

# *Clarington*

## **Site Plan Approval Handbook**



Municipality of Clarington  
Planning Services Department  
January 2017

### TABLE OF CONTENTS

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<b>1. Introduction.....</b>	<b>1</b>
1.1 What is Site Plan Approval?.....	1
1.2 Legislative Authority .....	3
1.3 Who Approves the Site Plan? .....	3
1.4 How Long Will It Take? .....	3
1.5 Appeal.....	3
1.6 How To Change An Approved Plan .....	3
1.7 Site Plan Approval Process.....	6
1.8 Calculating your costs .....	7
<b>2. Step-By-Step Guide to Site Plan Approval .....</b>	<b>8</b>
2.1 Step 1: Pre-consultation Procedures.....	8
2.2 Step 2: Submitting the Application .....	8
2.3 Step 3: Site Plan Review Process.....	9
2.4 Step 4: Conditions of Site Plan Approval .....	10
2.5 Step 5: Preparation of the Site Plan Agreement.....	10
2.6 Step 6: Performance Guarantees and Municipal Payments.....	11
2.7 Step 7: Starting Construction .....	12
2.8 Step 8: Completion of Works and Site Maintenance .....	14
<b>3. General Design Standards .....</b>	<b>15</b>
3.1 Building Siting, Design, Materials.....	15
3.2 Parking Loading and Access.....	16
3.3 Barrier-Free Accessibility .....	16
3.4 Waste Collection Areas.....	16
3.5 Outside Storage .....	17
3.6 Rooftop Mechanical Equipment .....	18
3.7 Planting Strips & Landscaping .....	18
3.8 Snow Storage.....	18
3.9 Lighting .....	19
3.10 Signs .....	19
3.11 Construction and Engineering Standards.....	19
3.12 Fire and Emergency Services Standards.....	20
<b>4. Complete Application and Drawing Checklists.....</b>	<b>21</b>

### TABLE OF CONTENTS

---

<b>Appendix 1</b>	<b>Sample Letter of Credit</b>
<b>Appendix 2</b>	<b>Recourse Information</b>
<b>Appendix 3</b>	<b>CN Railway Requirements</b> Non-Residential Development Adjacent to the Railway Right-of-Way Principal Main Line Requirements
<b>Appendix 4</b>	<b>CP Railway Requirements</b> Principal Main Line Requirements Recommendations for Adjacent Commercial Development Submission Guidelines for Crash Walls
<b>Appendix 5</b>	<b>Region of Durham Requirements &amp; Guidelines</b> Basic Requirements for Site Servicing Plans Technical and Risk Management Guidelines for Waste Collection Services on Private Property
<b>Appendix 6</b>	<b>Canada Post Requirements</b> Delivery Planning Standards Manual for Builders and Developers

### 1. Introduction

Site Plan approval involves the review and approval of detailed drawings in accordance with the provisions of the Official Plan, the Zoning By-law and other applicable regulations. Conditions are usually imposed to ensure development proceeds in accordance with applicable policies, design guidelines and regulations.



This handbook provides guidance on the site plan approval process from the pre-consultation stage through to construction. An overview of site plan requirements is provided, however, it must be understood that as review of an application proceeds, the need for additional information or studies may arise.

#### 1.1 What is Site Plan Approval?

The site plan approval process involves the review of detailed drawings which illustrate the physical arrangement of property improvements such as buildings, driveways, parking areas, pedestrian sidewalks, landscaping, fences, light fixtures, waste collection areas, drains and municipal services. Municipal staff and commenting agencies review the drawings to ensure they comply with development standards, regulations and policies.

The site plan approval process promotes functional and attractive development, while minimizing adverse impacts on surrounding land uses. Conditions will be imposed to ensure that development proceeds in accordance with the approved drawings. The owner, and any mortgagees, will be required to enter into a site plan agreement which is registered on title of the subject lands.

In accordance with the Official Plan, the applicant must demonstrate how the proposed design and organization of the site and buildings:

- ❖ Implements the urban design policies of the Official Plan and any relevant Secondary Plan;
- ❖ In Town and Village Centres and in Residential Neighbourhoods, contributes to compact, urban and pedestrian-oriented form and function that enhances pedestrian and transit accessibility;
- ❖ Safely addresses vehicular traffic impacts;

## Site Plan Approval Handbook Municipality of Clarington

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- ❖ Implements sustainable development objectives including protection of the natural heritage system, energy efficiency, minimizing light pollution and water consumption, storm water management controls, tree planting and other enhancements to the natural environment;
- ❖ Protects, enhances or restores the Municipality's built heritage;
- ❖ Integrates with surrounding land uses and addresses impacts due to noise, traffic, shadowing, and wind effects;
- ❖ Provides landscaped areas and urban amenities consistent with the context of the planned land uses and the Municipality's landscaping design and amenity requirements;
- ❖ Makes appropriate provision for sequential staging of services including the construction of infrastructure to service the site; and
- ❖ Implements any other applicable policy of the Official Plan.



The Municipality is committed to identifying issues influencing design decisions at an early stage of the design by:

- ❖ helping property owners identify the physical opportunities and constraints of their property;
- ❖ providing guidance in the most efficient use of the property to meet the needs of the owner;
- ❖ ensuring future compatibility of the development with the surrounding area;
- ❖ coordinating the requirements of other agencies and departments that have jurisdiction, and;
- ❖ providing a forum for sharing information to negotiate a "win/win" resolution of issues.

### 1.2 Legislative Authority

Section 41 of the *Planning Act* enables municipalities to pass a Site Control By-law if provisions are included in the Official Plan. The Municipality's Official Plan requires Site Plan approval for all **new or expanding multi-residential, mixed-use institutional, commercial and industrial developments, as well as agricultural and residential developments on the Oak Ridges Moraine**. The Municipality of Clarington Site Plan Control By-law 2010-139 can be obtained by contacting the Planning Services Department.

### 1.3 Who Approves the Site Plan?

The Council of the Municipality of Clarington has delegated the responsibility of approving site plan applications jointly to the Director of Planning Services and the Director of Engineering Services.

### 1.4 How Long Will It Take?

A Site Plan Application takes on average four months to complete. Complex applications that require complete technical reports and studies can take longer. The time required for processing an application varies, depending on the completeness and accuracy of the submitted plans and complexity of the proposal. If the submission is complete and meets all requirements identified at the pre-consultation meeting on the first submission, processing time will likely be shortened.

### 1.5 Appeal

If an applicant disagrees with the decision on their application, they may appeal that decision to the Ontario Land Tribunal (OLT). This must be done by a written notice submitted to the Secretary of the OLT and notification given to the Municipal Clerk. The OMB's decision is final.

### 1.6 How To Change An Approved Plan

After final Site Plan Approval, if you wish to make changes to the approved plans, you will be required to seek an AMENDMENT to the approved site plan. The procedure for seeking an amendment to the approved site plan is the same as for standard Site Plan Approval. A formal application is made to the Planning Services Department.

### Key Contacts

The following list identifies departments and agencies involved in the approval process and their corresponding responsibilities. These departments and agencies are the most frequently consulted during the site plan approval process. Additional departments and agencies may be identified during a pre-consultation meeting.

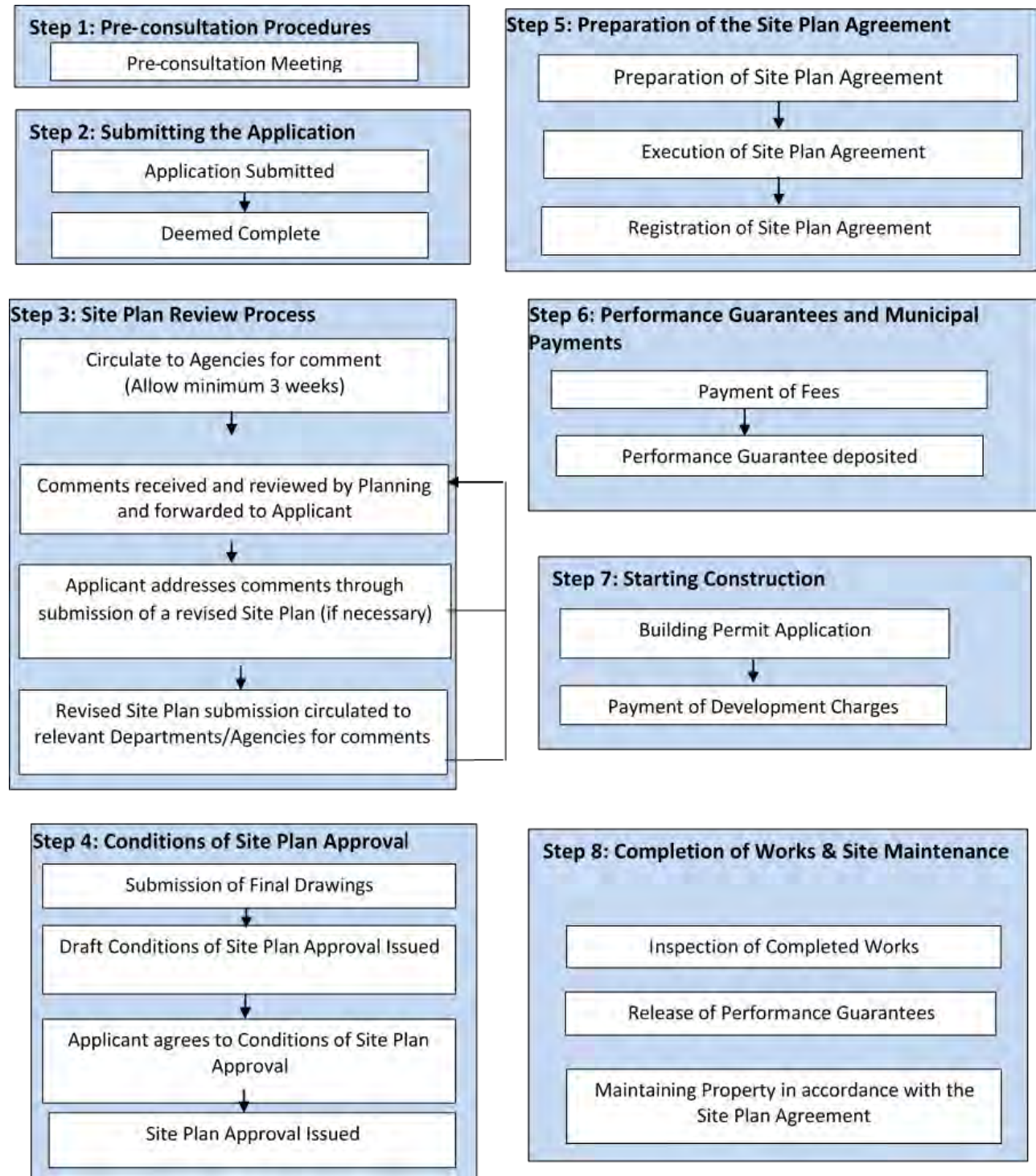
Department	Contact No.	Responsibility
Municipality of Clarington Planning Services Department	905-623-3379	Official Plan and Zoning By-law provisions, Site Plan Control, general site layout, lighting, urban design, landscaping, compatibility and buffering
Municipality of Clarington Engineering Services Department	905-623-3379	Stormwater management, site alteration grading and drainage plans, traffic circulation, driveway locations, road widening (local roads), parking, sidewalks, service installation in municipal road allowance, street trees, mud and dust control
Municipality of Clarington Building Division	905-623-3379	Building permits, Ontario Building Code and Applicable Law requirements, Development Charges and Building Permit Fees
Municipality of Clarington Operations Department	905-263-2291	Road maintenance and repairs, snow removal, review of stormwater management ponds
Municipality of Clarington Emergency Services Department	905-623-5126	Fire protection, including fire routes and hydrant locations and other applicable matters under the Ontario Fire Code and the Ontario Building Code
Region of Durham Works Department	905-668-7711 or 800-372-1102	Sanitary sewer and water service connections, traffic, access and circulation, driveway locations, waste management road widening along Regional Roads
Region of Durham Health Department	905-723-3818	Septic system requirements, information regarding private wells

## Site Plan Approval Handbook Municipality of Clarington

Department	Contact No.	Responsibility
Central Lake Ontario Conservation Authority (CLOCA)	905-579-0411	Grading & drainage, stormwater management, natural feature protection, sediment & erosion control
Ganaraska Region Conservation Authority (GRCA)	905-885-8173	Grading & drainage, stormwater management, natural feature protection, sediment & erosion control
Veridian Connections	905-427-9870	Electrical service agreements
Hydro One Networks Inc.	888-231-6657	Electrical service agreements
Ontario Ministry of Transportation	416-235-5560	Land use matters in proximity to provincial transportation corridors, including access permits, noise compatibility, signage and lighting, grading and drainage
CN Railway	905-760-5007	Land use matters in proximity to CN Rail corridor, including noise and vibration, access points proximate crossing locations, corridor expansions, grading and drainage
CP Railway	905-803-3425	Land use matters in proximity to CP Rail corridor, including noise and vibration, access points proximate crossing locations, corridor expansions, grading and drainage



### 1.7 Site Plan Approval Process



### 1.8 Calculating your costs

This worksheet identifies costs you may encounter through the site plan process. Applicable costs will be identified through the pre-consultation and site plan review process.

#### Typical fees

Site Plan Application fee	\$ _____
Commissioners Fee	\$ _____
Conservation Authority Review Fee	\$ _____
Preparation of Site Plan Agreement fee	\$ _____
Registration of Site Plan Agreement fee	\$ _____
Building Permit Fee	\$ _____
Development Charges	\$ _____
Performance Guarantee for Engineering Works (refunded when work is complete)	\$ _____
Performance Guarantee for Landscape Works (refunded when work is complete)	\$ _____
Damage Deposits (refunded when work is complete)	\$ _____

#### Other possible fees

Sign Permit fee	\$ _____
Preparation and Registration of Land and Easement Transfers	\$ _____
Landscape Inspection fee	\$ _____
Conservation Authority Technical Review Fee	\$ _____
Conservation Authority Permit Fee	\$ _____
Durham Region Works or Ministry of Transportation Access Permits	\$ _____
Durham Region Works Service Agreement fee	\$ _____
Durham Region Works Service Connection Fees	\$ _____
Durham Region Works Service Frontage Fees	\$ _____
Durham Region Health Private Sewage System Permit Fee	\$ _____
Durham Region Health Review Fee	\$ _____
Ministry of Transportation Building and Land Use Permit Fee	\$ _____
Ministry of Transportation Sign Permit Fee	\$ _____
Cash-in-lieu of Parkland	\$ _____
Contributions for oversized works	\$ _____
Other	\$ _____

## 2. Step-By-Step Guide to Site Plan Approval

### 2.1 Step 1: Pre-consultation Procedures

Before an application is submitted, a pre-consultation meeting is held to provide an opportunity for the applicant to discuss their plans with applicable departments and agencies. Departments and agencies will provide an overview of the requirements for the site plan application in the context of applicable regulations, policies, guidelines and professional opinions. The goal of the pre-consultation meeting is to ensure the applicant has a clear understanding of the requirements for an application complete. Municipal Staff will prepare a record (minutes) of the meeting which must be submitted with the formal site plan application.



Following the pre-consultation meeting, the applicant will prepare the documents, plans and studies for a complete site plan application. This may involve the work of consultants and professionals that have the expertise needed to satisfy the requirements. The time required to complete this work depends on the complexity of the development and the schedules and priorities of those involved in the preparation of the required reports, studies and plans.

**While every attempt will be made during the pre-consultation process to identify all required studies, plans, reports and supporting material, it must be understood that as review of an application proceeds, the need for additional information may arise.**

### 2.2 Step 2: Submitting the Application

Planning staff are responsible for deeming a site plan application complete or incomplete within 30 days of receipt. A letter confirming receipt of an application will be forwarded to the applicant after the file has been assigned to a Planner and the supporting materials have been reviewed. If the application is incomplete the letter will outline the outstanding requirements. While an application may be deemed complete, concurrence with the application and supporting materials is not implied. Revisions and resubmissions are common throughout the process.

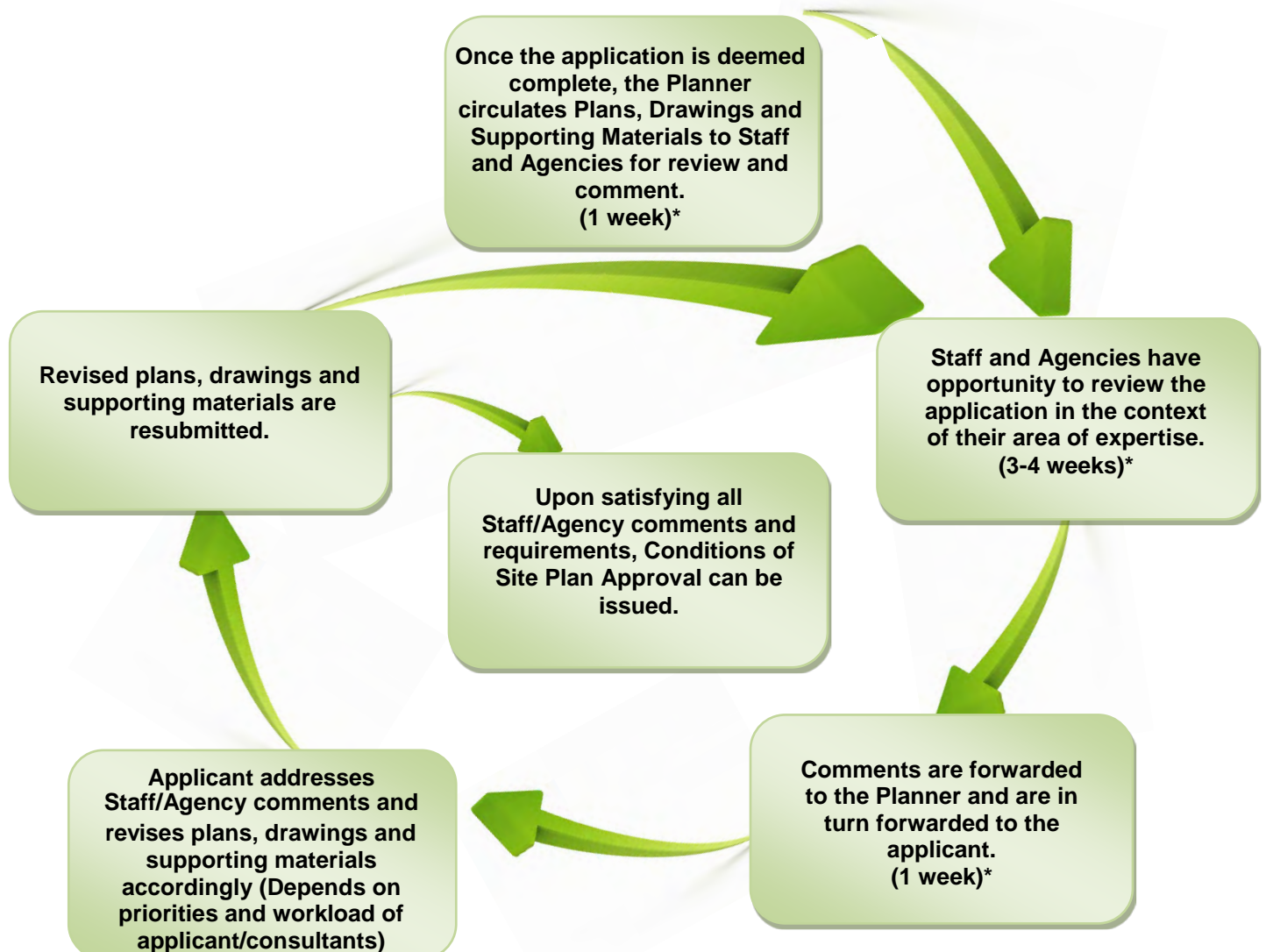
Municipal and agency staff relies on complete and accurate information on all submitted drawings, plans, reports and studies they review. While there is no one specific set of submission requirements that can address all development scenarios, the checklists

provided in Section 4 provides guidance in terms of the minimum level of detail expected by commenting staff and agencies.

If at any time, questions arise with respect to making an application for Site Plan approval, applicants are encouraged to contact the Planning Services Department.

### 2.3 Step 3: Site Plan Review Process

Once the application is deemed complete, it is circulated to the applicable departments and agencies for their review. The chart below further explains the review process.



\* Time frames may increase/decrease depending on the complexity of the project.

### **2.4 Step 4: Conditions of Site Plan Approval**

Once the plans, drawings and supporting materials are in their final form, the Municipality will issue Draft Conditions of Site Plan Approval for the applicant to review. The applicant must agree in writing to the draft set of Conditions of Site Plan Approval.

Conditions of Site Plan Approval contain both standard conditions applicable to all developments; and conditions specific to the development. The conditions will make reference to the final set of site plan drawings and the final version of any supporting report or study, for example: a storm water management report or a noise study. Examples of other conditions which may be imposed include the following: land and easement transfers, servicing approvals, financial securities, also known as Performance Guarantees and payments to the Municipality of Clarington.

Following receipt of the applicant's concurrence with the Conditions of Site Plan Approval, the Planner will request five (5) full-sized sets of the drawings (folded to 8.5x14 legal-size) to be stamped and signed for approval by both the Director of Planning Services and the Director of Engineering Services. The Conditions of Site Plan Approval will also be signed. A set of the approved drawings will be given to the applicant for reference during construction.

### **2.5 Step 5: Preparation of the Site Plan Agreement**

The Conditions of Site Plan Approval form the basis of the Site Plan Agreement. To complete the Site Plan Agreement the applicant will submit a fee for the preparation of the agreement, contact information of their Lawyer and any applicable documentation identified in the Conditions of Site Plan Approval (e.g. Reference Plan for a land transfer).

The Municipality's Legal Services Department will draft the Site Plan Agreement or amending agreement upon receipt of the required information and fees. Four (4) copies of the completed agreement will be forwarded to the applicant for their review and signature within approximately two (2) weeks. The applicant will also obtain the signatures of the parties of the agreement, including the owner(s) and any applicable mortgagees. It is the responsibility of the applicant to ensure that the parties to the agreement have signed and sealed the agreements. The applicant will return all four (4) hard copies of the agreement, and a Solicitor's Certificate, to Legal Services.

Legal Services will have the agreements executed by the Director of Planning Services and Municipal Clerk, on behalf of the Municipality of Clarington prior to registration. A copy of the registered agreement, applicable land transfers, and a set of the stamped approved site plan drawings will be forwarded to the applicant and shall be referenced during construction and maintenance periods to ensure compliance.

### **2.6 Step 6: Performance Guarantees and Municipal Payments**

The Conditions of Site Plan Approval typically require performance guarantees for Engineering and Landscaping works. The performance guarantees are secured by a Letter of Credit (see Appendix 1).

The performance guarantee for Engineering works is based on an estimated cost for the construction and installation of all works proposed within the municipal road allowance, lot grading certification deposit, and any other related development works. The cost estimate must be stamped by an Engineer and will be reviewed and approved by the Engineering Department.

The performance guarantee for Landscaping works is based on an estimate prepared by a Landscape Architect for the construction and installation of all internal landscaping for the development.

Performance guarantees will only be utilized by the Municipality if the Owner fails to construct any of the works required by the approved plans.

The Municipality may require other deposits including Road, Sidewalk, Boulevard, and Parkland Damage. The deposits will be refunded when construction and restoration work has been completed to the satisfaction of the Engineering Department.

Parkland dedication is authorized under the Planning Act and the Clarington Official Plan. A condition of site plan approval may require the dedication of land or a cash-in-lieu of parkland payment in accordance with the Official Plan policies. This non-refundable payment is taken for lands where previous contributions may not have been made and is used for park improvements, parkland acquisition and recreational uses throughout the Municipality. The value will be based on a recent appraisal of the lands.

Other payments maybe required for oversizing of specific works or as a front ending contribution for infrastructure works already in place.

All performance guarantees, payments and dedications to the Municipality must be received prior to the issuance of a building permit.

### 2.7 Step 7: Starting Construction

Prior to issuing a Building Permit, all applicable requirements shall be satisfied, including required permits identified on the page 14, and any other item deemed necessary by the Chief Building Official. A building permit is required for any building over 10 square metres (107 square feet) in area; any building or structure with plumbing; and for any addition regardless of the size.

Application for a Building Permit can be submitted prior to site plan approval being finalized. However, one circulation of the site plan must be complete and no objection to the location of the proposed building has been received from any of the circulated agencies.

If you are anxious to commence construction and the Site Plan Agreement has not been registered, the Ontario Building Code Act, Section 8 (3) allows for commencing construction prior to completing your Site Plan Agreement. The “Conditional Building Permit” which allows for this is typically issued provided:

- i) At least one circulation of your site plan proposal has been undertaken with associated comments received, and
- ii) You enter into a legal agreement with the Municipality which formalizes your undertaking to complete the Site Plan Agreement within a reasonably prescribed time frame.

If time is not of the essence, and you want to know what the Site Plan Agreement will require, you may wish to have the Site Plan Agreement in place before applying for a building permit.

**The applicant will be responsible for paying all fees associated with the required permits. In addition, the applicant will be required to pay all applicable Development Charges. Information on Development Charges can be obtained by contacting the Building Division.**

It is the owner's responsibility to make arrangements with the appropriate utilities to ensure service connections are installed and activated prior to occupancy.

### Site Alteration

Site preparation can also occur prior to the registration of the Site Plan Agreement, however you are encouraged to minimize the importing and exporting of material.

Should Site Alteration Works be necessary in advance of the site plan approval, a permit is required from the Municipality under Site Alteration By-law 2008-114, as amended, and from the conservation authority for a regulated area under their jurisdiction.

Should Site Alteration Works be necessary, as part of the site plan approval, a Soils Management Report is required prepared by a Professional Engineer and submitted to the Director of Engineering Services for approval.

The approval of a permit under the Site Alteration Bylaw or Soils Management Report will require providing information respecting any proposed import or export of fill to or from any portion of the Lands, intended haulage routes, the time and duration of any proposed haulage, the source of any soil to be imported, quality assurance measures for any fill to be imported, and any proposed stockpiling on the subject lands.



## Site Plan Approval Handbook Municipality of Clarington

### Other approvals that may be necessary prior to construction

Item	Authority	Notes
<b>Permit for Development, Interference to Wetlands, and Alterations to Shorelines and Watercourses</b>	Central Lake Ontario Conservation Authority (CLOCA) or Ganaraska Region Conservation Authority (GRCA)	Required for works within a regulated area
<b>Building and Land Use Permit</b>	Ministry of Transportation	Required for development adjacent to a provincial right-of-way (See reference in Appendix 2 of this Manual)
<b>Commercial Sign Permit</b>	Ministry of Transportation	Required for signs within 400 metres of a provincial right-of-way (See reference in Appendix 2 of this Manual)
<b>Private Sewage System Permit</b>	Region of Durham (Health Department)	Required for the design, construction and approval of on-site private sewage systems with a capacity of < 10,000 litres per day
<b>Servicing Agreement</b>	Region of Durham (Works Department)	Required for the installation and provision of water and sanitary sewer service connections
<b>Property Access Application/Entrance Permit</b>	Region of Durham (Works Department)	Required for entrances on a regional road
<b>Building Permit</b>	Municipality of Clarington (Building Division)	Required for new construction, demolition, additions and alterations in accordance with the Ontario Building Code
<b>Sign Permit</b>	Municipality of Clarington (Planning Department)	Required for the installation of signs in accordance with the Municipality of Clarington's Sign By-law

### 2.8 Step 8: Completion of Works and Site Maintenance

Once all site works are complete a request can be submitted to refund all deposits and performance guarantees. An inspection of the Engineering works will be conducted by the Engineering Department to confirm that all works comply with the approved drawings. Once accepted, the performance guarantee will be returned.

Once the landscaping is completed, the Landscape Architect will submit a letter certifying the work has been completed in compliance with the approved drawings. A Landscape Inspection fee may be required for larger developments. The Planning Department will inspect the site for compliance with the approved landscape plan. If the site is in compliance, 80% of the performance guarantee will be refunded. The balance will be retained for one year when an additional inspection will be conducted to ensure all of the plant material has survived. Inspections for Landscaping works are conducted between May 15<sup>th</sup> and October 15<sup>th</sup>. Further details on this process can be obtained from the Landscape Design Guideline referenced in Appendix 2.

There are a number of maintenance conditions that will be included in the site plan agreement. For instance, stormwater management measures, grading and drainage, landscaping, lighting, emergency fire route and traffic control signs, gravel areas, and waste collection areas. These items need to be constructed and maintained in accordance with the approved site plan drawings and the agreement which is registered on the title of the property.



When a property owner remortgages or sells a property, a bank or prospective purchaser may request a letter of compliance with the site plan agreement. If a property is not in compliance with an agreement, complication with closing or remortgaging a property could arise. This could add costs not anticipated to bring the property into compliance with the site plan agreement prior to closing or mortgage approval.

### **3. General Design Standards**

The following sections provide generally accepted standards that are considered throughout the site plan review process.

#### **3.1 Building Siting, Design, Materials**

The Municipality of Clarington encourages a high degree of building design on all developments. For industrial, commercial and institutional development, the use of architectural metal, glass and steel, manufactured or natural stone, brick masonry products and precast concrete are preferred. Temporary or semi-permanent structures, including Quonset huts, on industrial, commercial and institutional lands are discouraged.

