

promotional and educational information, and documents relevant to program partners.

1.3 Program Costs

Paints and Coatings stewards (i.e., producers, brand owners, first importers and manufacturers) in Ontario must discharge their obligation to manage designated wastes in Ontario. They are financially responsible for ensuring the end of life management of those designated wastes. In Ontario, Stewards discharge this obligation for paints and coatings as members of Product Care, who manages the supply chain. There is no cost to Non-Municipal Collection Sites (i.e., retail stores) for the supplies and services provided for the collection, transportation and processing of waste paint if they sign-up to become a Product Care Collection Site.

1.4 What is the Non-Municipal Paint Collection Program?

Non-Municipal sites partner with Product Care to voluntarily collect unused paints and coatings from Ontario residents. At the end of 2018 there were 320 Non-Municipal Collection Sites throughout Ontario, made up mostly of small to large paint retailers. These locations provide convenience and an alternative for residence to drop off their used and leftover paint for recycling. Many Collection Sites use this paint program as part of their sustainability plan and annual environmental goals. The opportunity to drop off waste paint for recycling also drives more customers into the retail stores.

1.5 How does the program work?

Each participating Non-Municipal Collection Site agrees to collect leftover (including the containers) paint from local residents. A transporter is assigned to each location and will make arrangements to pick up the paint once Collection Containers (provided to each store at *no charge*) are full. Paints and coatings collected from each location must be transported by an approved Product Care transporter. Currently, there are 3 approved program transporters and each site is assigned one of these transporters when joining the program:

- Buckham Transport
- Loop Recycled Paint
- Terrapure Environmental Solutions (formerly EnviroSystems)

The collected paints and coatings must be delivered by one of the above transporters to an approved Product Care paint processor for recycling and safe disposal. Currently, there are 2 approved paint processors in Ontario:

- Loop Recycled Paint
- Terrapure Environmental Solutions (formerly EnviroSystems)

These two processors recycle the unused and leftover paint into new paint for resale in domestic and international markets. The plastic and metal cans associated with this recycled paint are also recycled – the metal is smelted and the plastic is broken-down and reused for other purposes. Unrecoverable waste paint is safely disposed (i.e., fuel-blending).

2 Accepted and Unaccepted Products

Leftover paint is accepted from residents and small quantity IC&I generators (producers of 100 kg's of waste paint, or less, per month). Hazardous Waste Information Network (HWIN) registered sites (generally, large quantity generators) are not permitted to drop off waste paint for recycling. Sometimes it can be difficult to determine which products are accepted and not accepted in the paints and coatings program. Below is a list of acceptable and non-acceptable paints and coatings products with pictures to assist you and your customer when determining which materials can be dropped off. If you are ever uncertain about whether a product is included in the program, please contact ontario@productcare.org.

From time to time, the accepted and non-accepted products list may be updated. The latest version of this list can always be found at:

<https://www.productcare.org/products/paint/ontario/>

Please refer to section 3 for additional tips on how to direct customers who wish to return program and non-program products. Remember, this is just a reference guide. If you would like to personalize a list for your customers with pictures of your products,

you can do so and post it in your own Collection Site or create personalized brochures.

2.1 Accepted Products

Interior and Exterior Architectural Consumer Paint

- ✔ **Latex**
- ✔ **Acrylic**
- ✔ **Water Based**
- ✔ **Oil based**
- ✔ **Enamel**



Aerosol Paints

- ✔ **Architectural Paint Aerosols**
- ✔ **Automotive Paint Aerosols**

*Note: Paint Aerosols must be packaged in a separate drum from other paint cans.



