



Québec

Non-Refillable Pressurized

Containers

Collection Site Guidelines

2024

Version 1

DISCLAIMER

The Non-Refillable Pressurized Containers Collection Site Guidelines (Guidelines) are intended to provide guidance to operators participating as a collection site in the Quebec Non-Refillable Pressurized Containers Stewardship Program (the Program). ~~The Guidelines cover the handling of accepted products under the flammable liquids, toxics, pesticides, corrosives, physically hazardous materials and environmentally hazardous materials categories only. Additional guidelines are available for collection sites that manage paint in Appendix H.~~

Product Care Association (Product Care) accepts no responsibility and assumes no liability resulting from the incorrect use of the 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.

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 any requirements under the law.

A collection site is a place of work regulated by Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST). In addition to the Guidelines, collection sites must comply with all environmental, health and safety regulations (CNESST) to ensure workers are properly trained and equipped for their work and they understand the following:

- 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 Program are considered dangerous goods and hazardous waste. The handling, offering for transport, or transportation of dangerous goods is regulated under the Transportation of Dangerous Goods (TDG) Act and Regulations. The TDG Regulations will apply to a depot operation. A depot operator must have training to act as a 'consignor' under TDG Regulations. Further information should be provided by your supervisor.

Further information about environmental requirements can be obtained from your local Ministry of Environment office. **Workplace safety information can be obtained from your local WorkSafe Quebec (WSK) office.**

QUICK REFERENCE SHEET

Program Contact Information

	PHONE (TF: Toll-Free)	FAX	EMAIL/WEBSITE
Product Care Association Head Office	TF: 1.877.592.2972	604.592.2982	saskatchewan@productcare.org ; www.productcare.org
Product Care Quebec Field Coordinator			skfieldcoordinator@productcare.org
Product Care Operations Manager	TF: 1.877.592.2972 / 604.592.2972 x213	604.592.2982	OM@productcare.org
Ordering Communication Materials	1.877.592.2972	604.592.2982	https://www.productcare.org/service-partners/promotion-and-education/

Emergency Contact Information

	PHONE (24 hrs)
Fire Department, Police or Ambulance	911
Product Care Association Emergency Line	1.877.592.2972
Quebec Government Spill Reporting Line	1-800-667-7525

Keep Important Records on Hand

The following records must be kept in a secure location for a minimum of two years so they can be produced when requested by a Product Care representative or a regulatory Officer.

- Hazardous Waste Movement Documents (**Bills of Lading**)
- Monthly Inspection Form (**Form 1**)
- Incident Report Form (**Form 2**)

Important Documents

These Guidelines include several other important documents to use and photocopy as needed:

- Supply / Waste Pickup Form for Collection Sites: HHW (**Form 3**)
- Shipment Quick Reference Sheet: HHW (**Appendix A**)

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LIST OF ABBREVIATIONS

EMPA	Environmental Management and Protection Act, 2010
GHS	Global Harmonization System (formerly WHMIS)
NRPC	Non-Refillable Pressurized Containers
NP	Non-Program
Product Care	Product Care Association
PPE	Personal Protective Equipment
QC	Quebec
QCMOE	Quebec Ministry of the Environment
TDG	Transportation of Dangerous Goods
WHMIS	Workplace Hazardous Materials Information System Labels (now GHS)
WSK	Worksafe Saskatchewan

GLOSSARY OF TERMS

Program Products	Products accepted at collection sites operating under an agreement with Product Care
Guidelines	Non-Refillable Pressurized Containers Collection Site Guidelines, also referred to as the Depot Manual
Act	Environmental Management and Protection Act, 2010
Regulation	Regulation respecting the recovery and reclamation of products by enterprises
Program	Quebec Non-Refillable Pressurized Containers Stewardship Program

2 INTRODUCTION

Product Care Association of Canada (Product Care) manages the Quebec Non-Refillable Pressurized Containers Stewardship Program (Program), approved by the Quebec Ministry of the Environment (QCMOE). The Program provides accessible options for Quebec (SK) customers to return specific categories of Non-Refillable Pressurized Containers (HHW) to local collection sites and ensures left-over HHW products are collected and recycled or disposed of in an environmentally responsible manner.

Product Care is a federally incorporated not-for-profit product stewardship association formed in response to stewardship regulations and is governed by a multi-sector industry board of directors.

The products collected through the Program include those in Saskatchewan's *Non-Refillable Pressurized Containers Products Stewardship Regulation* (Regulation) under the Province's *Environmental Management and Protection Act (EMPA)*, with the exception of batteries. This is **NOT** a government-run or funded Program.

These Guidelines provide information for the collection of the following HHW program product categories:

- Flammable liquids
- Corrosives
- Pesticides
- Toxics
- Physically hazardous materials (non-refillable fuel cylinders), and
- Environmentally hazardous products.

Additional guidelines are available for collection sites that manage paints.

Additional Information Contact

For more information regarding the Program, or if you have questions after reading the Guidelines, please contact the Operations Manager as per the **Program Contact Information** on page iii.

3 RESOURCES

3.1 Regulations

Collection sites must adhere to all legal requirements. Applicable regulations include but are not limited to the following:

Federal Transportation of Dangerous Goods Act / Transportation of Dangerous Goods Regulation:

Federal Transportation of Dangerous Goods Regulations (TDG Regulations) apply to all dangerous goods transported from collection sites. The collection site operator must be trained in TDG in order to sign the Movement Document provided by the transporter and keep their copy at the collection site for 2 years. For further information, refer to the regulations at <https://www.tc.gc.ca/eng/tdg/clear-tofc-211.htm>.

Environmental Management and Protection Act / Non-Refillable Pressurized Containers Products

Stewardship Regulation: This regulation sets out the obligations for stewardship programs in the province, including requirements for collection sites that service the Program. For further information, refer to the regulations at <https://publications.saskatchewan.ca/#/products/101719>

Municipal Land Use, Zoning Bylaws and other relevant bylaws.

Local municipal bylaws may dictate the activities permitted at the site. Please consult your local bylaws for more information.

Quebec Occupational Health & Safety Act/ Occupational Health & Safety Regulations: This regulation sets out the obligations for all workplaces in Quebec with regard to on-site health and safety.

3.2 Forms and Records

Use of a Movement Document / Bill of Lading (BoL): Every shipment of HHW from a collection site must be accompanied by a Movement Document, often referred to as a Bill of Lading. The Product Care service provider will provide a pre-filled Movement Document for every shipment from a collection site. An example of a BoL Movement Document is illustrated in Appendix A. Completed forms must be kept in a secure location by the collection site for two years.

Monthly Inspection Form: This is to be completed monthly and emailed or faxed to Product Care's Logistics Coordinator, as per the form. Sites should keep this form in a secure location on site for a minimum of 2 years. The forms must be available for inspection at all times. An example is illustrated in **Form 1**.

4 RESPONSIBILITIES

4.1 Collection Site Operator

The operator of a HHW collection site is responsible for ensuring that:

- The requirements described in these Guidelines are applied correctly at the collection site.
- Employees have read the Guidelines and completed the training.
- **Employee training records are kept current.**
- Any faulty or damaged equipment belonging to Product Care is reported to Product Care.
- All records and documentation are completed and submitted to Product Care, the regulatory body or retained on the premises as required.
- Written notification is provided to Product Care in advance of any changes to operating hours, location, ownership, etc.

4.2 Collection Site Employee

All collection site employees are responsible for ensuring their work is performed correctly. Employees must:

- Take part in any instruction or training offered.
- Read and become familiar with the Guidelines.
- Be aware of and apply the work practices and requirements described in the Guidelines correctly.
- Report any dangerous conditions to their supervisor and / or collection site operator.

PCA QuebecField Coordinator

The QuebecField Coordinator is a representative of PCA and is responsible for providing on-the-ground support to collection sites and ensuring that they adhere to the Guidelines. Specifically, the Field Coordinator provides support on:

- Training of collection site operators and employees.
- Assists in dealing with any issues that arise with regard to the Program.
- Acts as a liaison between the collection site and PCA.
- Inspects collection sites to ensure that they are operating in accordance with the Guidelines.

Refer to the **Program Contact Information** on page **iii** for the Field Coordinator's contact details.

5 COLLECTION SITE SET-UP

5.1 Hours of Operation

The collection site must be open to the public during regular business hours to allow customers to return their leftover products. If the hours of operation change, Product Care is to be notified in writing.

5.2 Storage Space Requirements

5.2.1 Refer to the Collection Site Infrastructure Requirements: HHW in Appendix B for structural requirements needed to collect and store HHW products. Ventilation

Ventilation is an important safety feature to prevent the build-up of toxic or flammable vapours in the storage area. Ventilation may be passive or mechanical. Ensure any doors, windows or intake vents are unobstructed and can be opened.

5.2.2 Fire Extinguisher

A fire extinguisher must be mounted inside the building, in a location accessible from the outside of the storage area in a weather-protected area, e.g. right inside the door. It is the responsibility of the collection site supervisor to ensure the fire extinguisher is inspected and serviced as per fire regulations.

5.3 Storage Area Layout

Every collection site storage area will be organized differently according to its shape, size and other requirements. It is a regulatory requirement of to adhere to the following:

- Maintain space around collection containers so they can be inspected for leaks (see **Figure 1**).
- Keep TDG labels attached and visible on collection containers during filling and storage (see **Figure 1**).

All collection sites must also adhere to the following practices:

- Affix product information posters to the wall above each collection container to aid in sorting and packaging (provided by Product Care, see **Figure 2** and **Figure 3** below).
- Have a notice board positioned in the collection area and / or site office (see **Figure 4** below) with important information for staff and emergency crews, including:
 - Storage area layout drawings (see **Figure 5.1** and **5.2 and 5.3**) so that response personnel are aware of the location and properties of stored materials in the event of an emergency.

- Product Care notices sent to collection sites with changes to the program (e.g. packing updates).

FIGURE 1: TYPICAL TUBSKID STORAGE AREA



FIGURE 2: EXAMPLE OF SEA CONTAINER STORAGE / SIGNAGE



FIGURE 3: EXAMPLE OF SIGNAGE ABOVE DRUMS



FIGURE 4: EXAMPLE OF A NOTICE BOARD



FIGURE 5.1: EXAMPLE OF STORAGE AREA LAYOUT FOR 40FT HHW SEA CONTAINER

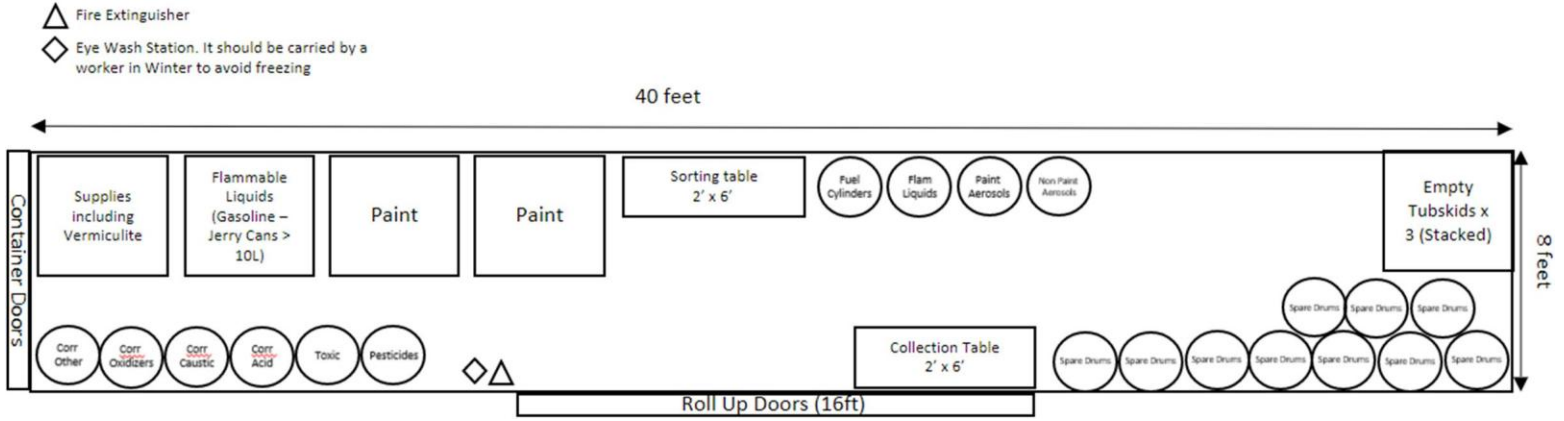


FIGURE 5.2: EXAMPLE OF STORAGE AREA LAYOUT FOR 20FT HHW SEA CONTAINER

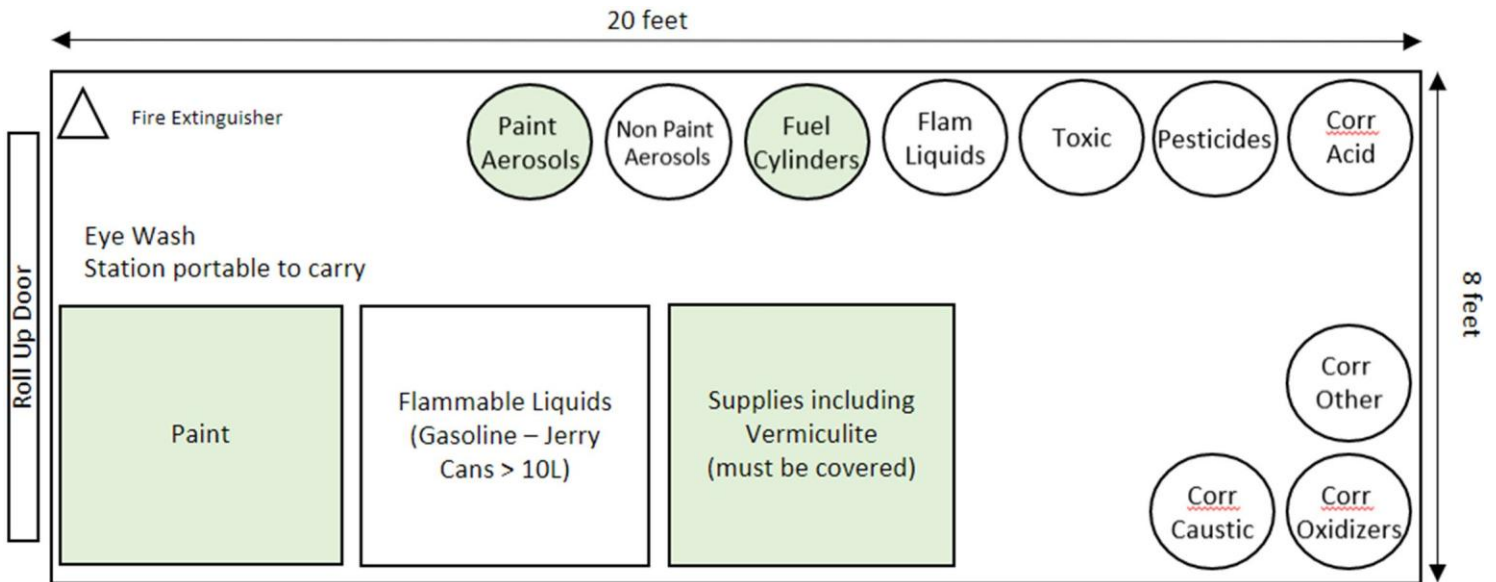
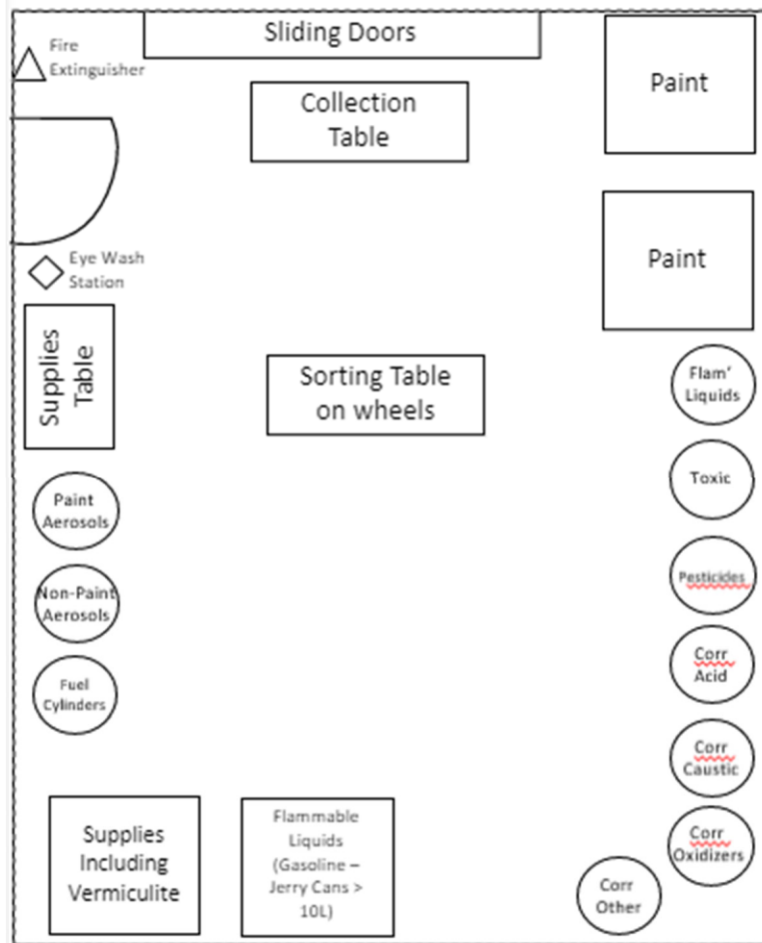


FIGURE 5.3: EXAMPLE OF STORAGE AREA LAYOUT FOR HHW BUILDING



5.4 Security and Access

Public access to the collection site without staff supervision is forbidden.

Collection sites must be properly secured when closed or not attended to prevent people or animals from accessing the storage area and to ensure that stored products are protected from incorrect handling or damage. All storage containers must be secured inside a locked and fenced area.

Containers should be located in an area that is relatively flat, preferably on solid paved ground away from drainage, with easy access for staff and trucks to access.

5.5 Traffic Control

While every facility is unique, the collection site should be configured so that customers can access the HHW unloading area safely. The following practices are recommended to ensure customer safety:

- ✓ Use signage, traffic cones and/or barricades to direct customers within the site entrance to the location where HHW materials will be taken from the vehicle.
- ✓ As much as possible separate customer traffic in and out of the site from the movement of trucks, heavy machinery and other activities at the facility.
- ✓ Set up the unloading area as close as possible to the storage area to minimize the distance that material must be carried by customers and staff.
- ✓ Consider using carts to transport material and a table or bench to stage and sort material.

5.6 Collection Site Supplies

The Program provides collection sites with the following supplies:

- Collection containers, see **Figure 6**
 - Steel and plastic open-top drums
 - Plastic pails
 - Tubskids (4'x4'x3' plastic box with lid)
- Vermiculite (absorbent for packing)
- TDG labels (to be affixed to each storage container prior to packing), see **Figure 10**
- Spill kit, see **Figure 12**
- Small eyewash station for use in the packing area; see **Figure 12**
- Product information posters for collection containers (to aid when sorting and packing material), see **Figure 7**

Collection sites should reference the collection site supplies checklist in **Appendix C** frequently to ensure sites contain all the supplies and equipment necessary to operate a HHW depot.

FIGURE 6: TYPES OF COLLECTION CONTAINERS



205 litre steel drum



205 litre plastic drum



4'x4'x3' Tubskid with lid

A collection site that accepts HHW products will require up to 20 separate collection containers to accommodate all HHW product categories (see **Table 1**). Container sizes for products are suggestions only and will depend on the volume of materials a collection site receives.

TABLE 1: COLLECTION CONTAINERS REQUIRED FOR A HHW COLLECTION SITE	
TUBSKIDS	DRUMS
PROGRAM PRODUCTS	PROGRAM PRODUCTS
<ul style="list-style-type: none"> Flammable liquids (gasoline in jerry cans etc.) 	<ul style="list-style-type: none"> Flammable liquids Fuel gas cylinders Toxic Corrosive caustic Corrosive acidic Non-paint aerosols Corrosive oxidizer/hypochlorite Corrosive oxidizer/other
NOTE: refer to these guidelines for product segregation requirements, as product categories are not commingled.	

TABLE 2: COLLECTION CONTAINERS REQUIRED FOR PAINT AND PAINT AEROSOLS	
TUBSKIDS	DRUMS
<ul style="list-style-type: none"> Liquid Paint (non-aerosol) 	<ul style="list-style-type: none"> Paint aerosols

5.7 Storing Products

HHW products must be stored safely to ensure that containers are not knocked over, spilled or create a risk of fire or chemical reaction. Further information on category segregation and receiving, identifying and sorting products before storage can be found in Section 7: RECEIVING, HANDLING & STORING PRODUCTS.

Ensure that all products are properly sorted and stored in Product Care supplied collection containers at the end of every working day. Do not store products on the floor or on pallets in the collection site. To reduce the risk of running out of available space in your collection containers, request a pickup of containers or order new supplies before all containers on hand are full, depending on the rate at which your site collects materials.

5.8 Communication Materials and Signage

Product Care provides a range of communication materials for collection sites free of charge, including:

Collection Area Sign

The collection area sign tells customers that the location is a HHW collection site and lists the products that are accepted. The sign must be placed in a highly visible location within the collection site.

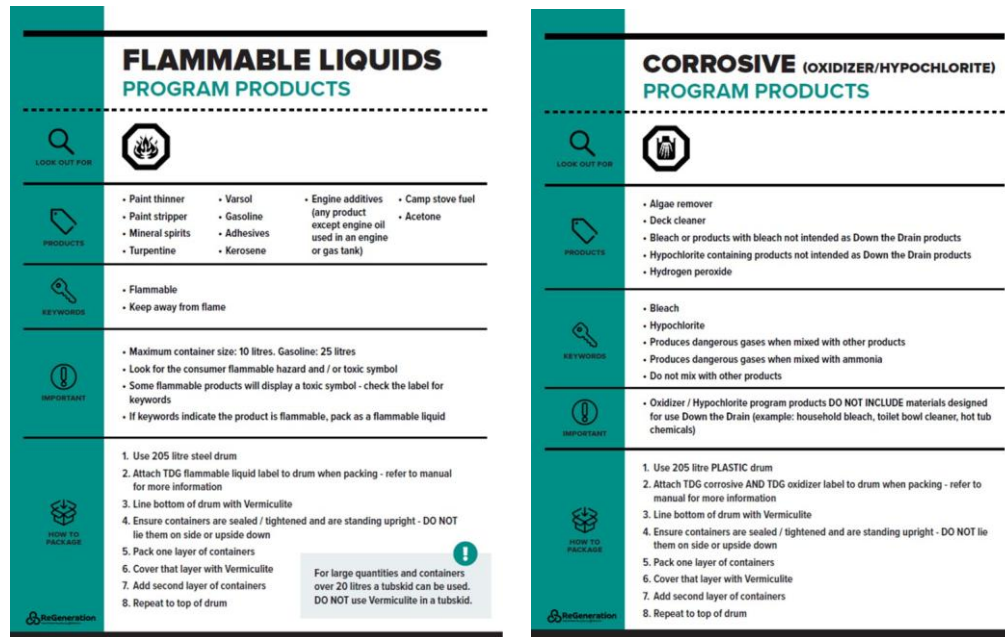
Information Brochure

The Program provides a brochure to help staff and customers determine what is accepted and what is not accepted by the Program.

Product Information Posters

The Program also provides product signage to be placed above collection containers to help the staff determine what is accepted and what is not accepted in each collection container, as well as how to store and pack the products for transport. More detailed information is also contained in the **Product Information Sheets** in **Appendix D**.

FIGURE 7: PRODUCT INFORMATION POSTERS



5.8.1 Ordering Communication Materials

Communications materials are free of charge for collection sites. Use the following options to order:

- Online: Go to <https://www.productcare.org/service-partners/promotion-and-education/>
- Call: Toll-free 1.877.592.2972
- Add your order to your **Monthly Inspection Form (Form 1)**

6 PRODUCTS ACCEPTED AND NOT ACCEPTED

The Program accepts only specific HHW products designed and typically used by consumers. It does not include products that are designed for industrial, commercial or agricultural uses. HHW must be classified in accordance with criteria set out in the Regulations.

All products accepted by the Program must:

- ✓ Be identifiable (i.e. the container must have the original label intact with one of the consumer symbols listed in this section);
- ✓ Meet the required container size restrictions (detailed in **Appendix D**) and
- ✓ Be sealed in original containers and in good condition.

6.1 Products Accepted

The Program accepts the following categories of HHW products, as shown in below.

TABLE 3: PROGRAM PRODUCTS
<i>Products included in Product Care's HHW Stewardship Plan as approved by QCMOE.</i>
PROGRAM PRODUCTS
<ul style="list-style-type: none"> • Fuel gas cylinders • Toxics • Corrosive caustic • Corrosive acidic • Flammable liquids • Corrosive oxidizer/hypochlorite • Corrosive oxidizer/other • Non-paint aerosols

Paint is not included in the Quebec HHW program; however, Product Care does manage the Quebec Waste Paint Program and collectors may accept program paint. Please refer to separate guidelines from Product Care which are available for paint, found in appendix H.





Details regarding each category, identifying symbols and keywords, maximum container sizes and packing instructions are provided in the product information sheets in **Appendix D** of these Guidelines. The product information sheets are designed so they can be a quick reference for staff. Product Information Posters containing similar information can also be ordered for free online at productcare.org/promotional-materials or through the Monthly Inspection Form (**Form 1**) and should be displayed above collection containers.

6.2 Labelling

Consumer Labels

Most of the products that will be brought to a collection site will display a symbol on their labels designed for consumer products, see **Figure 8**. Refer to **Appendix D** for more details about handling products with consumer labels.

FIGURE 8: CONSUMER HAZARDOUS SYMBOLS FOUND ON LABELS

	<p>Poison Hazard (Toxic) Symbol: This symbol is a warning that the product could be poisonous if you inhale its vapours, accidentally swallow it or if it makes contact with your eyes or skin.</p>
	<p>Explosive Hazard: A compressed gas is a product whose contents are under pressure, e.g. an aerosol can. It may be dangerous if the container is accidentally heated, punctured or crushed.</p>
	<p>Flammable / Combustible Hazard: Solvent-based products typically contain flammable or combustible ingredients. These materials will ignite and continue to burn if exposed to a flame or source of ignition.</p>
	<p>Corrosive Hazard: A corrosive material can cause chemical burns. It can also be dangerous if it is mixed with other materials, including other corrosives, that it is incompatible with. Corrosive material may be acidic, caustic, or oxidizing. Corrosive materials can burn if contact is made with your eyes or skin.</p>

GHS / WHMIS Symbols

Products which could contain hazardous ingredients may be brought to collection sites and can be identified by their Workplace Hazardous Materials Information System Labels (WHMIS). In 2015, WHMIS was updated to meet international standards for hazardous product labelling and is now referred to as the Global Harmonization System (GHS). Therefore, a collection site may receive products with the original WHMIS labels or GHS labels. For examples of WHMIS and GHS symbols, see **Appendix E**. The presence of a WHMIS or GIS label often denotes a product is not a consumer product but rather an industrial, commercial or agricultural product.

TDG Labels

In addition to or instead of displaying GHS / WHMIS symbols, products may also be identified by TDG labels; examples are shown in **Appendix E**.

6.3 Products Not Accepted

The Program does not accept the following products. Details on how to manage customers with these products are provided in section 7 below. **Collection sites may be liable for disposal costs associated with the management of these products if they accept them.**

- ✘ **Industrial or Commercial Use Only Products**
Items designed solely for use in industrial or commercial settings. Will state on the packaging “for industrial use only” or some variation on this wording. The Program is required to accept consumer items ONLY and not industrial wastes. Products in this category will most likely display a WHMIS or GIS symbol on their label.

- ✘ **Cosmetic or Beauty Products**
Items that are designed for consumer application to their person. Commonly known as make-up, bath products, deodorant, etc. Some examples include nail polish, body spray, hair spray, and bath salts. These items are specifically excluded from the Regulations.

- ✘ **Explosives and Ammunition**
Explosives and ammunition may include ammunition, flares, blasting caps, etc. Exercise discretion when dealing with these materials. Whenever possible, direct persons possessing ammunition to the closest police detachment to arrange for proper disposal. For explosive products, direct customers to the closest fire department to arrange for proper disposal.

- ✘ **Radioactive Material**
Radioactive materials may include smoke alarms¹, uranyl nitrate, scintillation vials, old watches and aircraft gauges. Under no circumstance may these materials be accepted at the collection site. Direct customers to contact a local hazardous waste disposal company to dispose of these materials.

- ✘ **Biohazardous Material (e.g. medical sharps)**
Biohazardous products may include sharps (needles), preserved biological specimens and petri dishes. Under no circumstance may these products be accepted at collection sites. Direct customers to contact a local hazardous waste disposal company to dispose of these materials.

¹ Individual residential smoke detectors can be disposed of with regular household waste.

- ✘ **Materials Contaminated with HHW from Spills or Use**

Rags or materials contaminated with gasoline or other flammable liquids resulting from the clean-up of spills or the use of HHW are not to be accepted by collection sites. These materials include gasoline-contaminated rags or absorbent, paint rollers or brushes, rags or sponges contaminated with cleaners, gasoline contaminated rags or absorbent and wash water contaminated with HHW. Any such items are not to be accepted at the collection site. The exception to this is if a collection site experiences a spill onsite, these clean-up materials will be accepted. See section **11.6** for more information.

- ✘ **Products Without their Original Label**

Customers may bring in containers of product with their original labels missing. These products cannot be accepted, even if the customer has written their own label or knows what is inside. You or the consumer may know the identity and properties of the product, but the processor will not. Accepting unlabelled products puts the processors in danger, and thus they are not accepted.

- ✘ **Products not in their original container**

Customers may bring their products in containers that are not the original manufacturer container. For example, milk jugs, glass jars, and other similar containers that have been repurposed to hold the product. These containers are not designed for the safe transport and storage of the product now contained inside and thus cannot be accepted.

- ✘ **Products under Other Stewardship Programs**

Some customers may bring in products that are covered by other Stewardship Programs. A list of these items and the responsible Stewardship Program is included in **Appendix F**. These products are not part of the HHW Program and should not be placed in Product Care containers. Product Care recommends that collection site operators follow one or more of the following three options to manage these products:

 1. Register with the appropriate stewardship program and use their services to collect and transport their products;
 2. Make direct arrangements with a processor to receive the product (at the collection site's expense); or
 3. Direct the consumer to take these products to another collection site in their area that is registered with the appropriate stewardship program

- ✘ **Leaking or Compromised Containers**

In the event a Product is brought to a collection site in a leaking, unsealed or compromised container, it should not be accepted. Leaking containers cannot be safely handled or transported.

7 RECEIVING, HANDLING & STORING PRODUCTS

7.1 Warnings

- ✓ **ALWAYS** wear appropriate gloves and personal protective equipment, including eye protection, when handling products,
- ✗ **NEVER** open a product container to see what is inside or verify its contents.
- ✗ **NEVER** transfer or pour the contents of a container into another container.
- ✗ **NEVER** guess what is contained inside a container. If it does not have an original label clearly identifying the product, do **NOT** accept it!

7.2 Customer Service

Product Care wants to assist collection sites in ensuring that customers have a good experience while visiting their facility. In the event of a situation where a customer is upset, remain courteous, polite and respectful. Please encourage staff member(s) to bring either a manager or another staff person into difficult discussions. If a customer complains about their material being rejected, explain that the material is not part of the Program, provide them with Program promotional material and direct them to contact Product Care with their concerns.

NOTE: Please forward any customer feedback about the Program to Product Care. If there are any significant complaints, please contact Product Care immediately at the number listed in the **Program Contact Information** on page iii.

7.3 Receiving and Handling Products from Consumers

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

When a customer arrives with material, **ALWAYS:**

- ✓ Wear appropriate gloves and Personal Protective Equipment (PPE) when handling products.
- ✓ Greet the customer and ask to see the material being returned.
- ✓ Confirm the material is in its original container, clearly labelled and in acceptable condition (i.e., not unsealed, leaking, dented such that the lid will not seal, or so rusty that the can would be easily punctured).
 - **NEVER OPEN A CONTAINER OR GUESS AT ITS CONTENTS!**
 - **NEVER SMELL OR TOUCH THE RESIDUAL PRODUCTS!**
- ✓ Before accepting a product, examine it to ensure it is a Program Product (see **Table 3**).
- ✓ If the product is **NOT** accepted under any circumstances in the Program (see section **6.3**), apologize and inform the customer that the product is not accepted by the program. Do not accept the product, and be prepared to educate the customer and explain why the product cannot be accepted and the correct location they may take it.

- ,E.g., if the product is managed by another stewardship program (see **Appendix F**), direct the customer to a collection site for that product nearest to you for more information. You may also direct the customer to the local authorities (such as the RCMP or Fire Department, see section **6.3** above for further instructions).
- **Collection sites may be liable for disposal costs associated with the management of these products if they accept them.**
- ✓ If the customer has a large volume of products that would disrupt collection site operations or exceed storage capacity:
 - Accept what you can manage.
 - Ask the customer to return another time with the remainder of the items.
 - Consider asking the customer to call the collection site in advance to ensure space is available to receive the product.

If you accept large volumes that hinder your day-to-day collections, Product Care cannot guarantee immediate service.

- ✓ Place the accepted products onto a cart or sorting table in a staging area if possible.
- ✓ Pack the products into the appropriate storage containers supplied by the Program.

7.4 Packing and Storing Accepted Products



NOTE: Do not leave products stored outside of collection containers, and do not mix products in collection containers. All HHW products must be stored in the correct tubskids, drums or pails at the end of each business day.

DISREGARDING THIS INSTRUCTION MAY RESULT IN A CHEMICAL REACTION OR FIRE

Detailed packing instructions for each accepted category of HHW products are provided in the product information sheets in **Appendix D**.

Ensure the following steps are followed when packing products for transport:

- ✓ Prohibit public access to the packing and storage area.
- ✓ **Before packing the products in a collection container**, put the appropriate TDG label on the collection container for its contents. TDG labels are provided by the Product Care service provider.
- ✓ Pack heavy products at the bottom and smaller products on top. This is a safety measure to ensure drums are not top heavy, making them liable to tip or fall during handling and transport.
- ✓ Pack products upright and tightly together to prevent damage that could result in a leak or spill.
- ✓ Always keep lids on tubskids to protect the contents from rain and snow.
- ✓ When a collection container is full, ensure the contents are well packed and the lid is in place.
- ✓ Never over-fill collection containers. Make sure the lid can sit flat on top of it.

See **Figure 9** below for an image of a correctly packed tubskid.

For a detailed description of packing instructions, refer to **Appendix G**. Product Care recommends that sites add this appendix to your noticeboard.

FIGURE 9: CORRECTLY PACKED TUBSKID AND DRUM



7.5 Abandoned Materials

A sign should be placed at the entry to the collection site that warns against abandoning material. Contact the Field Coordinator if you would like to obtain a sign from Product Care. If items are abandoned on-site after hours, take them inside, inspect and sort appropriately. If the product is accepted by the Program, place it in the appropriate collection container.

Abandoned products that are not accepted by the Program are the responsibility of the collector and must be disposed of through an appropriate method. Contact the Product Care Field Coordinator for assistance in determining appropriate disposal methods.

8 REQUESTING PICKUPS & MATERIALS

8.1 Requesting Materials

Complete the Supply / Waste Pickup Form (**Form 3**) to request new collection containers and Vermiculite. Use the Monthly Inspection Form (**Form 1**) to order spill kit supplies, eyewash station replacement, product information sheets and communication materials.

See **Program Contact Information** on page **iii** for other ways to request materials.

- As a general rule, request a pickup of full containers or order new supplies before all containers on hand are full. Depending the rate at which your site collects materials, service requests should be made when about half of your available empty collection containers are full.
- Collection sites should ensure extra containers for high volume material are available as these containers will fill up more quickly than lower-volume ones. For example, experience has shown flammable liquids are a higher volume material than corrosives so ensure you have extra 205 litre steel drums on hand. Empty containers may be stored outdoors.
- If you do not have any empty collection containers remaining to receive product, stop accepting products until empty collection containers arrive. Explain to the public that this is for safety and environmental reasons and that they can return at a later date with their products.
 - Continuing to accept products after all your collection containers are full and storing the products on the ground or elsewhere increases the potential for spills, which in turn increases environmental risk and safety concerns.

8.2 Requesting Pickups

Depending on your location, you should allow up to 10 business days for a pickup.

To request a pickup, complete the **Supply / Waste Pickup Form for Collection Sites: HHW (Form 3)** and submit it via the contact information on the form. If you have any questions regarding pickups contact the service provider, as per the contact details on page **iii**.



NOTE: you cannot store more than one drum of pesticides so you **MUST** request a pick-up when pesticide collections near 1 full drum. If you have a full drum, you must halt collection until it is picked up.

Refer to the **Shipment Quick Reference Sheet: HHW** in **Appendix A** for detailed instructions.

8.3 Preparing Collection Containers for Removal

Complete the following steps when preparing storage containers for pickup:

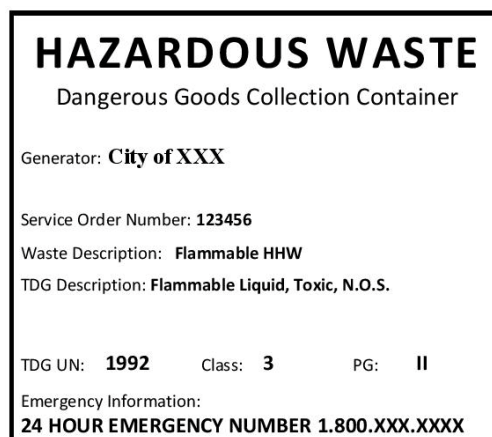
- Pack collection containers following the directions in section 7.4 above.
- Ensure the lids of all collection containers are secured.
- Do not overfill collection containers. Lids must fit tight and be level in order for loads to be properly secured for transport. To ensure this, do not stack products above the rim of the container. If a lid cannot be closed, the service provider will either ask you to put the overflow into a different collection container or will refuse to accept it.
- Keep the loading area clear.
- Ensure that the collection containers have a packing label (**Figure 10**) affixed. This is a requirement under the regulations.
- Movement documents (bill of lading - BoL) will be provided by the service provider to sign. The person signing the BoL, must be appropriately trained in TDG. By signing the BoL, you are declaring that the goods shipped are as indicated and the markings on the labels are correct. Ensure you understand the statement at the bottom of each BoL you are signing to ensure shipments are compliant with the *Transportation of Dangerous Goods Regulations*.
- TDG placards designed to be placed on trucks will be provided by the service provider. The driver will place them on their vehicle before they leave your collection site.
 - TDG Container Labels (**Figure 11**) will be provided by the service provider. The correct labels must be placed on the containers before they are loaded on the truck.
- If your shipment is being picked up by a third-party carrier, please follow instructions that are provided with the paperwork. Please refer to information below for an example of the instructions.

You will be required to assist the service provider to load full collection containers and unload supplies. Ensure a forklift (or other loading equipment such a pallet jack and drum dolly) is available to assist.

FIGURE 10: TDG PACKING LABEL



FIGURE 11: TDG CONTAINER LABEL



In cases of a third-party carrier being utilized, the service provider will send the BoL, required TDG container labels (**Figure 11**) and placards in advance of the pickup. As required by the TDG Regulations, make sure that:

- The shipment matches the information found on the BoL.
- The appropriate TDG classification labels (**Figure 10**) and TDG container labels (**Figure 11**) are attached to each collection container.
- The appropriate placards are given to the third party carrier.

8.4 Pickup Procedure

When the service provider comes to make a pickup, they will provide:

- TDG container labels to apply to the collection containers being offered for transport. If a third party carrier is being used for pickup, the TDG container labels will have been provided in advance with the appropriate placards and movement document. If the container is being transported to another province, a manifest is required.
- Movement document(s) (bill of lading) to sign.

Replacement collection containers and supplies requested may arrive on the same day as a pickup, however they may also arrive on a separate truck / separate day.

In addition, when the service provider picks up the full collection containers you must:

- Provide a signature, date and time of pick up on the bill of lading.
- Keep a copy of the bill of lading in your records.
- If requested, open containers for the driver to verify the contents.
- Ensure a staff member is available to handle these requirements to avoid shipping delays.

9 COLLECTION SITE MANAGEMENT

9.1 Completing Monthly Inspection Form

Product Care requires you to completely inspect your storage area every month. Collection site staff must physically inspect signage, collection containers and spill kits. **As part of the inspection, a Monthly Inspection Form must be completed and submitted to Product Care before the 10th day of the following month (see Form 1).**

Completed forms must also be kept on site for a minimum of two years and be available for inspection by a Product Care representative or provincial official on demand.

For additional copies, photocopy the form (**Form 1**) or print a copy online at productcare.org/service-partner-support/.

9.2 Document Retention

It is important to keep copies of all documents associated with products collected under the program. Bills of lading are required to provide proof to Product Care of products collected and to confirm that monthly payments (if applicable) are accurate. It is a legal requirement these documents be kept and be available for inspection, for at least two years.

10 SAFETY

If your company / organization has its own Health and Safety Program and Emergency Plan, follow those instructions. This section is only provided as an additional reference.

You are responsible for ensuring that your facility and operations, including HHW collection activities, meet the requirements of WSK Branch.

General safety guidelines for handling HHW:

- No smoking near the collection and storage area
- Do **NOT** open any containers
- Do **NOT** accept improperly sealed containers or unknown materials
- Only accept Program and Non-Program Products (see section **6.1** above)
- Read the label on each container to confirm the product is accepted by the Program
- Follow basic hygienic procedures
- Wash hands before eating, smoking or using the washroom
- Follow the procedures outlined in these Guidelines

10.1.1 Important:

- All equipment supplied by Product Care remains the property of Product Care and must be returned if the facility ceases to collect HHW products or upon closure of the collection site
- Report any damage to equipment
- Only use equipment provided by the Program for the Program

10.1.2 Safety Equipment

- Collection Site Guidelines
- Spill kit
- Personal eyewash bottles and / or eyewash stations

10.1.3 Spill Kits

Product Care provides each collection site with a spill kit to deal with emergency spills of Program Products. It is the operator's responsibility to ensure the spill kit is kept stocked with all required supplies and is accessible to collection site staff at all times.

Spill kits come equipped with:

- 1 x disposal bag
- 2 x 4' universal socks
- 50 x oil pads

Replacement supplies are only free if incident report forms have been provided to indicate appropriate spill kit use. Product Care will charge for the replacement of lost or misused spill kits and / or supplies that are lost or used for non-Product Care tasks.

10.1.4 Eyewash Bottle and Eyewash Station

Ensure you know the location and proper procedures for using the compressed eyewash bottles. Product Care issues a replacement compressed eyewash bottle every three years or as required. If a compressed eyewash bottle is used, it must be replaced. Please check your bottles regularly to ensure the eyewash has not expired. Contact Product Care for replacement bottles.

Important: Eyewash bottles must be stored in a temperature-controlled environment (kept above freezing temperature). When working in the HHW area, one bottle should be available to workers at all times.

FIGURE 12: SAFETY EQUIPMENT



Spill Kit



Spill Kit Contents



Personal Eyewash Station

Replacement supplies can be requested from Product Care, free of charge for spill kits and eyewash bottles in three ways:

- When you call for a pickup
- On monthly inspection forms when they are submitted
- On incident report forms following an incident

10.1.5 First Aid

A first aid program is required in all places of work. First aid requirements are regulated by the WSK and depend upon the type of business and the number of workers present. Contact your local WSK office if you are not aware of the requirements for your facility.

Collection site operators should also ensure that, where a spill may occur, a source of running water is available for flushing the product from the skin. If there is no source available, the eyewash station bottles will serve the same purpose.

10.1.6 Personal Protective Equipment (PPE)

PPE is the gear and clothing worn to protect against hazards such as leaking products coming into contact with a person, or accidental splashes from a dropped or broken container. It includes gloves, safety goggles, protective clothing, safety shoes/boots, hard hats, long-sleeved clothing, respirator, or other equipment, which may be needed in the event of a fire or other emergency PPE must be worn when handling HHW products. To determine the correct safety gear required at a collection site, the operator must first identify the hazards present.

Product Care does **NOT** provide PPE to collection sites.

If uncertain about what hazards are present or what gear is needed, assistance can be obtained from the local WSK office or in-house safety specialist.

At a minimum, Product Care recommends the following PPE be provided to all workers. This is only a recommendation and additional equipment may be required by regulation or to respond to workplace needs.

Chemical resistant gloves: To prevent contact with HHW products that may not be sealed correctly or are spilled on the outside of the container.



- ALWAYS use chemical resistant gloves when handling products. Leather or fabric gloves 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
- Gloves should be inspected regularly and replaced immediately if damaged.
- Gloves can become cut or torn on a rough edge or surface.
- Certain gloves can rapidly fall apart when exposed to a flammable or corrosive liquid
- Products may penetrate the glove after several exposures or exposure to a large amount of product.

Safety goggles: To protect the eyes if a product is dropped or spilled during examination and packaging.



- Safety goggles are designed and made to meet government standards. They should be cleaned regularly, inspected and replaced if damaged.
- Do not attempt to repair safety goggles because they may no longer meet government standards.

Once PPE has been selected, it is important to keep it clean and in good condition. Workers should:

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

10.1.7 Clear Well-Lit Pathways

Keep pathways clear and well-lit between customer's vehicles, the staging area, and storage containers to avoid tripping hazards.

10.1.8 Correct Lifting Procedures

Removing products from a customer's vehicle and / or staging areas and placing them in storage containers requires bending and lifting. Handling any container incorrectly could result in injury. To reduce the chance of injury, use the following precautions:

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

10.1.9 Protection from Other Hazards

Collection sites present many other potential physical hazards, such as moving vehicles or falling objects that cause an injury. These hazards are unique to every collection site so it's very important for the operator to identify them and ensure workers take the necessary precautions. Additional PPE, including hard hats, safety shoes and traffic safety gear may be required by the WSK or your safety procedures.

11 EMERGENCIES

11.1 Emergency Contacts

In the event of an emergency, contact:

- Fire Department, Police or Ambulance **911**
- Product Care Emergency Line (24 hrs) **1.877.592.2972**
- QCMOE Spill Line (24 hrs) **1.800.667.7525**

11.2 Emergency Planning

It is important that the collection site operator and workers know what actions to take in case of a fire or spill. The correct emergency action depends upon the location of the collection site and whether a local fire department is able to respond. The correct response measures should be confirmed with your local Fire Department or emergency response agency. Accordingly, please follow your own emergency plan and use these Guidelines as a reference only where an emergency plan does not exist.

11.3 Emergency Training

If collection site workers are given responsibilities in an emergency, they should be instructed in their assigned duties, including the correct use of emergency equipment and procedures. They should also practice the correct response actions on a regular basis. Your local fire department may be able to assist with this training.

11.4 Emergency Equipment

Product Care provides emergency equipment, including a spill kit and eyewash bottle. Keep this equipment in good working condition and accessible at all times.

Please note that the collection site operator is responsible for the annual inspection and servicing of fire extinguishers and stocking a complete spill kit. Replacement spill kit materials are available from Product Care free of charge (see **section 8.1** for instructions on how to order replacement materials).

11.5 Fire

Every collection site should have a fire plan in place. The following are some suggestions for procedures in case of a fire.

- Evacuate the collection site and move everyone to a predetermined safe location up wind of the fire
- Call 911 or your local fire department
- If it is safe to do so, use a fire extinguisher to put out the fire
- Report the fire to Product Care at **1.877.592.2972**
- Complete the Incident Report Form (see **Form 2**) and send it to Product Care immediately via email or fax

Your local fire department is trained in handling incidents involving dangerous goods. Collection sites should consult their local fire department for recommendations on fire incident procedures for your site. Product Care strongly suggests developing a response plan with their cooperation.

11.6 Spills

It is important that all collection site workers know the correct steps to take in the event of a spill where a product is dropped or damaged during handling. Spill response depends on the product type and quantity spilled. Spills of all sizes must be reported to Product Care.

In addition, the Province of Quebec has spill reporting requirements. Spills in quantities equal to or greater than the list in **Table 4** below, must be reported to QCMOE at 1.800.667.7525:

TABLE 4: REPORTABLE SPILL QUANTITIES		
Product Classification	Product	Minimum Spill Quantity
Class 3	flammable liquids	100 litres
Class 6.1	toxic liquids	1 kg
Class 8	corrosive liquids	50 kg

In the event of a spill, take the following steps:

11.6.1 Care:

Remember personal safety comes first.

Ensure your safety by evaluating the spill or incident and understand the precautions needed to protect yourself and others from harm. For example, the affected area will need to be secured and workers may require special protective gear, such as:

- 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, rubber boots and gloves

Selection of the appropriate PPE and training in its use depends upon the duties that collection site workers are expected to perform in an emergency and their level of training. Further information about emergency PPE can be obtained from your local WSH office.

11.6.2 Control and Clean-Up:

If you are not comfortable dealing with the spill, call the fire department (911) and the QCMOE 24 hour emergency line 1.800.667.7525.