### 3.2 Parking Loading and Access

Parking, loading and driveways shall be designed in accordance with the provisions of the Zoning By-law.

### 3.3 Barrier-Free Accessibility

All buildings and parking areas must meet the barrier-free requirements of the Ontario Building Code.

### 3.4 Waste Collection Areas

#### Multi-Residential Projects

Every multi-residential project where waste is to be stored in a central location shall provide accessible rooms or storage areas for a minimum of these waste streams:

- ❖ Recyclable materials (Blue Box);
- ❖ Food waste/compostables (Green Bin); and
- ❖ Residual garbage.

This is to be provided regardless of whether that development project will be currently participating in a waste diversion program of the Region of Durham.

These site plan approval guidelines are to work in tandem with the Region of Durham “Guidelines for Waste Collection Services on Private Property” (Appendix 5).

Every applicant for a multi-residential project shall consult with the Regional Municipality of Durham during the pre-consultation phase with respect to the design of such facilities.

Multi-residential housing operators are also encouraged to provide space for and promote other waste diversion activities such as battery collection.

#### **Design Principles**

The following requirements shall guide the location and design of these facilities:

- ❖ Areas for collecting and loading solid waste shall include adequate, accessible and convenient space for collecting and loading three waste streams – recyclables, food waste/compostables and residual garbage.



- ❖ Residential waste must be securely stored inside an enclosed structure so as to contain any litter. Waste storage areas shall be easily accessible by residents in a well-lit, secure and barrier-free environment. Facilities for recyclables, food waste shall be at least as convenient for depositing, collecting and loading as residual garbage waste.
- ❖ Wherever feasible, waste storage areas for recyclables and food waste shall be adjacent to residual garbage waste collection areas.

### **Non-Residential Projects**



It is recommended that garbage and recycling be stored inside. If a separate garbage and recycling area is needed, a permanent, roofed structure will be required. The structure shall be constructed with materials consistent with those used on the main building. A wooden fence enclosure is not acceptable. The location of the structure must be identified on the site plan and details provided on the elevation drawings.

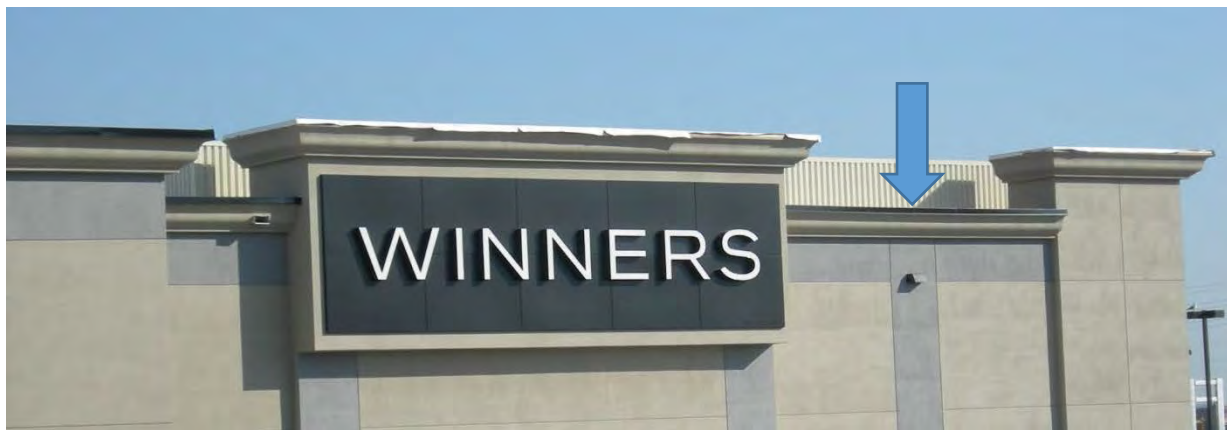
For waste collection on private property, applicants shall refer to guidelines and requirements established by the Region of Durham Works Department (Appendix 5).

### **3.5 Outside Storage**

Outside storage areas are only permitted where provisions in the Zoning By-law allow for such use. Outside storage areas shall also satisfy the zone provisions and Official Plan policies relating to setbacks, height, lot coverage, screening and/or fencing. These areas, including fencing and screening, must be detailed on the relevant site plan and landscape plan.

### 3.6 Rooftop Mechanical Equipment

If rooftop mechanical equipment, including air conditioning/heating/ventilating equipment extends above the roofline, it must be screened from view. Screening must compliment the proposed design of the building with respect to form, materials and colour. Roofs must be designed for additional snow load where required by the Ontario Building Code.



### 3.7 Planting Strips & Landscaping

Planting strips must be provided in accordance with the Zoning By-law regulations and detailed on the relevant site plan and landscape plan. The “Landscape Design Guideline for Site Planning” is to be referenced when preparing landscape plans and detail drawings. The guideline provides detailed steps to follow for the reduction of the required Letter of Credit. Landscaping work will be inspected in accordance with the guideline.



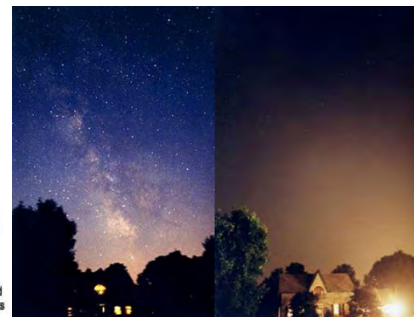
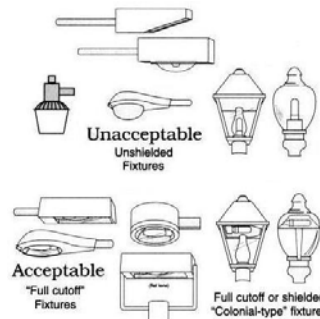
### 3.8 Snow Storage

Snow storage areas must be identified on the Site Plan. Generally, a minimum of 2% of all paved parking areas and roadways shall be dedicated as snow storage areas and signed accordingly. Snow storage areas shall not be located in required parking spaces, roadways or fire routes, or interfere with the functionality of the site.



### 3.9 Lighting

Where new lighting is proposed, a Lighting Plan, prepared by a qualified engineer, will be required in accordance with the Lighting Guidelines. The site plan and elevation drawings must show details on all existing and proposed lighting. All lighting shall be full-cut off; meaning light is not distributed past any point above 90 degrees from the light standard itself.



### 3.10 Signs

All proposed signs must comply with the Municipality of Clarington Sign By-law. Details include: location, setbacks, elevations, height, dimensions, materials, copy and illumination. A sign permit is required and can be obtained by contacting the Planning Services Department.



### 3.11 Construction and Engineering Standards

Applicants are directed to the Municipality of Clarington Design Guidelines and Standard Drawings which define the requirements of the Engineering Services Department for Site Plan Applications. The Guidelines include the Engineering standards for the Site Plan, Site Services Plan, Site Grading Plan, Landscape Plan, entrance standards, storm sewer connections, stormwater management, street trees and sidewalks. The Guideline is located on the municipal website at:



The entrance to the subject property must be constructed in accordance with the Municipality's Entranceway Policy and Design Guidelines and Standard Drawings which can be found on the Municipality's website at <http://www.clarington.net/en/do-business/resources/engineering-design-guidelines-and-standard-drawings.pdf>

A road damage deposit is typically secured for properties located along a municipal right-of-way. The deposit is refunded when all construction and restoration has been completed and inspected by the Engineering Services Department. The final decision to release the road damage deposit is made by the Director of Engineering Services.

### 3.12 Fire and Emergency Services Standards

Site plan drawings must show and define a fire access route and shall be signed accordingly. Fire hydrants must also be detailed on the site plan and site servicing drawings.

Fire Department access routes shall:

- ❖ be clearly defined on the submitted site plan and shall be located in accordance with the Ontario Building Code;
- ❖ be connected to a public thoroughfare with a clear inside driveway width of 6.0 metres;
- ❖ be located not less than 3 metres and not more than 15 metres measured horizontally from each face of the building required to face a street;
- ❖ have an overhead clearance of not less than 5 metres;
- ❖ have a centre line turning radius of not less than 12 metres with respect to any change in direction of the access route complete with a 3 metre clearance from the centre line to any obstruction such as islands or parking;
- ❖ have turn around facilities for any dead end portion of the access point exceeding 90 metres;
- ❖ be designed to support the expected loads imposed by firefighting equipment and be surfaced with concrete, asphalt or other material designed to permit accessibility under all climatic conditions; and
- ❖ be constructed in accordance with the Municipal standards

Fire hydrants:

- ❖ whether on-street or private, are to be clearly identified on the site plan;
- ❖ shall be located within 90 metres horizontally of any portion of the building perimeter which is required to face a street;
- ❖ where possible, should be positioned not closer than 12 metres to any building face;

## Site Plan Approval Handbook Municipality of Clarington

- ❖ shall be installed in compliance with the requirements of the Region of Durham; and
- ❖ shall be located in an area unobstructed by landscaping.

Upon completion of the project, the installing contractor shall certify in writing to the Fire Department that the hydrant(s) have been tested and left fully operational.

Standpipe and Sprinkler Siamese Connections shall:

- ❖ be located in accordance with the Ontario Building Code and shall be identified on the site plan;
- ❖ be located within 45 metres of a fire hydrant;
- ❖ be located adjacent to a street or fire access route; and
- ❖ be located in an area unobstructed by landscaping.

### 4. Complete Application and Drawing Checklists

Application Requirements	
<input type="checkbox"/>	Application Fee in accordance with the Planning Services Department Fee Schedule
<input type="checkbox"/>	Commissioners fee if completed by municipal staff
<input type="checkbox"/>	Review fees for the Durham Region Health Department and applicable Conservation Authority
<input type="checkbox"/>	One (1) copy of the completed and signed original application form
<input type="checkbox"/>	If the applicant is not the owner of the subject lands, the appropriate sections of the application form must be completed providing authorization for the application
<input type="checkbox"/>	Twenty (20) copies and one (1) electronic version, or as identified in the pre-consultation meeting, of all drawings and plans unless otherwise specified. All drawings and plans must be <b>FOLDED</b> to 8 ½" x 11". Rolled drawings will not be accepted
<input type="checkbox"/>	Ten (10) copies and one (1) electronic version, or as identified in the pre-consultation meeting, of any identified supporting material identified during a preconsultation meeting or otherwise specified.

All drawings shall include the following:	
<input type="checkbox"/>	Metric scale not greater than 1:500
<input type="checkbox"/>	North arrow



<input type="checkbox"/> Key plan
<input type="checkbox"/> An appropriate scaled font size (12pt minimum) and line work
<input type="checkbox"/> Address/name of development
<input type="checkbox"/> Name, address and telephone number of author
<input type="checkbox"/> Property limits (including bearings and dimensions)
<input type="checkbox"/> Existing and proposed structures, driveways, storage and parking areas
<input type="checkbox"/> Sidewalks, ramps and curbs
<input type="checkbox"/> Above ground utilities – existing & proposed (utility poles, lighting, street, signs, transformer, utility pedestals, hydrants, etc.)
<input type="checkbox"/> Roads (including names), lanes, easements, road widenings, reserves and right-of-ways
<input type="checkbox"/> A 6cm x 4.5cm (2.5" x 2") area for approvals stamping in the bottom right corner

Site Plan Requirements
<input type="checkbox"/> Site statistic box demonstrating compliance with zoning regulations
<input type="checkbox"/> Dimensions of all yards and setbacks
<input type="checkbox"/> Driveways, parking stalls (including barrier free spaces), aisles & dimensions
<input type="checkbox"/> Basic turning radii to demonstrate adequate circulation and turning movements
<input type="checkbox"/> Loading areas & dimensions
<input type="checkbox"/> Location and type of garbage and other waste material enclosures. If garbage and waste is stored within a building, include a note on the plan.
<input type="checkbox"/> Existing and proposed signage
<input type="checkbox"/> Fire routes where required by the Ontario Building Code
<input type="checkbox"/> Principal building entrances
<input type="checkbox"/> Finished floor elevations
<input type="checkbox"/> Fire Department connections where required by the Ontario Building Code
<input type="checkbox"/> Site triangles
<input type="checkbox"/> Bicycle parking areas
<input type="checkbox"/> Snow storage areas
<input type="checkbox"/> Mail delivery area/post office box location
<input type="checkbox"/> Location of rooftop equipment and screening features
<input type="checkbox"/> Site lighting
<input type="checkbox"/> Location, height and type of all proposed fencing and retaining walls
<input type="checkbox"/> Outdoor storage areas
<input type="checkbox"/> Amenity areas including their functional use

## Site Plan Approval Handbook Municipality of Clarington

- |   |
|---|
| <input type="checkbox"/> Location of all existing and proposed poles (including guys), transformers, meters, and hydrants on the site and on public lands abutting the site |
|---|

### Site Servicing Plan Requirements\*

- |  |
|--|
| <input type="checkbox"/> Geodetic and a site benchmark   |
| <input type="checkbox"/> Proposed retaining walls  |
| <input type="checkbox"/> Existing topographic contours   |
| <input type="checkbox"/> Storm and sanitary main/connection details, including direction of flow                     |
| <input type="checkbox"/> Watermains, water connections, hydrants and valves  |
| <input type="checkbox"/> Catchbasins and manholes  |
| <input type="checkbox"/> Ditch and culvert details, including direction of flow                                      |
| <input type="checkbox"/> Stormwater management devices   |
| <input type="checkbox"/> Existing and proposed fencing (height and type), hedges and trees, including abutting lands |
| <input type="checkbox"/> Basement floor elevations for proposed buildings  |

### Grading Drawings\*

- |  |
|--|
| <input type="checkbox"/> Geodetic and a site benchmark   |
| <input type="checkbox"/> Existing topographic contours   |
| <input type="checkbox"/> Storm and sanitary main/connection details, including direction of flow                     |
| <input type="checkbox"/> Watermains, hydrants and valves   |
| <input type="checkbox"/> Catchbasins and manholes  |
| <input type="checkbox"/> Ditch and culvert details, including direction of flow                                      |
| <input type="checkbox"/> Stormwater management devices   |
| <input type="checkbox"/> Existing and proposed fencing (height and type), hedges and trees, including abutting lands |
| <input type="checkbox"/> Retaining walls (including engineering details)   |
| <input type="checkbox"/> Basement and finished floor elevations for proposed buildings                               |
| <input type="checkbox"/> Existing and proposed elevations  |
| <input type="checkbox"/> Swales, ditches & channels  |
| <input type="checkbox"/> Roof water leader discharge points  |
| <input type="checkbox"/> Erosion and sediment control  |

**\*All Servicing and Grading Drawings shall be signed, sealed and dated by a Professional Engineer. Furthermore, Servicing and Grading Drawings must include the following notes:**

Respecting all work in the municipal right of way, the contractor is to provide at least 48 hours prior notice to our Transportation and Design staff at 905-623-3379.

**AND**

A Road Occupancy Permit will be required for any work done in the municipal road allowance. Excavation of our roads are not permitted between December 1st and April 30th.

**AND**

All restoration or work done in the road allowance must be completed as per the approved drawings and to the satisfaction of our municipal field staff.

**AND**

The performance guarantee will not be refunded by the Municipality of Clarington unless the works have been inspected by municipal field staff and deemed to be complete and satisfactory.

### Building Elevations

- Architectural elevations of each facade with geographic orientation labelled
- Identification of proposed materials and colours
- Method of screening to be used for mechanical units
- Dimension of building height
- Show average grade
- Fascia signage
- All windows, doors and loading docks
- Details for garbage enclosure

### Floor Plans

- Generalized floor plans of each level with accurate dimensions indicating building/area use
- Building classification as per the Ontario Building Code.

### Landscape Plan and Details

Refer to the Landscape Design Guidelines for Site Planning

### Lighting Plan

Refer to the Municipal Lighting Guidelines

## SAMPLE LETTER OF CREDIT

Date of Issue: \_\_\_\_\_, 20 \_\_\_\_ Our Reference Number: \_\_\_\_\_

Date of Expiry: \_\_\_\_\_, 20 \_\_\_\_  
Place of Expiry: \_\_\_\_\_

Beneficiary:

Applicant:

The Corporation of the  
Municipality of Clarington  
40 Temperance Street  
Bowmanville, Ontario L1C 3A6

customer/developer

Amount: CAD\$ \_\_\_\_\_  
Canadian Dollars

Irrevocable Standby Letter of Credit No.:

We hereby authorize you to draw on \_\_\_\_\_ bank \_\_\_\_\_ for  
account of \_\_\_\_\_ customer/developer \_\_\_\_\_, up to an aggregate amount of dollars  
(CAD\$ \_\_\_\_\_) available on demand.

Pursuant to the request of our customer, \_\_customer/developer\_\_\_\_\_ we,  
\_\_\_\_bank\_\_\_\_\_, hereby establish and give to you an Irrevocable Letter of Credit in your  
favour in the total amount of CAD.\$\_\_\_\_\_ which may be drawn on by you at any  
time and from time to time upon written demand for payment made upon us by you  
which demand we shall honour without enquiring whether you have a right as between  
yourself and our said customer to make such demand and without recognizing any  
claim of our said customer, provided, however, that you are to deliver to us at such time  
as a written demand for payment is made upon us, a letter signed by you confirming  
that monies drawn pursuant to this Letter of Credit are to be used to meet obligations in  
connection with the \_\_\_\_\_ type of \_\_\_\_\_ Agreement dated \_\_\_\_\_ signing  
date\_\_ between the Corporation of the Municipality of Clarington and  
\_\_\_\_customer/developer\_\_\_\_\_.

The amount of this Letter of Credit shall be reduced from time to time as advised by  
Notice in Writing given to us from time to time by you.

This Credit will continue to \_\_\_\_ expiry date \_\_\_\_\_, 20\_\_ and will expire at our counters on that date and you may call for payment of the full amount outstanding under this credit at any time up to that date. It is a condition of this Letter of Credit that it shall be deemed to be automatically extended without amendment for one year from the present or any future expiration date hereof, unless thirty days prior to any such date we shall notify you in writing by registered mail, that we elect not to consider this Letter of Credit renewed for any such additional period.

Partial drawings are permitted. We hereby agree that drawings under this credit will be duly honoured upon presentation, and shall state that they are drawn under \_\_\_\_bank\_\_\_\_, Letter of Credit No. \_\_\_\_\_ dated \_\_\_\_\_, 20\_\_\_\_.

This Standby Letter of Credit is issued subject to Uniform Customs and Practice for Documentary Credits (2007 Revision), ICC Publication No. 600.

Planning Services Department

<https://www.clarington.net/en/town-hall/planning-services.asp>

Engineering Services Department

<https://www.clarington.net/en/town-hall/engineering-and-building-services.asp>

Building Division

<http://www.clarington.net/en/live-here/building-permits.asp>

Building By-Law and Building Permit Fee Schedule

<http://www.clarington.net/en/live-here/fees-and-charges.asp>

Development Charges

<http://www.clarington.net/en/do-business/development-charges.asp>

Landscape Design Guidelines

<http://www.clarington.net/en/Modules/search/index.aspx?strSearch=Landscape%20design%20guidelines>

Amenity Guidelines for Medium and High Density Residences

<https://www.clarington.net/en/do-business/resources/Development-Guidelines/Amenity-Guidelines.pdf>

Noise Attenuation along Arterial Roads

<https://www.clarington.net/en/do-business/resources/Development-Guidelines/Noise-Attenuation-Guidelines.pdf>

Ministry of Transportation Land use and Signage Policies

<http://www.mto.gov.on.ca/english/engineering/management/corridor/building.shtml>

<http://www.mto.gov.on.ca/english/engineering/management/corridor/signs.shtml>

Proximity Guidelines and Best Practices: The Railway Association of Canada and the Federation of Canadian Municipalities

[http://www.proximityissues.ca/asset/image/reference/guidelines/2013\\_05\\_29\\_Guidelines\\_NewDevelopment\\_E.pdf](http://www.proximityissues.ca/asset/image/reference/guidelines/2013_05_29_Guidelines_NewDevelopment_E.pdf)

Veridian Connections Conditions of Service

<http://www.veridian.on.ca/my-home/general-information/conditions-of-service/>

Hydro One Conditions of Service

<http://www.hydroone.com/MyHome/MyAccount/ConditionsofService/Pages/default.aspx>

Region of Durham Private Sewage Systems

[http://www.durham.ca/health.asp?nr=/departments/health/health\\_protection/osd.htm&setFooter=/includes/health/healthFooterEnviro.inc](http://www.durham.ca/health.asp?nr=/departments/health/health_protection/osd.htm&setFooter=/includes/health/healthFooterEnviro.inc)

Central Lake Ontario Conservation Authority  
<http://www.cloca.ca/progserv/index.php>

Ganaraska Region Conservation Authority  
<http://www.grca.on.ca/>



**Site Plan Approval Handbook**  
**Municipality of Clarington**  
**Appendix 3 CN Railway Requirements**

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## NON-RESIDENTIAL DEVELOPMENT ADJACENT TO THE RAILWAY RIGHT-OF-WAY (Main Lines)

CN recommends the following protective measures for non-residential uses adjacent Main Lines (note some are requirements):

? minimum 30 metre building setback, from the railway right-of-way, in conjunction with a 2.5 metre high earthen berm or 2.0 metres for a secondary main line, is recommended for institutional, commercial (ie. office, retail, hotel, restaurants, shopping centres, warehouse retail outlets, and other places of public assembly) and recreational facilities (i.e. parks, outdoor assembly, sports area).

A minimum 15 metre building setback, from the railway right-of-way, is recommended for heavy industrial, warehouse, manufacturing and repair use (i.e. factories, workshops, automobile repair and service shops).

A minimum 30 metre setback is **required** for vehicular property access points from at-grade railway crossings. If not feasible, restricted directional access designed to prevent traffic congestion from fouling the crossing may be a suitable alternative.

A chain link fence of minimum 1.83 metre height is **required** to be installed and maintained along the mutual property line. With respect to schools and other community facilities, parks and trails, CN has experienced trespass problems with these uses located adjacent to the railway right-of-way and therefore increased safety/security measures must be considered along the mutual property line, beyond the minimum 1.83 m high chain link fence.

Any proposed alterations to the existing drainage pattern affecting Railway property **require** prior concurrence from the Railway and be substantiated by a drainage report to the satisfaction of the Railway.

While CN has no noise and vibration guidelines that are applicable to non-residential uses, it is recommended the proponent assess whether railway noise and vibration could adversely impact the future use being contemplated (hotel, laboratory, precision manufacturing). It may be desirable to retain a qualified acoustic consultant to undertake an analysis of noise and vibration, and make recommendations for mitigation to reduce the potential for any adverse impact on future use of the property.

CN's residential development criteria is **required**.

For sensitive land uses such as schools, daycares, hotels etc, the application of There are no applicable noise, vibration and safety measures for unoccupied

buildings, but chain link fencing, access and drainage requirements would still apply.



## **PRINCIPAL MAIN LINE REQUIREMENTS**

- A.** Safety setback of habitable buildings from the railway rights-of-way to be a minimum of 30 metres in conjunction with a safety berm. The safety berm shall be adjoining and parallel to the railway rights-of-way with returns at the ends, 2.5 metres above grade at the property line, with side slopes not steeper than 2.5 to 1.
  - B.** The Owner shall engage a consultant to undertake an analysis of noise. At a minimum, a noise attenuation barrier shall be adjoining and parallel to the railway rights-of-way, having returns at the ends, and a minimum total height of 5.5 metres above top-of-rail. Acoustic fence to be constructed without openings and of a durable material weighing not less than 20 kg. per square metre of surface area. Subject to the review of the noise report, the Railway may consider other measures recommended by an approved Noise Consultant.
  - C.** Ground-borne vibration transmission to be evaluated in a report through site testing to determine if dwellings within 75 metres of the railway rights-of-way will be impacted by vibration conditions in excess of 0.14 mm/sec RMS between 4 Hz and 200 Hz. The monitoring system should be capable of measuring frequencies between 4 Hz and 200 Hz,  $\pm 3$  dB with an RMS averaging time constant of 1 second. If in excess, isolation measures will be required to ensure living areas do not exceed 0.14 mm/sec RMS on and above the first floor of the dwelling.
  - D.** The Owner shall install and maintain a chain link fence of minimum 1.83 metre height along the mutual property line.
  - E.** The following clause should be inserted in all development agreements, offers to purchase, and agreements of Purchase and Sale or Lease of each dwelling unit within 300m of the railway right-of-way: "Warning: Canadian National Railway Company or its assigns or successors in interest has or have a rights-of-way within 300 metres from the land the subject hereof. There may be alterations to or expansions of the railway facilities on such rights-of-way in the future including the possibility that the railway or its assigns or successors as aforesaid may expand its operations, which expansion may affect the living environment of the residents in the vicinity, notwithstanding the inclusion of any noise and vibration attenuating measures in the design of the development and individual dwelling(s). CNR will not be responsible for any complaints or claims arising from use of such facilities and/or operations on, over or under the aforesaid rights-of-way."
  - F.** Any proposed alterations to the existing drainage pattern affecting railway property must receive prior concurrence from the Railway and be substantiated by a drainage report to the satisfaction of the Railway.
  - G.** The Owner shall through restrictive covenants to be registered on title and all agreements of purchase and sale or lease provide notice to the public that the safety berm, fencing and vibration isolation measures implemented are not to be tampered with or altered and further that the Owner shall have sole responsibility for and shall maintain these measures to the satisfaction of CN.
  - H.** The Owner shall enter into an Agreement with CN stipulating how CN's concerns will be resolved and will pay CN's reasonable costs in preparing and negotiating the agreement.
  - I.** The Owner shall be required to grant CN an environmental easement for operational noise and vibration emissions, registered against the subject property in favour of CN.
-



## Principle Main Line Requirements

1. Berm, or combination and noise attenuation fence, having extensions or returns at the ends, to be erected on adjoining property, parallel to the railway right-of-way with construction according to following:
  - a) Minimum total height 5.5 metres above top-of-rail;
  - b) Berm minimum height 2.5 metres and side slopes not steeper than 2.5 to 1.
  - c) Fence, or wall, to be constructed without openings and of a durable material weighing not less than 20 kg. per square metre (4 lbs/sq.ft.) of surface area.

No part of the berm/noise barrier is to be constructed on railway property.

A clause should be inserted in all offers of purchase and sale or lease, and be registered on title or included in the lease of each dwelling affected by any noise and vibration attenuation measures, advising that any berm, fencing, or vibration isolation features implemented as not be tampered with or altered, and further that the owner shall have the sole responsibility for and shall maintain these features.

Dwellings must be constructed such that the interior noise levels meet the criteria of the appropriate Ministry. A noise study should be carried out by a professional noise consultant to determine what impact, if any, railway noise would have on residents of proposed subdivisions and to recommend mitigation measure, if required. The Railway may consider other measures recommended by the study.

2. Setback of dwellings from the railway right-of-way to be minimum of 30 metres. While no dwelling should be closer to the right-of-way than the specified setback, an unoccupied building, such as a garage, may be built closer. The 2.5 metre high earth berm adjacent to the right-of-way must be provided in all instances.
3. Ground vibration transmission to be estimated through site tests. If in excess of the acceptable levels, all dwellings within 75 metres of the nearest tract should be protected.

The measures employed may be:

- a) Support the building on rubber pads between the foundation and the occupied structure so that the maximum vertical natural frequency of the structure on the pads is 12 Hz;
  - b) Insulate the building from the vibration originating at the railway tracks by an intervening discontinuity or by installing adequate insulation outside the building, protected from the compaction that would reduce its effectiveness so that vibration in the building became unacceptable; or
  - c) Other suitable measures that will remain their effectiveness over time.
4. A clause should be inserted in all offers of purchase and sale or lease and in the title deed or lease of each dwelling within 300m of the railway right-of-way, warning prospective purchasers or tenants of the existence of the Railway's operating right-of-way; the possibility of alternations including the possibility that the Railway may expand its operations, which expansion may affect the living environment of the residents notwithstanding the inclusion of noise and vibration attenuating measures in the design of the subdivision and individual units, and that the Railway will not be responsible for complaints or claims from the use of its facilities and/or operations.
  5. Any proposed alterations to the existing drainage pattern affecting railway property must receive prior concurrence from the Railway, and be substantiated by a drainage report to be reviewed by the Railway.
  6. A 1.83 metre high chain link security fence be constructed and maintained along the common property line of the Railway and the development by the developer at his expense, and the developer is made aware of the necessity of including a covenant running with the lands. In all deeds, obliging the purchasers of the land to maintain the fence in a satisfactory condition at their expense.
  7. Any proposed utilities under or over railway property to serve the development must be approved prior to their installation and be covered by the Railway's standard agreement.



### Recommendations and Requirements for Adjacent Commercial Development

#### Commercial development serviced by the railway and/or industrial use:

Commercial developments or buildings serviced by the railways may be built adjacent to or over siding tracks in accordance with the clearances stipulated in the Standard Practice Circular – Track.

#### Commercial development not serviced by rail and/or non-industrial use:

Should at no times be on the railway right of way, and depending on track speed should be no less than the following distances from the nearest rail:

Type of Track	Track Speed	Distance from Track Centerline	Track Classification
Main	40 kph or less (25 mph)	9 Meters (30 feet)	Class 2 track
Main	65 kph or less (40 mph)	12.2 Meters (40 feet)	Class 3 track
Main	More than 65 kph (40 mph)	15.2 Meters (50 feet)	Class 4 & 5 track
Other than Main track	N/A	4.6 Meters (15 feet)	N/A

#### Fencing:

In instance where public parking lots and open spaces are adjacent to railway property, the CPR has concerns with respect to pedestrian trespass and the safety issues associated with same it is recommended that a 1.83 metre high chain link fence be constructed and maintained along the common property line of the Railway and the development by the developer at his expense. The developer is to also include a covenant running with the lands, in all deeds, obliging the purchasers of the land to maintain the fence in a satisfactory condition at their expense.

Otherwise, fencing is to be provided by the developer or as follows:

Agricultural use – None – Provided purchaser provides CPR with letter for fencing exemption.

Pasture use - 4 strand barb wire or equal

Industrial use – 1M (4') chain link or equal

### **Existing Drainage Patterns:**

Any proposed alterations to the existing drainage pattern affecting railway property including but not limited to acceleration of surface runoff must receive prior concurrence from the Railway, and be substantiated by a drainage report.

### **Services:**

Any proposed utilities under, over or along railway property to serve the development must be designed in accordance with the appropriate CSA standards, Railway Association of Canada Standards and American Railway Engineering Association Standards as may be applicable. All plans for utility occupancies of railway property must be approved by the Railway prior to construction and installation.

### **Access Across Railway Property:**

Any access roads across the railway will be subjected to Railway approval, and must be in compliance with the latest Transport Canada regulations concerning same. If the crossing is approved, the owner will be required to execute a license agreement with respect to the terms and conditions of the crossing.

\*Note: Railway road crossings are all subject to Transport Canada requirements. Maintaining proper sight lines at road crossings could affect the positioning of buildings on property adjacent to railways. Should sight lines not be maintained, other crossing protection as required by Transport Canada will be installed at the expense of the developer.

## **Submission Guidelines for Crash Walls**

The Railway/GO Transit may consider a crash wall on the condition it provides equivalent safety measure to the required earthen berm. When proposing such a structure, the following components should be in your submission.

### **1. Covering Letter**

- Summary of items enclosed,
- Location and date of previous, approved, similar designs by this designer, if any,
- Alternative materials/configurations considered and benefits of this design,
- A Location or Key Plan. This will be used to identify the mileage and subdivision, the classification of the rail line, and the maximum speed for freight and passenger rail traffic, all obtained from UMA Engineering for CN-owned corridors or from GO Transit for GO-owned corridors.
- Name, phone, fax and e-mail address of your contact.

### **2. Geotechnical Report – (2 copies)**

- Soil properties used in design, and how determined,
- Borehole logs including location plan, if required to support these properties,
- Narrative report describing soil and ground water conditions, if required as above.

### **3. Design of Crash Walls – (2 copies)**

- Calculations analyzing proposed crash wall for Load Cases 1 to 4, considered representative of a derailed train, signed and sealed by a professional engineer.
- Freight Train Load Case 1 – Glancing Blow: three locomotives weighing 200 tons each plus six cars weighing 143 tons each, impacting the wall at 10 degrees to the wall,
- Freight Train Load Case 2 – Direct Impact: single car weighing 143 tons impacting the wall at 90 degrees to the wall.
- Passenger Train Load Case 3 – Glancing Blow: two locomotives weighing 148 tons plus six cars weighing 74 tons each impacting the wall at 10 degrees to the wall.
- Passenger Train Load Case 4 – Direct Impact: single car weighing 74 tons impacting the wall at 90 degrees to the wall.

- The analysis should reflect the specified track speeds for passenger and/or freight trains applicable within the subject corridor.
  - To assist in designing the structure for the above load cases, use:
    - Speed of derailed equipment impacting the wall = appropriate track speed,
    - Height of application of impact force = 3 feet above ground,
    - Minimum height of wall facing tracks = 7 feet above top of rail elevation.
  - For energy dissipation, assume:
    - Plastic deformation of individual car due to direct impact = 1 foot (maximum).
    - Total compression of linkages and equipment of the two or three locomotive and six car consist = 10 feet (maximum),
    - Deflection of wall to be determined by the designer.
  - The design must incorporate horizontal and vertical continuity to distribute the loads from the derailed train.
4. **Drawings – (2 hard copies as well as .pdf format)**
- Site plan clearly showing property line, location of wall structure, centreline and elevation of nearest rail track,
  - Layout and structural details of proposed structure, including all material notes and specs and construction procedures/phasing. All drawings signed and sealed by a professional engineer.
  - Extent and treatment of any temporary excavations on railway property.
5. **Cheque**
- Cheque payable to AECOM Canada for cost of this review in the amount of \$3,050. plus HST. This includes a Go Transit administration fee of \$50.00
  - This amount covers the costs of a standard review. If additional submissions, site visits, meetings, review of more than one alternative or unusually complex designs are involved, additional fees may be requested.
6. **Post-Construction Certificate – (1 copy)**
- Engineer's certificate of completion describing actual construction, and certifying that the structure was built as per approved drawings.



- Copy of as-built drawings, as part of the engineer's certification of completion.

### **Access to Railway Operating Rights-of-Way**

Permits **must** be obtained before entering into any Railway Operating right-of-way.

Some or all of the following may also be required: - proper railway flagging protection, cable locates, liability insurance, release of liability, safety training.

UMA Engineering Ltd, will provide guidance as to the proper process to be followed in this regard. Fees will be established based on the nature and extent of the work being proposed.

### **Communication for Submissions**

All correspondence during the review process should be directed to UMA Engineering Ltd.

Upon completion of our review, a confidential report our findings will be made to the railway company, who will subsequently contact the applicant.

The applicant will be notified when the report has been submitted to the railway.

### **Liability and Responsibility**

The review will be undertaken with the understanding that neither the railway nor UMA Engineering Ltd. Shall be any responsibility nor liability whatsoever for the design or adequacy of the crash wall, notwithstanding that any plans or specifications may have been reviewed by the railway nor UMA Engineering Ltd. No such review shall be deemed to limit the applicant's full responsibility for the design and construction of the works.

Mississauga, ON

July 2005

Rev. October 2009



**Site Plan Approval Handbook  
Municipality of Clarington**

**Appendix 5 Region of Durham Requirements and Guidelines for  
Waste Collection**

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## **By-Law 46-2011**

### **A By-law To Regulate the Provision of the Waste Management Services Under the Jurisdiction of The Regional Municipality of Durham**

**OFFICE CONSOLIDATION – JANUARY 2014**

**As Amended by By-Law:**

By-Law Number:      Date Passed:

59-2013

December 11, 2013

## INDEX

<b>Part 1</b>		
Section		
1.1	Short Title	Pg. 5
1.2	Definitions	Pg. 5-12
<b>Part 2</b>		
Application & Interpretation		Pg. 12
<b>Part 3</b>		
Administration		
3.1	Administration	Pg. 12-14
3.2	Authority of the Commissioner	
<b>Part 4</b>		
Collection Service		
4.1	Curbside Collection	Pg. 14-16
4.2	Time Restrictions of Curbside Residential Waste Set out	
4.3	Frequency of Curbside Waste Collection Service	
4.4	Garbage Receptacles	
4.5	Garbage Tags	
4.6	Recycling Receptacles	
4.7	Household Organics Receptacles	
4.8	Yard Waste Receptacles	
<b>Part 5</b>		
Waste Set-out Requirements & Scavenging		Pg. 16-19
<b>Part 6</b>		
On-site Waste Collection		Pg. 19-20
<b>Part 7</b>		
Unacceptable Waste		Pg. 20
<b>Part 8</b>		
Waste Management Facilities		Pg. 20-21
<b>Part 9</b>		
Region Landfill Sites		Pg. 21-22
<b>Part 10</b>		
Material Recovery Facility		Pg. 22
<b>Part 11</b>		
Industrial, Commercial or Institutional Waste		Pg. 23
<b>Part 12</b>		
Rates and Charges		Pg. 23
<b>Part 13</b>		
General		Pg. 23-24
<b>Part 14</b>		
Enforcement		Pg. 25-26
14.1	Powers of Entry	
14.4	Work Order	
14.9	Remedial Action	
14.20	Offence	
14.21	Penalty	
14.23	Prohibition Order	

<b>Part 15</b> Conflict with existing law	Pg. 27
<b>Part 16</b> Severability	Pg. 27
<b>Part 17</b> Repeal	Pg. 27

## APPENDICES

<b>SCHEDULE</b>	<b>TITLE</b>	<b>Page #</b>
A	Bulky Goods	28
B	Municipal Hazardous or Special Waste	29
C	Home Health Care Waste	30
D	Diaper / Medical Condition Collection Program	31
E	Diaper / Medical Condition Collection Program Application Form	32
F	Household Organic Waste	33
G	Unacceptable Waste for Curbside or On-Site Collection	34
H	Recyclable Materials	35
I	Metal Goods/Appliance	37
J	Scrap Metal	37
K	Yard Waste	38
L	Waste Electrical and Electronic Equipment	39
L-1	Porcelain Bathroom Fixtures	40
M	Acceptable Waste at Waste Management Facilities	41
N	Landfill Restrictions	42
O	Approved Regional Waste Collection Services	43-44
P	Technical and Risk Management Guidelines For Waste Collection Services on Private Property	45-62

## BY-LAW 46-2011

### A By-law To Regulate the Provision of Waste Management Services Under the Jurisdiction of the Regional Municipality of Durham

Being a by-law to consolidate, repeal and replace the by-laws that regulate the provision of Waste Management Services under the jurisdiction of The Regional Municipality of Durham.

**WHEREAS** Council may pass by-laws respecting waste management in The Regional Municipality of Durham (the “Region” or “Regional” as the circumstances require);

**AND WHEREAS** on June 19, 2002 Council enacted By-law 33-2002 assuming all waste management powers of the Area Municipalities within the Region;

**AND WHEREAS** on June 19, 2002 Council further enacted By-law 34-2002 exempting the Area Municipalities of City of Pickering (“Pickering”), the Town of Ajax (“Ajax”), the Town of Whitby (“Whitby”) and the City of Oshawa (“Oshawa”) from the assumption of the waste management powers set out in By-law 33-2002;

**AND WHEREAS** on March 24, 2004 Council enacted By-law 23-2004, effective January 1, 2004, to transfer lower tier waste management powers from Pickering to the Region;

**AND WHEREAS** on November 30, 2005 Council enacted By-law 53-2005, effective January 30, 2006, to transfer lower tier waste management powers from Ajax to the Region;

**AND WHEREAS** Oshawa and Whitby retain responsibility for the collection of residential garbage, household organic waste, yard waste, and other special waste collection services, such as bulky goods, appliances, and scrap metal, save and except those relating to the Blue Box Program (as defined hereafter) and including recycling collection, processing and marketing;

**AND WHEREAS** Oshawa and Whitby have partnered with the Region in order to provide standardized waste collection services Region-wide;

**AND WHEREAS** the Region may impose fees or charges for services or activities provided or done by or on behalf of it, for costs payable by it for services or activities provided or done by or on behalf of any other municipality or local board, and for the use of its property including property under its control;

**NOW, THEREFORE, BE IT ENACTED AND IT IS HEREBY ENACTED** as a by-law of The Regional Municipality of Durham by the Council thereof as follows:

#### PART I

##### SHORT TITLE

1.1 This By-law may be referred to as the “Durham Region Waste Management By-law.”

##### DEFINITIONS

In this By-law:

1.2 “**Agricultural Waste**” means waste, other than sewage, resulting from farm operations, including animal husbandry and where a farm operation is carried on in respect of food packing, food preserving, animal slaughtering or meat packing, includes the waste from such operations.

1.3 “**Animal Waste**” means feces from any household pet including, but not limited to, dogs, cats, and birds and also includes all material that has come into direct contact with the feces and all material contaminated with the feces.

1.4 “**Area Municipality**” means a local municipality within the Region, as defined in the *Municipal Act, 2001*.

- 1.5 “**Ash**” means the solid residue of any household fuel after such fuel has been consumed by fire.
- 1.6 “**Biomedical Waste**” means Waste that is generated by and includes:
- (a) human health care and residential facilities, including syringes, hypodermic needles, sharps and medical dressings.
  - (b) animal health care facilities;
  - (c) medical research and medical teaching establishments; ;
  - (d) veterinary research and veterinary teaching establishments ;
  - (e) health care teaching for human health care;
  - (f) health care teaching for animal health care;
  - (g) clinical testing or research laboratories;
  - (h) the professional office of a health professional within the meaning of the *Regulated Health Professions Act, 1991*;
  - (i) the professional office of a member of the College of Veterinarians of Ontario;
  - (j) mortuaries and funeral establishments, including any similar establishments for pets and other animals;
  - (k) facilities involved in the production and testing of vaccines;
  - (l) facilities involved in mobile health care for humans; or
  - (m) facilities involved in mobile health care for animals, but does not include waste that is from animal husbandry, controlled in accordance with the *Health of Animals Act, S.C. 1990, c. 21*, the *Food Safety and Quality Act, 2001, S.O. 2001, c. 20*, or the *Meat Inspection Act, R.S.C. 1985, c.25*; or generated in food production, general building maintenance or office administration at one of the facilities mentioned in clauses (i) to (xii); or
- 1.7 “**Blue Box**” means a durable, four-sided, weather-proof, plastic container which is either provided by the Region or which meets the requirement of the Region for the municipal collection of Recyclable Materials and which is tapered in shape with the bottom being smaller than the top and having a lipped top edge that allows the container to be easily picked up by the collector and hung on the side of a recycling collection vehicle.
- 1.8 “**Bulky Item**” means a household item as described in Schedule “A” of this By-law.
- 1.9 “**Christmas Trees**” means, for the purpose of this By-law, any natural evergreen trees used for the purpose of celebrating Christmas, excluding any decorations, tinsel, wire or plastic bags.
- 1.10 “**Collection Point**” means the part of the of an Eligible Property that has been designated by the Region for the Set Out and municipal collection of Bulky Items, Garbage, Household Organics, Recyclable Materials, Metal Goods/Appliances, Scrap Metal and Yard Waste or any other collectible Waste.
- 1.11 “**Commercial Property**” means those properties zoned as commercial.
- 1.12 “**Commissioner**” means the Commissioner of Works for the Region, or his or her designate.
- 1.13 “**Compostable Liner Bag**” means:
- (a) a liner bag that meets or exceeds the requirements of the ASTM D-6400 or ASTM 6868 standard, and that are certified by Canada’s Bureau de Normalisation du Quebec Standard for Compostable Plastic Bags P9011-911-5, and/or by the Biodegradable Products Institute of the USA, and that is used for placement of Household Organics in a Household Organics Receptacle;
  - (b) a kraft paper bag used to line a Household Organics Receptacle;
  - (c) another liner bag as may be deemed acceptable by the Region.
- 1.14 “**Composter**” means a retail or home-made unit of reasonable appearance and in reasonable condition designed to enhance the decomposition of organic materials into a compost soil, humus, or soil supplement.



- 1.15 **“Compost Heap”** means a designated area of a property intended for the collection of organic materials suitable for the decomposition of the organic materials into a compost soil, humus, or soil supplement for which the dimensions and appearance of said area are deemed by the Region to be reasonable to the size of the property and for easy maintenance.
- 1.16 **“Contractor”** means any individual, firm, company or corporation and the employees or agents of any such individual, firm, company or corporation with whom the Region has entered into a contract or agreement for the collection, processing, handling, haulage, marketing, or disposal of Waste.
- 1.17 **“Council”** means the Council of the Regional Municipality of Durham.
- 1.18 **“Curbside Collection”** means the municipal collection of Waste in Proper Receptacles from approved Collection Points, either abutting a property and as close as possible to the edge of the roadway without obstructing the roadway, or adjacent sidewalk(s) or pathway(s) and not extending beyond the frontage of the property.
- 1.19 **“Designated Business Area”** means the downtown business areas as designated by the Region.
- 1.20 **“Diaper/Medical Condition Collection Program”** means a collection program for residents eligible for special consideration as referred to in Schedule “D” to this by-law;
- 1.21 **“Dwelling Unit”** means a place of residence designed or intended for habitation by one (1) or more persons with its own culinary and sanitary facilities which are provided for the exclusive use of the person or persons who reside therein.
- 1.22 **“Eligible Property”** means one of the following:
- (a) any single family residential dwelling, including single detached dwelling, semi-detached dwelling, duplex dwelling, approved legalized converted dwelling, freehold or condominium frontage townhouse, or any multi-dwelling building deemed eligible by the Region based on the successful application of and the specifications outlined in Durham Region’s Technical and Risk Management Guidelines For Waste Collection Services in Schedule “P” of this By-law; and/or
  - (b) any townhouses located on private property and multi-residential apartment or condominium buildings deemed eligible by the Region based on the successful application of and the specifications outlined in Durham Region’s Technical and Risk Management Guidelines For Waste Collection Services in Schedule “P” of this By-law; and/or
  - (c) small businesses deemed by the Region to be conforming to the provisions of residential collection or deemed part of a Designated Business Area;
- 1.23 **“Facility”** means a property owned or controlled by the Region for the management, transfer, processing or disposal of Waste, or any combination of the foregoing, including:
- (a) Material Recovery Facility (MRF);
  - (b) Brock Landfill and Waste Management Facility;
  - (c) Scugog Waste Management Facility;
  - (d) Oshawa Waste Management Facility; and/or
  - (e) Any other facility used for the management, transfer, processing or disposal of Waste.
- 1.24 **“Fee”** means any monies payable as determined by the Region for Garbage Bag Tags, the disposition of any Waste at any Facility, or for any other service as approved by Regional Council.
- 1.25 **“Front-End Collection”** means the bulk collection of Waste by means of a front-end collection vehicle.

1.26 “**Garbage**” means solid, non-hazardous Waste other than Recyclable Materials, Household Organics, Municipal Hazardous or Special Waste, Metal Goods/Appliances, Bulky Items, Scrap Metal, Yard Waste, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures and Unacceptable Waste as described in the Schedules of this By-law.

*(Amended by By-law 59-2013)*

1.27 “**Garbage Bag Limit**” means the maximum allowable number of bags or equivalent units of Garbage that may be Set Out without being Tagged, as determined by the Region from time to time as required and as described in the Schedules of this By-law.

1.28 “**Garbage Bag Tag**” means a sticker, tab, tie or label approved by the Region for the purpose of identifying any Garbage Receptacles for collection above the Garbage Bag Limit.

1.29 “**Garbage Receptacle**” means:

- (a) a front-end loading container, roll-off container, lugger bin, compacter unit, rear packer bin, side loading bin and any other containers designated by the Region as approved containers for the collection of Garbage at Multi-residential Properties;
- (b) a rigid container having:
  - (i) a lid which is readily separable from the container, which when covered is watertight;
  - (ii) handles that are attached or molded to the exterior of the container;
  - (iii) a capacity less than 125 litres (30 imperial gallons);
  - (iv) an external width no greater than 60 centimetres (24 inches);
  - (v) an external height no greater than 95 centimetres (38 inches);
  - (vi) capable of supporting a weight of no more than 20 kilograms (44 pounds);
- (c) a plastic bag:
  - (i) with a width no greater than 66 centimetres (26 inches);
  - (ii) with a height no greater than 90 centimetres (36 inches);
  - (iii) have the capability to be securely closed or tied when filled; and
  - (iv) durable to support a weight of no more than 20 kilograms (44 pounds) when lifted without tearing,

and does not include a Recycling Receptacle, a Yard Waste Receptacle or a Household Organics Receptacle.

1.30 “**Green Bin**” means a container for Household Organics collection for the purpose of the Region-wide Organics Program, supplied by the Region and described as follows;

- (a) a plastic, lidded bin, with or without wheels, which is compatible with the Region’s Contractor for the provision of Household Organics collection, and;
- (b) having a capacity ranging between 46 to 50 litres (8 to 11 imperial gallons).

1.31 “**Home Health Care Waste**” means the items referred to in Schedule “C” used for personal home health care.

1.32 “**Household Organics**” means kitchen food waste and any other organic material collected separately for the purpose of composting as determined by the Region and identified in Schedule “F” of this By-law.

- 1.33 **“Household Organics Receptacle”** means;
- (a) a Green Bin, or;
  - (b) such other container determined by the Region as acceptable for setting out Household Organics materials
- 1.34 **“Illegal Dumping”** means the disposal of Waste on Private Property or Public Property by a person or persons who is neither an Owner nor an Occupier of the said property and done so without the expressed permission of the Owner of the said property subject to compliance with local by-laws and statutes.
- 1.35 **“Industrial Property”** means those properties zoned as industrial.
- 1.36 **“Industrial, Commercial or Institutional Waste”** means Waste originating from any industrial, commercial or institutional property, including but not limited to:
- (a) an enterprise or activity involving warehousing, storage or industrial, manufacturing, or commercial processes or operations;
  - (b) research or experimental enterprise or activity;
  - (c) an enterprise or activity where goods or services are kept or offered for sale;
  - (d) hotels and motels;
  - (e) clinics that provide medical, dental or veterinary diagnosis or treatment;
  - (f) laboratories or hospitals;
  - (g) construction or demolition projects, or large home renovations.
- 1.37 **“Institutional Property”** includes, but is not limited to, a building that is a seniors' home, place of worship, day care, community shelter, school, or community college and university student residence, Regional or Area Municipality property and any other facilities as designated by the Region.
- 1.38 **“Kraft Paper Bag”** means a compostable paper bag designed and manufactured specifically for the handling of Household Organics and/or Yard Waste.
- 1.39 **“Liquid Waste”** means Waste which is not solid and which exhibits evidence of free water, or other liquids, whether or not contained.
- 1.40 **“Metal Goods/Appliances”** include, but are not limited to, the items listed in Schedule “I” of this By-law, but do not include these materials when discarded as a result of renovations to a Multi-Residential Property.
- 1.41 **“Multi-Residential Property”** means a high rise apartment building, condominium Property, townhouse Property, co-op Property or other similar residential Property containing more than six (6) self contained dwelling units.
- 1.42 **“Municipal Hazardous or Special Waste”** means the items referred to as Municipal Hazardous or Special Waste in Schedule “B”, and any other Waste material designated as Municipal Hazardous or Special Waste by Provincial statute and/or the Region.
- 1.43 **“Occupant”** means an “occupier” as defined in the *Occupiers' Liability Act*.
- 1.44 **“Officer”** means a person appointed or hired by the Region as a municipal law enforcement officer and/or a Provincial Offences Officer and/or a Police Officer.
- 1.45 **“On-Site Waste Collection”** means the collection of Waste from containers and/or waste storage areas located on Private Property or Public Property.

- 1.46 “**Owner**” means a person, corporation, partnership or any other legal entity that is the registered owner of a property, land or premise.
- 1.47 “**Pathological Waste**” means pathological waste as defined in R.R.O. 1990, Regulation 347, passed pursuant to the *Environmental Protection Act*.
- 1.48 “**Person**” means any individual, corporation, partnership or trust and, in the case of a corporation, any director, employee, or agent acting on behalf of the corporation.
- 1.49 “**Private Property**” means any land or building that is registered to a person on title in the Land Registry Office or Land Titles Division, as the case may be, that is not an Area Municipality in the Region, a Conservation Authority, the Region, or the Crown in Right of Ontario, the Crown in Right of Canada or any emanations thereof, unless it is leased to a person or corporation not listed above.
- 1.50 “**Public Property**” means any land or building that is owned by an Area Municipality, a Local Board as defined in the *Municipal Act, 2001*, the Region, a Conservation Authority, or the Crown in Right of Ontario, the Crown in Right of Canada or any emanations thereof.
- 1.51 “**Receptacle**” means a Garbage Receptacle, Recycling Receptacle, Yard Waste Receptacle, or Household Organics Receptacle approved by the Region.
- 1.52 “**Recyclable Materials**” means any Waste or material designated as such under a waste collection contract entered into between the Region and a Contractor, mandated under Ontario Regulation 101/94 passed pursuant to the *Environmental Protection Act* or otherwise as designated by the Region, subject to the approval of Council, as a material to be collected separately from other Waste, for the purpose of recycling, and includes, but is not limited to, the items referred to in Schedule “H” of this By-law.
- 1.53 “**Recycling Receptacle**” means:
- (a) Recycling Container;
    - (i) a Blue Box, or;
    - (ii) such other container determined by the Region as acceptable for setting out recyclable materials;
  - (b) Semi-automated Cart;
    - (i) a plastic bin equipped with wheels which is compatible with the lifting equipment that may be used by the Region’s Contractor for the provision of recycling collection service;
  - (c) Front-end Bin;
    - (i) a fully covered, water-tight container with a capacity greater than 1.5 cubic metres (2 cubic yards) and less than 6 cubic metres (8 cubic yards) which is compatible with the equipment used by the Region’s Contractor for the provision of recycling collection service; or ,
  - (d) such other containers, in good working order determined by the Region as acceptable for setting out Recyclable Materials.
- 1.54 “**Region**” means, for the purposes of this by-law, The Regional Municipality of Durham.
- 1.55 “**Residential Unit**” means a self-contained residential Dwelling Unit permitted by Law for permanent residency that is:
- (a) a single-detached single-family residence;
  - (b) a semi-detached single-family residence;
  - (c) a unit in a duplex, triplex, four-plex, five-plex or six-plex; or

- (d) a unit in a residential apartment building, a residential condominium Property, a residential townhouse development, a residential co-op Property, or other similar residential Property which is considered an eligible property under this By-law;

excluding a hotel, motel, restaurant or units in a Multi-Residential Property.

- 1.56 **“Residential Waste”** means Waste that is discarded for collection that originates from a Dwelling Unit, a Residential Unit or unit in a Multi-Residential Property serviced with municipal Waste Collection and includes any Waste described in this By-law.
- 1.57 **“Roadside Waste Storage Box”** means an enclosure used by an Owner/Occupier of a rural Property for the temporary storage of Waste which is Set Out for collection.
- 1.58 **“Scavenging”** means the uncontrolled or unauthorized removal of reusable material from Waste at any location or facility.
- 1.59 **“Scheduled Collection Day”** means a day of Residential Waste collection for a particular geographic area within the Region as determined by the Region, subject to the approval of Council.
- 1.60 **“Set Out”** means to place, cause or permit to be placed, Waste at any location on Private Property or Public Property for the purpose of municipal waste collection.
- 1.61 **“Tagged”** means having attached an approved Garbage Bag Tag to a Garbage Receptacle or, in the case of On-Site Collection, having paid the collection fee, if applicable, for the collection of Garbage Receptacles in excess of the Garbage Bag Limit.
- 1.62 **“Unacceptable Waste”** means waste items set out for collection as referred to in Schedule “G” of this By-law or other waste not conforming to one or more of the elements of the definition of “municipal waste” described in Ontario Regulation 347 RRO 1990 or other applicable law or regulation as amended, extended and/or reenacted from time to time.
- 1.63 **“Unacceptable Set-Out Tag”** means a written notice tag or sticker supplied and left by the Region advising the Owner/Occupier that Waste materials have been Set Out in violation of the requirements described in this By-law.
- 1.64 **“Waste”** includes acceptable and Unacceptable Waste which is discarded from any source, including but not limited to litter and Waste Set Out for collection including Garbage, Recyclable Materials, Household Organic Waste, Yard Waste, Bulky Items, Metal goods/Appliances, Scrap Metal, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures as described in the Schedules of this By-law.  
*(Amended by By-law 59-2013)*
- 1.65 **“Waste Electrical and Electronic Equipment” or “WEEE”** means waste defined under Ontario Regulation 393/04 and as described in Schedule “L” of this By-law.
- 1.66 **“Yard Waste”** means the items included in Schedule “K” of this By-law, and any other waste material designated as Yard Waste by the Region.
- 1.67 **“Yard Waste Receptacle”** means:
  - (a) an open rigid container being tapered with the base of a smaller circumference than the top having:
    - (i) handles that are attached or molded to the exterior of the container;
    - (ii) a capacity less than 125 litres (30 imperial gallons);
    - (iii) an external width no greater than 60 centimetres (24 inches);

- (iv) an external height no greater than 95 centimetres (38 inches);
  - (v) capable of supporting a weight of 20 kilograms (44 pounds); and
  - (vi) an affixed label that clearly identifies the contents as “YARDWASTE”; or
- (b) a Kraft Paper Bag specifically designed for yard waste and;
    - (i) with a width no greater than 66 centimetres (26 inches);
    - (ii) with a height no greater than 90 centimetres (35 inches);
    - (iii) have the capability to be securely closed or tied when filled; and
    - (iv) durable to support a weight of 20 kilograms (44 pounds) when lifted without tearing; or
  - (c) a bushel basket capable of supporting 20 kilograms (44 pounds) when lifted; or
  - (d) a bundle of tree and shrub limbs, tied with string or rope (non-plastic), only if such limbs are no more than 116 millimetres (4 inches) in diameter, no longer than 1 metre (3 feet) in length and are securely tied into compact bundles or parcels no more than 20 kilograms (44 pounds) in weight; or
  - (e) such other reusable containers, in good working order or determined by the Region as acceptable for setting out Yard Waste.

1.68 **“Porcelain Bathroom Fixtures”** means the items included in Schedule “L-1” of this By-law, and any other Waste material designated as Porcelain Bathroom Fixtures by the Region.

*(Amended by By-law 59-2013)*

1.69 **“Rigid Plastic”** means a hard plastic item as described in Schedule “H” of this By-law, and any other Waste material designated as acceptable Rigid Plastic by the Region.

*(Amended by By-law 59-2013)*

## **PART 2**

### **2.1 APPLICATION AND INTERPRETATION**

- (a) The provisions of this By-law shall apply to all lands and structures within the boundaries of the Region.
- (b) The necessary grammatical changes required to make the provisions of this By-law applicable to corporations, partnerships, trusts, and persons, and to include the singular or plural meaning where the context so requires, shall in all cases be assumed as though fully expressed.
- (c) The words “include” and “including” are not to be read as limiting the meaning of a word or term to the phrases or descriptions that follow.
- (d) The insertion of headings and the division of this chapter into sections and subsections are for convenience of reference only and shall not affect the interpretation thereof.
- (e) Any references in this By-law to any statutes, regulations or by-laws shall be deemed to be a reference to such statutes, regulations or by-laws, as amended, restated or replaced from time to time.

## **PART 3**

### **3.1 ADMINISTRATION**

- (a) The Commissioner shall be responsible for the administration of this By-law.
- (b) All Officers are authorized to enforce this By-law.

- (c) The Commissioner is authorized to delegate the responsibility for the administration of this By-law as deemed appropriate by the Commissioner in accordance with the policies and by-laws of the Region.
- (d) All Schedules attached to this By-law form part of this By-law.
- (e) The Region may retain a Contractor or Contractors to fulfill the Region's responsibilities under this By-law.
- (f) If, due to breakdown of equipment, strike, inclement weather, or any other cause, Waste collection is not provided to a property, the Region shall not be liable to any person for any damages, costs or expenses due to the failure of such Waste collection to take place.
- (g) If the Region changes a Waste Collection Day, the Region shall make reasonable efforts to advise all affected persons by notice in a local newspaper published at least three (3) times prior to the change or by such other method approved by the Region, but in no event shall the Region be liable to any person for the failure to give such notice or the failure of any person to receive such notice.

### 3.2 **AUTHORITY OF THE COMMISSIONER OF WORKS**

In accordance with the policies and by-laws of the Region, the Commissioner shall have the authority to:

- (a) operate and administer the Region's Waste collection, Recycling, Composting, Transfer and Disposal services in accordance with the provisions of this By-law;
- (b) appoint Officers for the purpose of the enforcement of this By-law;
- (c) determine the frequency and scheduling of Waste collection services, in accordance with the provisions of this By-law;
- (d) designate Waste Collection Points;
- (e) discontinue or refuse Waste collection services to any Owner/Occupant whose property does not meet the requirements of this By-law (including the Technical and Risk Management Guidelines for Waste Collection Services on Private Property) and/or is deemed unsafe for entry or egress by the Region or the Contractor for any reason, including but not limited to, the physical layout, loading facilities or the methods of handling Waste on the property;
- (f) discontinue or refuse Waste collection services to any Owner/Occupant who, in the reasonable opinion of the Commissioner, is in violation of this By-law;
- (g) suspend Waste collection services in all or part of the Region, in the event of inclement weather or other condition that in the reasonable opinion of the Commissioner renders the provision of Waste collection services unsafe or otherwise undeliverable;
- (h) establish site specific requirements for Waste collection, as a condition of approving a property as eligible to receive Regional Waste collection services, with the work and expense of conforming to established site specific requirements, in accordance with Appendix "P", being the sole responsibility of the Owner of the site or property requesting the Waste collection service from the Region;
- (i) from time to time, and subject to the approval of Council, adjust the Garbage Bag Limit, set and adjust fees or charges for the purchase of Tags, and declare Exemption Periods during which Owner/Occupants are permitted to Set Out Garbage Receptacles or Garbage for On-Site Waste Collection in excess of the limits described in this By-law;

- (j) from time to time, and subject to the approval of Council, adjust the service levels for the services described in this By-law;
- (k) from time to time, and subject to the approval of Council, designate Wastes in addition to those already designated by law or product stewardship programs; and/or
- (l) establish such other measures required and authorized for the proper administration of Durham Region Waste Management services
- (m) evaluate and certify the acceptability for disposal of any Waste not specifically dealt with in this By-law, but consistent with this By-law, upon receiving a written request by any person proposing to deposit Waste at a Facility;
- (n) specify an acceptable time schedule, and pre-disposal conditions for the delivery of Waste which might otherwise cause undue operational difficulties at a Facility;
- (o) refuse entry to all vehicles which exceed their licensed weight capacity.

## **PART 4**

### **COLLECTION SERVICE**

#### **4.1 CURBSIDE COLLECTION**

- (a) Waste Collection service shall not be provided on the following days, other holidays proclaimed by the Province of Ontario or the Government of Canada, or on any other day specified by the Region;

New Year's Day	Family Day	Good Friday
Victoria Day	Canada Day	Civic Holiday
Labour Day	Thanksgiving Day	Christmas Day

#### **4.2 TIME RESTRICTIONS OF CURBSIDE RESIDENTIAL WASTE SET OUT**

- (a) No Owner/Occupant shall Set Out Residential Waste prior to 7:00 p.m. on a day immediately preceding a Scheduled Collection Day, or later than 7:00 a.m. on a Scheduled Collection Day.
- (b) Every Owner/Occupant shall ensure that all receptacles and all uncollected Waste are removed from the Collection Point at which it was Set Out by no later than 8:00 p.m. on the Scheduled Collection Day.

#### **4.3 FREQUENCY OF CURBSIDE WASTE COLLECTION SERVICE**

The Region shall collect Waste on the Scheduled Collection Day as described in Schedule "O" to this By-law, or as may be amended by the Region from time to time.

#### **4.4 GARBAGE RECEPTACLES**

- (a) No Owner/Occupant shall Set Out Residential Garbage which is not contained within a proper Garbage Receptacle;
- (b) No Owner/Occupant shall Set Out Garbage contained in:
  - (i) Paint cans;
  - (ii) Containers which are smaller at the top than at the bottom;
  - (iii) Containers having an attached lid which can not be easily and completely removed to facilitate collection;
  - (iv) Cardboard boxes;



- (v) Semi-automated carts, save and except those in designated collection areas and approved by the Region;
  - (vi) Containers of a type which have not been approved by the Region; or
  - (vii) Any receptacle from which Waste cannot be conveniently collected having regard to such matters as safety of the operator and efficiency of collection.
- (c) Garbage that is packed in rigid Garbage Receptacles where a device has been used to tie down the lid will not be collected unless the device is removed prior to collection.
  - (d) Garbage that is packed in rigid Garbage Receptacles and exceeds the height level of the sides of a Proper receptacle may not be collected and must be Tagged as being over the Garbage Bag Limit.
  - (e) No Owner/Occupant shall Set Out Garbage Receptacles weighing more than 20 kilograms (44 pounds).
  - (f) No Owner/Occupant shall Set Out a Garbage Receptacle unless it contains only Garbage.
  - (g) No Owner/Occupant shall set out a Garbage Receptacle containing Recyclable Materials, Household Organics, Municipal Hazardous or Special Waste, Metal Goods/Appliances, Bulky Items, Scrap Metal, Yard Waste, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures or Unacceptable Waste as described in the Schedules of this By-law.

*(Amended by By-law 59-2013)*

#### **4.5 GARBAGE TAGS**

- (a) Owner/Occupants receiving residential curbside collection who are required to use Garbage Bag Tags pursuant to the Garbage Bag Limit described in this By-law, shall purchase garbage tags from designated Region-run facilities or other authorized distributors of Garbage Bag Tags, as determined by the Region. One Garbage Bag Tag shall be affixed to each Garbage Receptacle Set Out for collection above the Garbage Bag Limit.
- (b) No person shall sell or offer to sell Garbage Bag Tags without the express written permission of the Region authorizing such sale or offer to sell.

#### **4.6 RECYCLING RECEPTACLES**

- (a) No Owner/Occupant shall Set Out a Recycling Receptacle unless it contains only Recyclable Materials.
- (b) No Owner/Occupant shall Set Out Recyclable Materials which are not contained in an approved Recycling Receptacle.
- (c) No Owner/Occupant shall Set Out Recycling Receptacles weighing more than 20 kilograms (44 pounds).

#### **4.7 HOUSEHOLD ORGANICS RECEPTACLES**

- (a) No Owner/Occupant shall Set Out a Household Organics Receptacle unless it contains only Household Organics.
- (b) No Owner/Occupant shall Set Out Household Organics Receptacles weighing more than 20 kilograms (44 pounds).

- (c) No Owner/Occupant shall Set Out Household Organics in non-compostable plastic bags.

#### **4.8 YARD WASTE RECEPTACLES**

- (a) No Owner/Occupant shall Set Out a Yard Waste Receptacle unless it contains only Yard Waste.
- (b) No Owner/Occupant shall Set Out Yard Waste which is not contained in a proper Yard Waste Receptacle, save and except Christmas Trees.
- (c) No person shall Set Out Yard Waste material in a plastic bag.
- (d) No Owner/Occupant shall Set Out Yard Waste Receptacles weighing more than 20 kilograms (44 pounds).

### **PART 5**

#### **WASTE SET OUT REQUIREMENTS AND SCAVENGING**

- 5.1 No Owner/Occupant shall Set out Waste except as permitted by this By-law.
- 5.2 No Owner/Occupant shall Set Out more Garbage per Eligible Property per Scheduled Collection Day than the Garbage Bag Limit described in this By-law.
- 5.3 Notwithstanding subsection 5.1 and 5.2 of this By-law, an Owner/Occupant may Set Out Garbage Receptacles in excess of the Garbage Bag Limit described in this By-law provided that all excess Garbage Receptacles have been Tagged.
- 5.4 Garbage collected from a Multi-residential or Commercial Property using On-Site Waste Collection in excess of the Garbage Bag Limit may be subject to a collection fee to be determined from time to time by the Council.
- 5.5 The Region shall not be required to collect Garbage from a Multi-residential or Commercial Property in excess of the Garbage Bag Limit described in this By-law, where the fee referred to therein has not been paid in a manner as determined by the Region.
- 5.6 Owner/Occupant of a rural Property shall have the option to Set Out Waste for municipal Waste collection in a Roadside Waste Storage Box.
- 5.7 Owner/Occupant of a rural Property using an approved Roadside Waste Storage Box to Set Out Waste for municipal Waste Collection shall be permitted to use only one (1) Roadside Waste Storage Box per Eligible Property.
- 5.8 The Region shall collect Waste Set Out by Owner/Occupant of rural Properties directly from Roadside Waste Storage Boxes subject to the access to Waste Receptacles contained within the Roadside Waste Storage Boxes not being locked, tied down or otherwise obstructed or inaccessible at the time of collection.
- 5.9 In the event of a dispute as to the proper placement of a Roadside Waste Storage Box, the appropriate location shall be determined by the Region in its sole discretion.
- 5.10 No Owner/Occupant shall Set Out Waste in a manner that it may be blown from its container by the wind, strewn by animals, or otherwise spread about as to create litter.
- 5.11 An Owner/Occupant may Set Out corrugated cardboard:
  - (a) beside the proper Recycling Receptacle only if it has been flattened or cut and bundled not more than (1) meter (39 inches) in length, (1) meter (39 inches) in width and (1) meter (39 inches) in height; or

- (b) unbundled and placed in the proper Recycling Receptacle or in a separate cardboard box only if the corrugated cardboard has been flattened or cut with dimensions of not more than one (1) meter (39 inches) in length, (1) meter (39 inches) in width and (1) meter (39 inches) in height.
- 5.12 No Owner/Occupant shall Set Out a Christmas tree that exceeds 3 metres (10 feet) in length or that is not free of all decorations or other materials, including strands, wire and plastic wrap.
- 5.13 Notwithstanding subsection 5.12 of this By-law, an Owner/Occupant may Set Out Christmas Trees that are greater than 3 meters (10 feet) in length only if the tree has been cut down into lengths that do not exceed 3 meters (10 feet) and all materials, including decorations, strands, wire, and plastic wrap have been removed.
- 5.14 No Owner/Occupant shall Set Out Waste requiring a collection appointment as may be required in Schedule "O" to this by-law where:
- (a) Metal Goods/Appliances have not had all doors and contents removed;
  - (b) the Owner/Occupant has not contacted the Region's Customer Contact Centre to schedule a collection appointment;
  - (c) the Owner/Occupant has not paid all applicable fees; and
  - (d) the Owner/Occupant has not received confirmation of a collection date;
  - (e) the Owner/Occupant has not separated the tank from the bowl in two piece toilets;
  - (f) the Owner/Occupant has not securely packaged broken Porcelain Bathroom Fixtures in a cardboard box clearly labeled as containing broken Porcelain Bathroom Fixtures and not weighing more than 20 kilograms (44 pounds).  
*(Amended by By-law 59-2013)*
- 5.15 No Owner/Occupant shall Set Out Home Health Care Waste unless it is double-bagged and placed inside a Garbage Receptacle.
- 5.16 All Owner/Occupants receiving municipal Waste collection shall separate all Household Organics, Recyclable Materials, Yard Waste, Bulky Items, Waste Electrical and Electronic Equipment, Metal Goods/Appliances, Porcelain Bathroom Fixtures and Scrap Metal from each other and from Garbage.  
*(Amended by By-law 59-2013)*
- 5.17 Owner/Occupants who, in the opinion of the Region, do not separate all Household Organics, Recyclable Materials, Yard Waste, Bulky Items, Waste Electrical and Electronic Equipment, Metal Goods/Appliances, Porcelain Bathroom Fixtures and Scrap Metal from each other and from Garbage per section 5.16 may be deemed ineligible to receive Waste collection services.  
*(Amended by By-law 59-2013)*
- 5.18 Bulky Goods, Recyclable Materials, Household Organics, Municipal Special or Hazardous Waste, Metal Goods/Appliances, Scrap Metal, Yard Waste, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures are restricted from Garbage collection. The Region may also restrict other divertable materials from Garbage collection from time to time.  
*(Amended by By-law 59-2013)*
- 5.19 No Owner/Occupant shall Set Out Municipal Hazardous or Special Waste for Collection, including Curbside and On-site Collection services.
- 5.20 Every Owner/Occupant receiving municipal Waste collection shall Set Out Residential Waste as close as possible to, but not directly on the traveled portion of the public highway or roadway directly adjacent to the Property of the Owner/Occupant, without obstructing any traveled portion of the highway or roadway,

or any adjacent sidewalk or footpath.

- 5.21 Every Owner/Occupant of a rural Property receiving municipal waste collection services who opts to Set Out Waste for collection in a Roadside Waste Storage Box shall install the Roadside Waste Storage Box as close as possible to, but not on the traveled portion of the public highway or roadway directly adjacent to the Property of the Owner/Occupant, without obstructing any traveled portion of the highway or roadway, or any adjacent sidewalk or footpath.
- 5.22 Notwithstanding subsections 5.20 and 5.21, the Region may designate a location at which the Waste from any Residential Unit or Multi-residential Property shall be Set Out and may also determine the method of collection, by notice in writing, sent by ordinary mail or personal delivery, to the Owner/Occupant of such Property as shown on the last revised assessment roll.
- 5.23 Where the Region has designated the Set Out location pursuant to subsection 5.22, no Owner/Occupant shall Set Out Waste other than at that location.
- 5.24 No Owner/Occupant shall Set Out Waste for collection on top of a windrow or other pile of snow created by snowplows or other snow clearing operation.
- 5.25 No person shall Set Out Waste upon Private Property unless that person is the Owner/Occupant of the Residential Unit or Multi-residential Property from which the Waste originates.
- 5.26 No person shall Set Out, place or discard Waste upon Public Property other than as provided for herein.
- 5.27 Waste Set Out shall be deemed to have been Set Out by the Owner/Occupant of the Residential Unit directly adjacent to the location where the Waste is found. In the case of a Multi-residential Property, Waste Set Out shall be deemed to have been Set Out by the Owner/Occupant of the Multi-residential Property.
- 5.28 Unless otherwise authorized by the Region, no person shall scavenge, pick over, sort through, collect, interfere with, disturb or remove any Waste Set Out for collection, whether contained in receptacles or otherwise.
- 5.29 Subsection 5.28 shall not apply to Regional employees, Regional agents and the Contractor, or employees of the Contractor, while in the course of carrying out duties that are necessary and required pursuant to an agreement or if expressly authorized to do so by the Region.
- 5.30 No person shall allow any animal either owned or under the person's control to scavenge, pick over, sort through, collect, interfere with, disturb or remove any Waste Set Out for collection, whether contained in receptacles or otherwise.

## **PART 6**

### **ON-SITE WASTE COLLECTION**

- 6.1 On-Site Waste Collection shall be carried out at designated locations on a site plan approved by the Region or the Area Municipality in which the site is located.
- 6.2 The Region shall not provide On-Site Waste Collection on Private Property unless the Owner/Occupant has executed an indemnity and release, and a certificate of insurance in favour of the Region and in a form satisfactory to the Region.
- 6.3 No Owner/Occupant shall be eligible to receive Waste collection services unless the Owner/Occupant complies with all relevant requirements contained in this By-law and in the Regional publication entitled "Technical and Risk Management Guidelines For Waste Collection Services" as described in Schedule "P" of this By-law as amended from time to time.

- 6.4 Every Owner of a Multi-residential Property is required to ensure that any Recycling, Household Organics, Yard Waste, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures or any other collection program provided by the Region, is as convenient to each resident as the Garbage collection program.  
*(Amended by By-law 59-2013)*
- 6.5 No Owner of a Multi-residential Property or Industrial, Commercial or Institutional property authorized to receive Regional Waste collection shall adjust the number or type of Receptacles or allow the adjustment of the number or type of Receptacles used for the provision of municipal Waste collection, without the prior written approval of the Region.
- 6.6 Every Owner/Occupant shall at all times maintain adequate vehicular access to their property for the purposes of On-Site Waste Collection, including, but not limited to, removing snow and ice, prohibiting parking where required, and removal of any other obstacle.
- 6.7 On-site Industrial, Commercial or Institutional Waste Collection shall not be provided except as may be authorized by the Region in writing, and on such terms and conditions, including fees and charges, as approved by Council.
- 6.8 The Region may determine that Owners/Occupants who do not participate fully in the Region's collection of Waste, or who sell or otherwise transfer Waste to individuals other than the Region are not eligible to receive any Regionally provided Waste collection services.
- 6.9 Every Owner of a Multi-Residential Property receiving Regional Waste collection services shall prepare a bi-annual waste status report for each Eligible Property in accordance with the Region's waste diversion programs and shall, at all times, make the waste status reports available for review by the Region.

## **PART 7**

### **UNACCEPTABLE WASTE**

- 7.1 No Owner/Occupant shall Set Out or allow the Set Out of Unacceptable Waste, as described in Schedule "G" of this By-law, either on its own or mixed with any Waste for which the Region provides a Collection service.
- 7.2 Agents acting on behalf of the Region shall not collect Unacceptable Waste nor allow Unacceptable Waste to be collected.

## **PART 8**

### **WASTE MANAGEMENT FACILITIES**

- 8.1 No Person shall deliver or dispose of, or allow or cause to be delivered or disposed of, any Waste at the Waste Management Facilities other than Waste referred to in Schedule "M" of this By-law.
- 8.2 No Person shall deposit or allow the depositing of Waste outside the gate or entrance to a Waste Management Facility or at any place other than the place designated for its receipt.
- 8.3 Private Haulers, operators of Commercial Vehicles and operators of Residential Vehicles who transport Waste to the Waste Management Facilities for disposal or processing, shall pay all applicable fees.
- 8.4 Collection Crews under contract with the Region who transport Waste to the Waste Management Facilities for disposal shall not be liable to pay any fees.
- 8.5 Fees may be adjusted from time to time as deemed appropriate by the Region, subject to Council approval, and any fee changes shall be advertised and posted as required by applicable law.

- 8.6 All Waste deposited at a Waste Management Facility shall be the property of the Region and may be reused, recycled, reclaimed, disposed of and otherwise dealt with as the Region may deem fit, in its sole discretion.
- 8.7 Unless authorized in writing by the Region, no Person shall scavenge, salvage, pick over, interfere with, remove or scatter Waste.
- 8.8 No Person, while at a Waste Management Facility, shall operate a vehicle or do any other thing without exercising due care and attention, in a manner that will not cause injury or harm to any person or damage to any property.
- 8.9 No Person, while at a Waste Management Facility, shall indulge in any riotous, violent, threatening or illegal conduct, or use profane or abusive language.
- 8.10 No Person, while at a Waste Management Facility, shall create a nuisance or in any way interfere with the use of the Waste Management Facility by any other person.
- 8.11 No Person using a Waste Management Facility shall disobey any signs and directions of all Regional staff and Contractor(s) at any Waste Management Facility.
- 8.12 No Person shall enter or exit a Waste Management Facility except during regular hours of operation and only by the designated access and exit routes.
- 8.13 No Person shall convey, or allow or cause to be conveyed, any Waste for disposal to a Waste Management Facility which is not contained in fully enclosed vehicle bodies, or totally enclosed or covered in canvas, tarpaulins or nets, and leak-proof so as to prevent any of the contents from falling upon the ground.
- 8.14 No Person shall dispose of, or allow or cause to be disposed of, any Waste at a Waste Management Facility that is not properly drained or dried so that it does not contain any visible evidence of free water, or other liquids.
- 8.15 Any Person entering upon a Waste Management Facility does so at one's own risk and the owner of any vehicle brought upon such site shall save the Region harmless from any damages or claims whatsoever to themselves or their property or to any other person or property whatsoever arising from such person's negligence or otherwise.
- 8.16 All Persons entering onto a Waste Management Facility shall abide by all policies and procedures relating to the operation including but not limited to the sorting of wastes, payment of fees and anything else described in or prescribed by this By-law.

## **PART 9**

### **REGION LANDFILL SITES**

- 9.1 No Person shall deliver Waste to any Regional Landfill Site, except for Regional staff or Contractors operating for the Region in the delivery of Waste for disposal.
- 9.2 Residential Waste described in Schedule "N" of this By-law shall not be deposited at any private waste disposal transfer facility or Regional waste disposal facility for disposal by the Region in a landfill site.
- 9.3 No Person, while at a Landfill Site, shall operate a vehicle or do any other thing without exercising due care and attention or in a manner that will not cause injury or harm to any person or damage to any property.
- 9.4 No Person shall operate a motor vehicle on a Landfill Site, unless otherwise authorized, other than on a designated roadway or highway, or without due care and attention, or at a greater than posted speed limit.
- 9.5 No Person shall scavenge, salvage, pick over, interfere with, remove or scatter or like or similar any Waste unless authorized by the Region in writing.

- 9.6 All Waste deposited at a Regional Landfill Site(s) shall become the property of the Region and may be salvaged, reclaimed, reused, recycled, composted, disposed of or otherwise dealt with by the Region as the Region may deem fit, in its sole discretion.
- 9.7 No Person shall enter or exit a Regional Landfill Site except during regular hours of operation and only by the designated access and exit routes.
- 9.8 Any Person entering upon a Regional Landfill Site does so at the Person's own risk and the Person shall save the Region harmless from any damages or claims whatsoever to themselves or their property or to any other person or property whatsoever arising from such person's negligence or otherwise.
- 9.9 All Persons entering onto a Landfill Site shall abide by all policies and procedures relating to the operation including but not limited to the sorting of wastes, payment of fees and anything else described in or prescribed by this By-law and/or all applicable law.

## **PART 10**

### **MATERIAL RECOVERY FACILITY**

- 10.1 No Person shall deliver Recyclable Material to the Material Recovery Facility, except for Regional staff or Contractors operating for the Region in the delivery of Recyclable Materials for processing.
- 10.2 No Person shall deliver, dispose of, or allow or cause to be delivered or disposed of any Waste at the Materials Recycling Facility(ies) other than Recyclable Materials.
- 10.3 Any Person using the Materials Recycling Facility(ies) shall at all times obey all signs and directions of all Region staff and the Contractor(s) operating the Materials Recycling Facility.
- 10.4 All Persons shall enter or exit the Materials Recycling Facility(ies) except during regular hours of operation and only by the designated access and exit routes only.
- 10.5 No Person shall scavenge, salvage, pick over, interfere with, remove or scatter or like or similar any Waste unless authorized by the Region.
- 10.6 All Waste deposited at a Material Recovery Facility shall be the property of the Region and may be reused, recycled, reclaimed, disposed of and otherwise dealt with as the Region may deem fit, in its sole discretion.
- 10.7 Private Haulers, operators of Commercial Vehicles and operators of Residential Vehicles who transport Waste to any Waste Management Facility shall do so only under the prior approval of the Region and shall pay all applicable fees in accordance with the policies and by-laws of the Region.
- 10.8 Collection Crews under contract with the Region who transport Waste, as defined in the Schedules of this By-law, to the Material Recovery Facility shall not be liable to pay any fees.
- 10.9 Fees may be adjusted from time to time by Regional Council and any fee changes shall be advertised as required by applicable law.
- 10.10 No Person, while at a Material Recovery Facility(ies), shall operate a vehicle or do any other thing without exercising due care and attention or in a manner that causes or is likely to cause injury or harm to any person or damage to any property.
- 10.11 No Contractor shall convey, or allow or cause to be conveyed to a Materials Recycling Facility any Recyclable Materials which are not contained in fully enclosed vehicle bodies, or totally enclosed or covered in canvas, tarpaulins or nets, and leak-

proof so as to prevent any of the contents from falling upon the ground.

- 10.12 Any Person entering the Material Recovery Facility does so at his own risk and he and the owner of any vehicle brought upon such site shall save the Region harmless from any damages or claims whatsoever to themselves or their property or to any other person or property whatsoever arising from such person's negligence or otherwise.
- 10.13 All Persons entering into a Material Recovery Facility shall abide by all policies and procedures relating to the operation including but not limited to the sorting of wastes, payment of fees and anything else described in or prescribed by this by-law and/or all applicable law.

## **PART 11**

### **INDUSTRIAL, COMMERCIAL OR INSTITUTIONAL WASTE**

- 11.1 All Persons involved in the creation of Industrial, Commercial or Institutional Waste shall make provision for on-site, private Waste removal unless another provision has been made with the Region in accordance with the policies and by-laws of the Region and all applicable law.
- 11.2 Any authorized and approved Industrial, Commercial or Institutional user receiving Regional Waste collection shall be required to participate in the Region's recycling and/or organics and/or any other Waste collection programs, and failure to do so may result in discontinuance of provision of services.
- 11.3 With the exception of Eligible Properties, no Industrial, Commercial or Institutional properties shall receive Regional Waste collection service except on a full cost recovery basis.

## **PART 12**

### **FEES AND CHARGES**

12. The Solid Waste Management Fees and Charges shall be, and are hereby deemed to always have been, as set-out in the annual Business Plans and Budgets for property taxes.

## **PART 13**

### **GENERAL**

- 13.1 The Region shall provide Waste collection, Recycling and Disposal services to all Eligible Properties within the Region of Durham, as described in this By-law except for residential Garbage, Household Organics, Bulky Goods, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures, Metal Goods/Appliances and Yard Waste collection in the Town of Whitby and the City of Oshawa.  
*(Amended by By-law 59-2013)*
- 13.2 If a property is not an Eligible Property for Waste collection under this By-law, the Owner/Occupant shall be fully responsible for the provision of private Waste collection and disposal services, in accordance with good practice and in accordance with all applicable statutes, by-laws and regulations respecting the environment and health and safety.
- 13.3 The Region shall not be obligated to collect Residential Waste from properties abutting a private or unassumed road, unless there is clear, unobstructed access to such road, sufficient, unobstructed turnaround space for the Waste collection vehicles, and adequate, unobstructed access to a public highway or roadway, all of which shall be determined by the Region in its sole and absolute discretion.