Other Paints and Coatings

- ✔ **Deck coatings**
- ✔ **Floor paints**
- ✔ **Varnishes and urethanes**
- ✔ **Concrete/masonry paints**
- ✔ **Primers (metal, wood, drywall)**
- ✔ **Wood finishing oils**
- ✔ **Wood preservatives (unless registered under Pest Control Act)**
- ✔ **Non pesticide marine coatings**
- ✔ **Melamine, metal, anti-rust paints, stains and shellac**
- ✔ **Stain blocking paint**



Bitumen and Non-Bitumen Paints

- ✔ **Driveway and Roof sealers**
- ✔ **Note: Empty & dry paint containers are collected through many municipal blue box programs. Check with your local municipality to direct your customers on how to best recycle empty paint cans**

3 Messaging to Customers

Customers may ask about the products included in the program and may look to you for guidance on what they can return to your Collection Site. In addition to the list in section 2, below is a summary of key points.

Paints and coatings:

- Must be on the accepted products list (shown above and updated on productcare.org)
- Must be in a sealed/closed container
- Must be from residential or small quantity IC&I generators
- Must be identifiable (original label intact)
- Must be dropped off during normal business hours
- Individual containers cannot exceed 25 litres each.

3.1 Helping Customers with Materials Not Accepted at Your Site

Each store should know their local Municipal Hazardous and Special Waste (MHSW) contact information. Municipalities may accept products that retailers cannot or they may be able to direct the resident to dispose of the material in an appropriate way.

- Some municipalities have drop-off restrictions. Consumers should be sure to contact their local MHSW authority
- Many municipalities have pamphlets regarding their MHSW services
- Most municipalities have websites with information regarding their local MHSW drop off locations, event days, hours of operations and accepted materials.

For a Municipal MHSW collection site nearest you, please visit our “**Find a Recycling Location**” on our website at www.productcare.org.

4 Packaging and Storing Paints and Coatings

4.1 Collection Containers

Gaylord boxes and drums (see pictures below) are the most common Collection Containers used to store and transport paint dropped-off at Non-Municipal Collection Sites. Gaylord boxes must be stored inside and be protected from the elements. Drums may be stored inside or outside. If your location has space constraints, the 205L steel drum or tubskid may be the best option. More information is provided below on the Collection Container type.

Collection Containers:

- Collection containers (i.e., Gaylord box, drum, tubskid) and liners are supplied by your service provider at no charge. A Gaylord box (seen below) is placed on a regular 44" X 48" pallet
- The plastic liner is inserted. Please ensure the liner is flush with the inner cardboard of the Gaylord box and brought over the top flaps. Once full of paint cans, the top flaps of the Gaylord box should be closed and secured (taped in place)



- The 205L steel drum is another Collection Container option supplied by your service provider at no charge. Four drums fit on a regular size pallet. Drums include a lid and ring for securement and transport once the drum is full. Please do not lose the lid and ring. Commonly, a speed wrench is needed to open and secure the drum ring bolt.



- Tubskids are about half the size of a Gaylord box and are stackable. They are made of a hard/sturdy plastic. Tubskids come with a lid, but are not lockable. At the store's discretion they may be stored indoors or outdoors.



It is important to always use the Collection Containers provided by your service provider. It is good practice to keep extra Collection Containers onsite, especially during busy seasons (generally, Summer and Fall). Your service provider will not be able to pick-up materials packaged incorrectly. All Collection Containers must be near full (at least 80% full) before scheduling a pick-up.

4.2 Correct Packing and Storing

Packaging and storing tips:

- Neatly stack sealed paint cans in the Collection Container to maximize space. Please ensure paint cans are not leaking
- Do not package any non-accepted materials in with the paint cans
- Once the Collection Container is full, pull the plastic liner over the paint cans
- Do not overfill the Collection Container
- Fold over the Gaylord box flaps and tape the box closed, or put the lid on the drum and secure the ring
- Once full and ready for pick-up, store the Collection Containers in a dry location out of the elements
- Call your service provider (assigned to you by Product Care) to arrange a pick-up
- Please Note: Aerosols must be separated from other paint containers and collected in their own 205L drum.

4.3 Incorrect Packing and Storing

Incorrect packing and storing of waste paint may lead to safety and health concerns. The transporter cannot accept paint that is incorrectly packaged and unsafe to transport.

 ***Paint not stored in the correct collection container***



 ***Paint container filled over capacity***



✘ Paint containers left to gather outside



✘ Paint containers that have lost their integrity



5 Contacting Your Service Provider and Ordering a Pickup

As a Collection Site, you may choose to have regularly scheduled pick-ups or call-in service based on your specific needs. Reasons for contacting your service provider include:

- Your containers are nearing full and you need a pick up
- You need an emergency pick up (after heavy volume over a short period of time)
- You need more Collection Containers or liners. Remember to keep extra Collection Containers and liners onsite at all times (if possible)
- You have questions regarding packaging and storing the paints and coatings collected.

5.1 Service Provider Contact Information

There are three service providers who provide pick-up and transportation services for Non-Municipal Collection Sites participating in the program in Ontario. Each paint Collection Site is assigned to a specific transporter, generally according to the site's geographical location. Please contact Product Care if you are unsure of who your service provider is.

Buckham Transport

btlwaste@nexicom.net

1-800-563-1142

Loop Recycled Paint

scody@looppaint.com

905-353-0068

Terrapure Environmental Solutions (formerly EnviroSystems)

bmcdaniel@terrapureeenv.com

1-888-333-4680 ext. 248

5.2 Pickup Tips

Depending on your location, service providers may require a longer turn-around to perform a pickup request. Please speak to your service provider to find out how often they are in your area and how much lead time you should provide for pickup requests. You have the option of having regularly scheduled pickups or on a call-in basis. Don't wait for your containers to be completely full before contacting your service provider. Contact your service provider when your containers are nearing full and ask your service provider to leave you extra containers during busier times of the year. The average expected wait time for a pick-up should be no longer than 10 business days.

5.3 Customer Service

We expect Non-Municipal Collection Sites to experience helpful and timely service from our service providers. If you have any concerns regarding your service, please contact the service provider initially and then Product Care at ontario@productcare.org.

Product Care's mission is to ensure that paint pickups are convenient and run smoothly for all Collection Site staff.

6 Health & Safety Tips

A list of health and safety tips are provided below:

- Do not open individual paint containers to check their contents
- If you have determined a material is accepted in the program, immediately place it in the Collection Container
- Non-accepted products should be approached with caution and handled as hazardous waste
- Leaking, unsealed, broken or compromised paint containers should not be accepted from the consumer
- Wear appropriate personal protective equipment (gloves, steel toe boots, safety glasses, etc.) when handling materials dropped-off at your Collection Site
- Do not smoke near the paint collection area
- Practice basic hygiene after handling paint (i.e., washing hands).

7 Online Resources

Product Care's website (productcare.org) provides many resources for consumers looking for information on our drop-off recycling programs. The website is also mobile friendly.

7.1 Recycling Location Near You



Residents looking for collection sites nearest to them can visit productcare.org and use our Collection Site Finder Tool.

Steps to Find a Collection Site:

- Go to www.productcare.org
- Click on "Find a Recycling Location" Icon
- Type in your location (address, postal code, city)
- Select what you are looking to recycle
- Click search.

The results will show:

- Closest drop-off locations to the location entered
- Hours of operation
- Directions to the site.

7.2 Ordering Promotional and Educational Material

If you are interested in ordering promotional and educational material, please visit <https://www.productcare.org/service-partners/promotion-and-education/>

7.3 Frequently Asked Questions

Do you have any questions? They may have been already answered for you. Check out our FAQ's listed on Product Care's website at <https://www.productcare.org/service-partners/faqs/?province=on&product> or email us at ontario@productcare.org.

8 Program Contact Information

Patrick Chauvet

Ontario Program Director

patrick@productcare.org

1-877-592-2972 x356

Direct: 416-304-2886

TBD

Ontario Operations Manager

1-877-592-2972 x

Direct: