



Ontario Paint Recycling Program Collection Site Guideline

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DISCLAIMER

The Collection Site Guidelines (“Guidelines”) are intended to provide guidance to operators participating as a collection site in the Ontario Product Care Paints **and Coatings** Program. Agreements or contracts referencing Product Care training or collection site guidelines are all referring to these guidelines. The practices described in the Guidelines are not intended to replace any standards, acts or regulations required under Local, Provincial or Federal law; nor are the Guidelines intended to relieve the collection site operator or staff of requirements under the law. Product Care Association (“Product Care”) accepts no responsibility and assumes no liability resulting from the incorrect use of information contained in the Guidelines or from the use of this information in any circumstances other than those described. Forms provided in the Guidelines may not be current due to changes in processes, regulations and procedures. Updates will be provided to your collection site as required and posted on the www.productcare.org website. Please ensure you are using the most updated version. In addition to the Guidelines, collection sites must comply with all environmental, health and safety regulations to ensure workers are properly trained and equipped for their work and they understand the:

- Hazards they may encounter in their work;
- Safety practices needed to protect themselves from harm; and
- Actions they may need to take in the event of an emergency, such as a spill or fire.

Products handled under the Paint Recycling Program are dangerous goods. The handling, offering for transport (shipping) and transportation of dangerous goods are regulated under the Transportation of Dangerous Goods (TDG) Regulations. Some or all parts of the regulations may apply to your operations. For more information, refer to <https://tc.canada.ca/en/dangerous-goods/transportation-dangerous-goods-act>.

QUICK REFERENCES

Product Care Contacts

Pickup and service request inquiries:

Email: onpickup@productcare.org

Phone: (647) 925 5288

Program information:

Email: ontario@productcare.org

Phone: 1-877-592-2972 ext. 408

Important Forms

Pickup Request Form (Appendix A)

Regulations

Ontario Hazardous and Special Product Regulation: This regulation sets out the obligations for producers, including requirements for collection sites. For further information, refer to

<https://www.ontario.ca/laws/regulation/210449>

Federal Transportation of Dangerous Goods Act/Transportation of Dangerous Goods Regulation: Federal Transportation of Dangerous Goods Regulations (TDG Regulations) applies to all dangerous goods collected, handled and transported from collection sites. The collection site operator must sign the Manifest/Movement Document (also referred to as a BOL) provided by the transporter and keep their copy at the collection site for 2 years. For more information, refer to <https://tc.canada.ca/en/dangerous-goods/transportation-dangerous-goods-act>

Ontario Occupational Health and Safety Act: This act is Ontario's legislation for workplace health and safety. For further information, refer to <https://www.ontario.ca/page/occupational-health-and-safety-act-ohsa>

Records Keeping

The following records must be kept in a secure location so they can be produced when requested by a

Product Care representative or a regulatory compliance officer:

- Bills of lading
- Training records
- Other records that may be required under health and safety or environmental regulations

NOTE: Keep these records for a minimum of two years

1. About the Program

1.1 What is Product Care?

Product Care is a federally incorporated not-for-profit product stewardship organization, formed in response to Extended Producer Responsibility (EPR) Regulation. EPR regulations require producers (as defined by the applicable regulation) to be responsible for the end-of-life management of products designated under the regulations. Producers discharge their obligation under the EPR regulations by participating as a member of Product Care's approved recycling program for the designated product. Product Care operates EPR programs across Canada for several hazardous and special wastes.

Product Care Recycling (Product Care) began operating the Ontario Paints and Coatings Industry Stewardship Plan on June 30, 2015. A new regulation, [O. Reg. 449/21 Hazardous and Special Products](#), came into effect on October 1, 2021. The Hazardous and Special Products (HSP) regulation makes producers responsible to manage paints and coatings at their end of life with specific requirements for establishing and maintaining a collection network across Ontario, recycling, and promotion & education. Paint producers can work with a Producer Responsibility Organization, such as Product Care, to help them meet their regulatory requirements.

Product Care is registered with the Resource Productivity and Recovery Authority (RPRA), registration number 00008937, for paint and other designated hazardous materials.

Product Care's EPR programs include collection, transportation and recycling/disposal services for paints and coatings collected under our program. Product Care's programs also includes standards for the management of program paint, public awareness initiatives, and reporting to regulators and other stakeholders. The Product Care Ontario paints and coatings program has two primary collection channels for paints and coatings:

- Municipal events and depots, and
- Collection sites, most of which are retail stores.

These Guidelines relate only to the non-municipal collection sites.

1.2 Program Costs

In Ontario, Paints and Coatings producers (i.e., brand owners, manufacturers, first importers, retailers, etc.) have obligations to manage designated products at their end of life. They are financially responsible

for ensuring the end-of-life management of those designated products. Producers work with Product Care as members of the program and Product Care helps establish and operate the end-of-life management system. There is no cost to collection sites (i.e., retail stores) for the supplies and services provided for the collection, transportation, and processing of end-of-life paint if they sign-up to become a Product Care Collection Site.