If you're comfortable in dealing with a spill, it is important to use the steps outlined below to initially stop the flow of a spill:

- Ensure personal safety with appropriate PPE. Remember personal safety comes first
- Place the container in a position where the least amount will spill (e.g. place an open container upright, into another container, or place something under the container to catch the spill)
- Use as much absorbents as needed to contain the spill including spill pads, or spill socks from the spill kit to contain the spill. Even dirt spread around a spill area will act as a temporary dyke and stop the flow of liquid spills from entering drains or ditches until a more suitable solution can be determined.
- Restrict access to the spill by removing non-essential people from the area and restrict entry.
- Request the assistance of a co-worker as required
- Block off any route to waterways, such as storm drains, catch basins, and creeks
- Contact your supervisor
- If the spill escapes containment or reaches waterways, contact the authorities on 911 and the QCMOE 24 hour emergency line 1.800.667.7525

11.6.3 After Clean-Up:

- Place all used spill kit materials, contaminated personnel protective equipment and collected spilt product in plastic bags
- Place the plastic bag containing the recovered spilled material in a pail. Put a label on the pail to identify the contents as contaminated spill clean-up material, and place the pail into the container that corresponds with the products spilt, e.g. flammable spilt material goes into the flammable materials drum
- Wash hands and / or body thoroughly to remove any spilt material. Remove any clothing that may have come into contact with spilt material and launder it as required
- Ensure you replace any used spill control supplies. Replacement supplies can be ordered from Product Care, free of charge on the Incident Report Form (**Form 2**) or by contacting Product Care

11.6.4 Report:

- Report all spills involving program materials, program equipment, or where spill kit supplies are used to Product Care. When reporting the spill, provide the following information:
 - Location and time of spill
 - Name and telephone number of person reporting it
 - Brief description of the circumstances surrounding the spill
 - Quantity and type of material spilt
 - Action that will be taken with respect to the spill
- After reporting the incident, complete the Incident Report Form (**Form 2**) with all spill details, including a list of any replacement materials needed to replenish the spill kit. Send it to Product Care immediately via the contact details on the form

11.6.5 Notes:

- If you are not trained to respond, or are uncomfortable responding to, a spill, chemical reaction or fire, let qualified professionals handle the response. Do not attempt to respond to such incidents. Follow the collection site emergency response procedure and your facility emergency plan

Form 1: Monthly Inspection Form

Send completed form by the 10th of every month to either:

Email: skospaint@productcare.org

Fax: 1.866.975.2982

1. Collection Site Details

MONTH: _____ YEAR: _____

DEPOT NAME: _____ TODAY'S DATE: _____

YOUR NAME _____ SIGNATURE: _____

(Please Print): _____

2. Please mark each box - Check (✓) if statement correct, or cross (✗) if attention needed

(Add comments underneath each space if needed)

<input type="checkbox"/> Tubskids and drums are in good condition	Total number of all tubskids on site (print) # _____
<input type="checkbox"/> All current staff have been trained by Product Care	Total number of drums on site (print) # _____
<input type="checkbox"/> Collection area is clean and organized	<input type="checkbox"/> Signs are clean, in place and readable
<input type="checkbox"/> Program promotional material available	<input type="checkbox"/> Depot is locked and secured after hours
<input type="checkbox"/> Collection site guidelines are available to staff	<input type="checkbox"/> No regulatory infractions received this month
<input type="checkbox"/> No spills this month reported	<input type="checkbox"/> Spill kits (HHW complete, ready for use)
<input type="checkbox"/> If yes, they were reported to Product Care (provide date and circle how they were submitted below)	<input type="checkbox"/> If no, complete section 3 below
Date: _____	Emailed / Faxed _____

3. Need spill kit / safety materials?

- Either call the number below or tick your required material (you cannot order more than what is indicated below)

<input type="checkbox"/> Disposal Bag x 1	<input type="checkbox"/> Universal Spill Socks 2' x 4'
<input type="checkbox"/> Oil Pads x 50	<input type="checkbox"/> Eye Wash Bottle x 1

4. Need promotional materials?

- Order online productcare.org/promotional-materials/, call the number below, or select the material and circle your quantity

<input type="checkbox"/> Product Information	<input type="checkbox"/> Guidelines: HHW	<input type="checkbox"/> Guidelines: Paint
<input type="checkbox"/> Rack Cards (50 / 100)	<input type="checkbox"/> Poster (1 / 2 / 3 / 4 /	<input type="checkbox"/> Collection Site Sign (1 / 2)

5. Other: Please provide any additional comments:

Forms 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 www.productcare.org. Please ensure you are using the most updated version of this form.

Effective April 2018

Form 2: Incident Report Form

Send completed form to either:

Email: skospaint@productcare.org

Phone: 604.592.2927.

INCIDENT REPORT FORM

EMERGENCY TELEPHONE: 1.877.592.2972 (24 hours)

1. Collection Site Details		
Depot Name:		
Depot Location:		
Employee Name:		
Telephone Number:		
Date of incident:		Time of incident:
2. Check one of the following emergencies and fill out the appropriate information: (Attach a separate form if you need more space)		
<input type="checkbox"/> SPILL?		
<input type="checkbox"/> Spill in parking lot	<input type="checkbox"/> Customer caused the spill	
<input type="checkbox"/> Spill in reception area	<input type="checkbox"/> Type of surface spilled on: <input type="checkbox"/> gravel <input type="checkbox"/> asphalt <input type="checkbox"/> concrete <input type="checkbox"/> wood <input type="checkbox"/> other	
<input type="checkbox"/> Spill reported to the regulatory authority SK MOE at 1.800.667.7525		
<input type="checkbox"/> Chemicals involved in spill: _____ _____		
<input type="checkbox"/> FIRE?		
<input type="checkbox"/> Fire in paint aerosol drum	<input type="checkbox"/> Fire in paint tubskids	
<input type="checkbox"/> Fire in HHW drum	<input type="checkbox"/> Fire in HHW tubskid	
<input type="checkbox"/> Fire in parking lot	<input type="checkbox"/> Fire in reception area	
<input type="checkbox"/> Fire department called	<input type="checkbox"/> Fire extinguishers used *If yes, the unit(s) must be serviced	
<input type="checkbox"/> Fire in other location: _____ _____ _____		
<input type="checkbox"/> PROPERTY DAMAGE?		
<input type="checkbox"/> Tubskid / drums / pails	<input type="checkbox"/> Building	
<input type="checkbox"/> Other equipment _____	<input type="checkbox"/> Other property damaged _____	

3. Description

Describe the incident in detail: (This includes exposure to chemicals, smoke, chemical inhalation and bodily injuries, as well as property damage. If a spill occurred, explain what was spilled, what happened to the spilled material, the outcome and any other information that is important to this incident) – Use additional paper if necessary.

Describe your response effort: (What did you do?) – Use additional paper if necessary

Did staff wear protective gear (PPE)?

YES NO

Was anyone hurt?

YES (if so, please attach a copy of the WCB MB Form and Record to this report) NO

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

4. Need replacement spill kit materials?

• Either call the number below or tick your required material (you cannot order more than what is indicated below)

Disposal Bag x 1 Spill Response Mini Poster x 1 Universal Spill Socks 2 x 4'
 Oil Pads x 50 Absorbent Eye Wash Bottle x 1

Telephone and report the incident immediately on the emergency telephone line if the spill involves more than 8 litres (2 gallons) of paint, if the spill escapes into the environment (runs into grass or gravel, enters a storm drain, etc.) or if there is an injury or fire. Please complete the information and fax or email (with other forms if applicable) to Product Care.

Employee Name	<hr/>	Signature	<hr/>
Manager Name	<hr/>	Signature	<hr/>

Forms 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 www.productcare.org. Please ensure you are using the most updated version of this form.
Effective April 2018

Form 3: Supply / Waste Pickup Form for Collection Sites: HHW



SUPPLY / WASTE PICKUP REQUEST FORM FOR COLLECTION SITES: HHW

PLEASE SEND COMPLETED FORMS TO Product Care VIA EMAIL skospaint@productcare.org

1. Collection Site Details			
Depot Location:			
Depot Name:		Employee Name:	
Telephone Number:		Date:	
Depot Operation Hours:			
Loading Equip Available:			
2. Requesting Supplies: Indicate the number of the following you require			
#	Tubskids	#	Vermiculite
#	Poly Open Top Drums	#	Metal Open Top Drums
#	TDG Drum Labels		
3. Requesting Waste Pickup: Indicate the number of the following you require. (TS = Tubskid, DM = Drum)			
Qty	Description	TS/DM	
	Paint (Product Care)	TS	
	Flammable Labpack (Product Care) - Tubskid	TS	
	Flammable Labpack (Product Care) - DRUM	DM	
	Toxic Labpack (Product Care)	DM	
	Corrosive (Acid) Labpack (Product Care)	DM	
	Corrosive (Caustic) Labpack (Product Care)	DM	
	Corrosive (Oxidizers – Hypochlorite) Labpack (Product Care)	DM	
	Corrosive (Oxidizers – Other) Labpack (Product Care)	DM	
	Aerosols – Non-Paint (Product Care)	DM	
	Aerosols – Paint (Product Care)	DM	
	Physically Hazardous Products (Non-refillable Fuel Cylinders) (Product Care)	DM	
	Pesticides Labpack (Product Care)	DM	
Other			
Qty			

Appendix A: Shipment Quick Reference Sheet: HHW

To request a pickup:

Email: SKops@productcare.org

Phone: 604.592.2972 Fax: 604.592.2982

SHIPMENT QUICK REFERENCE SHEET: HHW

NOTE: Depending on your location, you should allow up to 10 days for a pick-up.

1. To order a pick-up:

- Complete the supply and waste pickup request form for HHW collection sites.

2. Prepare collection containers:

- Tubskids must be packed correctly.
 - Do not overfill, i.e. not above the rim, the lids must fit tight.
- Write the depot name on labels.

HAZARDOUS WASTE		
Dangerous Goods Collection Container		
Generator: City of XXX		
Service Order Number: 123456		
Waste Description: Flammable HHW		
TDG Description: Flammable Liquid, Toxic, N.O.S.		
TDG UN: 1992	Class: 3	PG: II
Emergency Information: 24 HOUR EMERGENCY NUMBER 1.800.XXX.XXXX		



3. Complete the Bill of Lading (BoL):

- Complete the shipping document, sign and date the BoL. Ensure:
 - The shipment matches the BoL.
 - Placards are used.
 - You keep a signed copy of BoL.
- For shipments 3rd party shipments a partially pre-filled BoL, collection container labels and placards were sent to a depot, make sure that:
 - There are enough labels for the products.
 - Send only amounts and types of tubskid that are already pre-filled on the BoL.
 - If quantities do not match do not ship extra items.
 - Label each tubskid. Labels provided.
- Give placards to the driver.

Forms 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 www.productcare.org. Please ensure you are using the most updated version of this form.

Effective April 2018

Appendix B: Collection Site Infrastructure Requirements: HHW

HHW COLLECTION SITE INFRASTRUCTURE REQUIREMENTS

The requirements listed in this document are used by Product Care Association of Canada (Product Care) as part of the application process to operate a Non-Refillable Pressurized Containers (HHW) Collection Site. The requirements will be used to assess your application to determine whether an existing structure is satisfactory to be used as a HHW Collection Site or whether a new structure will be required.

1. LIGHTING AND HEATING

No electricity or heating is required. Lighting can be natural, or portable, provided that the lighting level meets regulatory requirements.

If lighting or heating is necessary, the equipment used must meet applicable electrical and fire codes.

2. ACCESS

Access to the HHW storage area must be a minimum of five (5) feet in width to allow the movement of a four (4) foot pallet or tubskid. The HHW storage area must be accessible at ground level or have access to a truck loading dock. Equipment including a pallet jack, fork lift or drum dolly must be able to be moved freely from the HHW storage area to the outside, which may require a ramp if there is any elevation or transition, and a paved area if a pallet jack is used. A collection site with a loading dock must be able to accommodate a five (5) ton truck or semi-trailer.

The public must not have access to the HHW storage area. The storage area must be lockable or another means of security must prevent access at all times. (Example: The entire facility is enclosed by a fence with and lockable gate).

The access road to the HHW storage area must allow access for service vehicles (5 ton or semi-trailer trucks) and be composed of an appropriate surface material e.g. hard packed gravel.

3. FLOOR SPACE

A minimum of 160 sq ft must be available for a HHW storage area. As a minimum, there should be enough space for two (2) collection tubskids and ten (10) drums allowing for at least 28 inches of aisle space for inspection of the collection containers and access with loading equipment to remove full storage containers. Product Care may require more storage area requirements based on the population base captured by the collection site and projected collection volumes.

The storage area flooring material must be an impermeable hard surface (concrete or wood in the case of a sea container).

4. VENTILATION

The HHW storage area can be passively vented by means of venting in the walls or ceiling or by using large access doors, which can be opened to allow air movement. Ventilation should also be placed at floor level and ceiling level to allow for ventilation of fumes. Forced ventilation must comply with applicable electrical and fire codes.

5. LOADING EQUIPMENT

The collection site requires an area for transporters to load full storage containers and unload supplies. If a collection site only has access to a pallet jack for loading, a solid surface outside of the collection building is required, with a minimum footprint of 200 sq ft (10'x20'). This allows containers up to the size of a pallet to be moved from the storage area to the truck tailgate to be loaded.

Every site requires a pallet jack and drum dolly to move storage containers.

6. RECEIVING AREA

There must be a fully supervised drop off location for residents. If this is the same as the storage area, residents cannot be permitted to drop-off unsupervised, or drop items directly into storage containers. The receiving area must have an impermeable surface, as well as weather protection.

7. SAFETY EQUIPMENT

The collection site must have an eyewash station compliant with applicable regulations. This station must be located on the facility site, but not necessarily in the HHW storage area.

A fire extinguisher must be mounted inside the building, in a location accessible from the outside of the storage area in a weather protected area, i.e. right inside the door. It is the responsibility of the collection site supervisor to ensure the fire extinguisher is inspected and serviced as per fire regulations.

Product Care will provide a spill kit for liquid spills or for leaking containers as well as for broken light bulbs. It is the responsibility of the collection site operator to provide all other necessary safety equipment to comply with applicable regulations.

8. CONSTRUCTION

The HHW storage area walls may be constructed of any material provided it has a minimum as required by building and fire codes. The HHW storage area for storage containers, at a minimum, must provide covered weather protection and meet applicable regulations.

9. OTHER

HHW collection sites must:

- Be staffed while open to the public,
- Provide building insurance to Product Care, and
- Be licensed (Product Care can assist with this process if needed)
- If any supplies or containers are to be stored outside the building/storage structure, the site will need to be secure

DISCLAIMER

These Collection Site Infrastructure Requirements cannot, and are not, intended to supplement, represent or amend any existing regulations or requirements. Be advised that it is the Collection Site Operator's responsibility to comply with these Collection Site Infrastructure Requirements, in addition to any and all Federal and Provincial Acts and Regulations, and Municipal By-laws.

Appendix C: Collection Site Supplies Checklist: HHW

This form is a checklist only, use the source below for orders.

Email: skopspaint@productcare.org

Phone: 604.592.2927. Fax: 1.866.975.2982



COLLECTION SITE SUPPLIES CHECKLIST: HHW

It is the responsibility of staff at the collection site to ensure these supplies are always available at the collection site.

New collection sites: Use this checklist to ensure your site receives all the correct materials and equipment.

Collection sites can order more packing supplies on the monthly inspection form.

ORDER TYPE:	ORDER SOURCE:
1. PACKING:	
<input type="checkbox"/> Tubskids (4'x4'x3' plastic box with lid) <input type="checkbox"/> Metal and plastic open top drums <input type="checkbox"/> Plastic pails <input type="checkbox"/> Vermiculite (absorbent for packing) <input type="checkbox"/> TDG Labels including Class 2, 3, 4, 5, 6, 8 and 9 (to be affixed to each storage container prior to packing)	Product Care: Form 4 of the HHW Collection Site Guidelines: 'Supply & Waste Pickup Request Form For HHW Collection Sites'.
2. SAFETY:	
Spill kits which includes: <input type="checkbox"/> 1 x disposal bag <input type="checkbox"/> 2 x 4' universal spill socks <input type="checkbox"/> 50 x oil pads <input type="checkbox"/> Absorbent Other safety: <input type="checkbox"/> Eye wash bottle (check regularly as they have an expiry date)	Product Care: Form 1 of the HHW Collection Site Guidelines: 'Monthly Collection Site Inspection Checklist'; or call the number above.
3. COMMUNICATION:	
<input type="checkbox"/> Collection Site Signage <input type="checkbox"/> Paint Collection Site Guidelines (depot manual) <input type="checkbox"/> HHW Collection Site Guidelines (depot manual) <input type="checkbox"/> Drum Cards (signage to be placed above the tubskids and drums to aid when sorting and packing material)	Product Care: 'Form 1 of the HHW Collection Site Guidelines: 'Monthly Collection Site Inspection Checklist'; online at www.productcare.org/promotional-materials/ ; or call the number above.
Forms 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 www.productcare.org . Please ensure you are using the most updated version of this form.	
Effective April 2018	

Appendix D: Product Information Sheets

PHYSICALLY HAZARDOUS PRODUCTS / FUEL CYLINDERS PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

Compressed "Fuel Gas" Cylinders:

- ✓ Propane
- ✓ Butane

IMPORTANT

- Maximum container size: 5kg
- **NON-REFILLABLE** fuel gas pressure cylinders (single use only)
- Cylinders must have original labels and be in good condition

* Freon is not accepted



HOW TO PACKAGE

1. Use 205 litre steel drum
2. Attach TDG flammable compressed gas label to drum when packing
3. No Vermiculite required
4. Ensure fuel cylinders are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down

COLECTION
CONTAINER
LABEL



TOXIC PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ Wood preservatives (creosote, green copper preservative)
- ✓ Methylene chloride
- ✓ Weed / pest killer (Killlex, Round-Up – Consumer Packaging only)

KEYWORDS

- ✓ Poison
- ✓ Toxic
- ✓ Harmful when ingested
- ✓ Avoid contact
- ✓ Avoid breathing fumes

IMPORTANT

- **Products that display a triangle or diamond consumer toxic symbol are non-program and NOT accepted**
- Must have a consumer toxic symbol or "keywords" indicating product is toxic
- Maximum container size: 10 litres



PESTICIDES MUST HAVE:

- A poison symbol
- Pest Control Product number, typically 5 digits e.g. PCP#12345, and
- The word "Domestic"
- May be liquid or solid (aerosol pesticides are packed as aerosols)

HOW TO PACKAGE

1. Use 205 litre steel drum
2. Attach TDG toxic label to drum when packing
3. Line bottom of drum with Vermiculite
4. Ensure containers are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down
5. Pack one layer of containers
6. Cover that layer with Vermiculite
7. Add second layer of containers
8. Repeat to top of drum

PACKING LABEL



CORROSIVE

Corrosive products are classified and sorted into **three** compatibility groups: caustic, acidic, and oxidizing.

- All may display the corrosive symbol or contain warning statements such as “contents may irritate eyes or skin” or “dangerous fumes may form when mixed with other products”
- Although under the same category, they must be sorted separately so there is no danger of an inadvertent chemical reaction or fire
- Product labels contain information that indicate whether the product is caustic, acidic, or oxidizing. These are discussed below

CORROSIVE (CAUSTIC) PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ Trisodium phosphate
- ✓ Cleaners that remove grease or soap scum
- ✓ Non-aerosol oven cleaner

KEYWORDS

- ✓ Dangerous fumes form when mixed with other products
- ✓ Corrosive may irritate skin or eyes
- ✓ Hydroxide
- ✓ Hydroxy / hydroxyl
- ✓ Alkaline / alkyl
- ✓ pH up
- ✓ Caustic

IMPORTANT

- Maximum container size: 10 litres
- Look for consumer corrosive symbol on label
- May be liquid or solid (no aerosols)

HOW TO PACKAGE

1. Use 205 litre **PLASTIC** drum
2. Attach TDG corrosive label to drum when packing
3. Line bottom of drum with Vermiculite
4. Ensure containers are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down
5. Pack one layer of containers
6. Cover that layer with Vermiculite
7. Add second layer of containers
8. Repeat to top of drum

PACKING LABEL



CORROSIVE (ACID) PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ Concrete stain remover
- ✓ Muriatic acid
- ✓ Battery acid
- ✓ Anything that reduces pH or has a low pH
- ✓ Can be solid or liquid – no aerosols
- ✓ Any cleaner that removes rust, cleans mineral stains, removes scale or dissolves lime

KEYWORDS

- ✓ Acid or acidic
- ✓ Rust remover
- ✓ Lime and scale remover or dissolves lime
- ✓ pH reducer or pH down
- ✓ Contents may irritate eyes or skin
- ✓ Dangerous fumes may form when mixed with other products

IMPORTANT

- Maximum container size: 10 litres
- Must display the "corrosive" consumer label
- Many corrosive materials are cleaners
- Acidic materials dissolve metal and minerals

- If the product contains hypochlorite, pack as an oxidizer
- **READ THE LABEL TO BE SURE**

HOW TO PACKAGE

1. Use 205 litre plastic drum
2. Attach TDG corrosive label to drum when packing
3. Line bottom of drum with Vermiculite
4. Ensure containers are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down
5. Pack one layer of containers
6. Cover that layer with Vermiculite
7. Add second layer of containers
8. Repeat to top of drum

PACKING LABEL



CORROSIVE (OXIDIZER/HYPOCHLORITE) PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ Algae remover
- ✓ Deck cleaner
- ✓ Bleach or products with bleach
- ✓ Hypochlorite containing products
- ✓ Hydrogen peroxide
- ✓ Chlorine granules

KEYWORDS

- ✓ Bleach
- ✓ Hypochlorite
- ✓ Produces dangerous gases when mixed with other products
- ✓ Produces dangerous gases when mixed with ammonia
- ✓ Do not mix with other products

IMPORTANT

- Never pack with Acids or Caustics
- Items like household bleach, toilet bowl cleaner

HOW TO PACKAGE

1. Use 205 litre **PLASTIC** drum
2. Attach TDG corrosive AND TDG oxidizer label to drum when packing
3. Line bottom of drum with Vermiculite
4. Ensure containers are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down
5. Pack one layer of containers
6. Cover that layer with Vermiculite
7. Add second layer of containers
8. Repeat to top of drum

PACKING LABELS



CORROSIVE (OXIDIZER - OTHER) PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ Chlorine and bromine pucks
- ✓ Comet
- ✓ Ajax
- ✓ Chlorox

KEYWORDS

- ✓ Trichloro-S-Triazinetrion
- ✓ Isocyanuric acid
- ✓ Bromo-Dimethyl Hydantion
- ✓ Produces dangerous gases when mixed with other products
- ✓ Produces dangerous gases when mixed with ammonia
- ✓ Do not mix with other products

IMPORTANT

- Never pack with Hypochlorites, Acids or Caustics
- Items like hot tub pucks, pool shock, bathtub cleaner

HOW TO PACKAGE

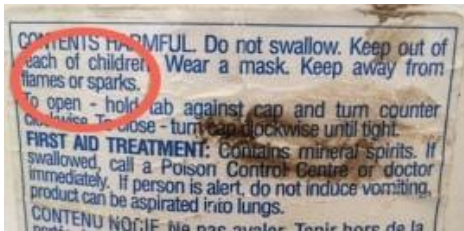
9. Use 205 litre **PLASTIC** drum
10. Attach TDG corrosive AND TDG oxidizer label to drum when packing
11. Line bottom of drum with Vermiculite
12. Ensure containers are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down
13. Pack one layer of containers
14. Cover that layer with Vermiculite
15. Add second layer of containers
16. Repeat to top of drum

PACKING LABELS



FLAMMABLE LIQUIDS PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- | | | | |
|-------------------|-------------|--|-------------------|
| ✓ Paint thinner | ✓ Varsol | ✓ Engine additives (any product except engine oil used in an engine or gas tank) | ✓ Camp stove fuel |
| ✓ Paint stripper | ✓ Gasoline | | ✓ Acetone |
| ✓ Mineral spirits | ✓ Adhesives | | |
| ✓ Turpentine | ✓ Kerosene | | |

KEYWORDS

- ✓ Flammable
- ✓ Keep away from flame

IMPORTANT

- Maximum container size: 10 litres. Gasoline: 25 litres
- Look for the consumer flammable hazard and / or toxic symbol
- Some flammable products will display a toxic symbol - check the label for keywords
- If keywords indicate the product is flammable, pack as a flammable liquid
- Gasoline must be received in a UL approved container (commonly red plastic “jerry can”)
 - Vent and spout must be sealed
 - Gasoline containers are NOT returned to the consumer – NEVER bulk gasoline or open ANY container

HOW TO PACKAGE

1. Use 205 litre steel drum
 2. Attach TDG flammable liquid label to drum when packing
 3. Line bottom of drum with Vermiculite
 4. Ensure containers are sealed / tightened and are standing upright - **DO NOT** lie them on side or upside down
 5. Pack one layer of containers
 6. Cover that layer with Vermiculite
 7. Add second layer of containers
 8. Repeat to top of drum
- *** For large containers e.g. gas cans over 10L a tubskid can be used. **DO NOT** put small containers in a tubskid. **DO NOT** use Vermiculite in a tubskid

PACKING LABEL



AEROSOL PRODUCTS

The following three categories of aerosols should be sorted and packaged into separate drums for shipment to the treatment facility. This means you should have **three** separate aerosol drums at your collection site at any given time:

- One for aerosol paint products
- One for non-paint flammable, corrosive or toxic (or combination) products
- One for non-program aerosol products that only display the explosive hazard symbol

NON-PAINT AEROSOLS PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ All non-paint aerosols are accepted (with the exception of cosmetics, insect repellents, disinfectants and pet products which are packaged with non-program aerosols)

KEYWORDS

- ✓ Must be an aerosol
- ✓ Look for one or more of the corrosive, toxic or flammable symbols AND the container may explode symbol

IMPORTANT

- Maximum container size: 680 grams / 24 ounces
- Aerosol containers must have original labels and be in good condition

HOW TO PACKAGE

1. Use 205 litre steel drum
2. Attach TDG flammable gas label to drum when packing
3. No Vermiculite required
4. Remove drum bung plug during storage

PACKING LABEL



PAINT AEROSOLS PROGRAM PRODUCTS

LOOK FOR



PRODUCTS

- ✓ All paint aerosols are accepted
- ✓ All paint aerosols (spray paints) regardless of industrial or household products including automotive and industrial products

KEYWORDS

- ✓ Paint
- ✓ Spray Paint
- ✓ Spray Coating
- ✓ Truck Bed Paint
- ✓ Rust Paint
- ✓ Undercoat

IMPORTANT

- Maximum container Size: 680 grams / 24 ounces
- Must be aerosol
- Aerosol containers must have original labels and be in good condition

HOW TO PACKAGE

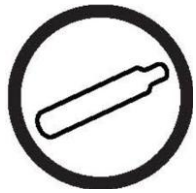
1. Use 205 litre steel drum
2. Attach TDG flammable gas label to drum when packing
3. No Vermiculite required
4. Remove drum bung plug during storage

PACKING LABEL



Appendix E: Examples of WHMIS, GHS and TDG Symbols/Labels

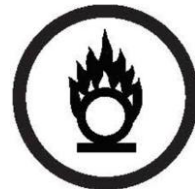
WHMIS1988



CLASS A
Compressed Gas



CLASS B
Flammable and
Combustible Material



CLASS C
Oxidizing Material



CLASS D-1
Poisonous and Infectious
Material (causing immediate
and serious effects)



CLASS D-2
Poisonous and Infectious
Material (causing other
toxic effects)



CLASS D-3
Poisonous and Infectious
Material (Biohazardous
Infectious Material)



CLASS E
Corrosive Material



CLASS F
Dangerously Reactive
Material

GHSSYMBOLS



Explosives



Flammable Liquids



Oxidizing Liquids



Compressed Gas



Corrosive to Metals



Acute Toxicity



Skin Corrosion



Skin Irritation



Aspiration Hazard



Hazardous to the
Aquatic Environment

TDG SYMBOLS



Flammable Gas



Non-Flammable Gas



Oxygen & Oxidizing Gas



Toxic Gas



Flammable Liquids



Flammable Solid



Spontaneously Combustible



Dangerous When Wet



Oxidizer



Organic Peroxide



Toxic Substances



DANGER



Corrosives



Miscellaneous Products

Appendix F: Other Stewardship Programs in Saskatchewan

OTHER STEWARDSHIP PROGRAMS IN SASKATCHEWAN

PRODUCTS	MB STEWARDSHIP PROGRAM	CONTACT INFORMATION
Batteries - Single use and rechargeable household batteries	 <small>A Rechargeable Battery Recycling Corporation program</small>	Call2Recycle 1.877.273.2925 customerservice@call2recycle.ca call2recycle.ca
Batteries - Lead acid and industrial	 <small>REPRESENTING THE INDUSTRY SINCE 1970</small>	Canadian Battery Association 250.216.3664 recyclemybattery.ca
Agricultural chemicals and empty containers, veterinary pharmaceuticals		Clean Farms Inc. 1.877.622.4460 info@cleanfarms.ca cleanfarms.ca
Electronic products		Electronics Products Recycling Association 1.888.567.4535 info@recycleMYelectronics.ca recyclemyelectronics.ca
Prescription drugs, over the counter medication and natural health products sold in oral dosage form		most pharmacies
Oil, oil filters, oil containers, antifreeze, and antifreeze containers		Quebec Association for Resource Recovery Corp. 306.652.7217 usedoilrecyclingsk.com
Packaging and printed paper		Multi-Material Stewardship Western 1.855.886.4558 info@multimaterialsw.ca mmsk.ca
Beverage containers		SARCAN www.sarcana.ca
Thermostats including mercury containing, electronic and mechanical		Thermostat Recovery Program 1.800.267.2231 ext. 224 hraimail@hrai.ca hrai.ca/trp
Tires		Tire Stewardship of Quebec 306.721.8473 / 1.833.790.1894 contactus@tssk.ca tssk.ca

Appendix G: Packing and Storing Accepted Products

PACKING AND STORING ACCEPTED PRODUCTS

Do not leave products stored outside of collection containers and do not mix products in collection containers. All HHW products must be stored in the correct containers at the end of each business day. Detailed packing instructions for each accepted category of HHW products are provided in the product information sheets in the Guidelines.

Ensure the following steps are followed when packing products for transport:

- Prohibit public access to the packing and storage area.
- Pack heavy products at the bottom and smaller products on top. This is a safety measure to ensure drums are not top heavy making them liable to tip or fall during handling and transport.
- Pack products upright and tightly together to prevent damage that could result in a leak or spill.
- When a collection container is full, ensure the contents are well packed and the lid is in place.
- Never over-fill collection containers. Make sure the lid can sit flat on top of it. Keep lids on containers to protect from the weather.



1. Check the product information sheets to decide what type of container you should be using. Place the appropriate TDG label on the collection container for its contents.



2. Prepare the container for packing. Check product information sheets whether Vermiculite is required, if so place 1 inch layer on the bottom of the container.



3. Add a layer of product containers, packing tightly and upright. Never drop containers into the container.



4. Once one level of the container is packed with product containers, add Vermiculite until the tops of the containers are covered.



5. Continue packing more product containers.



6. Repeat this process until there is no more room in the container and the lid can be safely secured for transport.



7. **IMPORTANT: For Fire Extinguishers only:** Ensure you **loosen** bung plugs to relieve pressure build up in the drum, but do not remove them entirely. Bung plugs can remain tight for other products.



8. Clamp lid on container and stage for shipment.

Appendix H: Paint Collection Site Guidelines