



Policy GP- 46 Waste Exemption Policy

Governance Policy GP-46	Division: Public Works
Issue Date: TBD	Approval Date: TBD
Review Date:	Initiating Department: Environmental Services

Purpose:

The purpose of this policy is to provide applicants who generate additional household waste due to verified conditions including diaper waste from young children or medical waste from health conditions—with an equitable means of disposal. This policy allows eligible applicants to receive additional waste collection capacity through the provision of larger or extra garbage carts. It ensures that applicants facing unavoidable waste generation due to medical needs or the needs of young children are not penalized under Norfolk County’s curbside waste collection limits.

Scope

This policy applies to residential properties receiving curbside waste collection services provided by Norfolk County. It is intended to assist applicants whose medical circumstances and the circumstances of children under the age of four that result in the production of additional non-hazardous household waste that cannot be managed within Norfolk County’s curbside collection limits. The policy covers both diaper waste from households with multiple young children and medical waste from individuals with verified health conditions.

Definitions

The following definitions apply to the Curbside Waste Collection Exemption Policy.

Policy GP-46

“Applicant” means an individual who submits a request to Norfolk County for an exemption from standard curbside waste collection limits due to the generation of medical waste or diaper waste at their dwelling and includes any person acting on behalf of the individual with the individual’s written consent.

“Approved Garbage Cart” or “Garbage Cart” shall hold the same meaning as “Approved Containers” in Norfolk County’s By-law 2013-164, as amended from time to time.

“Diaper Waste” means Non-hazardous excess waste generated from the use of diapers for children under the age of four (4).

“Dwelling Unit” shall hold the same meaning as in Norfolk County’s Bylaw 1-Z-2014, as amended from time to time; a suite of two (2) or more rooms used by one (1) or more individuals living together, in which cooking, eating, living, sleeping and sanitary facilities are provided, which has a private entrance directly from outside the building, from a common hallway or from a common stairway. A dwelling unit does not include a bunk house, group home, mobile home or recreational vehicle.

“Home daycare” means a child care service operated from a private residence, where one or more caregivers look after a small group of children in a home-based setting.

“Household Dwelling” shall mean the definition of “Dwelling” as described in Norfolk County’s zoning Bylaw 1-Z-2014, as amended from time to time, with the exclusion of boarding or lodging house, apartments and any other sub-descriptor with more than 6 dwelling units.

“Medical Exemption” An approved allowance for additional waste collection due to a verified medical condition.

“Medical Waste (Non-Hazardous)” Non-hazardous Waste generated due to medical conditions, including adult incontinence products, dialysis tubing, catheters, and similar items.

“Non-hazardous Waste” shall mean waste that falls under the definition of Collectable Waste and falls outside the definition of Household Hazardous Waste as per Norfolk County’s By-law 2013-164 as amended from time to time.

“Resident” An individual residing in a Dwelling Unit or Household Dwelling within Norfolk County.

“Waste” shall mean the definition of “Collectable Waste” as described in Norfolk County’s waste management By-law 2013-164, as amended from time to time.

Policy GP-46

Standards and Procedures

Eligibility criteria:

An application for a curbside waste exemption shall only be considered where the Applicant meets the following criteria, as applicable:

Diaper Waste Exemption:

- The Applicant must have three (3) children under the age of four (4) residing at the same verified address; or
- The Applicant is operating a home daycare from their private residence with three (3) or more children under the age of four (4);
- The Applicant must participate in weekly organics and recycling programs; and
- The Applicant must demonstrate that diaper waste cannot be reasonably accommodated within the existing garbage cart assigned to the household dwelling or dwelling unit.

Medical Waste Exemption:

- The Applicant must have a verifiable medical condition that results in the generation of additional household waste;
- The Applicant must provide written verification from a certified health care provider at the time of application and every five (5) years thereafter, in a form to be prescribed by the County from time to time;
- The Applicant must participate in weekly organics and recycling programs; and
- The Applicant must demonstrate that medical waste cannot be reasonably accommodated within the existing garbage cart assigned to the household dwelling or dwelling unit.

Application process:

Applicants must complete the appropriate exemption form (diaper, home daycare or medical) and submit it via mail or email to:

Mail:

Attn: Waste Management
12 Gilbertson Drive,
Simcoe, ON
N3Y 4N5

Policy GP-46

Email:

waste@norfolkcounty.ca

Attn: Waste Exemption

Norfolk County Waste Management Services. All correspondence should be marked confidential. Applications will be reviewed within ten (10) business days of receipt. Applicants will be notified and provided with exemption details if approved.

Exemption terms:

Where an Applicant has been approved for a curbside waste exemption pursuant to this Policy, the following provisions shall apply:

- Upon approval, the Applicant shall be entitled to one of the following options, as determined by Norfolk County in its sole discretion:
 - The Applicant may receive one (1) approved garbage cart in replacement of the garbage cart currently assigned to the Applicant's residential address. The replacement cart shall be one size larger than the existing cart, which may include, but is not limited to, a 240-litre or 360-litre garbage cart.
 - The Applicant may receive one (1) additional garbage cart to be assigned to the Applicant's residential address. The secondary cart shall be of the same size as the cart currently assigned to the address listed on the application. Cart sizes may include, but are not limited to, 120 litres and 240 litres.
- The size and distribution of garbage carts shall be determined on a case-by-case basis. Norfolk County reserves the right to allocate garbage carts in accordance with operational requirements and at its sole discretion.
- Exemptions granted under this Policy shall be valid for a period of one (1) year from the date of approval. Renewal applications must be submitted annually in the month of February, with a minimum of two (2) weeks' notice prior to the expiry date. Norfolk County shall not be responsible for issuing renewal reminders.
- All other provisions of Norfolk County Waste Management By-law 2013-164, as amended, shall remain in full force and effect and shall apply to all exempted households.
- Exemptions are non-transferable and shall be tied exclusively to the verified residential address provided in the application.
- Where the exemption is based on medical waste generation, the Applicant shall provide medical verification signed by a licensed health care provider. Such verification shall be renewed every five (5) years.

Policy GP-46

- Diaper exemptions shall end when there are no longer three (3) children under the age of four (4) residing at the address or the home daycare ceases operation.
- Approval of exemption under this policy is not automatic and does not create entitlement. Each application is assessed on its own merits in accordance with this policy.

Confidentiality:

All medical and personal information provided will be treated as confidential and used solely for determining eligibility. Information will be handled in accordance with the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) and the Personal Health Information Protection Act (PHIPA). Address information may be shared with the waste collection contractor solely for service provision.

Review and revocation:

Norfolk County reserves the right to review any exemption granted under this Policy at any time. An exemption may be revoked at the sole discretion of the County where any of the following circumstances apply:

- The Applicant no longer meets the eligibility criteria established under this Policy.
- The Applicant fails to submit a renewal application within the prescribed timeframe.
- The Applicant fails to provide updated medical verification, including a health care provider's signature, for medical exemptions every five (5) years.
- The diaper waste exemption is no longer applicable, including but not limited to when fewer than three (3) children under the age of four reside at the address.
- The home daycare exemption ceases operation.
- Misuse, abuse, or fraudulent use of the exemption program is identified at the discretion of the County.
- The Applicant fails to comply with any other applicable municipal waste collection requirements as set out in Norfolk County Waste Management By-law 2013-164, as amended.
- The Applicant relocates from the verified address or no longer requires the exemption.

All determinations regarding the continuation, suspension, or revocation of an exemption shall be made by Norfolk County in accordance with its policies and at its sole discretion.

Policy GP-46

Related documents:

The following documents support this policy and may be referenced for further details and to complete the exemption application process:

- Norfolk County Waste Management By-law 2013-164
- Application for a Garbage Cart Limit Exemption for Diaper Waste
- Application for a Garbage Cart Limit Exemption for Home Daycare Waste
- Application for a Garbage Cart Limit Exemption for Medical Reasons

Responsibilities

Norfolk County is responsible for administering the exemption program and ensuring that all processes are carried out in accordance with this policy. This includes reviewing applications, approving or denying requests, and allocating garbage carts based on operational requirements.

Applicants are responsible for submitting complete and accurate applications, providing all required documentation such as medical verification when applicable, and participating in organics and recycling programs. They must also renew their exemptions annually and comply with all conditions outlined in this policy.

The waste collection contractor is responsible for implementing approved exemptions by providing collection services in accordance with Norfolk County's instructions. Address information will only be shared with the contractor for the purpose of service provision. Norfolk County reserves the right to review, suspend, or revoke exemptions at any time if eligibility criteria are no longer met or misuse is identified.

Communication

All exemption-related documents and information will be made available to applicants in a clear and accessible manner to ensure transparency and accountability. Applicants will be notified of the outcome of their application within ten (10) business days of submission.

All correspondence will be treated as confidential, and address information will only be shared with the waste collection contractor for the purpose of providing service. Renewal reminders will not be issued by Norfolk County; applicants are responsible for submitting renewal applications annually.

Documents will be provided in accessible formats upon request to comply with accessibility standards.

Policy GP-46

Evaluation

Exemptions granted under this policy are valid for one (1) year and must be renewed annually in February. Applicants are responsible for submitting renewal applications on time to maintain eligibility.

While exemptions must be renewed annually, for medical exemptions, updated medical verification is only required every five (5) years unless the County determines that earlier verification is necessary. Failure to provide this documentation will result in the revocation of the exemption.

Norfolk County reserves the right to review any exemption at any time. Reviews may be initiated to confirm continued eligibility and compliance with policy requirements.

An exemption may be revoked if eligibility criteria are no longer met, renewal applications or medical verification are not submitted within the prescribed timeframe, or misuse or fraudulent activity is identified.

The effectiveness of the exemption program will be monitored through application reviews and compliance checks to ensure fairness and adherence to policy standards.

Legislative Reporting Requirements

This policy and all related exemptions must comply with applicable municipal and provincial legislation, including:

- Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).
- Personal Health Information Protection Act (PHIPA).
- Norfolk County Waste Management By-law 2013-164

All exemptions granted under this policy must align with Norfolk County's governance framework and any Council resolutions. Reporting to the appropriate legislative authority will occur as required by law or municipal policy. The policy will be reviewed and updated to ensure ongoing compliance with legislative changes.