

Strategies for Residents with Specific Considerations

Resident Category	Strategy
Residents with physical challenges setting out waste or rolling carts	<ul style="list-style-type: none"> Major adjustments to the free Assisted Waste Collection Program, refined through the input of the Edmonton Accessibility Advisory Committee
Seniors and others who do not use technology routinely	<ul style="list-style-type: none"> Targeted communications through SAGE and the Edmonton Seniors Coordinating Council Ads on newspaper, radio, and bus shelters Processes developed for 311 to fill out online forms on behalf of residents Hard copy information package delivered with carts
Large households	<ul style="list-style-type: none"> Excess Garbage Cart Program
Congregate Living Facilities	<ul style="list-style-type: none"> Rapid response to emerging needs identified during program implementation: Congregate Living Facility Additional Cart Program
Homes generating non-hazardous home healthcare waste	<ul style="list-style-type: none"> Excess Garbage Cart Program Proactive presentations for and meetings with groups representing those with home healthcare waste Rapid response to emerging needs identified during program implementation: Individual Home Additional Medical Waste Cart Program
Homes on very sloped streets	<ul style="list-style-type: none"> Identified proactively and through the inquiry process Collection locations changed when necessary
English Language Learners	<ul style="list-style-type: none"> Outreach activities impacted by COVID-19 public health restrictions Visual instructions and simple icons refined through focus groups and used in all communication materials Special group presentations Supported cultural groups to help educating residents by sharing information and materials
Residents with vision loss or colour blindness	<ul style="list-style-type: none"> Black and white used as the main theme on most materials Compact Discs with audible files available by request
Small volume generators	<ul style="list-style-type: none"> Small garbage cart with a lower rate Secondary Suite Cart Sharing Program