

# Guide & Tools to implement the Green Bin Program in your building

## DID YOU KNOW?

BEGINNING JUNE 1, 2022,  
ANY PROPERTY THAT  
STARTS RECEIVING CITY  
COLLECTION SERVICES  
WOULD BE REQUIRED TO  
PARTICIPATE IN THE GREEN  
BIN PROGRAM



*Implementation Partners - Ottawa Green Bin Group of 7*



**CAFES Ottawa**  
Community Associations for  
Environmental Sustainability

**eco  
west  
enders**



**GentleWays**

**osean**  
Ottawa South Eco-Action Network



**PERC**  
Peace and Environment  
Resource Centre



**Developed with care for the environment by  
GentleWays For OurPlanet**

## ABOUT THE GREEN BIN PROGRAM

Collects  
organic  
waste

Diverts the  
waste from  
landfills &  
processes it

converts the  
waste into  
reusable  
materials

## WHY IS THE GREEN BIN IMPORTANT?

Reduces greenhouse gases emissions

Prolongs the life of Ottawa's landfill  
(saving money)

Provides reusable materials (for animal  
beddings and construction)

## THE VISION

A Zero-Waste Ottawa achieved  
through progressive, collective,  
and innovative action

going→  
**ZERO**  
WASTE



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# INTRODUCTION

## About the Guide

The purpose of this guide is to support you implement the Green Bin Program in your building, or boost participation if your building has already signed up. You will find all the steps and tools, including template letters, a sample survey, ready to print brochures, and other useful tips. Also the printable version can be found by clicking the links below.

Here is the list of the supporting tools under each step:

1

### Supporting Tool(s) under Step 1 -

- [Draft email to the board of Directors](#) (Copy the content, edit/modify it as per your need and send to the relevant authority)

2

### Supporting Tool(s) under Step 2 -

- [Guidelines on holding a kiosk in your building](#)
- [A poster/email to occupants to announce the kiosk](#) (Editable)
- [Green bin brochure](#)
- [Speaking points](#)
- [How to create a Survey/Feedback form](#)

3

### Supporting Tool(s) under Step 3 -

- [Superintendent Handbook](#)
- [One-pager reminder leaflets](#)

## People to Involve:



Building  
occupants



Building  
Management



The  
Superintendent

# Step by Step Guide to implement the Green Bin Program in your building

1

## Identify people

who will support the implementation of the Green Bin in your building



Talk to a few neighbours and share benefits of Green Bin



Obtain buy-in from existing organizations like the board of directors, the property manager or engagement committee



Engage with the Superintendent

**Main Role**



**Free Supportive Tools**

Draft email to the board of Directors

(Copy the content, edit/modify it as per your need and send to the relevant authority)

2

## Communicate

to the residents about the Green Bin



Hold a kiosk in the lobby of the building



Communicate through group chat/Facebook page of the building or a bulletin board in your building



Get feedback to understand the impact of the kiosk

**Main Role**



**Free Supportive Tools**

1. Guidelines on holding a kiosk in your building
2. A poster/email to occupants to announce the kiosk (Editable)
3. Green bin brochure
4. Speaking points
5. How to create a Survey/Feedback form

3

## Implement & Maintain

the Green Bin. Monitor and re-educate about the Green Bin



Check the usage of Green Bin to assess progress and design further action accordingly



Keep the bins hygienic and in good shape



Encourage and reinforce the usage of Green Bin

**Main Role**



**Free Supportive Tools**

1. Superintendent Handbook
2. One-Pager Reminder leaflets

## 1 Draft letter to the building authority



Dear Board,

We're reaching out **regarding the Green Bin Program in our building**. As you know, the city of Ottawa's recently approved Multi-Residential Waste Diversion Strategy is aiming to progressively divert organic waste from landfill. We're a group of residents highly committed to helping our building increase its participation (or start participating if the building has not signed up yet) in the green bin program.

We're highly motivated to help our building divert organic compostable content from the trash, for the following reasons:

- It protects our local environment and helps mitigate global warming by diverting compostable content from landfills. In landfills, organic matter releases harmful pollutants including methane, which is many times stronger than CO2 in its warming effect.
- It helps our city save money. Our current landfills are approaching full capacity. We're running out of space. We produce a lot of waste, and building new landfills is very expensive.
- We believe that as a building/community we could do our part to help create a cleaner/greener Ottawa.

We're offering to **implement a campaign in our building to raise awareness about the Green Bin Program** and provide the necessary support/tools to residents. We want to make it easy for everyone to use the green bin!

As a start, we would like to **hold a Green Bin Day** in the lobby of our building where we would hand out free small compost bins and some helpful brochures. We've already chatted with our superintendent who shared that the potential for greater use of the bin in our building is very large. We're confident that with more awareness and support, more people in our building will start using the bin. **Our goal, and this is what the city is aiming for, is to reduce organic items in the regular trash to zero.**

We will be happy to work with you and will provide the necessary communications with the residents at every step of this awareness campaign. We hope you'll support our initiative. Please share your suggestions/advice on how to make it successful.

Signatures

## 2 Steps for holding a successful kiosk

### Before the Kiosk Day

#### Find volunteers and prepare a schedule

4:30 pm - 5:30 pm: P1 and P2 will set up the Kiosk and man the booth  
 5:30 pm - 6:30 pm: P3 and P4 will man the booth  
 6:30 pm - 7:30 pm: P5 and P6 will man the booth  
 7:30 pm - 8:00 pm: Whoever is available will man the booth and take it apart.

#### Decorate a Green Bin (OPTIONAL)

Assign people who are willing to take a couple of hours before the day of the Kiosk to decorate a green bin which will be displayed. The purpose is to associate the green bin with fun and playfulness!

#### Request small kitchen bins and brochures

Contact City of Ottawa at 311 for a package of free Kitchen bins and some large brochures about recycling.

#### Request some brochures

Obtain or print the brochure that GentleWays has designed specifically on the green bin program.

#### Communicate about the Kiosk

A poster to be sent by email to occupants to announce the kiosk. It could be pasted on the building's bulletin board and on social media when available. [LINK TO EDIT](#) (Add Address/Time and then download)

#### Survey (OPTIONAL)

To estimate how many additional bins you would need for your building, Create & send a three-question survey. Check below links -

[Example form](#)  
[How to create a Survey](#)



### On the Kiosk Day

#### Paste the big posters

Paste the big posters that the City of Ottawa provides on the walls with duct tape (easy to remove).

#### Speaking Points

Open the speaking notes on your phone or take a print for suggestions.  
[LINK](#) to view Speaking points



#### Paper & Pen

Take note during the kiosk about people's responses: e.g., they already have a bin and use it; they don't have a bin; they do have a bin but do not use it.

#### A table or two to display the brochures



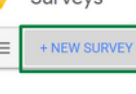


## 2

## Creating a new survey is simple

7. You receive another email with a link to your results once your survey is completed.

You can start seeing results once your survey is approved and data is processed, which usually happens in a matter of hours.



**Surveys**

**+ NEW SURVEY**

**All surveys**

Needs attention

**All surveys**

In progress surveys

Completed surveys

Tagged surveys

Website surveys

Example surveys

✓ Surveys

↓ STEP 1  
Write questions

↓ STEP 2  
Pick audience

↓ STEP 3  
Confirm survey

Survey name:  
Green Bin Survey

The screenshot shows the 'Write questions' tab in SurveyMonkey. The survey is titled 'Green Bin Survey'. The first question is a 'Single answer' type: 'Do you have a small compost bin?'. It has two options: 'Yes' and 'No'. A green box highlights the question text and options, with an annotation stating 'Your audience would see like this'. The 'SUBMIT' button is visible at the bottom of the question preview. The interface also includes buttons for 'Add next question', 'Add a question', 'Add option 1', 'Add option 2', and 'Enter answer text'.

Do you have a small compost bin? \*

☐ Yes

☐ No

If no, would you like one?

☐ Yes

☐ No

☐ N/A

If yes, do you use it?

☐ Yes

☐ No

☐ N/A

Submit

Clear form

Scan the bar code or click the below to checkout an **Example form**



# GREEN BIN DAY AT

Address :

Location :

Time :



Drop by our kiosk and chat about how we can help make our building greener!



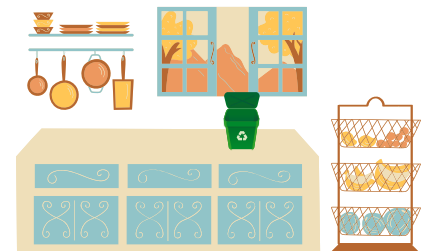
**SIGNATURE, FOR EXAMPLE:  
ENGAGEMENT COMMITTEE OR PROPERTY MANGER**



## 2 Speaking points to engage with neighbors at the kiosk:



- Hello! Do you know what this kiosk is about?
  - Do you have a small compost bin in your unit? would you like one? It's free provided by the city.
  - We're helping our building increase participation in the green bin program.
  - The City of Ottawa has a new strategy to progressively divert organic waste from the landfill.
  - The goal is to reduce to ZERO any organic items in the trash.
  - Organic content in landfills are a major source of Green House Gas. (a contributor to global warming)
- 
- Do you have any questions/concerns on how to use it?
  - Yes you can have your organic items in a plastic bag; it is allowed but it will be removed and sent to a landfill.
  - You can use paper like flyers to line your bin to control odor
  - Right now our building produces ??? bins per week. At full capacity, we could fill up ??? (check this with your superintendent)
  - What do you need to start using the bin? or to use it more regularly?



- Did you complete the quick survey?
- Do you have any feedback for us?
- Do you have any suggestions on how to increase participation in the green bin?
- Thank you for stopping by!

## 3 Superintendent Handbook

Recycling is mandatory for all Ottawa residents receiving city waste collection services. All efforts must be made by the property owner to make recycling containers available and accessible to residents.



### Green Bin program implementation

Implementing the Green Bin Program in a multi residential building or property requires several site specific decisions, such as the best size of green bin, number of green bins, storage location, set out location, resident communication and delivery details.

**Call 3-1-1 today to set up a site visit** to be part of the Green Bin Program.

Collection Cycle : Once-per-week

Collector : The City's contracted private hauler

Processing costs : Covered under the property taxes and mill rate



### Collection

- Green bins and yard waste are collected once-per-week using curbside organic collection vehicles.
- Green bins and yard waste must be placed at the curb on the regular curbside collection day in your neighbourhood.
- Don't know the neighbourhood collection day? Check the collection schedule or call 3-1-1.
- Green bins and yard should not be placed out prior to 6:00 p.m. the night before collection and no later than 7:00 a.m. on the day of collection.
- If a statutory holiday falls on a weekday, green bin/yard waste is delayed by one day for the remainder of the week.

### Containers provided

The City provides three different sizes of green bins to multi residential properties, depending on the property needs:

- 47L green bin
- 80L green bin
- 240L green bin

The City also provides in-unit kitchen containers for residents.

There is no charge for additional green bins/kitchen containers. Call 3-1-1 and we will arrange free delivery.

### The following services/items are provided free of charge:

- Supply of FEL recyclable containers or recycling carts.
- Additional collections (whether scheduled weekly or on-call during a peak period).
- Container/cart repairs.
- Replacement or additional recycling FEL containers/carts.
- Handling services (there is no charge for the FEL recycling containers/carts to be moved by the contractor to facilitate collection including the return to their original location).

### Optional Free Educational and promotional material

- ["Which bin to put it in?" brochure](#)
- [Recycling poster](#)

Labels for recycling containers and recycling carts are available in the following sizes: 8.5. x 11; 18 x 24

- [Green bin label](#)
- [Garbage container label](#)

To obtain recycling posters, brochures, or labels for your recycling and garbage containers, please call 3-1-1.



**FOR MORE  
INFORMATION,  
PLEASE SCAN  
THE CODE**

## IMPLEMENT THE GREEN BIN PROGRAM

Once you have planned your program and notified residents, it's time to launch your program.

During the **first few weeks** of the program launch, you will want to:

- Print and put up posters to clearly label the green bins
- Communicate to residents that the green bins have arrived and to start using them for food scraps recycling
- Ensure the recycling areas and green bins are clean and tidy to prevent pests and rodents
- Do site checks to ensure you have enough green bins
- Replace posters or labels that are damaged or missing
- Talk to your building occupants and ask them if they require assistance or advice to manage their waste
- Talk to your waste hauler and make changes to your collection schedule, as needed

## MONITOR AND RE-EDUCATE

Regular monitoring will let you know if you have too many, or too few, green bins. You'll also need to check for bin contamination when non-organic materials turn up in the green bins.

Document the progress of your building's food scrap separation. You can do so by performing a visual check throughout the week and estimating the percentage of non-organic versus organic material in the green bin.

You will need to re-educate residents along the way. Continue to promote Green Bin by sending friendly reminders. Address problems quickly and share successes often.

If a resident has gone the extra mile and wants to be acknowledged, post their photo and a note recognizing their great work. Request testimonials from residents and post them in common areas or include them in your building's newsletter if you have one.

## DAMAGE CLAIMS

Call 3-1-1 to report any claims regarding damages or incidents.

Please notify the City at 3-1-1 upon any changes in management so the city is up to date with contact names, emails and telephone/fax numbers.



**CHECK WHICH ITEM  
GOES IN GREEN BIN**



**USE THE  
CITY'S  
WASTE  
EXPLORER.**

# Using the Green Bin: It's in your best interest – environmentally and economically

## Why bother Recycling and using Green Bin?



### Save Land

By recycling more, Ottawa's Trail Road Waste Facility (landfill) can last longer.

### Save Money

If the City has to site a new landfill, it's estimated at \$200 million based on Toronto's most recent landfill acquisition.

### Protect our Assets

By recycling more items like paper, more woodlots are protected, fewer resources are used.

### Create Jobs

Recycling creates manufacturing and service sector jobs, and boosts the local economy.

**Currently apartments, condos  
and multi-units recycle only  
16% of their waste.**

Source - <https://ottawa.ca/>

## All You Need to do is 1-2

1. Residents put their food scraps into a separate container.

2. They empty their food scraps container into a green bin on the building property.



**NOT SURE ABOUT  
AN ITEM?**



**USE THE  
CITY'S  
WASTE  
EXPLORER.**



**THANK YOU FOR BEING  
A PART OF THE GREEN  
BIN PROGRAM!**

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