



**Emergency Procedure Outline for
COVID-19 Virus Outbreak
Immediate Collection Changes
Effective April 1, 2020**

Due to CDC recommendations, employee safety, and heightened concern surrounding the COVID-19 coronavirus, the following waste services will have minor impacts until further notice.

- Adjustments to Residential Curbside Recycling (*now collected through trash services*)
- No Bulk Collection
- No additional bags or recycling will be collected outside the carts

Effective April 1, 2020; RAD will collect all curbside trash and recycling with the same vehicle until further notice. This **is not** a reduction of curbside collection service (*with the exception of short-term discontinued bulk service*). This safety measure is in line with Centers for Disease Control (CDC) recommendations and heightened concern surrounding COVID-19. Efforts to social distance employees and reduce exposure to material that could have been exposed to the virus were vital in making this difficult decision. Drivers have been instructed not to leave their vehicle to collect anything additional beyond what residents have thrown in the carts. Seriously overstuffed carts and bags left outside the cart will not be serviced.

Both recycling and bulk collection is a manual operation that requires employees to handle potential exposed material. Due to the constraints of these manual operations and processing procedures, RAD is temporarily suspending these services until further notice. Once reinstated, RAD will continue to fulfill the diversion of recyclable material from landfill and enforcing its sustainable goals through proper recycling.

As the situation evolves, RAD is mainstreaming staffing resources in the event employees become sick and cannot work. RAD is making every effort to reduce the spread of COVID-19 without large disruptions to services. Where other trash providers have temporarily closed their customer service operations, RAD has been proactive in transferring its support team to work from home to ensure service and support to all of its customers. Reducing the exposure to this virus is priority one.

We apologize for the inconvenience, but out of an abundance of caution, RAD has implemented these procedures to ensure the well-being of both employees and customers. We thank you for your patience and understanding.

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