Explain to the consumer that the paint is free, they are taking it as-is, and there is no guarantee of the quality or contents. The consumer may return it to the depot if they take it home and realize that it isn't what they thought it would be.
- Give an orange paint exchange waiver sticker to the consumer to read over.
- Then attach a paint exchange waiver sticker to each can that is taken by a consumer.
- The person removing the paint **must** then read and fill out the information required on the paint exchange form (See Appendix 6).
- Mail or fax (604-592-2982) paint exchange forms to Product Care by the 10th of the following month. A new form is to be used for each month and a photocopy of the form can be made from Appendix 6.

Detailed instructions can be found in Appendix 3 with the Paint Exchange Form.



No other products, such as aerosols, flammable liquids, pesticides or gasoline collected by this program shall be included in the exchange under any circumstances.



The orange Paint Exchange label is attached and the container is properly sealed. This product can now be included in the paint exchange program and given away, once the consumer has completed and signed the paint exchange form.

SHIPPING PRODUCTS

When products are removed from the depot, they must be handled according to special government laws for handling and transporting dangerous goods. This requires special documents, labels, vehicle placards and training. The depot operators/employees are responsible for labeling the full tub skids, supplying the vehicle placards and completing the shipping documents (Bill of Lading (BOL)). In most cases, the driver will handle these responsibilities for you. For some depots, the shipping documents, tub skid labels, and placards will be mailed to you in advance of your shipment. In this case you are responsible for labeling the full tub skids correctly, completing the shipping document and giving the placards to the driver when he comes to load. If you have any questions regarding the shipping or the related paperwork, please contact Product Care at 604-592-2972 (in lower mainland) or 1-888-772-9772 (toll-free in rest of B.C.).

The depot operator or an employee may be required to assist the driver by loading tubskids onto the vehicle. At this time, it is important to follow the instructions of the driver and to use proper safety precautions.

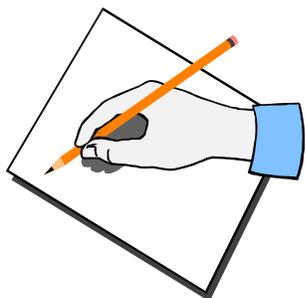
Requesting A Shipment

Shipments should be ordered by calling 1-888-772-9772 toll free in BC or 604 592-2972 in the Lower Mainland when:

- One flammable liquid tubskid is full, and / or
- The aerosol or pesticide tubskid is $\frac{3}{4}$ full.
- Paint – half of the paint tubskids on your site are full and/or the paint aerosol tubskids is $\frac{3}{4}$ full.

Do not delay in ordering a pickup, as it takes time to arrange the carrier, send the shipping papers, labels and placards. Once the tub skids are full, depots are unable to accept products from the consumer until they get replacement tub skids.

Information To Provide



When ordering a shipment, please provide the following information:

- the number and type of tubskids to be picked up
- the number of empty totes you have remaining
- the number of bags of absorbent you have remaining
- the number of pairs of chemical resistant gloves you have remaining.

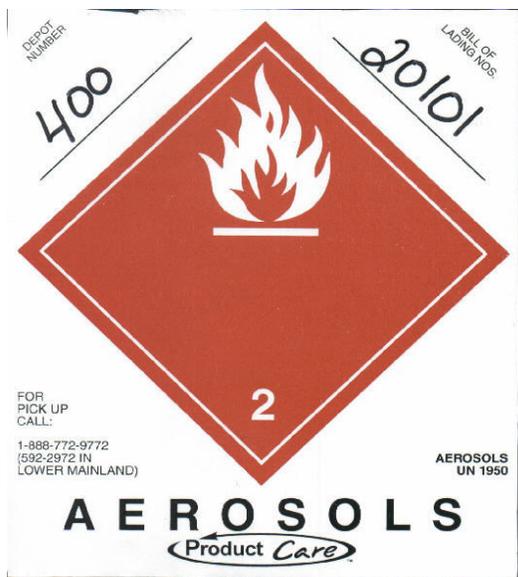
Preparing Tub skids For Removal

All full tub skids **must** be labeled prior to shipping. If need be, clean the tub skid surface or use spray adhesive or use tape to ensure the label adheres to the tub skid. It is a federal offense to ship dangerous goods without the appropriate labeling. The label must be completed fully and attached to the outside of every full tub skid as it is used for tracking purposes. The label is not to be placed on the lid or inside the tub.

In the case where the driver is bringing the labels and shipping documents, assist the transporter in labeling tub skids with the depot number and bill of lading number.

In the case where the labels are sent to you prior to the pickup, follow the following procedures for labeling the full tub skids:

1. Complete the area on the label that indicates “Depot #”. Every depot has a unique depot number. This number is located on the shipping document or call Product Care for your depot number.
2. Complete the area on the label that indicates “BOL#”. The bill of lading number is located on the top right hand corner of the shipping document.
3. Once completed, peel the label off and attach it to the outside face of the full tub skid, to the left of the tub skid number.
4. If the shipment is pesticides or solvents then a TDG subsidiary (secondary) label is to be placed on the tub skid below the first tub skid label. The subsidiary label is smaller than the tub skid label and only consists of the TDG safety label. Please do not place the tub skid label (or subsidiary label) on the lid or inside the tub, change the size of the labels or cut the labels in half



Example of fully completed Aerosol label



Example of fully completed Paint label



Example of fully completed Pesticide label



Example of fully completed Flammable Liquids (Solvent) label

Note: These are only examples. You will have a different numbers for Depot # and BOL# for your own depot and shipment.

Solvent subsidiary TDG label, class 6.

(For use on full Solvent tub skids **only**, in conjunction with a Solvent tub skid label)



All Subsidiary labels only have a warning symbol and a number (hazard class) on the bottom, is smaller and does not have any information such as depot #, BOL# etc...

Pesticide subsidiary TDG label, class 3.

(For use on full Pesticide tub skid **only**, in conjunction with a Pesticide tub skid label)



Example of Paint tub skid labeling



Examples of where and how to attach a tub skid label on a full tub skid



Example of Solvent tub skid labeling



Example of Pesticide tub skid labeling

Handling Products Safely

Make sure products are safely packed, tub skid lids are closed and each tub skid is labeled properly before they are moved. The loading area should be kept clear on the scheduled shipping day.

If the transporter asks for assistance in loading tub skids onto the vehicle, be sure to follow the instructions of the driver and to use proper safety precautions when loading.

When loading, there is a greater risk of an accident such as a spill. Be sure you know where the fire extinguisher and spill control supplies are located and that you have clear access to them.

If using a forklift:

- select a loading area that is level and free of obstructions
- make sure the load is correctly placed on the forks
- drive slowly and load carefully.



It is the depot operator (supervisor)'s responsibility to ensure forklift operators have appropriate training.

Records

Bill of Lading (BOL)

It is important to keep a record of the products collected under this program. The shipping document (Bill of lading) must be fully completed either by you or the driver, prior to the driver removing leftover products from the depot.

The driver will ask for a signature as this is your receipt for the products collected. Please ensure you are signing for the correct amount picked up and delivered as you may be held responsible for any oversight. The depot's copy of the Bill of Lading should be kept in a secure place for review if requested by a government or program representative.

Always keep a copy of the Bill of Lading on file. It is the receipt needed by the depot to confirm that the monthly payments are accurate.

Monthly Depot Inspection Checklist

Depot staff must perform a physical inspection of the premises as outlined in the example form in *appendix 2*. This report must be sent in to Product Care **no later than the 10th of every month**. This submission ensures your depot payment (if applicable). Product Care recommends that you keep the Bill of Lading and these records for a minimum of a two-year period.

Chapter 4

HEALTH AND SAFETY

In this chapter you will learn about

- *Safety hazards you must be aware of*
- *Protective equipment needed for your work*



HEALTH & SAFETY HAZARDS

Tripping Hazards

Because products must be carried from the consumer vehicle to the Paint Plus Product storage Room, pathways must be well lit and kept clear of obstructions. *Totes* must be used for carrying products and the amount carried should not make it difficult to see the walkway.



Lifting Hazards



Removing products from a consumer's vehicle and placing them in tubskids will require bending and lifting. Doing this incorrectly could cause an injury, so a few simple precautions should be used.

- Bring objects near to the body when lifting and do not try to lift at arms length.
- Bend the knees and keep the back straight.
- Never try to lift more than can be lifted safely. Ask for assistance if it is needed.

Poison Hazards

When a product displays the skull and crossbones symbol, it is a warning that the product could be poisonous if vapours from the product are breathed in or if the product is accidentally swallowed or it contacts your eyes or skin.

Labels with this symbol often tell you to avoid exposure to the product or to use protective equipment.



IMPORTANT!

Gasoline should always be treated as a "poisonous" product, even though the symbol may not be displayed on the container.

Be careful. Some products brought to the depot may be very old and contain substances that are no longer safe to use. For example, a product may contain benzene or another substance with serious health risks.

Wear correct *personal protective equipment* and use careful handling and storage practices to prevent exposure to products. Safety splash goggles and chemical resistant gloves are provided under this program. Depending on WCB requirements for your work, other protective gear may also be required.

Fire Hazards

When a product displays this symbol, it is a warning that there is danger of a fire or explosion:

- if the product is exposed to heat, spark or flame
- if a container is left open in a poorly ventilated area and the vapour builds up in the air.

Product labels with this symbol often tell you to store the product in a ventilated area or where there are no sources of ignition.

- **Always place products in the correct tubskids.**
- **Make sure the ventilation system is in working order.**
- **Never smoke near these products.**

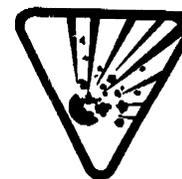


If there is an accidental spill, it is important to know that the product may create a serious fire or explosion hazard if not cleaned up properly and to shut off all sources of ignition near the spill.

Compressed Gas Hazards

A compressed gas is a product with the contents under pressure, such as an aerosol can.

When a product displays this symbol, always handle and store the product carefully. It may be dangerous if the container is accidentally heated, punctured or crushed.



Tubskids for aerosol products contain a chain link cage to provide protection in a fire. **Always keep the cage lid closed and secured when the aerosol tubskid is not in use.**

Other Hazards

Some products, such as muriatic acid, are not accepted by the program but may accidentally be brought to the depot.

Acid products with this symbol are **corrosive** and may cause damage to skin, eyes, throat and lungs. **Corrosive products in most cases are not accepted by this program.** If a product must be handled, wear protective gear to prevent contact with the contents.



Other hazards may also be indicated by product labels, such as:

- Oxidizers - products that can produce oxygen and are dangerous if involved in a fire
- Peroxides - products that may self-ignite and burn very rapidly.

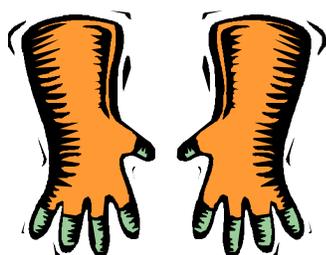
Products that are oxidizers or peroxides are not accepted by this program.

Personal Protective Equipment

Personal protective equipment is the gear and clothing worn to protect against hazards such as a falling object, moving equipment or a harmful product. To select the correct safety gear required at the depot, the operator must first identify the hazards present.

If uncertain about what hazards are present or what gear is needed, assistance can be obtained from the local Workers' Compensation Board office.

Examining Or Handling Products



Personal protection is needed when handling products. The following safety equipment is provided by the program:

- Chemical resistant gloves to prevent contact with products that may not be sealed correctly or are spilled on the outside of the container
- safety splash goggles to protect the eyes if a product is dropped or spilled during examination.



Workers may also be required to wear long sleeved clothing to make sure there is no contact with exposed skin surfaces.

