



# Accessibility - Cart Exemption Criteria

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Residents unable to move their garbage cart to and from the curb due to a physical hardship may qualify for an exception to the cart program.

If the application is approved, the resident will not be required to use the carts to contain their waste material. The resident will be able to place the waste material at the curb in a container that they can handle in accordance with their individual challenges.

## Who is eligible?

- To qualify for this service, the household must be in the city limits with an active city garbage account and have no one living in the household or employed by the resident that is capable of transferring the garbage/recycling/yard waste carts to the curb.
- **A physician must certify that the resident's** accessibility challenge is of a nature that prevents the resident from transferring the garbage/recycling/yard waste carts to the curb.
- Accessibility – Cart Exemption service may be requested for a permanent physical hardship or for a temporary illness or injury. (e.g. A resident is unable to walk for 6 weeks due to a broken leg).

## Accessibility – Cart Exemption Service customers must contact the City of Penticton Public Works Department if the following occurs:

- An able-bodied person moves into the house – the property will no longer be eligible for disabled service and the garbage/recycling/yard waste carts will have to be brought to and from the curb for collection in accordance with the bylaw.
- You move from this residence – the City will discontinue disabled service at the former residence and will start the service at the new residence if applicable.

## How does the cart exemption work?

- If the application is approved, the resident will not be required to use the carts to contain their waste material. The resident will be able to place the waste material at the curb in a container that they can handle in accordance with their individual challenges. The garbage and recycling contractor will transfer the material into a cart for disposal into the collection truck.
- Accessibility – Cart Exemption Service is provided at no extra cost to eligible residents.
- Service is provided on the same day as regular garbage and recycling collection.
- Accessibility - Cart Exemption Service is limited to 2 bags of garbage per week, 2 bags of yard waste bi-weekly, and unlimited recyclables bi-weekly.

## How to apply for the Accessibility – Cart Exemption Service

- To request an application be mailed or delivered, call the City of Penticton Public Works Department at (250) 490-2500 or visit the City of Penticton website [www.penticton.ca/carts](http://www.penticton.ca/carts) print the Accessibility Cart Service Application.

- Applications must be completed in its entirety for the application to be processed.
- An on-site visit will be conducted by a department representative to verify eligibility, to show the citizen(s) where and how the garbage/recycling/yard waste material must be placed for service, help answer any questions, and to provide a start date.
- Once approved, the citizen will automatically receive accessibility service for garbage/recycle/yard waste services.
- In December of each year, residents that qualified for cart exemption service will be sent a letter to reaffirm that their situation remains the same.