

# Ontario Lighting Program Collection Site Guideline



**Version 1 – Effective January 1, 2023**

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## Guideline Overview

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### Disclaimer

This Guideline is intended to provide practical guidance and best management practices for collection site operators regarding staff handling and storing of program products collected under the Product Care Recycling Ontario Lighting Program. This Guideline should be used by collection site operators to instruct staff in using required practices of the program.

The practices described in this Guideline are not intended to replace any standards, acts or regulations required under Local, Provincial or Federal law; nor is the guideline intended to relieve the collection site operator or staff of requirements under the law.

Product Care Recycling accepts no responsibility and assumes no liability resulting from the incorrect use of information contained in this guideline or from the use of this information in any circumstances other than those described.

This Guideline is intended for use by Collection Sites participating in the Product Care Ontario Lighting Program. The Guideline provides information and instruction for the collection of end-of-life **whole lamps** originating from residential, institutional, commercial, and industrial sectors in Ontario.

This Guideline allows the site to inform and train their employees regarding best practices for safe collecting, handling and storing lamps. It contains instructions for:

- Setting up a Collection Site
- Receiving, sorting, packaging, and shipping lamps
- Health & Safety related to the management of lamps
- Record-keeping

### For additional information, please contact:



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Tel: +1 (877) 592-2972 ext. 370 (toll-free)  
Email: [ontario@productcare.org](mailto:ontario@productcare.org)

## Ontario Lighting Program Overview

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Beginning January 1, 2023, under Ontario Regulation 522/20: Electrical and Electronic Equipment (EEE Regulation), there are new requirements for producers who supply obligated lighting products into Ontario, to collect and recycle lighting products at their end-of-life. Product Care Recycling is a registered Producer Responsibility Organization (PRO) in Ontario setting up a comprehensive lighting recycling Program to help producers comply with their obligations under the EEE Regulation. The Ontario Lighting Program establishes a province-wide collection system for all types of lighting obligated under the EEE Regulation including: fluorescent tubes, CFLs, LEDs, HIDs, UV, halogens and incandescent bulbs or tubes.

### How the Program Works

Ontario residents or businesses (“customers”) can bring their post-consumer used light bulbs or tubes to a Collection Site, for recycling. Under the Program, **no compensation can be provided and no fees can be charged to residents or businesses who deposit/drop off their post-consumer used lighting products** at a Collection Site.

The collected lighting from the Collection Sites will be transported via a Product Care approved transporter to a Product Care approved recycler, for recycling.

The program is funded by Environmental Handling Fees (EHFs) that are paid to Product Care by producers that are registered in the Program. For more information on Program funding please visit [productcare.org](http://productcare.org) or contact [ontario@productcare.org](mailto:ontario@productcare.org).

### Safety

Fluorescent light bulbs/tubes and high intensity discharge bulbs (HID), such as high-pressure sodium lamps and metal halide lamps, are commonly used in households, businesses and commercial/industrial applications and **are considered safe under normal conditions of use**. However, these lamps do contain a very small amount of mercury, which is a highly toxic substance. The risk to health and the environment only occurs if the light bulb is broken so care must be taken in handling the bulbs to ensure they do not break.

## Section 1: Program Products

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The Ontario Lighting Program covers all replacement lamp technologies designed to be removed by the user, which can be categorized as either “bulbs” or “tubes”. Lamps collected under the Program must be post-consumer used lamps and can only be collected from Ontario residents or businesses. Pre-consumer light “bulbs” or “tubes” or lighting generated from non-Ontario sources are not included in the Program. Lamps are often referred to as “lights”, “bulbs” or “tubes” by the public. The program includes the following types of lamps:

### 1.1 Accepted Program Lighting

#### Fluorescent Tubes:

- Fluorescent tubes – linear/straight
- Fluorescent tubes – curved/circular

#### Bulb/Tube Types:

- Compact Fluorescent Lights (CFLs)
- Halogen and Incandescent bulbs
- Light Emitting Diodes (LEDs)
- Ultra High Performance (UHP) lamps
- High Intensity Discharge (HID) lamps
- UV and Germicidal lamps

For further details to assist in identifying accepted lamps, including descriptions and pictures, please refer to **Appendix B: Accepted Program Products.**

### 1.2 Non-Program Lighting

The Program does not include the following:

- Lighting integrated into a fixture or product
- Fixtures
- Streetlights/signal lighting
- Ballasts/transformers
- String lights (light bulbs integrated into string lights)
- Intentionally crushed lighting

### 1.3 Broken Lights and Mercury

Collection Sites are expected to receive intact (whole) lamps, but the Program will accept small quantities of light bulbs that have been broken accidentally.

A customer may bring their broken lamps, and the material used for cleaning up the debris (such as paper towel, cloth, tape, cardboard or paper). Ensure that the lamps are sealed in a plastic Ziploc-style bag or glass container, then place it in a collection container provided by the Program.

Currently, there are businesses that use equipment such as a drum-top crusher or bulb crusher to intentionally crush lamps for consolidation purposes. **Collection Sites CANNOT accept these intentionally pre-crushed lamps as they have other regulatory implications.** Any inquires on pre-crushed lamps collection services should be redirected to Product Care.

The Program does **NOT** accept liquid mercury! Under no circumstance can a Collection Site accept liquid mercury from a customer.

If a customer brings in a product that is not accepted by the Program, you must refuse the product and return it to the customer. Please make the customer aware of the lighting products accepted by the Program. Do not hesitate to redirect them to:



Product Care Recycling website: [productcare.org](http://productcare.org) or  
Customer service: [ontario@productcare.org](mailto:ontario@productcare.org)

## 1.4 Non-Program Products

The Program is not responsible for any other materials or products that the Collection Site may receive or collect (e.g. batteries, smoke alarms, etc.). Abandoned Non-program material or accidentally collected Non-program material should be managed separate from the Program.

## Section 2: Collection Site Set-Up

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The Ontario EEE Regulation defines certain minimum requirements for Collection Sites which are outlined below. Collection Sites must also meet the requirements set forth in the **Appendix A: Collection Site Standard**.

### 2.1 Quantity of Accepted Products per Visit

The EEE Regulation requires that a Collection Site must accept at a minimum, up to 5 kilograms of accepted Program lighting per day per customer. Depending on available storage capacity, Collection Sites can accept a larger volume; otherwise, please refer the customer to Product Care.

Please note that if the Collection Site is not part of a retail location and accepts more than the minimum amount of lighting from a person on a single day, the Collection Site must record the person's name, contact information and the weight of the Program lighting accepted.

### 2.2 Receiving Program Products

Providing personal service for customer drop-off is required in order to minimize breakage or drop-off of non-program material.

The Program is **NOT** a self drop-off system; customers must be supervised when returning Program products.

Unsupervised collection containers located outside staffed areas (e.g. parking lots) is **NOT** permitted.

The location for collection at the Collection Site should be or have:

- Easy for customers to identify as the collection location
- Convenient, and provide easy access for both customers and employees
- Well planned and allow for efficient and safe removal of lamps boxes
- Secure from theft and tampering
- Protected from weather
- On impervious surfaces and well-ventilated



Lights **MUST** be kept dry; the Program will not compensate for wet lamps

### **2.3 Storage Location**

Once the collection boxes are full, they can be removed from the collection area to a storage location to stage for shipping.

The storage area for collected materials should be:

- Away from high-traffic areas
- Inaccessible to the public (i.e. employees only)
- Monitored and safely maintained
- Large enough to hold provided plastic bins and/or cardboard boxes
- Protected from the elements, away from drains and on an impervious surface
- Secured during non-operating hours

It is important that the program products are packed properly to:

- Reduce breakage
- Maximise use of storage space
- Simplify handling and prevent injuries as well as exposure to staff and the environment
- Consolidate into as few containers as possible to reduce transportation costs

### **2.4 Public Access**

The Collection Sites must be open for the public to drop-off all accepted Program lamps during regular business hours.