- 13.4 The Contractor shall not be required to enter any private dwelling, apartment or other building, ascend or descend any stairway, enter any elevator, chute, hoist or loading platform, or enter onto private property, for the purpose of collecting or removing any waste or recyclable material except when otherwise agreed to between the Contractor and the Region.
- 13.5 All Contractors collecting Waste in residential areas or locations adjacent to residential areas within the Region shall not be permitted to collect Waste from any property between the hours of 5:00 p.m. and 7:00 a.m. on any day.
- 13.6 No Person shall deposit or permit to be deposited upon any lands belonging to, occupied by or under such person's control, waste or any other material which may emit foul or offensive odours and/or endanger public health or safety.
- 13.7 No Person shall Set Out Waste in a Receptacle that is packed in such a manner that Waste falls out or protrudes from it.
- 13.8 No Person shall sweep, throw, deposit or allow his agents or employees to sweep, throw or deposit any Waste on any street, creek or other public place or on any lands not owned by such Person.
- 13.9 No Person shall keep a Waste Receptacle or Roadside Waste Storage Box in such condition or location so as to create a nuisance or emit foul or offensive odours or harbour or attract insects, rats or other vermin.
- 13.10 Any waste placed on a Collection Point, road allowance or any other location for collection by the Region is the property of the Region and shall be collected by the Region or its authorized collection agent(s).
- 13.11 No Person shall convey through the streets any waste or recyclable material, unless it is carried in properly covered containers or in vehicles totally enclosed or covered with canvas or tarpaulins, fastened down so as to prevent any of the contents from falling upon the streets or any escape of offensive odours.
- 13.12 Any Person who fails to observe subsection 13.11 and consequently causes waste to fall upon any street shall remove the waste immediately and if such waste is not removed immediately, the Region may do so and any Person contravening this provision will be liable for all expenses so incurred.
- 13.13 Receptacle storage enclosures large enough to hold the required number of Receptacles shall be provided by the Owner/Occupant of the types of premises listed below receiving regional waste collection services. Such enclosures shall be approved by the Region as to size.
- (i) Combined commercial and residential Properties.
  - (ii) Commercial Properties.
  - (iii) Multi-unit residential buildings.
  - (iv) Townhouse Property without internal roadways that receive centralized collection of waste and recyclables.
  - (v) Rural Property.
- 13.14 No Person shall collect Waste unless he/she has the necessary licenses and complies with all relevant Federal, Provincial and municipal legislation, regulations and by-laws.
- 13.15 No Person shall smoke at a Facility or hold a lighted tobacco product, including but not limited to, a cigarette, cigar or pipe.
- 13.16 No Person shall maintain a Composter or Compost Heap in such condition or location so as to create a nuisance or emit foul or offensive odours or harbour or attract insects, rats or other vermin.
- 13.17 The Region shall provide waste collection services as detailed in this By-law. The level of collection service and collection frequency shall be as outlined in Schedule

“O” of this By-law.

- 13.18 Any Owner/Occupant requiring a higher level of service than is provided by the Region, as described in this By-law, must contract to secure such service privately, at the Owner/Occupant's own expense.

## **PART 14**

### **ENFORCEMENT**

#### **Powers of Entry**

- 14.1 An Officer may, at any reasonable time, enter onto any property, without a warrant or notice for the purpose of determining whether there is compliance with this By-law.
- 14.2 Notwithstanding 14.1, an Officer may not enter into a Dwelling Unit at any time without a search warrant or informed consent of the Occupant.
- 14.2 An Officer may make examinations, investigations and inquiries as are necessary to determine whether there is compliance with this By-law.
- 14.3 No Person shall hinder, obstruct or interfere with an Officer carrying out an inspection under this By-law.

#### **Work Order**

- 14.4 Where any Person contravenes any provision of this By-law, an Officer may, by written notice require such person to comply with this By-law by issuing a work order indicating the following:
- a) the reasonable particulars of the offence;
  - b) the work to be done and the date by which the work must be completed by;
  - c) the municipal address and/or legal description of the of the property.
- 14.5 Service of a work order on an Owner/Occupant may include any of the following:
- a) personal service;
  - b) registered mail to the registered owner of the property at the municipal address; or
  - c) posting a copy of the work order on the property in a conspicuous place;
- 14.6 Where a work order has been served on an Owner/Occupant by personal service or posting a copy on the property as referred to in section 14.5(c), it is deemed to be delivered immediately.
- 14.7 Where a work order is issued by registered mail, it shall be deemed to have been effected on the third (3rd) day after a copy is sent.
- 14.8 Each Owner/Occupant, who contravenes a work order, is guilty of an offence.

#### **Remedial Action**

- 14.9 Where a Person, Owner/Occupant does not comply with a work order, the Region may without any notice cause the work to be performed at the Owner's expense.
- 14.10 The Region, its employees or agents may at any reasonable time enter upon the property, but not into any buildings or structures, to effect the compliance, at the expense of the Owner/Occupant who has failed to comply with a work order.

- 14.11 The Region may recover all costs associated with actions taken to effect compliance plus interest from the day the Region incurs such costs and ending on the day the costs, including the interest is paid in full.
- 14.12 All costs, including any interest on such costs, recoverable by the Region pursuant to this By-law or otherwise pursuant to the Municipal Act, 2001, may be recovered by any lawful means available to the Region, and such recover methods include adding such amounts to the tax roll and collect such amounts in the same manner as taxes.
- 14.13 All costs, including any interest on such costs, recoverable by the Region pursuant to this By-law or otherwise pursuant to the Municipal Act, 2001, constitute a lien on the land upon the registration in the proper land registry office of a notice of lien.
- 14.14 Where Waste is removed from Private Property or Public Property pursuant to subsection 14.9, the Region may immediately dispose of it.
- 14.15 The provisions of this By-law shall not relieve any Person from compliance with any order of the Region or any other provision prescribed by law.
- 14.16 The Region shall not be obligated to collect any Waste that is not Set Out as prescribed by this By-law.
- 14.17 The Region may, at its sole discretion and upon written notification, suspend Waste collection where Owner/Occupants have Set Out Waste for collection that is Unacceptable Waste or not in compliance with the provisions of this By-law.
- 14.18 In the event that the Region discontinues municipal Waste collection services to an Owner/Occupant, the affected Owner/Occupant shall obtain private collection services during the period in which the services are discontinued, at the same or greater frequency at which the services were provided prior to the discontinuance, all at the Owner/Occupant's sole cost and expense.
- 14.19 The Region may waive strict compliance with any provision of this By-law in accordance with its policies, By-laws and contractual commitments and approval processes.

### **Offence**

- 14.20 Every Person who contravenes any provision of this By-law and every director or officer of a corporation who concurs in such contravention by the corporation is guilty of an offence.

### **Penalties**

- 14.21 Upon conviction, every Person who contravenes any provision of this By-law is subject to a fine of not less than \$50.00 and not more than \$10,000.00 for a first offence, and not less than \$50.00 and not more than \$25,000.00 for any subsequent offence of this By-law.
- 14.22 Where a corporation is convicted of an offence under the provisions of this By-law, the maximum fines that may be imposed on the corporation is not less than \$250 and not more than \$50,000 for a first offence and not less than \$250 and not more than \$100,000 for any subsequent offence of this By-law.

### **Prohibition Order**

- 14.23 Upon conviction of an offence under this By-law, the Ontario Court (Provincial Division) of the Region, or any court of competent jurisdiction thereafter may, in addition to any other penalty or other remedy imposed, make an order prohibiting the continuation or repetition of the offence.

**PART 15**

**CONFLICT WITH EXISTING LAW**

15.1 The provisions of any by-law of Whitby or Oshawa with respect to the collection of residential garbage, household organic waste, yard waste, and other special waste collection services, such as bulky goods, appliances, and scrap metal, prevail over the provisions of this By-law.

**PART 16**

**SEVERABILITY**

16.1 Where a court of competent jurisdiction declares any section or part of a section of this by-law invalid, the remainder of this By-law shall continue in force unless the court makes an order to the contrary.

**PART 17**

**REPEAL**

17.1 By-law 182-78, as amended, is hereby repealed.

17.2 Waste Management By-law 55-2004, as amended, is hereby repealed.

17.3 This By-law comes into force the day it is passed.

**This by-law read and passed this 29<sup>th</sup> day of June 2011.**

\_\_\_\_\_  
R. Anderson, Regional Chair and CEO

\_\_\_\_\_  
P.M. Madill, Regional Clerk

**SCHEDULE "A" TO BY-LAW 46-2011**

**BULKY GOODS**

**Includes any Garbage Item that does not fit into a Garbage receptacle including, but not limited to:**

<b>Description</b>		
<b>House &amp; Home</b>	<b>Sports &amp; Recreation Equipment</b>	<b>Outdoor Living</b>
Furniture	Skis	Patio tables
Artificial trees	Hockey sticks	Chairs & cushions
Vacuums	Hockey equipment	Patio umbrellas
Floor lamps	Goalie equipment	Plastic coolers
Armoires	Fishing rods	Garden hoses
Mattresses & box springs	Golf Bags	Plastic hose wheels
Headboards	Treadmill	Birdbaths
Bookshelves	Elliptical trainers	Planters
Loveseats	Exercise bikes	Gardening tools
Ironing board	Luggage	Deck boxes
Entertainment Unit	Backpacks	Hammocks
Ottomans	Life jackets	Lounger
Hat Stands	Tennis, squash, racquetball racquets	Lazy-boy chair
Recliners	Baseball bats	Bar sets
Baby gates	Lacrosse sticks	Rocking chairs
Credenzas	GT snow-racers	Storage benches
Baby cribs	Toboggans	Adirondack garden chairs/stools
Baby chair/car seats	Dog/cat carriers and cat scratch post	Lawn ornaments
Desks	Sleds	Plastic pool covers (rolled or tied into 1 metre x 1 metre squares)
Beanbag chairs		

**Does not include:**

- (i) Garbage
- (ii) Household Organic Waste
- (iii) Recyclable Materials
- (iv) Yard Waste
- (v) Municipal Hazardous or Special Waste
- (vi) Bio-Municipal Hazardous or Special Waste
- (vii) Metal Goods/Appliances
- (viii) Waste Electrical and Electronic Equipment
- (ix) Porcelain Bathroom Fixtures
- (x) Any other material or item for which the Region has a diversion program

*(Amended by By-law 59-2013)*

## SCHEDULE "B" TO BY-LAW 46-2011

### MUNICIPAL HAZARDOUS OR SPECIAL WASTE

**Includes, but is not limited to;**

Any household product, material, or item labeled as "corrosive", "toxic", "reactive", "explosive" or "flammable", and which is accepted under the Region's Municipal Hazardous or Special Waste program, including;

- (i) aerosols;
- (ii) antifreeze;
- (iii) asbestos;
- (iv) fuel;
- (v) batteries;
- (vi) drain cleaners;
- (vii) fire extinguishers;
- (viii) flammable liquids;
- (ix) flammable solids;
- (x) fluorescent light bulbs;
- (xi) fluorescent light tubes;
- (xii) fungicides;
- (xiii) pesticides;
- (xiv) herbicides;
- (xv) gas cylinders;
- (xvi) inorganic acids;
- (xvii) inorganic bases;
- (xviii) inorganic cyanides;
- (xix) inorganic oxidizers;
- (xx) inorganic grease;
- (xxi) isocyanates;
- (xxii) mercury switches;
- (xxiii) mercury thermometers;
- (xxiv) mineral and/or synthetic oil lubricants;
- (xxv) mineral and/or synthetic grease lubricants;
- (xxvi) non-basic fire suppressants;
- (xxvii) non-PCB light ballasts;
- (xxviii) oil filters;
- (xxix) organic oxidizers;
- (xxx) paint;
- (xxxi) paint sludge;
- (xxxii) PCB contaminated waste;
- (xxxiii) PCB light ballasts;
- (xxxiv) pesticides;
- (xxxv) pharmaceuticals;
- (xxxvi) propane tanks;
- (xxxvii) small gas cylinders;
- (xxxviii) stains;
- (xxxix) swimming pool chemicals;
- (xl) syringes and sharps
- (xli) any other material deemed Municipal Hazardous or Special Waste by the Region.

## **SCHEDULE "C" TO BY-LAW 46-2011**

### **HOME HEALTH CARE WASTE**

#### **Includes:**

- (i) Casts;
- (ii) Catheters;
- (iii) Empty and rinsed disposable products;
- (iv) Empty and rinsed out colostomy bags;
- (v) Empty and rinsed gastric and nasal tubes;
- (vi) Incontinence products;
- (vii) Intravenous bags and tubing;
- (viii) Sponges;
- (ix) Any other material deemed Home Health Care Waste by the Region.

#### **Does not include:**

- (i) Biomedical waste;
- (ii) Pathological waste; or
- (iii) Hypodermic needles, syringes or sharps.

## **SCHEDULE "D" TO BY-LAW 46-2011**

### **DIAPER / MEDICAL CONDITION COLLECTION PROGRAM**

1. The Region shall provide special collection or drop off considerations to Owner/Occupant upon Owner/Occupant completing a "Diaper / Medical Condition Collection Program Application", as included in Schedule "E" of this By-law, and receiving Regional approval for disposable diapers and incontinence products with respect to the following items:
  - a) residents with medical conditions generating excessive waste and households with three (3) or more children under the age of three (3);
  - b) households qualifying for special consideration are given no more than one (1) additional bag allowance per week. The Region will issue one (1) year's supply of bag tags to each qualifying household; and
  - c) residents who receive special consideration may drop off dedicated loads of diapers and/or incontinence products at all Waste Management Facilities in clear plastic bags with bag tags affixed to each bag, at no additional charge.



SCHEDULE "E" TO BY-LAW 46-2011

DIAPER / MEDICAL CONDITION COLLECTION PROGRAM  
APPLICATION FORM



**Application Form for Special Consideration Regarding Garbage Bag Limits**

The Region of Durham recognizes that some households may require special consideration with respect to the garbage bag limit in your area. Regional Council has endorsed a plan that will permit an annual allotment of garbage bag tags to those households that submit an acceptable application for this special waste collection and disposal program.

By making this application, I hereby certify that the information provided is true and accurate.

**Section 1**

***Application for residents who require the use incontinence products as a result of a medical condition:***

**Please attach a note from your medical practitioner along with this application form.**

Name: \_\_\_\_\_

Guardian name (if different from above): \_\_\_\_\_

Home address \_\_\_\_\_ City/Town \_\_\_\_\_

Phone number \_\_\_\_\_ Postal Code \_\_\_\_\_

License Plate number for disposal at the Waste Management Facility \_\_\_\_\_

I acknowledge that the person named above has a medical condition that generates excessive garbage waste and requires special accommodation.

Signature of applicant \_\_\_\_\_ Date \_\_\_\_\_

**Section 2**

***Application for households with three or more children under the age of three:***

Name: \_\_\_\_\_

Home address \_\_\_\_\_ City/Town \_\_\_\_\_

Phone number \_\_\_\_\_ Postal Code \_\_\_\_\_

Name of first child \_\_\_\_\_ Birth Date: \_\_\_\_\_

Name of second child \_\_\_\_\_ Birth Date: \_\_\_\_\_

Name of third child \_\_\_\_\_ Birth Date: \_\_\_\_\_

License Plate number for disposal at Waste Management Facility \_\_\_\_\_

I acknowledge that the person named above has three or more children under the age of three that generates excessive wastes and requires special accommodation.

Signature of applicant \_\_\_\_\_ Date \_\_\_\_\_

Please provide the following information to: **Region of Durham Works Department, Supervisor of Waste Collection, P.O. Box 623, 605 Rossland Road East, Whitby, Ontario L1N 6A3.**

Personal information is collected, used and distributed under the authority and in accordance with MFIPPA and PHIPA laws and is only used for the purposes authorized in the attached consent.

Questions about this collection of information should be addressed to Mirka Januszkiewicz, Director, Waste Management.

**SCHEDULE “F” TO BY-LAW 46-2011  
HOUSEHOLD ORGANIC WASTE**

**Includes, but is not limited to:**

<b>Waste Type</b>	<b>Description / Examples</b>
Food Wastes	All vegetables (cooked/raw/whole/peelings), corn cobs and husks, all fish and fish products (cooked/raw), all fruits (cooked/ raw/ whole/ peelings/ cores/ seeds/ pits) and all fruit products (cooked/raw), tea bags, bones, all meat and meat products (cooked/raw), all shellfish and shellfish products (cooked/raw), all poultry and poultry products (cooked/ raw), seasonings and spices, frozen foods, breads, cakes, cookies, muffins, pasta, toast, coffee grounds, paper coffee filters
Plate Scrapings	All food leftovers, gravies and sauces
Baking Wastes	Muffins, grease/lard, fat, flour, eggs and egg shells, margarine, spices, cake, cookies, sugar, cereals, oatmeal, oats
Dairy Products	Mayonnaise, yogurt, sour cream, butter, all cheese, ice cream, cream
Paper Fibre Wastes	Molded pulp paper egg cartons, molded pulp paper beverage trays, paper towels, tissues, napkins/serviettes, paper plates and paper cups (no lids), soiled paper food containers and wraps (i.e. frozen food boxes, pizza boxes, fast food boxes and wraps, special event paper food containers), muffin paper, butcher paper, paper table cloths
Other Wastes	Hair, sawdust, wood shavings, wooden stir sticks, wooden cutlery, dryer lint, bedding from pet cages, house plants with our without soil, flowers, cold fireplace ash, wooden toothpicks, garden fruit (i.e. crabapples), hair, pet food, pet fur, Halloween pumpkins, gourds, dried decorative fruits and vegetables, natural wreaths, natural garland, cotton balls, sawdust

And any other materials deemed Household Organic Waste by the Region.

**Does not include:**

- (i) Aluminum foil;
- (ii) Animal waste;
- (iii) Christmas Trees;
- (iv) Cigarette butts;
- (v) Coffee cups;
- (vi) Cotton swabs;
- (vii) Dead animals;
- (viii) Diapers;
- (ix) Disposable clothes dryer sheets;
- (x) Disposable diapers;
- (xi) Disposable wipes;
- (xii) Feminine hygiene products;
- (xiii) Garbage;
- (xiv) Glass of any kind;
- (xv) Grass Clippings;
- (xvi) Hot Fireplace Ash;
- (xvii) Incontinence products;
- (xviii) Metal of any kind;
- (xix) Municipal Hazardous or Special Waste;
- (xx) Yard Waste;
- (xxi) Plastic/plastic coated products of any kind;
- (xxii) Sod;
- (xxiii) Synthetic corks;
- (xxiv) Topsoil;
- (xxv) Treated wood;
- (xxvi) Vacuum bags and contents;
- (xxvii) Wax cartons or paper;
- (xxviii) Wire or metal ties.

## SCHEDULE "G" TO BY-LAW 46-2011

### UNACCEPTABLE WASTE FOR CURBSIDE OR ON-SITE COLLECTION

#### Includes, but is not limited to:

- (i) Agricultural Waste;
- (ii) Liquid Waste;
- (iii) Manure or waste from any animal, save and except for waste from household pets;
- (iv) Industrial, Commercial or Institutional Waste from properties not receiving municipal Waste collection;
- (v) Waste generated as a result of construction, demolition or renovation, including but not limited to soil, sod, plaster, drywall, masonry and any tile not made of Porcelain, bricks, concrete, concrete or cinder blocks, paving stones, asphalt, wood, windows and window glass, shingles, asbestos, and urea formaldehyde;
- (vi) Carpeting;
- (vii) Swimming pools;
- (viii) Hot ashes and any or other waste capable of starting fires;
- (ix) Municipal Hazardous or Special Waste;
- (x) Pathological waste;
- (xi) Bio-medical waste,;
- (xii) Automotive or motorized equipment parts including tires, engines and frames;
- (xiii) Any sharp material or item that may pose a safety hazard to Regional staff or the Contractor;
- (xiv) Dead animals;
- (xv) Railroad ties;
- (xvi) Grass clippings;
- (xvii) Ammunition
- (xviii) Explosives;
- (xix) Municipal Hazardous or Special Waste;
- (xx) Sludge;
- (xxi) Any Waste, not including WEEE, bulky goods and scrap metal, weighing more than 20 kilograms (44 pounds);
- (xxii) Any Waste frozen to approved Receptacles that is not easily removed by shaking;
- (xxiii) Any Waste not Set Out in approved Receptacles;
- (xxiv) Any Waste Set Out in such a manner as to pose a Health and/or Safety hazard to any person;
- (xxv) Any Garbage over the Garbage Bag Limit that is not Tagged;
- (xxvi) Tree stumps and branches with a diameter greater than 116mm (4");
- (xxvii) Yard Waste in plastic bags;
- (xxviii) Household Organics in plastic bags;
- (xxix) Waste Electronic and Electrical Equipment;
- (xxx) Designated Waste that has been banned from landfill or for which reasonable alternative disposal methods are available, as determined by the Region.
- (xxxi) Two piece toilets whose tanks have not been separated from the bowls;
- (xxxii) Broken Porcelain Bathroom Fixtures not packaged in a cardboard box and/weighting more than 20 kilograms (44 pounds);
- (xxxiii) Any other material deemed as prohibited waste by the Region.

*(Amended by By-law 59-2013)*

**SCHEDULE “H” TO BY-LAW 46-2011**

**RECYCLABLE MATERIALS**

**Includes, but is not limited to:**

<b>Containers</b>	<b>Fibres</b>
Empty aseptic containers (drinking boxes)	Boxboard (cereal and cracker boxes)
Empty metal aerosol cans with lids removed	Corrugated Cardboard
Empty and dry metal paint cans with lids removed	Envelopes, direct mail advertising
Empty and dry plastic paint cans with lids removed	Greeting cards
Aluminum plates, trays and foil	Bristol board, construction paper
Empty glass bottles and jars	All paper and paper products generated by households and home offices
Empty metal beverage and food containers	Fine paper
Metal food and drink lids	Newsprint
Empty plastic bottles and jugs with a twist-off top up to 20 litres in volume including lids	Paper take out food containers
Empty tubs and lids up to 20 litres in volume	Paper towel/toilet paper rolls
Empty spiral wound carton food and beverage containers	Magazines and soft cover books
Empty Rigid Plastic food and beverage tubes	Shredded paper
Empty milk and juice cartons and Tetrapak© containers	Telephone books
Empty Rigid Plastic fruit and vegetable containers and baskets	Hard cover books (covers removed)
Empty Rigid Plastic cold drink cups and lids	
Empty Rigid Plastic non Styrofoam© egg cartons	
Empty Rigid Plastic disposable confectionery item liner trays	
Empty single serve yogurt/pudding cups	
Empty Rigid Plastic non Styrofoam© takeout food containers	
Empty Rigid Plastic bakery item trays (e.g. cake domes and muffin trays)	

And any other material deemed as a Recyclable Material by the Region.

**Does not include:**

Garbage	Pane glass
Household Organic Waste	Glassware
Yard Waste	Tempered glass
Municipal Hazardous or Special Waste	Textiles
Metal Goods/Appliances	Any acceptable container that held motor oil or body fluids
Scrap Metal	Tissue paper
Waste Electrical and Electronic Equipment	Plastic or foil wrapping paper
Film Plastic (e.g. plastic bags, shrink wrap and over wrap)	Ceramic and porcelain items
Expanded polystyrene (e.g. Styrofoam©)	Straws
Plastic toys	
Durable drink and food containers (e.g. thermos© and travel mugs)	

*(Amended by By-law 59-2013)*

## SCHEDULE "I" TO BY-LAW 46-2011

### METAL GOODS/APPLIANCES

#### **Includes, but is not limited to:**

- (i) Air conditioners (central and window units);
- (ii) Clothes washers;
- (iii) Clothes dryers;
- (iv) Dehumidifiers;
- (v) Dishwashers;
- (vi) Freezers (chest and upright);
- (vii) Ovens;
- (viii) Refrigerators;
- (ix) Stoves;
- (x) Refrigerated water coolers;
- (xi) Any other items deemed Metal Goods/Appliances by the Region.

#### **Does not include:**

- (i) Garbage
- (ii) Recyclable Materials
- (iii) Household Organic Materials
- (iv) Yard Waste
- (v) Municipal Hazardous or Special Waste
- (vi) Unacceptable Waste For Curbside Or On-Site Collection
- (vii) Bio-Municipal Hazardous or Special Waste
- (viii) Waste Electrical and Electronic Equipment
- (ix) Motorized vehicles/equipment
- (x) Motorized vehicle/equipment parts
- (xi) Porcelain Bathroom Fixtures

*(Amended by By-law 59-2013)*

## SCHEDULE "J" TO BY-LAW 46-2011

### SCRAP METAL

#### Includes, but is not limited to:

- (i) Barbeques (tanks and charcoal removed);
- (ii) Bicycle frames (tires removed);
- (iii) Central vacuum units;
- (iv) Empty home heating oil tanks (cut in half);
- (v) Empty hot water tanks;
- (vi) Metal Fireplaces and Wood Burning Stoves;
- (vii) Furnaces;
- (viii) Heat pumps/exchangers;
- (ix) Large home safes;
- (x) Metal bath tubs;
- (xi) Metal bed frames and rails;
- (xii) Metal fencing;
- (xiii) Metal filing cabinets (empty);
- (xiv) Metal furniture;
- (xv) Metal shelving units;
- (xvi) Metal sinks;
- (xvii) Metal swing sets;
- (xviii) Metal shower enclosures;
- (xix) Metal tools;
- (xx) Metal tubing and plumbing fixtures;
- (xxi) Pool heaters;
- (xxii) Pots and Pans;
- (xxiii) Range hoods;
- (xxiv) Wheel barrows (metal only);
- (xxv) Metal ladders;
- (xxvi) Waste Electrical and Electronic Equipment
- (xxvii) Any other material deemed Scrap Metal by the Region

#### Does not include:

- (i) Garbage
- (ii) Recyclable Materials
- (iii) Household Organic Materials
- (iv) Yard Waste
- (v) Municipal Hazardous or Special Waste
- (vi) Unacceptable Waste For Curbside Or On-Site Collection
- (vii) Bio-Municipal Hazardous or Special Waste
- (viii) Metal Goods/Appliances
- (ix) Motorized vehicles/equipment
- (x) Motorized vehicle/equipment parts
- (xi) Porcelain Bathroom Fixtures

*(Amended by By-law 59-2013)*

## SCHEDULE "K" TO BY-LAW 46-2011

### YARD WASTE

#### **Includes, but is not limited to:**

- (i) Brush;
- (ii) Christmas Trees (natural);
- (iii) Corn stalks;
- (iv) Flowers
- (v) Garden trimmings;
- (vi) Garden fruit (i.e. crab apples, apples, pears, peaches, cherries, etc.);
- (vii) Gourds
- (viii) Halloween pumpkins;
- (ix) Hedge and tree trimmings (branches);
- (x) House and garden plants;
- (xi) Lawn edging (earth removed);
- (xii) Leaves;
- (xiii) Natural woven fibre plant containers;
- (xiv) Peat;
- (xv) Pine needles and cones;
- (xvi) Plant cuttings and roots;
- (xvii) Shrubs;
- (xviii) Thatch;
- (xix) Weeds;
- (xx) Any other material deemed Yard Waste by the Region.

#### **Does not include:**

- (i) Sod;
- (ii) Soil;
- (iii) Stones;
- (iv) Stumps;
- (v) Garbage;
- (vi) Recyclables
- (vii) Municipal Hazardous or Special Waste
- (viii) Unacceptable Waste For Curbside Or On-Site Collection
- (ix) Bio-Municipal Hazardous or Special Waste
- (x) Metal Goods/Appliances
- (xi) Waste Electrical and Electronic Waste
- (xii) Motorized vehicles/equipment
- (xiii) Motorized vehicle/equipment parts
- (xiv) Hay bales
- (xv) Grass clippings
- (xvi) Porcelain Bathroom Fixtures

*(Amended by By-law 59-2013)*

## SCHEDULE "L" TO BY-LAW 46-2011

### WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT (WEEE)

#### **Includes, but is not limited to:**

Materials designated as WEEE designated in the Minister of the Environment's program request letter received by Waste Diversion Ontario in June 11, 2007 under Ontario's Waste Electrical and Electronic Equipment program plan as approved under Waste Diversion Act, S.O 2002, including;

#### **Phase 1 Products**

- (i) Desktop computers, servers, and terminal computers
- (ii) Portable computers (laptops, notebooks, notepads)
- (iii) Computer peripherals (disk drives, optical drives, mice, keyboards)
- (iv) Monitors (Cathode Ray Tube, Liquid Crystal Display, plasma)
- (v) Televisions (Cathode Ray Tube, Liquid Crystal Display, plasma, rear projection)
- (vi) Computer printers (laser, ink jet, dot matrix, dye sublimation, and multi-function units that operate as printers/scanners/copiers/fax machines, bar code printers, label printers, card printers, camera dock printers)

#### **Phase 2 Products**

- (i) Computer peripherals, including modems
- (ii) Photocopiers, scanners, typewriters
- (iii) Fax machines
- (iv) Telephones and Cellular phones (physical and accessories) and answering machines
- (v) PDAs and pagers
- (vi) Audio and video players and recorders (mp3, cassette, digital)
- (vii) Cameras (web, digital, analog)
- (viii) Equalizers, amplifiers, preamplifiers
- (ix) Radios, Tuners and Receivers
- (x) Speakers
- (xi) Turntables
- (xii) Video players/projectors/recorders and digital frames
- (xiii) Personal handheld computers

#### **Does not include:**

- (i) Garbage;
- (ii) Recyclables;
- (iii) Household Organic Waste
- (iv) Yard Waste;
- (v) Municipal Hazardous or Special Waste;
- (vi) Household Medial and Pathological Waste;
- (vii) Metal Goods/Appliances;
- (viii) Scrap Metal
- (ix) Porcelain Bathroom Fixtures

*(Amended by By-law 59-2013)*



## SCHEDULE "L-1" TO BY-LAW 46-2011

### PORCELAIN BATHROOM FIXTURES

Any residential product made from hard, white, translucent ceramic by firing pure clay and then glazing it with variously colored fusible materials.

**Includes:**

- (i) Toilets;
- (ii) Sinks;
- (iii) Bath Tubs;
- (iv) Bidets;
- (v) Tiles free of mortar, grout, concrete, plaster, drywall, or other adhesive or backing material.

**Does not include:**

- (vi) Porcelain tiles not free of mortar, grout, concrete, plaster, drywall, or other adhesive or backing material.
- (vii) Any other tile not made of Porcelain.
- (viii) Garbage;
- (ix) Recyclables;
- (x) Household Organic Waste;
- (xi) Yard Waste;
- (xii) Municipal Hazardous or Special Waste;
- (xiii) Household Medical and Pathological Waste;
- (xiv) Metal Goods/Appliances;
- (xv) Scrap Metal;
- (xvi) Enamel or Acrylic bathroom fixtures;
- (xvii) Waste Electrical and Electronic Equipment.

*(Amended by By-law 59-2013)*

## SCHEDULE "M" TO BY-LAW 46-2011

### ACCEPTABLE WASTE AT WASTE MANAGEMENT FACILITIES

#### Includes, but is not limited to:

- (i) Automotive parts;
- (ii) Agricultural bale wrap;
- (iii) Construction and demolition waste;
- (iv) Clean drywall and clean drywall offcuts;
- (v) Expanded polystyrene plastic;
- (vi) Garbage;
- (vii) Leaf and Yard Waste;
- (viii) Metal Goods/Appliances;
- (ix) Motorized equipment with fluids drained;
- (x) Municipal Hazardous or Special Waste
- (xi) Recyclable Materials;
- (xii) Scrap Metal;
- (xiii) Small engines with fluids drained;
- (xiv) Textiles and other items for Re-Use
- (xv) Tires and tire rims;
- (xvi) Waste Electrical and Electronic Equipment;
- (xvii) Wood Waste;
- (xviii) Porcelain Bathroom Fixtures;
- (xix) Any other material deemed by the Region to be Acceptable Waste at Waste Management Facilities.

#### Does not include;

- (i) Household Medical Waste not properly packaged and labeled
- (ii) Liquid Waste other than that which is included in Municipal Hazardous and Special Waste
- (iii) Medical and liquid waste including cultures of infectious agents, blood and blood products, pathological waste, sharps, animal wastes contaminated with organisms that are infectious to humans not properly packaged and labeled
- (iv) Pathological Waste not properly packaged and labeled
- (v) Radioactive waste
- (vi) Sewage

*(Amended by By-law 59-2013)*

## SCHEDULE "N" TO BY-LAW 46-2011

### LANDFILL RESTRICTIONS

The following Waste shall not be deposited at any private Waste disposal transfer facility or Regional Waste Management Facility for disposal by the Region in a landfill site:

- (i) Christmas Trees
- (ii) Empty material handling drums
- (iii) Grass clippings
- (iv) Home Healthcare Waste not properly packaged and labeled
- (v) Household Organic Waste
- (vi) Liquid Waste
- (vii) Medical and liquid waste including cultures of infectious agents, blood and blood products, pathological waste, sharps, animal wastes contaminated with organisms that are infectious to humans not properly packaged and labeled
- (viii) Metal Goods/Appliances
- (ix) Municipal Hazardous or Special Waste
- (x) Pathological Waste
- (xi) Radioactive Waste
- (xii) Recyclable Materials
- (xiii) Sewage
- (xiv) Waste Electrical and Electronic Equipment
- (xv) Whole motor vehicle tires
- (xvi) Yard Waste
- (xvii) Porcelain Bathroom Fixtures
- (xviii) Any other material or item for which the Region provides a waste disposal alternative program

*(Amended by By-law 59-2013)*

**SCHEDULE "O" TO BY-LAW 46-2011  
APPROVED REGIONAL RESIDENTIAL CURBSIDE LEVELS OF WASTE COLLECTION SERVICES**

Municipality	Location	Type & Level of Collection Service						
		Recycling Curbside Collection	Green Bin Curbside Collection	Garbage Curbside Collection	Leaf & Yard Waste Curbside Collection	Bulky Goods Curbside Collection	Metal Goods/Appliances Curbside Collection	WEEE & Porcelain Bathroom Fixtures Curbside Collection
<b>Town of Ajax</b>	Eligible Property	Weekly	Weekly	Bi-weekly  4 Bag / Container Limit Max. 20 kg / 44 lbs. weight per bag / container	24 Collections Per Year  Max. 20 kg / 44 lbs. weight per Yard Waste Receptacle 2 Christmas Tree Collections / Yr	No Appointment Required  Two (2) Bulky Goods	Appointment Required  No maximum limit	Appointment Required  No maximum limit
<b>Township of Brock</b>	Eligible Property	Weekly	Weekly	Bi-weekly  4 Bag / Container Limit Max. 20 kg / 44 lbs. weight per bag / container	24 Collections Per Year  Max. 20 kg / 44 lbs. weight per Yard Waste Receptacle 2 Christmas Tree Collections / Yr	Appointment Required  Two (2) Bulky Goods	Appointment Required  No maximum limit	Appointment Required  No maximum limit
<b>Municipality of Clarington</b>	Eligible Property	Weekly	Weekly	Bi-weekly, Tuesday to Friday  4 Bag / Container Limit Max. 20 kg / 44 lbs. weight per bag / container	24 Collections Per Year  Max. 20 kg / 44 lbs. weight per Yard Waste Receptacle 2 Christmas Tree Collections / Yr	Appointment Required  Two (2) Bulky Goods	Appointment Required  No maximum limit	Appointment Required  No maximum limit
<b>City of Pickering</b>	Eligible Property	Weekly	Weekly	Bi-weekly, Tuesday to Friday  4 Bag / Container Limit Max. 20 kg / 44 lbs. weight per bag / container	24 Collections Per Year  Max. 20 kg / 44 lbs. weight per Yard Waste Receptacle 2 Christmas Tree Collections / Yr	No Appointment Required  Two (2) Bulky Goods	Appointment Required  No maximum limit	Appointment Required  No maximum limit
<b>Township of Scugog</b>	Eligible Property	Weekly	Weekly	Bi-weekly, Tuesday to Friday  4 Bag / Container Limit Max. 20 kg / 44 lbs. weight per bag / container	24 Collections Per Year  Max. 20 kg / 44 lbs. weight per Yard Waste Receptacle 2 Christmas Tree Collections / Yr	Appointment Required  Two (2) Bulky Goods	Appointment Required  No maximum limit	Appointment Required  No maximum limit

**SCHEDULE "O" TO BY-LAW 46-2011  
APPROVED REGIONAL RESIDENTIAL CURBSIDE LEVELS OF WASTE COLLECTION SERVICES**

Municipality	Location	Type & Level of Collection Service						
		Recycling Curbside Collection	Green Bin Curbside Collection	Garbage Curbside Collection	Leaf & Yard Waste Curbside Collection	Bulky Goods Curbside Collection	Metal Goods/Appliances Curbside Collection	WEEE & Porcelain Bathroom Fixtures Curbside Collection
<b>Township of Uxbridge</b>	Eligible Property	Weekly	Weekly	Bi-weekly, Tuesday to Friday 4 Bag / Container Limit Max. 20 kg / 44 lbs. weight per bag / container	24 Collections Per Year Max. 20 kg / 44 lbs. weight per Yard Waste Receptacle 2 Christmas Tree Collections / Yr	Appointment Required  Two (2) Bulky Goods	Appointment Required  No maximum limit	Appointment Required  No maximum limit
<b>Town of Whitby</b>	Eligible Property	Weekly						
<b>City of Oshawa</b>	Eligible Property	Weekly						

Note: Collection Days for each service area are noted within Solid Waste Management Calendars distributed to residents and included on the Region's website, as amended from time to time to ensure route efficiencies and quality service Region-wide. The Region reserves the right to implement minimum quantities for the collection of Waste.

*(Amended by By-law 59-2013)*

**SCHEDULE "P" TO BY-LAW 46-2011**

**TECHNICAL AND RISK MANAGEMENT GUIDELINES FOR WASTE COLLECTION SERVICES**



**Technical and Risk Management  
Guidelines For Waste Collection  
Services on Private Property**

## Table of Contents

<a href="#">Introduction</a> .....	47
<a href="#">Site Plan Requirements</a> .....	47
<a href="#">Definitions</a> .....	47
<a href="#">General Waste Collection Requirements</a> .....	49
<a href="#">Requirements for High Rise Buildings</a> .....	49
<a href="#">Requirements for Townhouse Properties</a> .....	51
<a href="#">Submission Process</a> .....	51
<a href="#">APPENDIX “F”</a> .....	62
<a href="#">THE REGIONAL CERTIFICATE OF INSURANCE</a> .....	62

## Appendix

- “A”. Waste Collection Vehicle and Container Dimensions
- “B”. Dimensions for a “T” Turnaround
- “C”. Dimensions for a Cul-de-sac Turnaround
- “D”. Application for Waste Collection Services On Private Property
- “E”. Application Checklist for Waste Collection Services On Private Property
- “F”. Certificate of Insurance

## Introduction

The purpose of this document is to ensure that owners, planners, developers and contractors of high rise buildings or townhouse complexes are familiar with proper waste collection and waste storage systems and further that the provision for these are considered in the development of all residential multi residential projects. These requirements must be met before the Region will consider private property waste collection services to any development. In addition to the requirements set out in this document, Municipal and Region site plan requirements, Waste Collection By-law, Building and Fire Codes and any other applicable Regulations are also required.

These guidelines are the minimum requirements only and the Region reserves the right to enact additional requirements during their review of development projects. The Region also reserve the right to designate the type of collection to be provided, access and storage required on a case by case basis. If the Region determines that a development does not meet the requirements contained within this document then Regional waste collection services will not be considered or approved.

The Provincial 3Rs Regulations require residential multi-unit developments to implement source separation programs for standard Blue Box recyclable materials that are generated within the facility.

When planning waste management facilities, consideration should be given to a design that encourages recycling and other waste reduction programs.

The Region has introduced aggressive waste reduction programs such as Blue Box recycling and kitchen food waste Green Bin composting in our communities. It is imperative these types of recycling and composting programs should be easy to use and readily accessible to all residents.

Building and site plans should also provide adequate and efficient waste handling and storage facilities for all wastes and be located conveniently within the building structure or on the property site for easy and barrier free access by residents and collection vehicles.

## Site Plan Requirements

To ensure site plans have incorporated all guidelines as they pertain to waste collection services, applicants must include information that describes the following:

- a. Proposed waste handling system for recyclables, compostables and garbage
- b. Access routes for waste collection vehicles on private property;
- c. Waste collection area;
- d. Garbage rooms, containers and storage facilities;
- e. Recycling rooms, containers and storage facilities;
- f. Food waste rooms, containers and storage facilities;
- g. Size, number and type of waste containers/totes to be used;
- h. Above ground features such as parking areas in relation to the access route;
- i. Number of dwelling units and number of stories.

The applicant must submit a completed "Application for Waste Collection Services on Private Property and Indemnification Form", a copy of which is attached as Appendix "D" to the Region's Waste Management Division for review and consideration before any collection of waste will commence.

The Region will inspect and evaluate the details in an "Application for Waste Collection Service on Private Property and Indemnification Form". Before any application is approved, the development must be more than 75% fully occupied and construction completed. If and when the Region approves a development for waste collection on private property, service will be scheduled to commence in approximately 4 to 6 weeks at the beginning of a new month.

## Definitions

- I. "**Blue Box Recyclables**" means a household item as described in Schedule "H" of Durham Region Waste Management By-law 46-2011, as amended.
- II. "**Collectible**" means any residential waste material which may be collected pursuant to Region and/or Municipal by-law.
- III. "**Collection Pad**" means an external level-surface concrete pad used as a waste collection point.
- IV. "**Collection Area**" means a location on private property designated exclusively for collection of residential waste materials.
- V. "**Commercial Property**" means an establishment used for the purpose of retail, service, entertainment, recreation or offices and includes an institution.



- VI. **“Contractor”** means any person or business which has entered into a contract with the Region for the collection of waste on behalf of the Region.
- VII. **“Front-End Collection”** means the collection of waste materials from containers/totes using a Front-End collection vehicle.
- VIII. **“Garbage”** means solid, non-hazardous Waste other than Recyclable Materials, Household Organics, Municipal Hazardous or Special Waste, Metal Goods/Appliances, Bulky Items, Scrap Metal, Yard Waste, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures and Unacceptable Waste as described in the Schedules of Durham Region Waste Management By-law 46-2011, as amended.
- IX. **“Green Bin Compostables”** means those residential wastes designated by the Region as part of the Green Bin kitchen food waste program and which are not to be collected as garbage or as a recyclable.
- X. **“Multi-residential Complex”** means an apartment building, condominium complex, townhouse complex, co-op complex or other similar residential complex containing more than six (6) self contained dwelling units.
- XI. **“Municipality”** or **“Municipal”** means the municipality of the Region of Durham or any of the following area municipalities Municipality of Clarington, Township of Uxbridge, Township of Scugog, Township of Brock, City of Oshawa, Town of Ajax, Town of Whitby and the City of Pickering.
- XII. **“On-site Waste Collection”** means the collection of Waste from containers and waste storage areas on Private property.
- XIII. **“Porcelain Bathroom Fixtures”** means the items included in Schedule “L-1” of Durham Region Waste Management By-law 46-2011, as amended, and any other Waste material designated as Porcelain Bathroom Fixtures by the Region.
- XIV. **“Recyclable Materials”** means any material mandated under Ontario Reg. 101/94 or subsequently designated by the Region.
- XV. **“Region”** means the Regional Municipality of Durham or an authorized representative of the Regional Municipality of Durham.
- XVI. **“Rigid Plastic”** means a hard plastic item as described in Schedule “H” of Durham Region Waste Management By-law 46-2011, as amended, and any other Waste material designated as acceptable Rigid Plastic by the Region.
- XVII. **“Scrap Metal”** means a household item as described in Schedule “J” of Durham Region Waste Management By-law 46-2011, as amended.
- XVIII. **“Set Out”** means to place, or permit to be placed, waste at any location on private property for the purpose of waste collection.
- XIX. **“Street”** means any public highway, road, street, avenue, parkway, lane, alley or square.
- XX. **“T-turnaround”** means a “T” shaped area that allows vehicles to reverse direction through a 3-point turn.
- XXI. **“Turning Radius”** means the minimum area required for a vehicle to turn around.
- XXII. **“Waste”** means residential Blue Box recyclables, Green Bin compostables and residual Garbage materials.
- XXIII. **“Waste Diversion Program”** means Recyclable Materials, Household Organic Waste, Yard Waste, Bulky Items, Metal goods/Appliances, Scrap Metal, Waste Electrical and Electronic Equipment, Porcelain Bathroom Fixtures as described in the Schedules of Durham Region Waste Management By-law 46-2011, as amended.
- XXIV. **“Waste Electrical and Electronic Equipment”** or **“WEEE”** means Waste defined under Ontario Regulation 393/04 and as described in Schedule “L” of Durham Region Waste Management By-law 46-2011, as amended.

## General Waste Collection Requirements

The following are the general conditions for the collection of residential garbage, recyclables and compostable materials. Applicants should refer to the applicable Municipal and Region By-laws for additional or specific collection requirements.

- a) The Region will only collect residential waste materials and reserves the right to revoke collection services to any residential multi-unit development that does not meet the guidelines outlined in this document or the Region's Waste By-law;
- b) The property owners are responsible for the design and construction of proper and safe residential waste handling systems for their residents on private property including access routes, storage facilities, collection areas, and with direct access to a municipal street that does not require the collection vehicle to back onto the municipal street;
- c) The design of the collection area and the access road, as outlined in this document, shall be provided exclusive of any onsite parking spaces;
- d) All residential waste materials must be securely stored inside an enclosed structure, so as to contain any litter, and be easily accessible by residents in a well lit, secure and barrier free environment;
- e) All residential waste containers must be stored inside until the scheduled collection day and, after collection, must be returned to the storage area immediately following collection;
- f) Waste information and collection procedure signs must be installed in appropriate locations to ensure a safe and clean environment around the waste collection areas and access routes. Property owners must be responsible for actively promoting Blue Box recycling, and Green Bin composting as a means of reducing of Garbage waste;
- g) Private access roads must be constructed of a suitable material such as asphalt or concrete and be structurally adequate to prevent damage by and support a fully loaded waste collection vehicle;
- h) The property owner is exclusively responsible for any damage on private access roads and/or storage areas from waste collection vehicles;
- i) The property owner is responsible for moving all waste containers out to the designated collection area on the designated collection day;
- j) The property owner is responsible for obtaining, designing, implementing, constructing and maintaining safe waste handling systems in accordance with the Region's "Technical and Risk Management Guidelines For Waste Collection Services On Private Property";
- k) The property owner is responsible for collection, processing, composting, haulage and disposal of all waste from the property until such time as the site is approved for collection services.
- l) As instructed by the Region, the property owner may have to demonstrate their commitment to the Region's diversion programs through waste audits at their expense, which are to be provided by a reputable waste consultant. The results are to be forwarded to the Region for review, and must be in accordance with the Region's diversion mandate to continue to receive waste collection services.

## Requirements for High Rise Buildings

For multi-residential high-rise buildings with more than 6 units, waste collection design and services are to be as follows:

### 1. Storage Area

- a) The development must have internal waste collection storage rooms of sufficient size to receive and accommodate all garbage, food waste and recycling wastes from residents and further to store such wastes in containers in a safe manner.
- b) Storage rooms should provide for easy access for residents to use conveniently as well as for the movement of waste containers to and from the storage room to the collection area.
- c) The storage room must be ventilated, well lit, secure, rodent-proof and separated from the living space and in accordance with local zoning By-laws, building and fire codes;
- d) The storage room must have adequately sized roll up overhead doors, leading to the collection area. Waste containers must have heavy duty wheels.

- e) Large multi-residential developments with greater than 30 units must use compactors for all garbage waste.
- f) Cross contamination of waste materials is not acceptable and it is the responsibility of the property owner to ensure appropriate internal collection procedures and waste handling systems are in place to minimize contamination.
- g) Waste handling systems must include separate containers for each of the applicable Waste Diversion Program materials and garbage. Consideration should be given to an adequately sized chute system (to accommodate for each of the following Waste streams: Garbage, compostables, containers, fibres) adjacent to the building elevators or an acceptable equivalent whereby residents can leave their source separated Wastes near their units or in another convenient location;
- h) Consideration must be given in the design stage of the units to accommodate for the various Waste storage receptacles to be utilized in the Region's Waste Diversion Programs and collection. This includes designated internal storage space under sinks with sliders, and within closets that would include the ability to stack receptacles if necessary;

## 2. Collection Area

- a) The development must have a waste collection area located on private property with direct and safe access for collection vehicles entering from and exiting to the municipal street;
- b) The collection area must consist of a level reinforced concrete pad suitably sized to accommodate all waste containers to be serviced.
- c) The collection vehicle must be able to empty and return containers to the collection area without requiring containers to be shuffled either manually or mechanically.
- d) Collection vehicles must be able to safely drive out onto the street and not back out in order to turn around;
- e) The collection area must be kept clear of all obstructions and clearly marked as a "No Stopping" or "No Parking" area;
- f) Along the collection access route and in the collection area, an overhead clearance of 7 metres must be provided from all obstructions such as wires, balconies and trees.

## 3. Access Routes

- a) The internal roadways must be a minimum of 6.5 metres in width, use a minimum of 13 metres in turning radii and the approach to the collection area is to be designed with a minimum 18.0 metres straight approach;
- b) Where the requirement for a continuous drive-through access and exit cannot be achieved, a "T" type turnaround or cul de sac type turnaround will be permitted. See specifications listed in Appendix "B" and "C";
- c) Where the access route used by the collection vehicle travels over the deck of an underground parking garage, the applicant must provide a letter to the Region certified by an Engineer that confirms the structural capability of the deck to support a fully loaded waste collection vehicle.

## 4. Frequency of Service

- a) The Region's waste collection service will be limited as follows:

Blue Box recyclables: weekly  
 Garbage waste: weekly  
 Green Bin food wastes: weekly (optional service)  
 Waste Electrical and Electronic Equipment: (as applicable)  
 Porcelain Bathroom Fixtures: (as applicable)  
 Metal Goods/Appliances: (as applicable)  
 Scrap Metal: (as applicable)

## Requirements for Townhouse Properties

For single family dwellings and multi-residential townhouse type developments with an internal private road, waste collection design and services are to be as follows:

### 1. Storage Area

- a) The development must be designed to accommodate waste materials storage inside the single family dwellings and/or internal street type townhouse units;

Consideration must be given in the design stage of the units to accommodate for the various waste storage receptacles to be utilized in the Region's waste collection and Region's Waste Diversion Programs. This includes designated internal storage space under sinks with sliders, and within closets that would include the ability to stack receptacles if necessary.

### 2. Collection Area

- a) The collection area must be along the internal access route of the development in front of each and every dwelling unit. It is the responsibility of the residents to properly place their waste materials out for waste collection on the designated day of the week; as per the Region's Waste Collection By-law.
- b) The collection area must be kept clear of all obstructions and clearly marked as a "No Stopping" or "No Parking" area;
- c) Along the collection access route and in the collection area, an overhead clearance of 7 metres must be provided from all obstructions such as wires, balconies and trees.

### 3. Access Routes

- a) The internal roadways must be a minimum of 6.5 metres in width and use a minimum of 13 metres in turning radii;
- b) Where a continuous drive-through route cannot be achieved, a "T" type turnaround or cul de sac type turnaround will be permitted. See specifications listed in Appendix "B" and "C";
- c) The internal access route must be designed to structurally withstand the weight of fully loaded waste collection vehicles;

### 4. Frequency of Service

- a) The Region's curbside waste collection service will be limited as follows:

Blue Box recyclables: weekly  
Green Bin food wastes: weekly  
Garbage waste: bi-weekly (every other week)  
Waste Electrical and Electronic Equipment: (as applicable)  
Porcelain Bathroom Fixtures: (as applicable)  
Metal Goods/Appliances: (as applicable)  
Scrap Metal: (as applicable)

## Submission Process

The applicant must submit a formal letter, along with detailed site plan requirements as per Section 1, requesting Regional waste collection services along with a completed "Application for Waste Collection Services on Private Property and Indemnification Form", a copy of which is attached as Appendix "D", a completed "Application Checklist", a copy of which is attached as Appendix "E" and a "Certificate of Insurance" to the Region's Waste Management Services Department for review and consideration before any collection of waste will commence.

Once completed, please mail to:

Director of Waste Management Services  
Regional Municipality of Durham, 4<sup>th</sup> Floor  
605 Rossland Road East, PO Box 623  
Whitby, Ontario L1N 6A3

The Region will respond in writing to the applicant acknowledging that the application has been received for further review.

## **Revisions to the Waste Collection Guidelines**

The Region may from time to time review, revise and update its “Guidelines For Waste Collection Services On Private Property”.

Any revisions to this document will require the approval of the Director of Waste Management Services or designate.

## **Distribution of Waste Collection Guidelines**

The Region will distribute current copies of the “Guidelines For Waste Collection Services On Private Property” upon request to interested parties. Any subsequent revisions will automatically be forwarded to such parties.

It is the intent of the Region to provide realistic and workable “Guidelines For Waste Collection Services On Private Property” to strengthen and benefit proper waste management practices in our communities.

Waste Collection Guideline Inquiries can be directed to the Regional Municipality of Durham Waste Management Services Department by:

Phone: **905-668-7711** or **1-800-372-1102**

E-mail: **wasteguidelines@durham.ca**

## APPENDIX

## Appendix “A”

### Waste Collection Vehicles and Container Dimensions

The following table illustrates typical vehicle dimensions for typical waste collection vehicles. The dimensions are approximate and may vary from actual. All measurements are in metres:

Vehicle Type	Length	Width	Height	Turning Radius
1. Recycling	<b>10.76 m</b>	<b>2.77 m</b>	<b>3.69 m</b> <b>5.08 m with bucket up</b>	<b>11.50 m</b>
2. Front-end	<b>9.85 m</b>	<b>2.77 m</b>	<b>4.31 m</b> <b>6.15 m with forks extended</b>	<b>11.50 m</b>
3. Rear Packer	<b>11.54 m</b>	<b>2.77 m</b>	<b>3.69 m</b>	<b>13.00 m</b>
4. Side Packer	<b>10.46 m</b>	<b>2.98 m</b>	<b>3.85 m</b>	<b>13.00 m</b>

The following table illustrates approximate dimensions for typical recycling carts and front-end collected waste bins\*:

Capacity	Length	Width	Height**	Recommended Footprint
95 Gallon Recycling Cart	<b>0.88 m</b> <b>2.9 ft</b>	<b>0.67 m</b> <b>2.2 ft</b>	<b>1.15 m</b> <b>3.8 ft</b>	<b>1 cubic m</b> <b>3.3 ft x 3.3 ft</b>
2 Cubic Yard Bin	<b>1.82 m</b> <b>6.0 ft</b>	<b>0.91 m</b> <b>3 ft</b>	<b>0.91 m</b> <b>3 ft</b>	<b>2 m x 1.2 m</b> <b>6.5 ft x 4 ft</b>
3 Cubic Yard Bin	<b>1.82 m</b> <b>6.0 ft</b>	<b>1.03 m</b> <b>3.4 ft</b>	<b>1.21 m</b> <b>4.0 ft</b>	<b>2 m x 1.4 m</b> <b>6.5 ft x 4.5 ft</b>
4 Cubic Yard Bin	<b>1.82 m</b> <b>6.0 ft</b>	<b>1.37 m</b> <b>4.5 ft</b>	<b>1.22 m</b> <b>4.0 ft</b>	<b>2 m x 1.7 m</b> <b>6.5 ft x 5.5 ft</b>
6 Cubic Yard Bin	<b>1.82 m</b> <b>6.0 ft</b>	<b>1.82 m</b> <b>6.0 ft</b>	<b>1.6 m</b> <b>5.25 ft</b>	<b>2 m x 2.1 m</b> <b>6.5 ft x 7 ft</b>
8 Cubic Yard Bin	<b>1.82 m</b> <b>6.0 ft</b>	<b>2.1 m</b> <b>7.0 ft</b>	<b>1.82 m</b> <b>6.0 ft</b>	<b>2 m x 2.4 m</b> <b>6.5 ft x 8 ft</b>

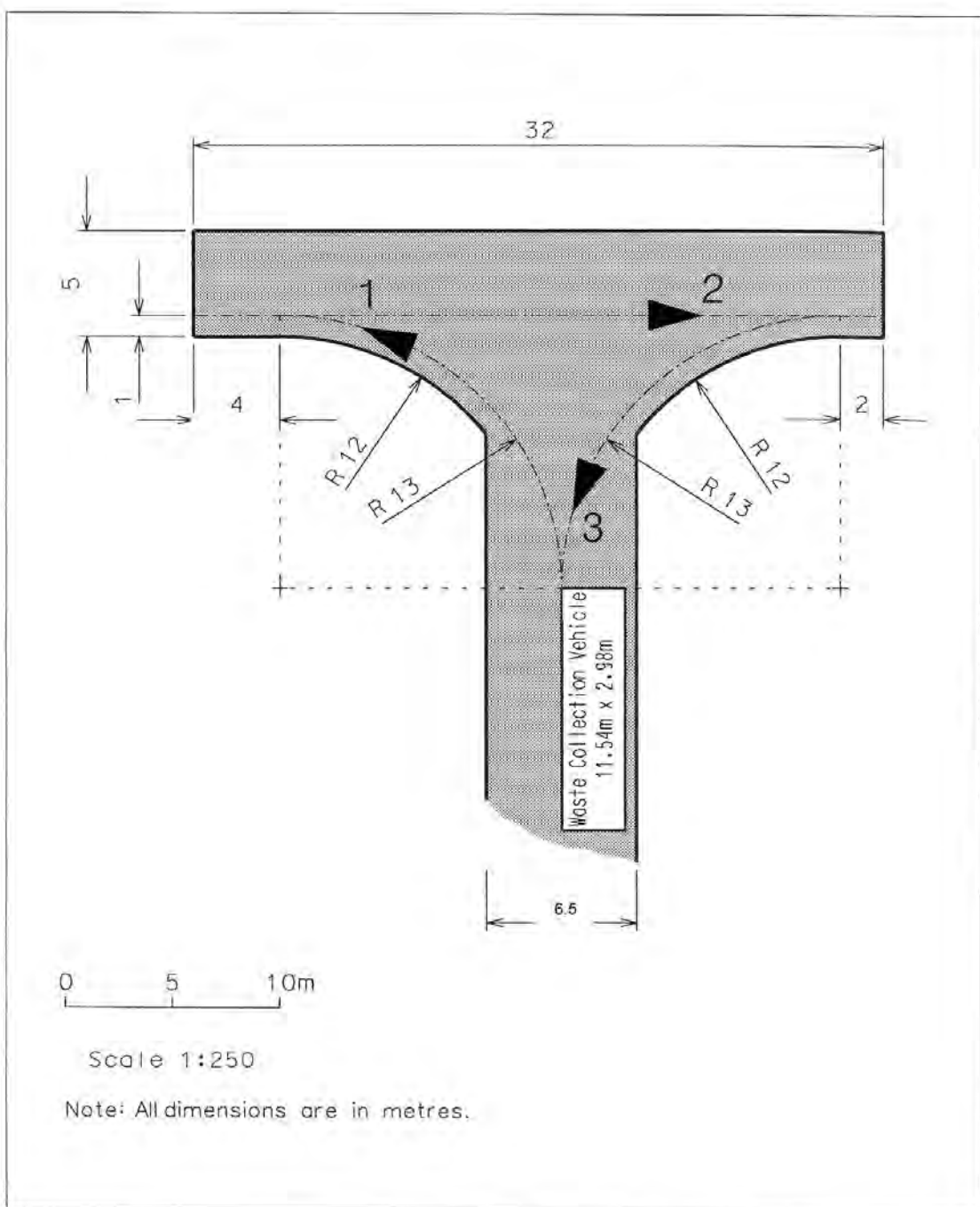
\*Note: front-end waste bins contain protruding side brackets to facilitate lifting by collection truck lift arms. Extra space on either side of such bins has been incorporated into the recommended footprint column for space planning purposes.