Protection From Other Hazards

At the depot, there may be physical hazards such as moving vehicles or objects that could fall and cause an injury. These hazards are different in every depot so it is very important for the operator to identify them and ensure workers are able to take necessary precautions.

Hard hats, safety shoes and traffic safety gear may be required by the Workers' Compensation Board.

Keeping Protective Equipment In Good Condition

Once protective gear has been selected, it is important to keep it clean and in good condition.

- Inspect the equipment regularly to make sure it is able to serve its intended purpose.
- Replace worn or damaged equipment immediately.

Gloves

Gloves should be inspected regularly and replaced immediately if damaged, because:

- gloves can become cut or torn on a rough edge or surface
- certain gloves can rapidly fall apart when exposed to a gasoline or a flammable liquid
- products may pass through after several *exposures* or exposure to a large amount of product

WARNING!

Leather or fabric gloves must never be used when handling products. They can absorb liquids and keep them in contact with the skin. This can be very dangerous because some poisonous substances are absorbed into the body through the skin.

Safety Goggles, Hard hats And Other Equipment

This type of safety equipment is designed and made to meet government standards. It should be cleaned regularly, inspected and replaced if damaged. It must not be repaired because it may no longer meet the government standard.

Clothing

Clothing should be cleaned regularly to make sure it does not absorb any accidentally spilled material. If a product is spilled on an article of clothing, the clothing should immediately be removed and cleaned before being worn again.

It is a good safety practice to wash your hands before eating or smoking, before using the toilet or before leaving the site at the end of the day. Even if you wear protective equipment, your skin might come into contact with a product, for example, when you remove your gloves.

Eyewash Bottle and Eyewash Station

Ensure you know the location and proper procedures for using the eyewash bottles and eyewash station. Product Care issues a replacement eyewash bottle every six months. Refilling eyewash stations is the responsibility of the depot operator. This should be done on a regular basis. Please refer to WCB regulations.

Chapter 5

EMERGENCIES

In this chapter you will learn about

- *Planning for emergencies*
- *How to deal with a fire*
- *How to deal with a spill*
- *Reporting a spill*

EMERGENCIES

EMERGENCIES

Important information in this chapter is provided in the appendix at the end of the manual and should be posted in a visible place where it can be used in an emergency. This material includes:

- Appendix 5* Emergency Contact
- Appendix 6* An Emergency and/or Incident Report Form (2 pages)

Emergency Planning

The information provided in this Chapter can assist the operator in preparing a plan for dealing with an emergency such as a fire or spill. It is important for the operator and depot workers to know what actions must be taken in these situations.

The correct emergency action will depend upon the location of the depot and whether a local Fire Department will be able to respond. The correct response measures should be confirmed by your local Fire Department.

Emergency Equipment



Emergency equipment provided by this program includes a fire extinguisher, a spill kit, eyewash bottle and eyewash station.

The ABC fire extinguisher is located outside the door of the storage room and is for use on a small fire.

Spill control supplies are provided by the program and should be kept accessible in case a product is dropped or damaged in handling. The spill kit should only be used for a spill from products collected under the program. Refills can be ordered from Product Care office.

Keep this equipment in good working condition and accessible at all times.

Please note that the depot operator is responsible for the annual inspection and servicing of the fire extinguisher.

Training

If depot workers are given responsibilities in an emergency, they must be instructed in their assigned duties, including the correct use of emergency equipment or emergency procedures. They should also practice the correct response actions on a regular basis. Local fire departments may be contacted for instruction on procedures for handling fire fighting equipment.

Fire Inside The Storage Room

The Product Care Storage Room is designed specially for holding flammable material. Use the following safety measures if a fire occurs inside the room.

1. Immediately close the door. The vents will close automatically to help smother the fire.
2. Call the fire department.
3. Evacuate the site and move everyone to a safe location up wind of the fire.
4. Report the fire to the program office at the number shown on the list of Emergency Contacts.
5. Complete the Emergency and/or Incident Report form and send it to the program office immediately.

Fire Outside The Storage Room

For a large fire, contact the fire department and evacuate site. Report the fire to the program office and complete the Emergency and/or Incident Report form.

If a small fire can be extinguished easily, use the following procedures:

1. Put out the fire with the extinguisher located at or near storage room door.
2. Report the fire to the program office at the number shown on the list of Emergency Contacts.
3. Immediately complete the Emergency and/or Incident Report form and send it to the program office.

SPILLS

ALL spills or accidents involving the collection of products under this program must be reported to the program office. An Emergency and/or Incident Report Form and a list of Emergency Contacts are provided in the *Appendix 5* of this manual.

Large Spill (Paint >1 gallon or 4 litres, Pesticides, Flammable Liquids, Gas >5 litre)

If a large spill occurs, follow the same precautions used for a fire.

1. Immediately close the door if the spill is in the storage room.
2. Call the fire department.
3. Evacuate the site and move everyone to a safe location up wind of the depot.
4. Report the spill to the program office at the number shown on the list of Emergency Contacts.
5. Complete the Emergency and/or Incident Report and **immediately** send it to the Product Care office.

Small Spill (Paint <1 gallon or 4 litres, Pesticides, Flammable Liquids, Gas <5 litre)

For a small spill that can be dealt with by depot workers, use the following six steps.

1. Ensure personal and public safety
This may require putting on the correct personal protective gear, ensuring there are no sources of ignition nearby or taking other actions to reduce the danger created by the spill. The danger of a fire or explosion must also be considered.
2. Stop the flow
This may require placing a spilling container upright, placing it in a position where the least amount will spill or placing something under the container to catch the spill.
3. Secure the area
Request that people leave the area and restrict entry to only those controlling the spill.
4. Contain the spill
This may require protecting a drain, placing absorbent on the spill or placing barriers to keep the spill inside a small area.
5. Report the spill
If a possible fire hazard is created by the spill, call your local fire department.
6. Clean up the Spill

Collect all the spilled material with absorbent and place it in plastic bags along with any used spill control supplies or contaminated protective clothing and cleaning materials.

Seal the bags and place them in a tote for disposal.

Put a label on the tote to identify the contents and place the tote in the appropriate tubskid.

Be sure to remove any clothing that may be contaminated. Wash thoroughly to remove spilled material from your hands or body. Replace any used spill control supplies.

Be sure to complete the Emergency and/or Incident Report and immediately send it to the Product Care office.

Protective Equipment In A Spill

Workers involved in a spill must be aware of the hazards and the precautions needed to protect themselves from harm. For example, if it is a large spill or a spill of a product that is hazardous in very small quantities, workers may require special protective gear.



For example, a worker may need:

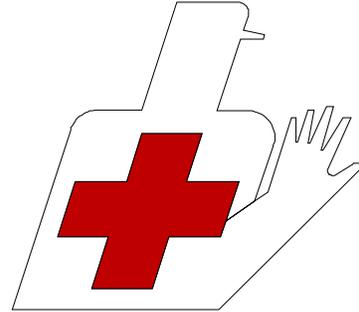
- a respirator that provides adequate protection from the product spilled
- a face shield and/or safety goggles
- *impervious* clothing such as disposable long sleeved coveralls and rubber boots and gloves.

Selection of the appropriate protective equipment and training in its use depend upon the duties that depot workers will be expected to perform in an emergency. Further information about emergency protective equipment can be obtained from the local WCB office.

First Aid

A first aid program is required in all places of work. First aid requirements are regulated by the Workers' Compensation Board and depend upon the type of business and the number of workers present. Your local WCB office should be contacted if these requirements are not known.

Depot operators should also ensure that, where a spill may occur, a source of running water, such as a garden hose, is immediately available for flushing the product from the skin.



Emergency Contacts

The following emergency numbers are also provided in the envelope at the end of the manual.

Fire Department, Police or Ambulance	911 (in most areas)
Program Headquarters (24 hrs)	604-592-2972 or 1-888-772-9772

EMERGENCIES