If customers abandon accepted Program lighting products on the property while the Collection Site is closed, take them inside and place them in the appropriate containers. If Non-program

material or products is abandoned, they should be disposed in accordance with any municipal, provincial or federal requirements. Non-program material or products should not be knowingly placed into the collection containers provided by the Program.

## **2.5 Security**

When the Collection Site is closed, access by people or animals must be prevented to make sure that stored lamps are protected from improper handling, theft, or damage. Make sure that all materials are secured inside your facility and protected from weather at all times.

## **2.6 Signage and Brochures**

In order to inform customers of your company's participation in the Program as a drop-off location, Product Care has promotional material that can be made available upon request.

## **2.7 Collection of Non-Program Lighting or Non-Program Products**

If your company provides a collection service for products other than those accepted by the Ontario Lighting Program (e.g. non-lighting products, lighting from unaccepted sources etc.), they must be placed in different containers than the ones of the Program and they must be stored, recorded and recycled/disposed separately from the Program products. The Ontario Lighting Program is not responsible for and does not provide funding for Non-program material. Such collection services are the sole and exclusive responsibility of the Collection Site.

# **Section 3: Handling, Packing & Arranging Transport**

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## **3.1 Program Materials Provided**

Based on your needs, Product Care or its authorized partners can provide:

- Collection container(s) (e.g. Gaylord box, cardboard “bulb” box, drum, cardboard “tube” box)
- Liners (where applicable)
- Pallet(s)
- Spill kit
- Promotional materials (e.g. signage, brochure)

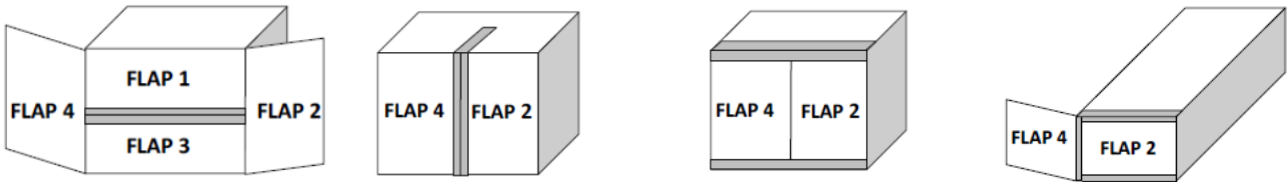
## **3.2 Assembling Empty Boxes**

Boxes will require assembly before use. Regardless of the size of the boxes provided by the Program, make sure they are securely closed by placing tape on each seam between 2 flaps and then on each edge, as shown in the drawings below: (The boxes supplied by the Program may differ from the examples below).

If plastic liners are provided with the boxes, they must be placed in each box before filling. Please ensure the liner is flush with the inner cardboard of the box and brought over the top



flaps. The liner provides additional protection in case of lamp breakage and thus prevents any mercury from spilling into the environment.



### 3.3 Handling and Sorting Lamps into Containers

Customers can bring their lamps to you in full, sealed boxes so that once on site, your employee will only have to place the full box with the others on a pallet. Lamps can be brought to you in reused original packaging as long as the box is in good condition. There is no need to unpack these boxes and re-pack the lighting into the collection containers provided.

**For lamps which are not returned in boxes**, your employees must separate bulbs from straight tubes in the containers provided to minimize breakage and safely pack for transport. The following containers are typically provided to ensure safe packing:

- Container for bulbs: CFL, incandescent, halogen, LEDs, U and O shaped tubes etc. can be mixed in one container.
- Container for fluorescent tubes measuring 4' long or less
- Container for fluorescent tubes measuring more than 4' long and up to 8'

#### **The following methods will ensure safe handling of all lamp types and minimize risk:**

- The containers and packages must remain structurally sound and lack evidence of leakage, spillage or damage.
- Containers should be stored in such a way that they won't easily tip over or get damaged and should be protected from the elements.
- Stack a **maximum of 2 (two)** bulb boxes on top of each other to prevent lamp breakage.
- Do **NOT** stack material on top of the collection containers.
- Correctly sort and place the lamps in the appropriate containers to prevent shifting and breakage during transport.
- The lamps should be handled by their bases, not the glass portion and should be set down gently in the boxes or collection containers.
- Do not force fluorescent tubes in the collection container. If a tube does not slide into place within the container, the container is full.
- Keep the bulbs and shaped tubes separate from the linear tubes.
- Do not tape bulbs or tubes together or use rubber bands
- Do not leave the lamps in a position or in an area where they can be easily broken

- Ensure boxes are filled to capacity (to prevent breakage during transport) but do not overfill boxes
- Once the containers are full, seal boxes with packing tape in preparation for ship-out. Ensure all seams are taped. (section 3.2).
- Any lamp that is broken must be cleaned up immediately using the spill procedure under the Section 4: Clean-Up Procedure for Broken Lamps.

### 3.4 Preparing Pallets

Below you will find best practices for preparing your pallets for transport. Collection containers or boxes must be safely placed or stacked onto the pallet(s) provided.



If you are shipping 8' boxes, they **MUST** be placed on an 8' pallet, or two 4' pallets secured firmly together. Your boxes must be placed on the pallet horizontally.

### 3.5 Full Container Pick-up, Exchanges, and Organizing Transport

Collection Sites are provided with a direct contact for the transporter that will service their location to pick up full containers/pallets and drop off empty containers. Collection Sites can coordinate directly with their assigned transporter to arrange pickup dates and times. If agreed to by the Collection Site and the transporter, a routine pick up schedule can be arranged provided that the collection containers/skids are routinely full.

Depending on your location, transporters may require a longer turn-around to perform a pickup request. Don't wait for your containers/pallets to be completely full before contacting your transporter. Contact your transporter when your containers/pallets are nearing full. The average expected wait time for a pick-up should be no longer than 10 business days.

Please speak to your transporter to find out how often they are in your area and how much lead time you should provide for pickup requests. If needed, you can ask the transporter to leave you extra containers during busier times of the year.

Collection Sites must use the transporter that is assigned to their location. Reasons for contacting your transporter 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 lighting collected

For any other questions about the Program or concerns about service, please contact Product Care:



Tel: +1 (877) 592-2972 ext. 370 (toll-free)

Email: [ontario@productcare.org](mailto:ontario@productcare.org)

## Section 4: Clean-Up Procedure for Broken Lamps

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### 4.1 Risks

Intact (unbroken) fluorescent lamps (CFLs and fluorescent tubes) and HID lamps pose no health risk. Mercury in fluorescent lamps is in vapour form and also with the phosphor powder which coats the inside of the light bulb. Broken lamps release the mercury, which can enter the body by absorption through the skin or by inhalation of the vapour.

HID lamps contain more mercury than fluorescent lamps (30 mg on average). The mercury is sealed in a sealed glass or quartz capsule (referred to as an “ampoule” or “arc tube”) within the lamp. If the capsule remains intact the mercury is contained. However, if the ampoule is broken mercury will be released to the ground.

In both cases a careful and prompt cleanup of the spill by the designated worker will minimize exposure to the staff, customers and to the environment. **A mercury spill must be treated as a serious safety concern.** Staff should be trained in the management of broken lamps and the use of a spill kit.

### 4.2 Clean-Up Directions

If a mercury-containing lamp is broken, please follow the instructions below:

- Leave the room.
- Avoid stepping on broken glass.
- Turn down the thermostat; mercury forms fumes when heated.
- Ventilate the room for **at least 15 minutes prior to starting clean-up** by opening windows and doors to the outdoors. This will ensure that the mercury vapour levels are reduced before you start cleaning.
- Refuse entry of any other person in the room before clean-up is completed.

These precautions should limit the amount of mercury vapour present in the room before you begin cleaning.

### **Clean-up instructions for hard surfaces and/or carpets and mats**

- Do **NOT** use a vacuum cleaner or broom to clean up the initial breakage, as this may spread the mercury vapour and dust throughout the area. In addition, mercury contamination may subsequently occur through vacuuming or sweeping.
- Wear disposable gloves to avoid direct contact with the mercury and to reduce the risk of cuts.
- Wear the supplied disposable mask.
- Scoop or pick up the broken pieces and debris with the two pieces of cardboard provided in the spill kit and place the glass and debris in the sealable plastic bag.
- Make sure to work from the outside of the spill to the centre.
- If an **HID lamp** has broken with a visibly broken ampule, see steps below.
- Use packing tape to pick up any remaining glass particles or powder.
  - Prepare several pieces of tape ahead of time to avoid contaminating the tape and to make cleaning easier.
- Take a piece of tape and place it with the sticky side facing out.
- Gently tap the contaminated area and repeat with a clean piece of tape until the contaminated area is covered. Place the used tape pieces into the sealable plastic bag.
- Wipe the contaminated area with a damp paper towel, damp cloth, or damp wipe, to remove any remaining particles.
- Place the broken glass and all clean-up materials in the plastic bag and seal it to further minimize the release of mercury vapour.
  
- **If an HID lamp has broken with a visibly broken ampule:**
- Use the cardboard to gather the beads of mercury. (Note: A flashlight held at a low angle in a darkened room can be used to find beads of mercury which can travel quite far on a hardened surface.)
- Use eyedropper to collect mercury and then squeeze carefully into a damp paper towel. Repeat this step as often as necessary to cover the affected area thoroughly. Place the paper towel into the sealable plastic bag
- Use packing tape to pick up any remaining glass particles, powder or smaller mercury beads.
  - Prepare several pieces of tape ahead of time to avoid contaminating the tape and to make cleaning easier.
- Take a piece of tape and place it with the sticky side facing out.
- Gently tap the contaminated area and repeat with a clean piece of tape until the contaminated area is covered. Place the used tape pieces into the sealable plastic bag.
- Wipe the contaminated area with a damp paper towel, damp cloth, or damp wipe, to remove any remaining particles. Residual mercury can be removed by wiping with vinegar followed by peroxide.

- Place the broken glass and all clean-up materials in the plastic bag and seal it to further minimize the release of mercury vapour.
- Once the clean-up effort is completed, place the sealed bags in a sturdy container (plastic container, glass jar etc.)
- Label the container with the broken lamp(s) appropriately and then place the container in a bulb box.
- Wash hands thoroughly after storing and disposing of waste.

**SOURCES :**

Health Canada <https://www.canada.ca/en/health-canada/services/health-risks-safety/radiation/everyday-things-emit-radiation/compact-flourescent-lamps.html>

Environment Canada <https://www.canada.ca/en/environment-climate-change/services/pollutants/mercury-environment/products-that-contain/fluorescent-lamps.html>

US EPA [Mercury | US EPA](#)

### 4.3 Spill Kit

The Program can supply you with a Spill Kit containing the following:

- Sealable plastic bags
- Packing tape
- Cardboard
- Eye dropper
- Disposable vinyl gloves
- Disposable masks

## Section 5: Training

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Collection Sites are responsible for training their employees so they can safely and effectively perform the responsibilities outlined in this Guideline.

All Collection Site workers must understand the information provided in this Guideline and provide a clear understanding of:

- The handling and management of lamps including but not limited to:
  - Potential hazards and risks associated with handling of lamps
  - Proper and safe handling of lamps
  - Ways to reduce risk
  - Safety and emergency procedures
- Spill/breakage cleanup procedures and management
- Any operations training and policies/procedures set by the Program
- The identification of which products are accepted and not accepted by the Program
- The completion of proper shipping documentation and record keeping

Newly hired employees must also be instructed on the information in this Guideline before they are permitted to handle lamps.

Collection Site Operators should schedule **regular** training sessions with staff members who have emergency response responsibilities. This will help staff to regularly practice the correct response actions and be informed up to date on recommended response measures.

## Section 6: Record Keeping and Reporting

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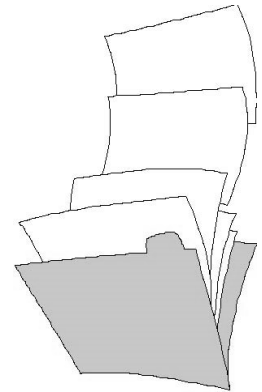
### 6.1 Training Records

Ensure that documentation is kept showing that staff have been trained on the information contained in this Guideline.

### 6.2 Reporting Incidents or Fines

The Collection Site will provide notice of the following to the Program:

- Any incidents that required the assistance of first responders within 24 hours of the occurrence; and
- Any regulatory orders or fines within 48 hours of receiving such orders or fines.



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Email : ontario@productcare.org

### 6.3 Incident Reporting

To report an incident involving **5 or more broken lamps**, please use the Incident Report Form (Appendix C) and provide the completed form to Product Care.

## Section 7: Health & Safety

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The Health and Safety section of this Guideline is a **supplement** to your facility's existing Occupational Health and Safety Manual and is not intended to replace any standards, acts or regulations required under Provincial or Federal legislation nor are this Guideline intended to relieve the Collection Site operator or workers of any obligations under this or other legislation.

This section only includes health and safety issues as they pertain to the Product Care Program and **NOT** the other services offered or activities conducted at your facility.

## 7.1 Lifting Hazards

Moving boxes of lamps requires bending and lifting which can cause injury if done incorrectly. Simple precautions should be used as a means of prevention.



- When lifting, bring objects near to the body; do not try to lift at arm's length.
- Bend your knees and keep your back straight.
- Only lift what you can manage safely; ask for assistance if it is needed.

## 7.2 Mercury Hazards

While mercury is a highly toxic substance, only a very small amount is used in fluorescent lamps and HID lamps. **There is no risk to your health when the lamps are unbroken** but care needs to be taken if the lamps are broken. The best defense is to handle the lamps with care to avoid breakage. Should a lamp break, follow the procedure in Section 4: Clean-Up Procedure for Broken Lamps.

## 7.3 Broken Glass Hazards

The main risk with handling lamps is of getting cut with broken glass. As with the mercury hazard, preventing breakage is the most important way to avoid this. Should a lamp get broken, follow the procedure in Section 4: Clean-Up Procedure for Broken Lamps.

## 7.4 Safety Equipment

No safety equipment is required for the regular handling of intact (unbroken) light bulbs. The personal protective equipment (PPE) required to handle broken lamps is noted in Section 4: Clean-Up Procedure for Broken Lamps.

## Appendix A – Collection Site Standard

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The Product Care Collection Site Standard defines the minimum requirements for business and organizations to become approved and operate as a Collection Site under the Product Care Ontario Lighting Program. This standard intends to ensure that lamps are collected and handled in a manner that will adequately safeguard the environment and worker health and safety. It will also ensure that data is collected in order to track the materials. Product Care reserves the right to review and revise these standards on an on-going basis.

### Background

Fluorescent lamps (CFLs and fluorescent tubes) and HID lamps are commonly used in households and businesses and are considered safe under normal conditions of use. However, fluorescent lamps and HID lamps do contain a very small amount of mercury, which is a highly toxic substance. The risk to health and the environment only occurs if the lamp is broken. For this reason lamps should be handled with care and precautions taken to avoid breakage<sup>1</sup>.