\*\*Note: height of front-end bins does not include castors (wheels), which are optional on bins and could add 6 to 8 inches.

Typical recommended recycling cart ratio to multi-residential building units is 1 cart for every 7 units. Recycling carts are required for each recycling stream: Containers, Papers and Cardboard/Boxboard.

# Appendix "B"

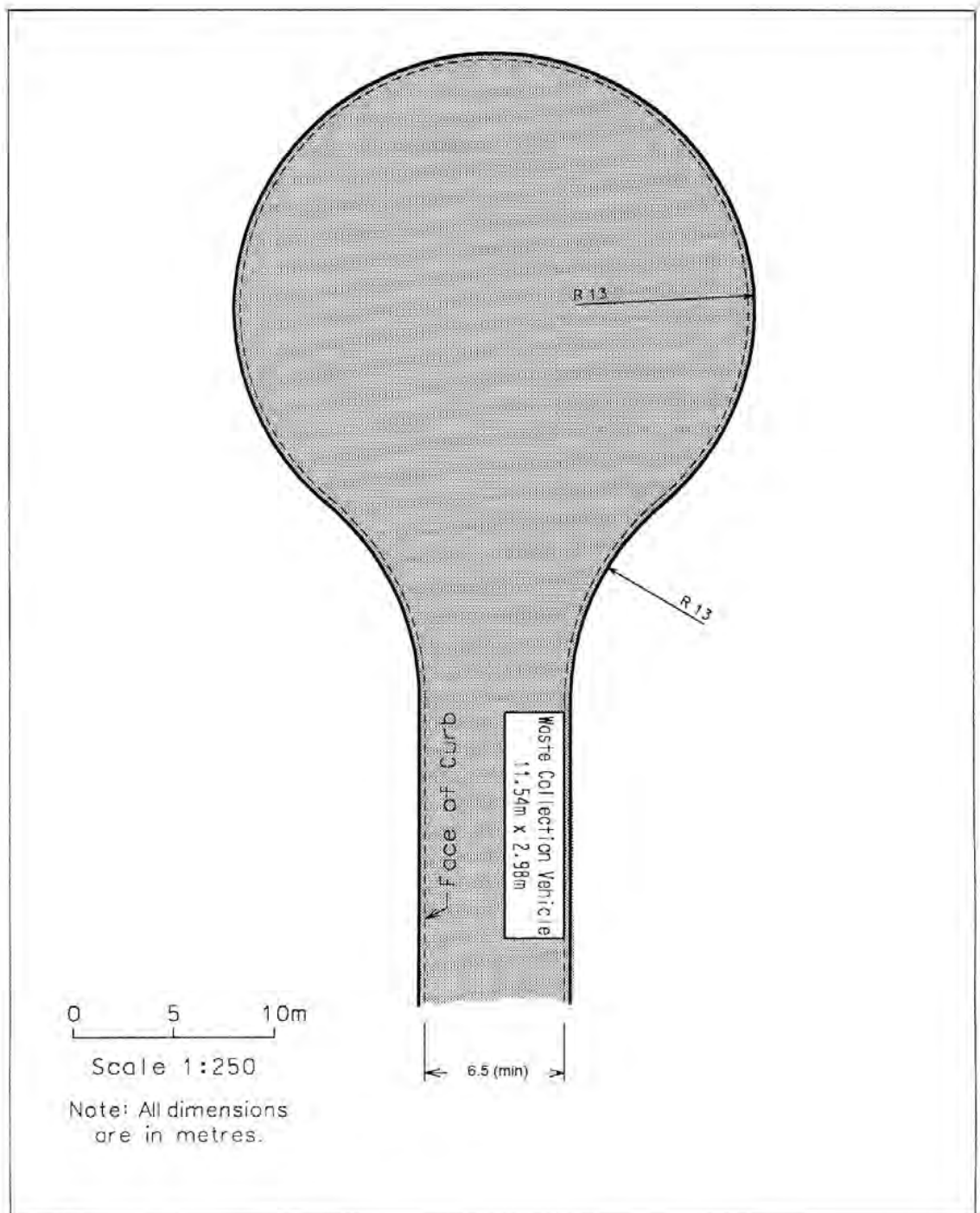
## Dimensions for a "T" Turnaround





# Appendix "C"

## Dimensions for a Cul-de-sac Turnaround



## Application for Waste Collection Services on Private Property and Indemnification Form

Date: \_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
          YYYY   MM   DD

**The undersigned requests the extended “on site waste collection services on private property” as provided by the Regional Municipality of Durham.**

**Applicant Details:**

Applicant: \_\_\_\_\_ Property Owner: \_\_\_\_\_

Address of Owner: \_\_\_\_\_

City: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

E-mail Address: \_\_\_\_\_ Cell: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Collection requested at:**

Name of Property: \_\_\_\_\_ Contact: \_\_\_\_\_

Address of Property: \_\_\_\_\_

Phone: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ E-mail Address: \_\_\_\_\_

**Details of Location:**

Type of Building (Townhouses, High Rise Building): \_\_\_\_\_

Expected date of completion (YYYY/MM/DD): \_\_\_\_\_

Site Plan Number: \_\_\_\_\_ Condominium Plan Number: \_\_\_\_\_

No. of Units: \_\_\_\_\_ Number of Floors: \_\_\_\_\_

Units Occupied to Date: \_\_\_\_\_ As of Date (YYYY/MM/DD): \_\_\_\_\_

**Comments:**

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

Region of Durham Works Department  
Waste Management Services  
605 Rossland Road East, PO Box 623  
Whitby, ON, L1N 6A3

**Application for Waste Collection Services on  
Private Property and Indemnification Form - Cont'd**

**Terms and Conditions:**

1. The undersigned, being the owner, or agent of the owner of the above property, acknowledges that it is agreed that the Region's collection vehicles or its agents shall be permitted to enter onto the above property for the purpose of collecting waste materials from the premises.
2. The owner, or where applicable, its signing officer, shall ensure that in the event of a change in ownership for the above property, they will inform the new owner of this application.
3. The undersigned further agrees to indemnify and hold harmless the Region and its waste collection contractors on private property against all actions, suits, claims and demands, direct or indirect, which may arise as a result of the provision of these services to the property, including but not limited to any damages to structures that may be located on or about the premises, as a result of any waste materials collection equipment entering the property indicated above.
4. The undersigned shall at its sole cost and expense, shall take out, maintain and annually provide the Region of Durham and its waste collection contractors on private property an insurance certificate evidencing:
  - i) Commercial general liability insurance pertaining to liability to others in respect of injury, death or damage to property occurring upon, or about its operations in an amount not less than two million dollars (\$2,000,000.00) for claims arising out of one occurrence.
  - ii) The commercial general liability policies shall be in the name of the undersigned and shall name the Region of Durham as an additional insured there under.
  - iii) The owner, or where applicable, shall ensure that all internal roadways on private property are suitably maintained for collection services throughout the year, as well as ensuring that there are no parked cars on the internal roadways that could be deemed as obstructions.

Dated: \_\_\_\_\_ Authorized Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

*I have the authority to bind the corporation*

**OFFICE USE**

Date application received: \_\_\_\_\_ Date site inspected: \_\_\_\_\_

Site complies with Guidelines: \_\_\_\_\_ If not, why not: \_\_\_\_\_

Signatures of approval: \_\_\_\_\_ Date service is to start: \_\_\_\_\_

Date Approved: \_\_\_\_\_

## Appendix “E”

### Application Checklist for Waste Collection Services on Private Property

**General Requirements**

**Checklist**

The property owners are responsible for the design and construction of proper and safe residential waste handling systems for their residents on private property including access routes, storage facilities, collection areas, and with direct access to a municipal street that does not require the collection vehicle to back onto the municipal street;	
The design of the collection area and the access road, as outlined in this document, shall be provided exclusive of any onsite parking spaces;	
All garbage, organic and recyclable material containers must be securely stored inside until the scheduled collection day and must be returned to the storage area immediately following collection.	
Waste information and collection procedure signs must be installed in appropriate locations to ensure a safe and clean environment around the waste collection areas and access routes. Property owners must be responsible for actively promoting Blue Box recycling, and Green Bin composting as a means of reducing of Garbage waste;	
Private access roads must be constructed of a suitable material such as asphalt or concrete and structurally adequate to prevent damage by and support a fully loaded garbage collection vehicle of approximately 30 tonnes;	
The property owner/manager is responsible for moving all non-compacted garbage, organic and recycling storage containers out to the designated collection area on the designated collection day(s). Front-end collected garbage containers that cannot be accessed from within the collection vehicle will not be collected;	

**High Rise Buildings**

For multi-residential high rise buildings with more than 6 units, waste collection design and services are to be as follows:

**a) Storage**

**Checklist**

The development must have internal garbage and recycling storage room of sufficient size to accommodate all required garbage and recycling containers. Such space should provide for easy access and movement of containers to and from the storage room. The storage room must be ventilated, rodent-proof and separated from the living space and in accordance with local zoning By-laws, building and fire codes;	
The storage room must have a roll up overhead door a minimum size of 4.0 metres wide and 4.0 metres high, leading to the collection area.	
Large multi-residential developments greater than 30 units must mechanically compact garbage waste. Waste handling systems must include separate containers for recyclables, compostables and garbage waste. Consideration should be given to an adequately sized four chute system (one for each of: garbage, compostables, containers, papers) adjacent to the building elevators or an acceptable equivalent whereby residents can leave their source separated wastes near their units or in another convenient location;	

## Application Checklist for Waste Collection Services on Private Property - Cont'd

### High Rise Buildings Cont'd

#### **b) Collection Area**

#### **Checklist**

The development will require a collection area on private property with direct and safe access entering from and exiting to the municipal street;	
The collection area is to be directly accessible to the waste and recycling collection vehicles;	
The collection area must be level with the access roadway;	
The collection area must consist of a level concrete pad and apron with a minimum width of 3.0 meters for every garbage bin and 1 metre for every recycling bin required. The minimum depth of the collection area is 3 metres;	
The collection area must be designed to prevent the containers from rolling from the collection area;	
The collection vehicle must be able to empty and return containers The collection vehicle must be able to empty and return containers to the collection area without requiring containers to be shuffled either manually or mechanically; Collection vehicles must be able to safely drive out onto the street and not back out in order to turn around;	
The collection area must be kept clear of all obstructions and clearly marked as a NO STOPPING area;	
In the collection area, an overhead clearance of 7 metres must be provided from obstructions such as wires, balconies and trees.	

#### **c) Access Routes**

#### **Checklist**

The internal roadway shall be a minimum of 6.5 metres in width, use a minimum of 13 metres in turning radii and the approach to the collection area is to be designed with a minimum of 18 metres straight approach;	
The internal roadway shall be designed to permit continuous collection without reversing onto the municipal street. Continuous drive through access is preferred;	
Where the requirement for a continuous drive-through access and exit cannot be met, a "T" type turnaround will be permitted that includes the length of the collection vehicle plus the length of the collection area and is in accordance with the specification listed in Appendix B;	
Where the access route used by the collection vehicle travels over the deck of an underground parking garage, the applicant must provide a letter to the Region and/or Municipality, certified by an Engineer that confirms the structural capability of the deck to support a fully loaded waste collection vehicle.	

## Application Checklist for Waste Collection Services on Private Property - Cont'd

### Townhouse Properties

For single family dwellings and multi-residential townhouse type developments with an internal private road, waste collection design and services are to be as follows:

**a) Storage Area** **Checklist**

The development must be designed to accommodate waste materials storage inside the single family dwellings and/or internal street type townhouse units;	
---	--

**b) Collection Area** **Checklist**

The collection area must be along the internal access route of the development in front of each and every dwelling unit. It is the responsibility of the residents to properly place their waste materials out for waste collection on the designated day of the week;	
The collection area must be kept clear of all obstructions and clearly marked as a “No Stopping” or “No Parking” area;	
Along the collection access route and in the collection area, an overhead clearance of 7 metres must be provided from all obstructions such as wires, balconies and trees.	

**c) Access Routes** **Checklist**

The internal road layout is designed to permit continuous collection of garbage, organic and recyclable material without reversing;	
The internal roadways must be a minimum of 6.5 metres in width and use a minimum of 13 metres in turning radii;	
Where a continuous drive-through route cannot be achieved, a “T” type turnaround or cul de sac type turnaround will be permitted. See specifications listed in Appendix “B” and “C”;	
The internal access route must be designed to structurally withstand the weight of fully loaded waste collection vehicles;	

**APPENDIX "F"**

**THE REGIONAL  
MUNICIPALITY  
OF DURHAM**

**CERTIFICATE OF INSURANCE**



**PROOF OF LIABILITY INSURANCE WILL BE ACCEPTED ON THIS FORM ONLY  
THIS FORM MUST BE COMPLETED AND SIGNED BY YOUR AGENT, BROKER OR INSURER  
ALL INSURERS SHOWN MUST BE LICENSED TO OPERATE IN CANADA**

***This is to certify that the Named Insured hereon is insured as described below***

Named Insured	Address of Named Insured
Location and Operations of the Named Insured for which Certificate is issued With respect to the agreement with the Region of Durham for the Collection and Disposal of Waste	

**AUTOMOBILE LIABILITY INSURANCE**

INSURING COMPANY	POLICY NUMBERS	LIMIT OF COVERAGE	EFFECTIVE DATE	EXPIRY DATE
	Automobile Liability	Deductible, if any:	D/M/Y	D/M/Y
	Excess Auto Liability (if applicable)		D/M/Y	D/M/Y

The above policy(ies) must cover all vehicles owned in whole or in part and licensed in the name of the insured including all vehicles leased on a long term basis for which the insured is required by contract to provide bodily injury and property damage insurance.

**COMMERCIAL GENERAL LIABILITY**

INSURING COMPANY	POLICY NUMBERS	LIMIT OF COVERAGE	EFFECTIVE DATE	EXPIRY DATE
	COMMERCIAL GENERAL LIABILITY	Per Claim / Annual Aggregate Deductible, if any	D/M/Y	D/M/Y
	Excess Liability (if applicable)	Per Claim / Annual Aggregate	D/M/Y	D/M/Y
	Professional Liability (if applicable)	Per Claim / Annual Aggregate Deductible, if any	D/M/Y	D/M/Y
Provisions of Amendments or Endorsements of Listed Policy(ies)				

COMMERCIAL GENERAL LIABILITY is issued on an 'occurrence' basis form and is extended to include Personal Injury Liability, Contractual Liability, Non-Owned Automobile Liability, Owner's and Contractor's Protective Coverage, Products/Completed Operations, Contingent Employer's Liability, Cross Liability Clause and Severability of Interest Clause.

With respect to Commercial General Liability Insurance, THE REGIONAL MUNICIPALITY OF DURHAM is added as an Additional Insured but only with respect to its liability arising out of the operations of the Named Insured.

The policy(ies) identified above shall apply as primary insurance and not excess to any other insurance available to The Regional Municipality of Durham.

If cancelled or changed so as to reduce the coverage as outlined on this certificate, during the period of coverage as stated herein, thirty (30) days, prior written notice by registered mail will be given by the Insurer(s) to:

**The Regional Municipality of Durham  
Attention: Risk Management Department  
Finance Department, 605 Rossland Road East  
Whitby, Ontario L1N 6A3**

I certify that the insurance is in effect as stated in this certificate and that I have authorization to issue this certificate for and on behalf of the insurer(s).

Date	Name, Address, Fax and Telephone Number of Certifying Party	Signature of Authorized Representative or Official
		Print Name of above Authorized Representative or Official

Issue date: February 14, 2011

MG\INSPool\regional certificate of insurance







# Delivery Planning Standards Manual for Builders and Developers

# **Delivery Planning Standards Manual for Builders and Developers**

Prepared by

Addressing and Delivery Planning  
Canada Post Corporation  
2701 Riverside Drive, Suite N0820  
Ottawa, Ontario K1A 0B1

April 2015

DK15115

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# Table of contents

How to use this manual	1
Regional delivery planning offices	2
Introduction	3
<b>Section A – Single occupancy mail delivery</b>	<b>4</b>
Single family housing developments	5
1. Community mailboxes	6
2. Mini-parks	8
<b>Section B – Multiple occupancy mail delivery systems</b>	<b>12</b>
Multiple-unit buildings	12
Apartment buildings	13
Office complexes and retail centres	14
1. Lockbox assemblies	16
2. Mailroom	17
<b>Section C – Service to industrial/business parks</b>	<b>18</b>
<b>Section D – Renovations to multiple-unit buildings</b>	<b>19</b>
<b>Appendix A</b>	<b>21</b>
Standards for parcel compartments	21
<b>Appendix B</b>	<b>22</b>
Specifications for lockbox assemblies and mailrooms	22
1. Front-loading lockbox assemblies	22
2. Rear-loading lockbox assembly	23
3. Choosing postal box assemblies	23
4. Lockbox sizes	24
5. Specifications for lockbox assemblies	25
6. Mailrooms	28
7. General lockbox assembly instructions	29
8. Special notice to installers of lockboxes	30
9. Canada Post lock and key system	31
10. Inspection before mail delivery begins	32
11. Regular inspection and maintenance	32
12. Access for delivery personnel	33

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# How to use this manual

This manual presents standards for design, construction and installation of the many mail facility options available for every type of development.

It is divided into four sections depending on the type of development:

- A – Single occupancy mail delivery
- B – Multiple occupancy mail delivery systems
- C – Service to industrial and business parks
- D – Renovations to multiple-unit buildings

Each section details the requirements and options available for each type of development.

While this manual is comprehensive in detailing the mail delivery options available to you, it is essential that your plans be reviewed with a delivery planner prior to implementation, and it is recommended to contact the planner before any major step.

## Who is your delivery planner?

At several points in this manual, you are advised to contact your delivery planner for more details or specific advice. Your delivery planner is your link to Canada Post who can take you through your project from preliminary plans to inspection of the constructed product.

The address and the telephone number of the Delivery Planning office nearest you is on the following page.

---

## Regional delivery planning offices

Manager  
Delivery Planning  
Atlantic Region  
6175 Almon Street  
Halifax NS B3K 5N2

Manager  
Delivery Planning  
Greater Toronto Area (GTA) Region  
1860 Midland Avenue, Floor 2  
Scarborough ON M1P 5A1

Manager  
Delivery Planning  
Quebec Region  
555 Mcarthur Street, Suite 1513  
Montreal QC H4T 1T4

Manager  
Delivery Planning  
Prairie Region  
302-266 Graham Avenue  
Winnipeg MB R3C 0K2

Manager  
Delivery Planning  
Huron-Rideau Region  
955 Highbury Avenue  
London ON N5Y 1A3

Manager  
Delivery Planning  
Pacific Region  
153-5940 Ferguson Road  
Richmond BC V7B 0B1

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# Introduction

Centralized mail delivery is now part of all new residential and commercial developments in Canada.

Selecting the right type of service from the many options available will ensure efficient postal service, helping to make your development more attractive to potential buyers and occupants.

Centralized mail delivery has many advantages:

- Customers can pick up their mail from their own compartment anytime.
- Individually locked compartments offer security and privacy.
- Parcel compartments allow delivery of larger items, rather than recipients having to pick them up in person at the local postal outlet.
- Centralized mail delivery can be designed or customized to fit into any development or building.
- Centralized mail delivery can contribute to the efficient housekeeping of the building.
- In some large buildings, it minimizes elevator tie-up by postal employees with bags of mail while delivering to each floor.
- In multi-unit buildings, the developer/owner purchases, installs and maintains the centralized mail delivery equipment.

# Section A

---

## Single occupancy mail delivery



# Section A

---

## **Single family housing developments**

Delivery service options for single family housing developments include

- community mailboxes,
- mini-parks (see Section A, subsection 2).

The criteria for selecting the most appropriate option should include

- the size of the development,
- the number of homes each centralized mail facility will serve,
- your plans for the design and appearance of the subdivision.

The above options should be situated in convenient central locations close to individual residences on sites chosen for easy access and a pleasing appearance. This allows customers to pick up and send their mail from one convenient, accessible place.

Mail and parcels can be retrieved anytime from individually locked compartments. Neighbourhood community mailboxes and mini-parks also make mailing letters more convenient, through outgoing mail collection slots.

Your delivery planner can help you select the appropriate option and sites for your development, and provide complete plans and specifications.

It is important that all sites must be accessible to disabled persons. If your development has special requirements in this regard, early consultation with your delivery planner will ensure these needs are considered and will avoid any unnecessary costs related to alteration of the plans.

Contact your delivery planner to obtain the latest infrastructure specifications for developers.



# Section A

---

## 1. Community mailboxes

- 1.1 Community mailboxes (CMBs) have multiple sizes of compartments. The small compartments are assigned to individual addresses, and are for the delivery of letters, magazines and small parcels; the two larger compartments are for larger parcels. Each community mailbox installation also has a letter slot for outgoing mail collection.
- 1.2 Standard community mailbox installations are done by Canada Post.



# Section A

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## Location

- 1.3** Community mailboxes are intended to serve customers in developments where
- lot and street layout of the subdivision are well established,
  - roads are suitably maintained and passable year-round,
  - municipal cooperation is obtained in the location and installation of community mailboxes.
- 1.4** Each CMB location is chosen by the delivery planner after consultation with the property developer and the local municipality.
- 1.5** Community mailboxes should be located a minimum of nine metres from intersection corners so as not to hamper driver visibility. Sites are not installed at major intersections.
- 1.6** The following site selection criteria must be considered when planning the location of a mini-park:
- at a natural entry point to a development,
  - within a boulevard or at a convenient location within a development,
  - near existing lighting fixtures.
- 1.7** Where a community mailbox is to be located on privately held land, the property owner must grant Canada Post a license to occupy the land. This license is available from your delivery planner.

## Installation

- 1.8** Once you have identified your proposed community mailbox sites, contact your delivery planner to review your plans. Canada Post will maintain responsibility for resolving any concerns with the municipality that may arise during and after the community mailbox installation. Liability insurance is mandated as a condition of contract agreement for all work done on behalf of Canada Post by community mailbox installation and maintenance contractors.
- 1.9** Canada Post's installation contractor is responsible for ensuring that all municipal services (hydro, telephone and cable utilities) either above or below ground are located, acceptably cleared and not damaged during the installation of the CMBs.

**Note: CMB location and installation requirements can vary on some roads in a rural environment. Consult your delivery planner for more details.**

# Section A

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## 2. Mini-parks

- 2.1 Mini-parks are clustered community mailboxes that contain four or more modules. Each mini-park can serve over 64 households.
- 2.2 Where a mini-park is to be located on privately held land, the property owner must grant Canada Post a license to occupy the land. This license is available from your delivery planner.

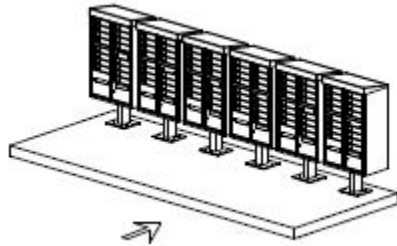


Community mailboxes in clusters (mini-park)

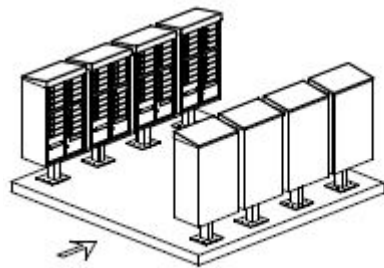
# Section A

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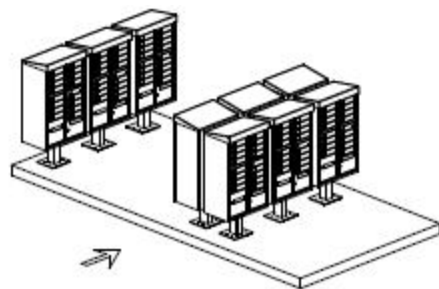
## Mini-park configurations



Mini-park of four to six units



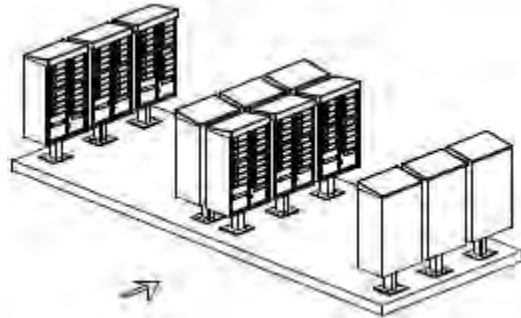
Mini-park of seven to eight units



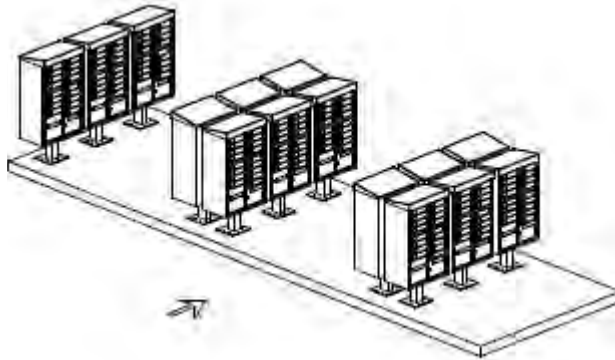
Mini-park of nine units

# Section A

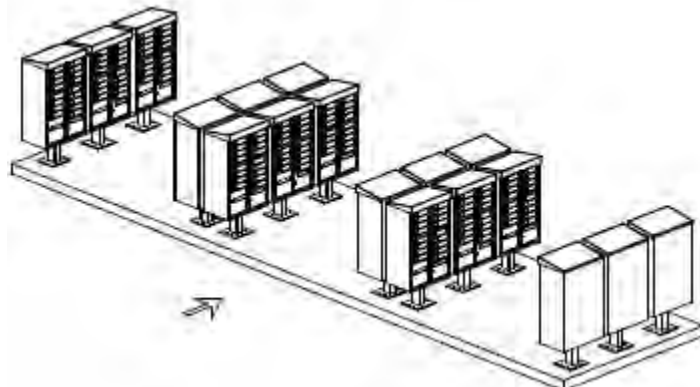
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**Mini-park of 10, 11 and 12 units**



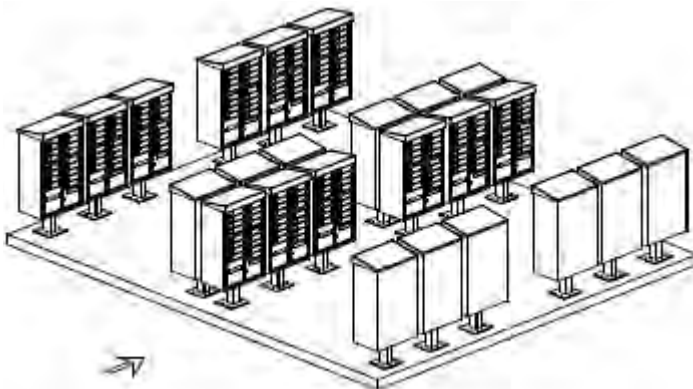
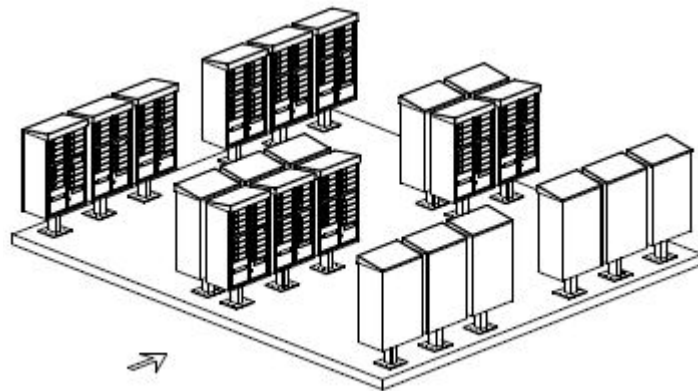
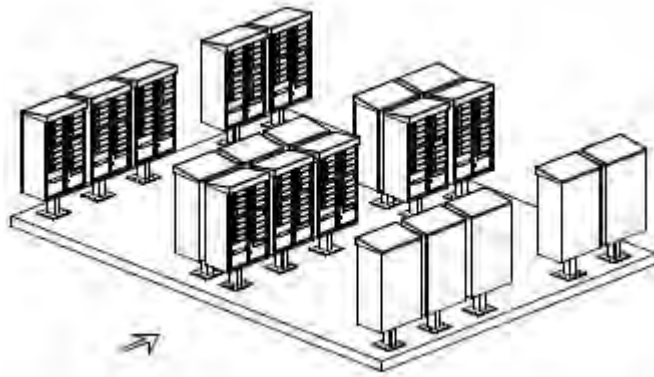
**Mini-park of 13, 14 and 15 units**



**Mini-park of 16, 17 and 18 units**

# Section A

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# Section B

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## Multiple occupancy mail delivery systems

### Multiple-unit buildings

A multiple-unit building is any development consisting of three or more self-contained units sharing a common indoor area.



# Section B

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## Apartment buildings

Delivery service options available for apartment buildings are

- front-loading lockbox assembly
- rear-loading mailroom (mandatory for 100 units or more).

**Note: For apartment buildings with 100 or more units, a rear-loading mailroom must be installed.**

For a building of this many units, a rear-loading mailroom allows for more efficient delivery of the mail because there is not a large number of panels to continually open and close. Multiple open panels can also hinder the flow and safety of lobby traffic.

A mailroom provides a higher degree of security (see Appendix B, sections 6 and 9).



## Responsibilities

The developer/owner must

- supply, install and maintain the mail delivery equipment according to Canada Post specifications (see Appendix B);
- provide Canada Post with all the suite or unit numbers (recommended to have numeric characters only and no hyphens or special characters);
- ensure that all the mail delivery equipment is accessible by persons with physical disabilities.



# Section B

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## Office complexes and retail centres

The delivery service options available for office complexes and retail centres are

- front-loading lockbox assembly
- rear-loading mailroom.

**Note: For office complexes and retail centres with 100 or more units, a mailroom must be installed.**

The following are some criteria for selecting the most appropriate option:

- the size of the building,
- the number of units the selected option must serve,
- the physical lobby layout,
- the volume and type of mail occupants are likely to receive,
- installation in a location with easy access for occupants and Canada Post delivery personnel,
- plans for the design and appearance of the development's amenities,
- easy access to the ground floor of the retail centre,
- access for disabled persons,
- parking and loading dock access for efficient mail delivery.

When making changes to suite numbering or designations (additions, deletions, etc.), building management must inform us at Canada Post so that we can update our address delivery database. This is important so that third-party mailers are able to validate these details.

**Note: There must be no duplicate suite numbers for retail, commercial or residential clients.**



For a building of this many units, a mailroom allows for more efficient delivery of the mail because there is not a large number of panels to continually open and close. Multiple open panels can also hinder the flow and safety of lobby traffic.

A mailroom also provides a higher degree of security for the bags of undelivered mail that the carrier has.

# Section B

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## Responsibilities

The developer/owner must

- supply, install and maintain the mail delivery equipment according to Canada Post specifications (see Appendix B);
- ensure that all mail delivery equipment is accessible by persons with physical disabilities;
- provide Canada Post with a sketch or diagram of the building showing the location of the mail delivery equipment to be installed and a list of the suite/unit numbers in order to plan for delivery.

Suite numbering must incorporate the following criteria:

- digits only,
- no hyphens or special characters (@,#,&,\*),
- no duplication across residential and commercial units that have the same civic address.

Your delivery planner can advise you on this subject in greater detail.

Canada Post will

- help with plans and specifications,
- help to determine location,
- provide planning advice.

The following guidelines apply to all newly constructed developments, as well as those undergoing major renovations.

**Office complexes and retail centres.** Because business users receive more legal size documents, compartments must be at least a “C” size and in some cases, there may be a requirement for “D” size compartments for large volume mail receivers. See specifications in Appendix B.

**Note:** A tenant receiving a small volume of mail may move and be replaced by a tenant receiving a much larger volume of mail or many legal-sized documents, which cannot be handled through a “B” size compartment. Contact your delivery planner to assist you in determining your needs for box sizes and quantities during the building plan stage.

**Guideline:** Plan one “C” size (14 cm x 30.5 cm) compartment for every 230 m<sup>2</sup> of leasable space including one “D” size (30.5 cm x 30.5 cm) compartment for every 10 units of leasable space.

# Section B

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## 1. Lockbox assemblies

### Definition

A lockbox assembly is a privately owned group of mailboxes, designed to receive mail for all occupants of the building. It is constructed so that each tenant has an individual compartment that is securely locked. For the delivery of mail to individual boxes, access is provided at the front or rear of the boxes (see Appendix B).

- 1.1 Lockboxes can be installed in a wall unit or as a free-standing delivery unit.
- 1.2 Where lockboxes are installed, it may be necessary to provide a secure area for temporary safekeeping of mail. In this case, locks would be provided by Canada Post at no charge, and keys would remain in the possession of Canada Post.
- 1.3 When ordering lockbox assemblies, the developer/owner should provide the mailbox supplier with a list of suite/unit numbers assigned within the multi-tenant building so that the supplier can order the number plates for the outside of the mailboxes. For centralized mailbox equipment other than front-loading style, the developer/owner should label the inside of the boxes as well so that the delivery agent can sort the mail in the appropriate compartments when the master door is open.



# Section B

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## 2. Mailroom

### Definition

A mailroom incorporates the lockbox assembly. For the delivery of mail to individual boxes, access is provided at the rear of the boxes from a secure enclosed room (see Appendix B, section 6).

- 2.1 Parcel compartments ensure prompt delivery of oversize items. "D" size parcel compartments are recommended to accommodate the wide range of parcel sizes that tenants may receive.



# Section C

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## Service to industrial and business parks



**Note: Service to industrial and business parks is reviewed on a case-by-case basis. Consult your delivery planner for more information.**

# Section D

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## Renovations to multiple-unit buildings



# Section D

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## Renovations to multiple-unit buildings

When planning renovations to any building, there are instances when your delivery planner should be contacted.

1. When a building with a single occupant receiving delivery to the door undergoes renovations to increase the number of occupants and units sharing a common indoor area:
  - Unit numbers must be assigned to all the tenants' premises, including any existing tenants.
  - Lockbox assemblies are to be installed by the developer/owner for all the tenants' premises, according to Canada Post requirements.
  - An electronic microswitch (time-delay access switch) must be installed if there are any locked doors preventing access to centralized mailboxes (see Appendix B, section 9).
  - Tenant notification of the change in delivery and start date is the responsibility of the developer/owner of the renovated property, in conjunction with Canada Post.
2. Where renovations to an existing multi-tenant building receiving delivery to the door change the number of occupants:
  - Unit numbers must be assigned to all the tenants' premises, including any existing tenants if they do not already have unit numbers assigned.
  - Centralized mailboxes are to be installed by the developer/owner for all the tenants' premises, including any existing tenants according to Canada Post requirements.
  - An electronic microswitch (time delay access switch) must be installed if there are any locked doors preventing access to the centralized mailboxes.
3. Where renovations require alterations to the current mail facility, including additions as well as lowering, raising and relocating the mail facilities:
  - Canada Post specifications must be followed.
  - Where fire regulations require existing multi-tenant individual mailboxes to be altered, centralized mailboxes at the main floor entrance area may be the best way to proceed. However, if mailboxes are to be altered they must meet Canada Post specifications.

If the renovations are of a cosmetic nature, it may be beneficial to contact Canada Post to ensure there are no other requirements to be incorporated at the same time.

**Note: The above types of modifications will require alteration of delivery to the building, which can affect tenants if not properly planned.**

## Standards for parcel compartments

### General description

Parcel compartment boxes are large mailboxes installed in addition to the required customer compartment boxes and are not assigned to specific building tenants. "D" size boxes are typically used for this application.

A mail item, like a parcel, that is too large to fit in the regular customer compartment is placed in one of these compartments. The key for the compartment is placed in the regular mail compartment for the customer. The key has a notice tag with instructions to the customer on how to retrieve the parcel and return the key.

### Requirements

- Prior consultation with your delivery planner is essential when considering plans to provide parcel compartments in a lockbox assembly.
- Parcel compartments must be individually and consecutively numbered, and must not repeat individually assigned customer compartment numbers.
- Locks of parcel compartments must be a unique key code series and must not be duplicated in the customer compartment lock.
- Parcel compartment keys must be clearly identified as to which compartment they provide access and must hold a permanent tag with instructions for customer use.
- The compartment must be accessible to delivery personnel by the same means the customer compartments are accessed (i.e., master front door or rear mailroom).
- There must be a key return slot in the parcel compartment door.
- As a guideline, plan for one "D" size box for every 15 tenant boxes.
- If "D" size compartments are used as parcel compartments, the key return slot should be large enough to fit the key and tag only, not mail.



## Specifications for lockbox assemblies and mailrooms

### Lockbox assemblies

There are a variety of lockbox systems available on the retail market, most of which are in two general categories, front-loading or rear-loading postal box assemblies. Depending on your particular requirements, either of these box types will provide appropriate mail delivery functionality.

#### 1. Front-loading lockbox assemblies

In front-loading lockbox assemblies, access for the delivery personnel is provided through a master door or similar access feature. This permits the delivery personnel to use the same floor space as the customer, thus reducing the overall space required. Two major types of front-loading boxes are available.

##### 1.1 Drop-front lockbox assembly

The drop-front lockbox assembly (often referred to as a “K” panel) consists of a number of vertical mailboxes banked to form a unit that, when unlocked by the delivery personnel, tilt out at the top to permit the mail to be deposited through the open box tops. Customer access is provided by a side-hinged, individually locked customer compartment door.

- The assembly is usually used in small residential apartment buildings.
- It is useful in buildings with 3 to 16 units.
- It is available in banks of 3 to 8 boxes.
- It can be mounted into the wall or surface mounted.
- It is available in limited sizes, but is not suited to commercial or retail tenants.
- The assembly does not hold parcel-sized boxes.

##### 1.2 Master-door lockbox assembly

With this style of lockbox assembly, the delivery personnel are provided access to multiple boxes by opening a master door on the front of the assembly. Customer access is provided by a hinged, individually locked customer compartment door. These boxes are available in a number of standard sizes (see section 4).

- The assembly is available in a variety of sizes that can be mixed to provide for varying tenant needs (see section 4).
- Larger boxes can be used as parcel compartments.
- The assembly is available in flush or surface-mounted models.

##### 1.3 Front-loading “B” boxes

- They are useful where wall space is limited (taking less area than “K” panels).
- They can be inserted either fully or partially into a wall or added onto a wall.
- They can be used in buildings with a large number of tenants if a mailroom cannot be installed or is not feasible.
- Larger compartments in varying configurations are available (see section 4).

# Appendix B

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## **2. Rear-loading lockbox assembly**

A rear-loading lockbox assembly which is mandatory for a building over 100 units consists of boxes that are opened from inside a mailroom located directly behind the assembly. The boxes form part of the wall with the front facing the building lobby to provide customer access; the rear of the assembly faces the mailroom where delivery personnel deposit mail into the open backs of the boxes. Mailrooms must comply with Canada Post requirements, as outlined in section 6.

## **3. Choosing postal box assemblies**

Canada Post recommends that the following items be considered when choosing a postal box assembly.

### **3.1 Size**

Choose a box size that is as large as possible based on the space available. Larger mailboxes provide enhanced mail service and convenience for building tenants:

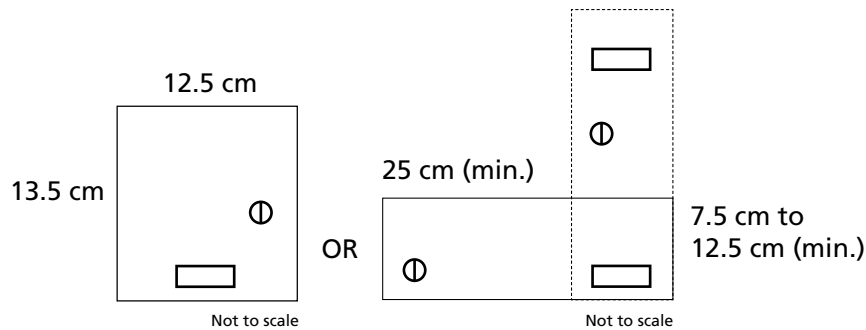
- A larger mailbox reduces the need to fold mail items.
- It holds small packets and parcels.
- It provides a larger capacity to allow mail accumulation over extended periods (e.g., vacations).

### **3.2 Parcel compartments**

Include a number of parcel compartments in the final assembly. Boxes allow building tenants to receive larger mail items that will not fit in the individual customer compartment. This reduces the need for the customer to be directed to a local post office to collect such mail items.

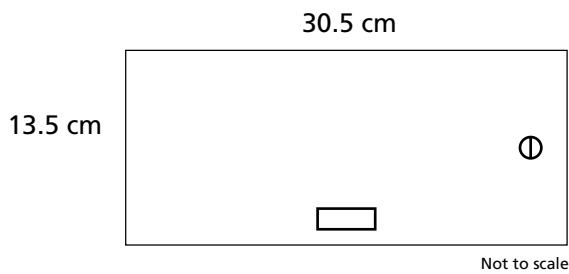
# Appendix B

## 4. Lockbox sizes



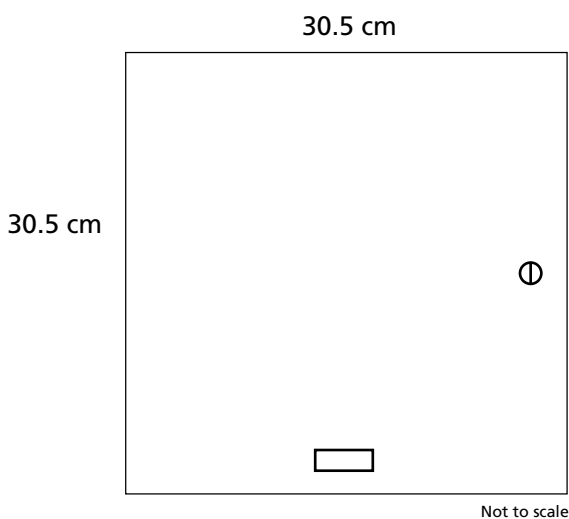
### "B" size

Personal compartments for residential and small business applications. These are minimum size requirements, regardless of front-loading or rear-loading lockbox assemblies. All with 35 cm of minimum (min.) depth.



### "C" size

Approximately 13.5 cm x 30.5 cm. Used for larger mail receivers in business buildings. These may also be used as optional parcel compartments if space is at a premium.



### "D" size

Approximately 30.5 cm x 30.5 cm. Used for large volume receivers in business applications as well as optional parcel compartments.

**Note: When ordering lockbox assemblies, one additional compartment must be allowed for housing Canada Post's office lock.**

# Appendix B

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## 5. Specifications for lockbox assemblies

- 5.1 Every lockbox assembly must be located adjacent to the main entrance of the building and be readily accessible to delivery personnel. There is to be only one lockbox assembly per building.
- 5.2 Every lockbox assembly must be constructed so that delivery personnel, when sorting the mail for that assembly, are not required to reach higher than 170 cm from the finished floor level in order to place mail in the top row of boxes, or lower than 45 cm from the finished floor level in order to place mail in the bottom row of boxes. If the bottom row is composed of parcel compartments, it can be 38 cm from the finished floor level. The entire top and bottom rows of boxes must be contained within these maximum measurements as there is always the potential for full use of the boxes.
- 5.3 Every lockbox assembly must be installed with a minimum of 15 cm between the last row of boxes and all adjoining walls that create inside corners. This ensures ease of access to the boxes and applies to all inside corners on the customer side and the postal delivery side of all assemblies.
- 5.4 Every lockbox assembly must be constructed and installed in such a manner as to prevent
  - a) loss or entrapment of mail,
  - b) damage to mail,
  - c) injury to post office delivery personnel,
  - d) injury to the customer.
- 5.5 Each box in a lockbox assembly must be equipped with a door through which mail can be obtained, and every such door must be equipped with a lock.
- 5.6 Each box in a lockbox assembly must have a holder in which the name (optional) and apartment suite number of the tenant is placed in such a manner that they are readily visible to the post office delivery personnel when placing mail in the box.

Boxes must be numbered sequentially low to high. Please see page 27 for lockbox sequencing guidelines.

**Note: Choose well constructed equipment. Quality boxes will provide many years of trouble-free service. Well built mailboxes will ensure that the tenant's mail is always securely protected and that there is minimum risk of injury to customers and delivery personnel and of damage to mail items. Proper installation is also critical to ensure the security of the mail over a long service life (see section 7).**

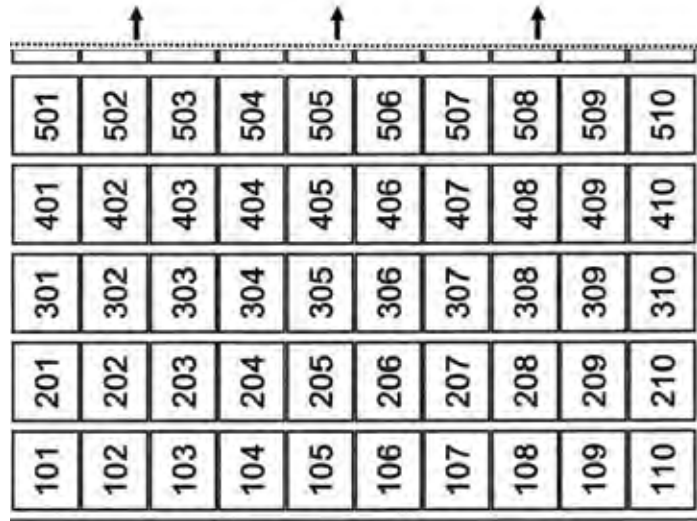
# Appendix B

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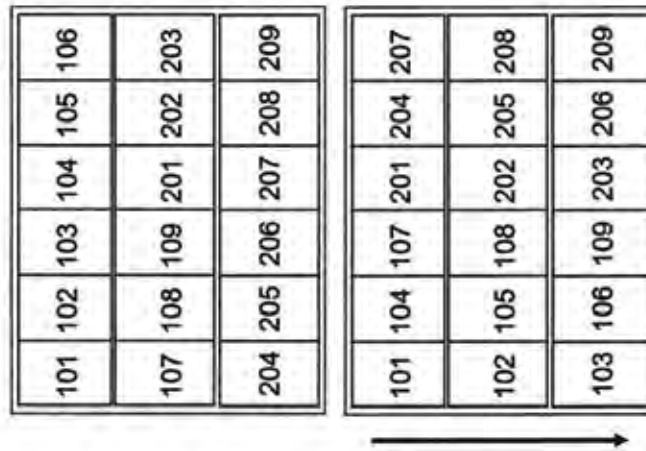
- 5.7** Every lockbox assembly must be constructed so that delivery personnel have ready access to the lockboxes in the assembly by means of the following:
- a) a master lock on the front of the assembly installed not more than 170 cm and not less than 45 cm from the finished floor level;
  - b) an enclosed room at the rear of the assembly having a working space of at least 100 cm in width; or
  - c) where there is an open space or public foyer at both the front and rear of the assembly and the means of access described in paragraphs a) and b) are not reasonably obtainable, a cupboard type door at the rear of the assembly that
    - i) when closed prevents unauthorized entry;
    - ii) is constructed of metal, 2 cm plywood or other sturdy material;
    - iii) is hinged so that the hinge or hinge-pin cannot be removed from the outside when the doors are closed; and
    - iv) has a master lock that is firmly anchored through the entire thickness of the door and where the door (constructed of a material other than metal) is firmly anchored to a metal plate.
- 5.8** With regard to the locking mechanism:
- a) the master door of access to a lockbox assembly must be fitted with a lock obtained from Canada Post only;
  - b) the lock referred to in subsection a) must be fitted in such a manner that, when locked, the bolt of the lock is engaged in metal to a depth of at least 4.5 mm; for a copy of the lock template, contact your delivery planner;
  - c) certain units on the market do not meet specifications to allow the placement of the new Canada Post crown lock; therefore, it is recommended that you contact your delivery planner prior to purchasing and installing the lockbox assembly to ensure that the unit can be fitted with the Canada Post lock; otherwise, all costs to retrofit will be at the expense of the owner.
- 5.9** The installation of the lock referred to in section 5.8, must be supervised by post office delivery personnel who will retain custody of the key for the lock.
- 5.10** Any signalling or communication device or other equipment with a function not related to mail delivery that is installed with a lockbox assembly must not permit or require access to the interior of the lockbox assembly in order to use or maintain the device or equipment.

# Appendix B

How to sequence compartments in a typical large lockbox assembly with mailroom or large front-loading panel (view from lobby)



How to sequence compartments in a typical small front-loading lockbox assembly panel (view from lobby)



# Appendix B

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## 6. Mailrooms

6.1 The minimum box size recommended is a “B” size module (see section 4).

6.2 Where a mailroom facility is installed, the mailroom must

- a) meet all requirements as set out in the specifications section;
- b) be located behind the lockbox system;
- c) be lit with a brightness not less than 100 lux, measured 75 cm above the floor, without impediments or obstructions that would reduce lighting or visibility of suite numbers or create any other unsafe conditions (for example, suspended ventilation ducts, pipes above the floor and pipes or ducts running along walls, pipes in front of the mailboxes, hot pipes or ducts or debris around the mailboxes);
- d) be adequately ventilated;
- e) be of sufficient size to allow
  - i) a minimum working space behind the boxes of 100 cm in width along the length of the group lockbox system;
  - ii) such additional working space as determined by your delivery planner, where the processing or temporary storage of mail takes place within the mailroom, or where the mailroom is approved by your delivery planner as a mail-dispatching facility;
- f) have doors equipped with a high-security deadbolt lock purchased from your local authorized dealer; consult your delivery planner.

6.3 Construction of mailroom access doors must

- a) allow a minimum height of 203 cm throughout, without obstructions that may impede the work of delivery personnel (for example, suspended ventilation ducts, pipes above the floor and pipes or ducts running along the walls, pipes in front of the mailboxes, hot pipes or ducts);
- b) allow a minimum width of 81 cm;
- c) have a solid core; tempered glass should be a minimum of 6 mm thick with a safety film or wires.

6.4 Your delivery planner must review the plan for the mailroom.

**Note: See section 9 for more information on Canada Post specifications for mailroom lock and key systems.**

# Appendix B

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## **7. General lockbox assembly instructions**

- 7.1 Wall openings – For a neat appearance, make sure that the wall opening is smaller than the overall dimensions of the unit, so that the moulding will cover the hole properly. This installation is subject to Canada Post specifications.
- 7.2 Support – Normally, the wall will not be thick enough to support the full depth of the fixture. Build a support, making sure that it is level.
- 7.3 Installing the unit – Fix the unit to the wall on all sides in accordance with the manufacturer’s instructions.
- 7.4 Setting the moulding – If possible, attach moulding to the wall directly or to wood filler or caulking between the wall and the unit.
- 7.5 Clearance of tongues (tilting part) on all banks – Ensure proper operation of all tilting parts.
- 7.6 Framework – Depending on the type of wall, vertical studs at each end may not be needed (e.g., in solid walls such as cement). To fix several units, one above the other or side by side, both vertical and horizontal studs are required.  
  
Vertical studs must be flush with the wall to support moulding. Ensure clearance of tongues when installing horizontal studs.
- 7.7 Ensure that the master doors can open and close easily (do not bind them at the top or bottom).
- 7.8 Ensure that the master doors open fully to allow ease of sortation into the boxes by the delivery personnel (i.e., that the boxes are not installed too close to corners or walls).
- 7.9 Ensure that the customer compartments open fully with their keys in the lock so that tenants can obtain their mail easily.

**Note: The installation of these systems is subject to Canada Post regulations. Consult your delivery planner.**

To ensure lockbox assemblies are properly installed, refer to section 8.



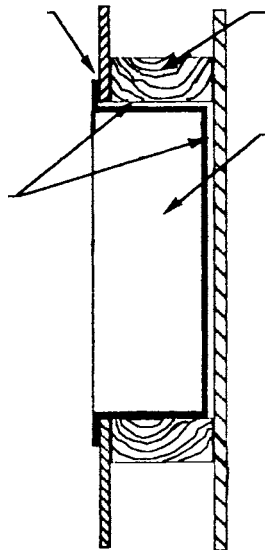
# Appendix B

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## 8. Special notice to installers of lockboxes

Lockbox audits indicate that mail can become trapped within the wall cavity surrounding the lockbox assembly. This can be reduced with proper installation. Therefore, we request your assistance and ask that you carefully follow the manufacturer's installation instructions, paying particular attention to the following areas.

- 8.1 Closely fit the opening in the wall to the outside of the box cabinet. The opening should be straight and square ensuring a minimum gap between the wall framing and the cabinet.
- 8.2 Provide adequate framing in the wall to ensure that the lockbox assembly can be anchored securely. Note that in normal operation the anchoring is subjected to considerable force. This can result in the lockbox being pulled from the wall after numerous openings, particularly if there is not sufficient anchoring.
- 8.3 Ensure that the lockbox assembly is installed tightly to the wall. There should not be cracks that permit mail items to be inserted between the frame and the finished wall. Recipients wishing to redirect mail often place it in such cracks which can result in the mail item slipping into the wall cavity and becoming lost. We recommend this seam be sealed with an appropriate caulking.



# Appendix B

## 9. Canada Post lock and key system

- 9.1 Before mail service can begin, the master door of a lockbox assembly or mailroom must be fitted with a Canada Post lock so that the bolt of the lock engages in metal to a depth of at least 4.5 mm when locked. Post office delivery personnel will supervise the installation of Canada Post lock, and the key for the lock will remain in the custody of Canada Post delivery personnel.
- 9.2 If a rear-loading mailroom is installed, the door to the mailroom must be secured with a deadbolt lock purchased by the developer. Canada Post will supply a deadbolt key-cylinder that will be inserted into the deadbolt lock provided by the developer. This way access to the mailroom is restricted to Canada Post personnel. Speak to your delivery planner about the correct deadbolt model to purchase.
- 9.3 When access to the lockbox assembly or mailroom door is through the main doors of the building, the delivery personnel must be able to enter the building with the installation of a Canada Post lock in the buildings intercom system. Most intercom systems come pre-fabricated with housing for a Canada Post lock. Notify your delivery planner when the intercom system will be installed and a Canada Post representative will visit the site to hand over the Canada Post lock for installation.

Alternative solutions to ensure Canada Post has access to the lockbox:

- placing the lockbox assembly in an accessible foyer or between the open street entrance and the locked entrance;
- having a Canada Post lock in or near the locking main door, connected directly or by an electric circuit to the master lock so that the lock's catch can be released by inserting a Canada Post key;
- having one door in the foyer equipped with a deadbolt fitted with a Canada Post key-cylinder and assigned for the sole use of Canada Post;
- locating the mailroom door to allow entry from the open foyer or an exterior wall.

- 9.4 Where a lockbox assembly is installed, your delivery planner may determine that a secure area be provided for the temporary storage of mail for the building. This secure space will be equipped with a lock obtained from Canada Post and will be installed within or immediately beside the lockbox assembly.



**Note: Combination, punch key access, private key or electronic key fob are not allowed; access to the building by delivery personnel must be by means of the Canada Post lock and key system only.**

# Appendix B

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## **10. Inspection before mail delivery begins**

Canada Post will conduct this inspection to ensure that the lockbox assemblies have been installed in accordance with Canada Post specifications, the lighting is adequate, the mailboxes are functioning properly, the equipment is labelled properly both on the outside and on the inside (if applicable), and there are no obstructions or safety hazards that would impede delivery.

The inspection should be arranged a week or two before the scheduled start of delivery so that if there are any defects, they can be resolved prior to tenants requiring mail delivery. Inspection should be arranged through your delivery planner or the supervisor of the postal installation from which the mail delivery originates.

## **11. Regular inspection and maintenance**

**11.1** The owner of a lockbox assembly and mailroom facility will, at the owner's expense, ensure that both the assembly and the mailroom are regularly inspected, cleaned, repaired and kept free from defects and obstructions.

**11.2** If a lockbox assembly or unit within an assembly is considered unsafe or insecure, Canada Post may request that the owner of the building repair or replace the lockbox. As well, Canada Post will notify the owner and the tenants that unless the condition is corrected within a reasonable period of time, mail delivery to the assembly may be suspended.

**11.3** Building owner/tenants should consider the suggestions listed below:

- a) To ensure that the lockbox assembly is secure and the Canada Post lock is protected against theft, install anti-pry units available through your local locksmith or lockbox manufacturer. The anti-pry unit must be installed in a manner to prevent prying open of the main lockbox assembly door and the theft of the Canada Post lock.
- b) Consider installing a secondary lock on the mail panels/mailroom door to prevent unauthorized access to the mailroom. Consider installing an electromagnetic lock on the doors of the lockbox assembly and the mailroom to prevent unauthorized access during after-hours.
- c) Ensure that individual mail compartment locks are changed whenever new tenants move in or building keys are returned by former tenants.
- d) Place security signage reminding customers/tenants to pick up mail as soon as possible.
- e) Consider closed-circuit television to monitor building access and mailbox panels.

# Appendix B

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## **12. Access for delivery personnel**

Building owners must ensure that adequate parking facilities are made available for postal delivery personnel in the delivery area or at another suitable location. This will help to achieve the most efficient delivery and collection of tenants' mail. Use of a loading dock may also be required at high-volume locations to move equipment to the postal service facility. Easy accessibility of elevator service to Canada Post personnel is necessary where the loading dock and postal facilities are not on the same floor.