

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