### Disclaimer

The Collection Site Standard is not intended to reduce or absolve Collection Sites from the responsibility of compliance with any federal, provincial and/or municipal legislation and regulations applicable to the management of fluorescent lamps, or the business operation of the collection site. Nor is it intended to constitute or to provide legal advice. It is the responsibility of the Collection Site to be aware of and abide by all such legislation and regulations.

### General Requirements

All Collection Sites shall:

1. Possess a valid business license and/or is an incorporated and/or an otherwise validly existing business or municipality under the laws of Ontario in good standing and qualified to carry on business in Ontario;
2. Comply with all applicable federal, provincial and/or municipal legislation and regulations including but not limited to:
  - Ministry of the Environment and Climate Change, Environmental Compliance Approval (ECA);
  - Ontario Hazardous Waste Information Network registration requirements;
  - Ontario *Environmental Protection Act*, 1990 (including R.R.O. 1990, O. Reg. 347, General – Waste Management);
  - *Transportation of Dangerous Goods Act* (TDGA);
  - Export and Import of Hazardous Waste and Hazardous Recyclable Material Regulations, 2005 (EIHWHRMR) under the Canadian Environmental Protection Act;
  - Occupational Health and Safety Act, R.S.O. 1990, c. O.1

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<sup>1</sup> Health Canada <https://www.canada.ca/en/health-canada/services/health-risks-safety/radiation/everyday-things-emit-radiation/compact-flourescent-lamps.html>



- Municipal zoning bylaws or other bylaws, such as fire codes, parking and hours of operation.
3. Possess Comprehensive or Commercial General Liability Insurance including coverage for bodily injury, property damage, complete operations and contractual liability combined single limits of not less than \$2 million per occurrence, \$2 million general liability.
  4. Possess workers' compensation coverage through either a provincial/state program or a private insurance policy.
  5. Ensure that internal procedures comply with the Guideline and that staff follow these procedures.

## **Facility Requirements**

All Collection Sites shall:

1. Provide normal business hours of operation for the collection of lamps
2. Provide personal service for customer drop off. Drop-off in supervised areas with mechanisms or systems in place to minimize breakage and drop-off of non-program material may be possible if the collection site assumes responsibility and liability for onsite activities. Unsupervised, self-service drop off is not permitted
3. Ensure the storage area has sufficient space for safe storage, is protected from weather, and the floor is constructed of impervious material such as concrete
4. Ensure that unauthorized access to the premises and storage area is prohibited or restricted through security measures
5. Ensure that loading equipment is available for loading and unloading (at minimum pallet jack).
6. Ensure the storage area is not near sensitive areas such as drains
7. Have appropriate signage to inform consumers that it is a Collection Site and have Program information available for the customer
8. Only accept Program products as defined in the Guideline
9. Not use onsite size reduction or processing equipment for lamps
10. Provide notice to Product Care of any incidents that required the assistance of first responders within 24 hours of the occurrence. Provide notice of any regulatory orders or fines within 48 hours of receiving such orders or fines.
11. Not charge customers for the program service – this is a FREE service.
12. Keep Program materials segregated from any non-program products lamps that may be returned to the Collection Site as part of a separate service the site may offer. If the site chooses to offer a service for non-program products, the site assumes all liability associated with those materials.

## **Occupational Health & Safety**

All Collection Sites shall:

1. Comply with all applicable health and safety regulations, including but not limited to the Provincial Occupational Health and Safety Act.
2. Possess written procedures to systematically manage environmental, health and safety matters such as but not limited to accidents, fires and spills
3. Implement and maintain proper lamp handling and safe housekeeping procedures to ensure minimal risk of breakage
4. Provide adequate training for all employees to ensure safe and proper handling of lamps
5. Document health and safety training
6. Provide and enforce correct use of required personal protection equipment
7. Implement spill/breakage cleanup procedure when needed and maintain equipment/supplies according to depot manual
8. Implement and maintain an emergency response plan

## **Training**

All Collection Sites shall ensure that all staff are trained in:

1. The handling and management of lamps including but not limited to:
2. Potential hazards and risks associated with handling of lamps
  - Proper and safe handling of lamps
  - Ways to reduce risk
  - Safety and emergency procedures
  - Emergency response plan
3. Spill/breakage cleanup procedures and management
4. The operations training program and policies/procedures set by the program
5. The identification of which lighting products are accepted and not accepted by the Program
6. The completion of proper shipping documentation and record keeping
7. All such training is documented.

## **Record Keeping**

Maintain all records and documentation including applicable manifests, bills of lading, waste records, training records, and other data as required for a minimum of 2 (two) years.

## Appendix B – Accepted Program Products

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The list below contains examples of lighting products that are accepted and not accepted in the Program. Please note that this list is not exhaustive. If you have any questions about whether certain lamps are included in the Program, please contact Product Care:



Tel: +1 (877) 592-2972 ext. 370 (toll-free)

Email: [ontario@productcare.org](mailto:ontario@productcare.org)

### Accepted Program Lighting

#### **Fluorescent tubes (all shape, lengths)**

Includes all diameters and shaped fluorescent tubes, UV-A, UV-B, UV-C / Germicidal lamps and tubes, and tubular induction lamps (circular, square, U etc.)



#### **Compact Fluorescent Lights (CFLs)/ Screw – In Induction Lamps**

Fluorescent bulbs including pin-type sockets, covered CFLs and screw-in induction lamps.



#### **High Intensity Discharge (HIDs), Special Purpose and Other**

Includes all HID technologies, such as High Pressure Sodium (HPS), Low Pressure Sodium (LPS), Mercury Vapour and Metal Halide, as well as UHP replacement lamps (projector etc.), neon replacement lamps, etc.



### Halogen/Incandescent

Filament lamps of all shapes, and sizes.



### LED

LED bulbs including pin-type or screw-in bulbs, LED tubes of all lengths and shapes, and other lamps/bulbs used for specialty purposes or industrial lighting applications (e.g. LED HID replacement lighting).



### Miniature bulbs

LED, incandescent, halogen or neon miniature bulbs that are typically designed and sold as replacement bulbs for applications such as: portable lighting (i.e., handheld flashlights), indicating, signaling, signage, emergency, electronic displays, automotive and transportation and decorative lights.



### Non-Program Lighting and Products

This list contains examples of products that are not accepted under the Program. Please note that this list is not exhaustive.

### Fixtures



### Ballasts



## String lights



## Batteries



## Smoke & CO Detectors



## Appendix C - Incident Report Form

**Only fill out this incident report if five (5) or more lamps were broken at one time.**

Collection Site Name \_\_\_\_\_

Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Date of Incident \_\_\_\_\_ Time of Incident \_\_\_\_\_

# of Lamps Broken     Five (5)     Six (6) to nine (9)     10+     Box dropped

**If the box dropped and resulted in broken glass, please answer the following questions:**

Did any broken glass spill onto the floor?     Yes  No

Did the box drop during:     Packing     In-store movement  Shipping

**Please describe the incident (use additional paper if needed):**

\_\_\_\_\_  
\_\_\_\_\_

Was staff wearing protective gear to clean up?     Yes  No

Was anyone injured?     Yes  No

**If yes, please attach a copy of the WCB Form and Record to this report.**

What are your suggestions to help prevent this type of incident from happening in the future?

\_\_\_\_\_  
\_\_\_\_\_

Please complete the information and e-mail the completed for (and other forms if applicable) to Product Care.

Product Care contact information:

EMAIL: [ontario@productcare.org](mailto:ontario@productcare.org)

PHONE: 1-877-592-2972 ext. 370 (Toll Free)

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_

Manager Name \_\_\_\_\_ Signature \_\_\_\_\_