1.3 What is the Paint Recycling Program?

Collection sites partner with Product Care to voluntarily collect left over or unused paints and coatings from Ontario residents. These locations provide convenience and an alternative for residents to drop off their used and leftover paint for recycling. Collection sites can use this paint recycling program as part of their sustainability plan and annual environmental goals. The opportunity to drop off left over and unused paint for recycling also drives more customers into the retail stores.

1.4 How does the program work?

Each participating collection site agrees to collect leftover paint (including the containers) from residents. The site is set up with appropriate collection containers for the space available and anticipated volumes. A transporter is assigned to each location by Product Care. Once the collection containers are full, the collection site contacts Product Care to request a pickup. The transporter will pick up the full containers and drop off new empty containers. The transporter will deliver the paints and coatings to an approved processor for recycling.

2. Accepted and Not-Accepted Products

Leftover paints and coatings are accepted from residents and small quantity IC&I generators. 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 accepted and not accepted paints and coatings products in the program with pictures to assist you and your customers 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.

Each collection site should know their local municipality 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 community

- Many municipalities have pamphlets regarding their collection and recycling services
- Most municipalities have websites with information regarding their local drop off locations, event days, hours of operations and accepted materials.

For a municipal collection site nearest you, please visit “**Find a Recycling Location**” on our website at productcare.org. Further details on online resources are available in section 6.

General requirements for paints and coatings:

- Must be on the accepted products list
- Paint must be in its original container, tightly sealed with the labels affixed.
- Paint containers must be in good condition, no rusted, leaking containers are allowed
- Product must be identifiable (original label intact)
- Paint must be in containers of 30 litres or less

2.1 Accepted Products

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/>.

Interior and Exterior Architectural Consumer Paint

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

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

2.2 Unaccepted Products

Non-Acceptable Products

- Unidentifiable materials
- Unlabelled containers
- Non paint program materials
- Leaking or improperly sealed containers



Other Non-Acceptable Paints and Coatings

- Aerosol paints and coatings
- Unlabelled containers
- Waxes and polishes
- Paints registered as pesticides, such as marine anti-fouling paint
- Trowel grade coatings or sealers
- Stucco and spackling compounds
- Caulks
- Glues and adhesives
- Paint and coatings supplied in containers with a volume greater than 30 litres are not accepted in the program



2.3 Large Quantity Generators

This paint recycling program is designed to accept paints and coatings from eligible generators. If a customer or contractor has large volumes of paint to dispose of, please contact onpickup@productcare.org to determine whether the large volume of paint may be eligible for a direct pick up.

3. Collecting, Packaging and Storing Paints and Coatings

3.1 Access to Collection Site

The collection site must be open for the public during regular business hours to return leftover products. The Paint Recycling Program is not a self-drop system and so public must be supervised when returning leftover products and products must be safely handled and placed into the collection containers by trained site staff.

3.2 Health and Safety

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 provided
- Non-accepted products must be refused and the resident or customer can be directed to the Product Care website for information on the safe recycling or disposal of non-accepted products.
- Leaking, unsealed, broken or compromised paint containers should not be accepted
- 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 paints and coatings (i.e., washing hands).
- Collection sites are responsible for ensuring staff health and safety training as required

Product Care can supply collection sites with the following safety equipment where needed, upon request:

- Spill kit
- Fire extinguisher
- Eye wash station

3.3 Collection Containers

Gaylord boxes, drums and tubskids (see pictures below) are the most common collection containers used to store and transport paint dropped-off at collection sites. Gaylord boxes and tubskids must be stored inside and be protected from the elements. Drums may be stored inside or outside, provided they are in a caged/locked area when stored outside. If your location has space constraints, the 205L steel drum or tubskid may be the best options for collection. It is important to always use the collection containers provided by your service provider for the collection and storing of returned paints and coatings. It is good practice to keep extra collection containers onsite, especially during busy seasons (Summer and Fall).

Collection containers (i.e., Gaylord box, drum, tubskid) and liners are supplied by the transporter at no charge. More information is provided below on the collection container types.

- A Gaylord box (see 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 bring over the top flaps. Once full of paint, 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 hard/sturdy plastic. Tubskids come with a lid but are not lockable.



3.4 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 paints and coatings
- Once the collection container is full, pull the plastic liner over, fold over the Gaylord box flaps and tape the box closed, or put the lid on the drum and secure the ring
- Do not overfill the collection container
- Once full and ready for pick-up, store the collection containers in a dry location out of the elements
- Contact Product Care directly to arrange a pick-up – see section 4.



3.5 Incorrect Packing and Storing

Incorrect packing and storing of paint may lead to safety and health concerns and 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*



If you have any questions regarding the packaging, storing or labeling of collection containers, please contact onpickup@productcare.org.

4. Creating a Pickup Request

Collection sites must submit a pickup request to Product Care using the form in Appendix A.

4.1 Submitting a Pickup Request

- Submit the completed Pickup Request Form in Appendix A to onpickup@productcare.org
- Submit pickup requests BEFORE collection containers are full as pickup timelines may take 10 - 15 business days
- Ensure that all information is accurately filled in on the form to prevent pickup delays
- Ensure that any replacement empty containers that are needed for the site are clearly indicated on the form so that the appropriate replacement containers will be provided at the time of the pickup of the full containers

4.2 Preparing for a Pickup

- Do NOT overfill collection containers. Lids must fit tight and be level in order for loads to be properly secured for transport. To ensure this, do not stack products above the rim of the collection containers. If a lid cannot be closed, the transporter will either ask you to put the overflow into a different collection container or will refuse to accept it.
- Transporter will have the BOL, the required collection container labels (which may have been provided when the empty containers were supplied), and the placards with them at the time of pick up.
- As required by the TDG Regulations, make sure that:
 - The shipment matches the information found on the BOL.
 - The appropriate collection container labels are attached to each shipping container.
 - The appropriate placards are used by the transporter.

4.3 Customer Service

We expect collection sites to experience helpful and timely service from our service providers. If you have any concerns regarding your service, please contact Product Care at onpickup@productcare.org.

5. Transport Requirements

5.1 Transport Canada Registration Requirements

Transport Canada has implemented new regulations mandating that all sites handling dangerous goods (DG) must register in an online database. Materials such as paint destined for recovery fall under the category of dangerous goods. Each collection site is responsible for its own registration; Product Care Recycling cannot complete this process on behalf of the sites.

Tutorials:

Below are the links to Transport Canada's Client Identification Database resource tutorials.

- [TDG Site Requirements and Client Identification Database \(CID\)](#)
- [Initial Registration](#) **Before registering:**

You will need to gather the following information for your business. If the site collects and/or transports dangerous goods not included in the Product Care program, you will need to determine and provide the information required.

1. Canadian Revenue Agency (CRA) business number, if applicable.
2. legal and operating name

3. corporate address
4. the name, email, and phone number of the primary contact which could be the organization's owner, or of someone with permission to act on their behalf;
5. the name, email, and phone number of a back-up (secondary) contact person; and
6. North American Industry Classification System (NAICS) Code(s). This step is optional. If you would like to enter it, for Product Care collection sites this code is **5621 Waste collection**. If your business provides other services, you may need to enter another code.

Other information you will need to register:

- the site's addresses (street address, legal land description, or latitude/longitude).
- the DG activities at the site. For Product Care collection sites, place a check mark beside **Handle** and **Offer for Transport**. If the site participates in other DG activities, you may need to select other boxes.
- the modes of transportation at the site. For Product Care collection sites place a check mark beside **Road**. If the site ships materials via other mode(s), you may need to select other boxes.
- the classes and divisions of the dangerous goods at the site. For Product Care sites collecting paint for recovery, Select "**3 Flammable Liquids**", then select the Submit and Close Button and proceed to the next step. If the site is associated with other dangerous goods, you may need to choose the associated class/division before submitting.

Registration - Link to Transport Canada Client Identification Database:

[Transportation of Dangerous Goods Client Identification Database \(English version\)](#).

5.2 Staff Training Requirement

Collection sites are responsible for ensuring that any person who handles dangerous goods or signs BOLs for shipping dangerous goods is adequately trained. Product Care offers TDG certification training, upon request from the collection site, at no charge. For more information, please contact onpickup@productcare.org.

5.3 Use of Product Care Equivalency Certificate

Collection sites are required to keep a copy of the Equivalency Certificate (EC) provided by Product Care. The EC is updated from time to time. The most up to date EC is available here:

<https://www.productcare.org/wp-content/uploads/12925.2-eng-ProductCareAssociation.pdf>

6. 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.

6.1 Find a Recycling Location

Residents looking for collection sites nearest to them can visit productcare.org and use the 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 the material 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.

6.2 Free Educational Resources for Customers

Product Care offers a range of complimentary promotional or educational resources to help you in communicating the program to your customers. Please contact ontario@productcare.org for more information or to request resources.

Appendix A: Pickup Request Form



Pickup Request Form

Site Details		
Site Name:		
Address:		
City:		Postal Code:
Contact Name 1:		Tel #:
E-mail:		
Contact Name 2:		Tel #:
E-mail:		
Site Hours for Pickups and Drop-offs	From:	To:
Is there a loading dock?	Yes:	No:
If no loading dock, is there parking available for a 26ft straight truck?	Yes:	No:
Pallet Jack on site	Yes:	No:
Forklift on site	Yes:	No:
Drum dolly on site	Yes:	No:
Quantities for Pickup		
Paint ☐	Lighting ☐ Recycling Certificate Needed for Lighting? ☐	
# of full Gaylords:	# of full skids:	
# of full drums:	# of full 8' boxes:	
# of full tubskids:	# of other (please specify):	
Replacement Supplies		
Paint ☐	Lighting ☐	
# of Gaylords, Liners & Skids:	# of Gaylords, Liners, Dividers & Skids:	
# of Steel Drums:	# of Fiber Drums:	
# of Tubskids:	# of 4ft Lamp Boxes:	
	# of 8ft Lamp Boxes:	
	# of Bulb Boxes:	

The completed form **MUST** be submitted to ONpickup@productcare.org

For additional support contact: (647) 925 5288

Additional Notes: