

# **Guidelines for Retail Collection Sites**

(Residential sector)



**V2022-01 EN**

This guideline is intended to provide practical guidance and best management practices for collection site operators regarding staff handling and storing of program products collected under Product Care's RecycFluo program. This guideline should be used by collection site operators to instruct staff in using required practices of the program.

The practices described in this guideline are not intended to replace any standards, acts or regulations required under Local, Provincial or Federal law; nor is the guideline intended to relieve the collection site operator or staff of requirements under the law.

Product Care and RecycFluo accept no responsibility and assumes no liability resulting from the incorrect use of information contained in this guideline or from the use of this information in any circumstances other than those described.

## Table of Contents

---

<b>Guidelines Overview .....</b>	<b>4</b>
<b>Program Overview.....</b>	<b>5</b>
<b>Section 1 : Program Products .....</b>	<b>6</b>
<b>Section 2 : Collection Site Set-Up .....</b>	<b>8</b>
2.1 Quantity of accepted products per visit.....	8
2.2 Receiving Program Products.....	8
2.3 Storage Location.....	9
2.4 Public Access .....	9
2.5 Security.....	9
2.6 Signage and Brochures .....	9
2.7 Collection of other types of hazardous waste .....	10
<b>Section 3 : Handling, Packing &amp; Arranging Transport .....</b>	<b>10</b>
3.1 Material Provided.....	10
3.2 Assembling Empty Boxes.....	10
3.3 Handling and Sorting Lamps into Boxes .....	11
3.4 Full Container Pick-up, Exchanges, and Organizing Transport .....	12
<b>Section 4: Clean-Up Procedure for Broken Lamps .....</b>	<b>12</b>
4.1 Risks.....	12
4.2 Clean-Up Directions.....	13
4.3 Spill Kit .....	14
<b>Section 5: Record Keeping and Recording .....</b>	<b>14</b>
5.1 Training.....	14
5.2 Reporting Incidents or Fines.....	14
<b>Section 6 : Health &amp; Safety .....</b>	<b>15</b>
6.1 Lifting Hazards.....	15
6.2 Mercury Hazards.....	15
6.3 Broken Glass Hazards .....	16
6.4 Safety Equipment.....	16
<b>Section 7: Training .....</b>	<b>16</b>
<b>Appendix A – Collection Site Standard .....</b>	<b>17</b>
<b>Appendix B – Accepted Products .....</b>	<b>20</b>
B.1 Accepted and Non-Accepted Product List.....	20
B.2 Light Identification Guide .....	22
<b>Appendix C - Incident Report Form .....</b>	<b>23</b>

## Guidelines Overview

---

The following guide is intended for use by Retail Collection Sites who are authorized by Product Care Association. It should be used to implement the collection of **mercury-containing tubes and bulbs** (referred to as 'Lights' or 'Lamps') originating from the **residential sector**, as part of Québec's RecycFluo program. This guide is intended for use for **whole, mercury-containing lights**.

This guide allows the site to inform and train their employees regarding best practices for safe collecting, handling and storing lamps.

It contains instructions for :

- Setting up a Collection Site
- Receiving, sorting, packaging, and shipping lamps
- Health & Safety related to the management of lamps
- Record-keeping



**For additional information**, please contact :



RecycFluo -  
Product Care Association  
35 De Lauzon, local 5, Boucherville, J4B 7R3  
Tel : +1 (888) 860-1654 (toll-free)  
Fax : +1 (450) 906-4266  
Email : [assistance@recycfluo.ca](mailto:assistance@recycfluo.ca)

## Program Overview

---

The RecycFluo program was developed by Product Care Association within the framework outlined in the *Règlement sur la récupération et la valorisation des produits par les entreprises*.

The Program was approved by Recyc-Québec, the agency which supervises Québec's programs for the recovery and recycling of products, and was the subject of an agreement between Product Care and Recyc-Québec on June 5th, 2012.

The objective of the RecycFluo program is to implement a Québec-wide recycling program for mercury-containing lamps, such as compact fluorescent light bulbs (CFLs), fluorescent tubes and HID lamps (UV/germicidal, high-pressure sodium, metal arc/metal halide) from the residential and Industrial, Commercial and Institutional (ICI) sectors.

The program consists of three collection systems:

1. **Collection Sites for individuals from the residential sector:** *up to 30 lamps per visit (+/- 15 lamps and 15 fluorescent tubes).*
2. **Collection Sites for generators of larger volumes :** *up to 15 boxes from the ICI sectors.*
3. **Direct pick-ups :** *for sites generating a minimum volume of 15 boxes of whole lamps.*

***This guide is specific to Retail Collection Sites.***

### How the Program Works

User from the Québec residential sector bring their mercury-containing Lamps to a RecycFluo-accredited Collection Site, for recycling.

The collected products from the collection sites will be transported via a RecycFluo approved transporter to a RecycFluo approved recycler, for recycling.

Under the Program, **no compensation or fees can be charged to customers who deposit products at a Collection Site.**

The program is funded by an Environmental Handling Fee (EHF) included in the sale price of all types of mercury-containing lamps in Quebec. The amount of the EHF varies depending on the type and size of the lamps. Please visit [www.recycfluo.ca](http://www.recycfluo.ca) for more information.

### Safety

Fluorescent light bulbs/tubes and high intensity discharge bulbs (HID), such as high-pressure sodium lamps and metal halide lamps, are commonly used in households, businesses and commercial/ industrial applications and **are considered safe under normal conditions of use**. However, these lamps do contain a very small amount of mercury, which is a highly toxic substance. The risk to health and the environment only occurs if the light bulb is broken so care must be taken in handling the bulbs to ensure they do not break.

## Section 1 : Program Products

The RecycFluo program accepts all end-of-life, **mercury-containing** lamps, such as:

### Fluorescent Tubes:

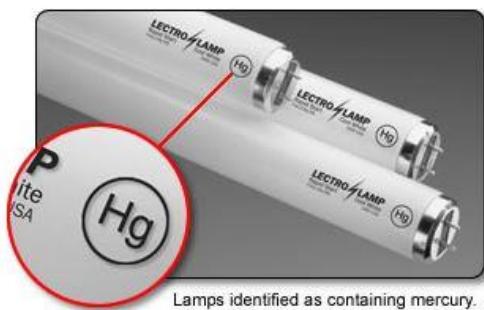
- Fluorescent tubes – linear/straight
- Fluorescent tubes – curved/circular

### Bulb Types:

- Compact Fluorescent Lights (CFLs)
- High Intensity Discharge (HID) lamps
- Projector bulbs (such as replacement Ultra-High Performance (UHP) bulbs)
- UV and Germicidal lamps

**Check the base of your lamp to see if the HG logo has been printed on it; this is proof your lamps contain mercury.**

**For further details to assist in identifying accepted lamps (definitions and photos), please refer to Appendix B.**



### Broken lights and Mercury

Collection sites are expected to receive intact (whole) lamps, but the program will accept small quantities of light bulbs that have been broken accidentally.

A user may also bring their broken lamps, and the material used for cleaning up the debris (such as paper towel, cloth, tape, or paper).

Ensure that the lamps are sealed in a plastic Ziploc-style bag or glass container, then place it in a collection container provided by the Program.



The Program does **NOT** accept liquid mercury! Under no circumstance can a Collection Site accept liquid mercury from a user.

Currently, there are businesses that use equipment such as a drum-top crusher or bulb crusher to intentionally crush lamps for consolidation purposes. **Collection Sites CANNOT accept these intentionally pre-crushed lamps as they have other regulatory implications.** Any inquires on pre-crushed lamps collection services should be redirected to RecycFluo.

### **Products NOT Covered by RecycFluo : lamps which do NOT contain mercury**



The RecycFluo program does **NOT** accept incandescent, low-pressure sodium, LED, or halogen lamps. These products must **NOT** be placed in the Program's collection containers.



The Program does **NOT** accept *lighting fixtures, Christmas lights, or ballasts.*



If a customer brings in a product that is not accepted by the Program, you must refuse the product and return it to the customer. Please make the customer aware of the products accepted by the Program. Do not hesitate to redirect them to :



Our website: [www.recycfluo.ca](http://www.recycfluo.ca); or  
Customer service : [assistance@recycfluo.ca](mailto:assistance@recycfluo.ca)

*Any abandoned or accidentally collected non-program product must be handled independently of the program.*

### **Lamps from the Industrial, Commercial and Institutional (ICI) Sectors**

The program does not require Municipal Collection Sites to accept lamps from the ICI sectors, regardless of whether or not they are mercury-containing lamps. Please direct users from the ICI sectors who approach you for service to contact RecycFluo for more information on services available to them.

## Section 2 : Collection Site Set-Up

---

Collection sites must meet the Collection Site Standard (**Appendix A**).

### 2.1 Quantity of accepted products per visit

**A maximum of 30 whole lamps (CFL/ tubes/ HID), per visit; +/- 15 bulbs and 15 fluorescent tubes .**

*Depending on available storage capacity, you are free to accept a larger volume. Contact us for more details.* Otherwise, please refer the customer to RecycFluo:



RecycFluo  
Product Care Association of Canada  
35 De Lauzon, local 5, Boucherville, J4B 7R3  
Tel : +1 (888) 860-1654 (toll-free)  
Fax : +1 (450) 906-4266  
Email : assistance@recycfluo.ca

**No compensation or fees can be asked of the users who deposit RecycFluo-accepted products for recycling.**

### 2.2 Receiving Program Products

Providing **personal service** for customer drop off is required in order to minimize breakage and drop-off of non-program material.

This program is **NOT** a self-drop system; customers must be supervised when returning program products.

Unsupervised collection containers located outside staffed areas (e.g. parking lots) is **NOT** permitted.

The return collection station should be or have:

- Easy for customers to identify as a collection site, convenient, and provide easy access for both customers and employees
- Well planned and allow for efficient and safe removal of lamps boxes
- Secure from theft and tampering
- Protected from weather
- On impervious surfaces and well-ventilated





Lights **MUST** be kept dry

### 2.3 Storage Location

Once the collection boxes are full, they can be removed from the return collection area to the storage location to stage for shipping.

The storage area for collected materials should be:

- Away from high-traffic areas
- Inaccessible to the public (i.e. employees only)
- Monitored and safely maintained
- Large enough to hold provided plastic bins and/or cardboard boxes
- Protected from the elements, away from drains and on an impervious surface
- Secured during non-operating hours

It is important that the program products are packed properly to:

- Reduce breakage
- Maximise use of storage space
- Simplify handling and prevent injuries as well as exposure to staff and the environment
- Consolidate into as few containers as possible to reduce transportation costs

### 2.4 Public Access

The collection sites must be open for the public to return lamps during regular business hours. If customers abandon products on property while the collection site is closed, take them inside and place them in the appropriate containers if they are program material.

If they are non-program material, they should be disposed according to the recommendations of your local municipality's waste management division. They should not be knowingly placed into the collection containers provided by the program.

### 2.5 Security

When the site is closed, access by people or animals must be prevented to make sure that stored lamps are protected from improper handling, theft, or damage. Make sure that all materials are secured inside your facility and protected from weather at all times.

### 2.6 Signage and Brochures

In order to inform customers of your company's participation in the program as a drop-off location, RecycFluo has brochures and posters available. Additional materials can be sent to you upon request.

## 2.7 Collection of other types of hazardous waste

If your company provides a collection service for products other than those accepted by the RecycFluo program, **and that you invoice this service**, you may continue to invoice it but **only for the collection of products that are not covered by the RecycFluo program.**

Any product not accepted by the RecycFluo program must be placed in different containers than the ones of the Program; stored, recorded and recycled separately from the Program products.

---

## Section 3 : Handling, Packing & Arranging Transport

---

### 3.1 Material Provided

Based on your needs, RecycFluo or its authorized partners can provide:

- Collection containers for Program bulbs: CFLs, metal halide lamps, UHP lamps, HID lamps, U-shaped and O-shaped tubes;
- Collection containers for fluorescent tubes 4 feet or less in length;
- Collection containers for fluorescent tubes 4 to 8 feet in length;
- Plastic liner bags to be inserted in each type of cardboard container
- A Spill Kit in case of lamp breakage; and
- Promotional tools



**NOTE 1** : Boxes will require some assembly prior to use.

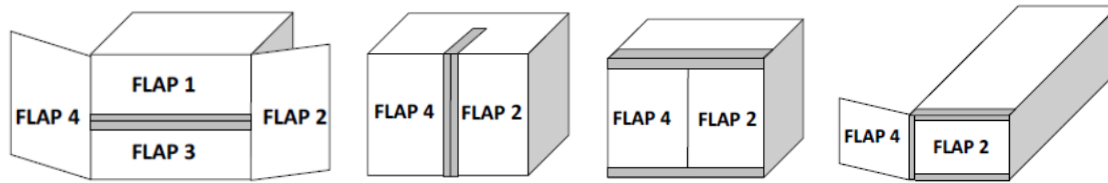
**NOTE 2** : If you require additional material, consult section **3.4 – Full Container Pick-up, Exchanges, and Organizing Transport**

### 3.2 Assembling Empty Boxes

Regardless of the size of the boxes provided by the Program or its authorized partners, make sure they are securely closed by placing tape on each seam between 2 flaps and then on each edge, as shown in the drawings below: (The boxes supplied by the program may differ from the examples below).

**NOTE :**

The plastic liner bags provided with these boxes **MUST** be placed in each box before filling. The liner provides additional protection in case of lamp breakage and thus prevents any mercury from spilling into the environment.



### 3.3 Handling and Sorting Lamps into Boxes

When a user brings lamps to your site, your employees must sort them and place them in the provide containers as follows:

- **Mercury containing bulbs:** CFL, metal halide/arc, UHP and small DHI, as well as ‘U’ and ‘O’ shaped and curved tubes, etc. can be mixed in the bulb container.
- **Fluorescent tubes measuring 4’ long or less:** Should be placed in the 4’ tube container measuring 48”x8”x8”
- **Fluorescent tubes measuring more than 4’ long and up to 8’:** Should be placed in the 8’ tube container measuring 96”x6”x6”

#### The following methods will ensure safe handling of all lamp types and minimize risk:

- Correctly place the lamps in the containers to prevent shifting and breakage during transport.
- The containers and packages must remain structurally sound and lack evidence of leakage, spillage or damage.
- Containers should be stored in such a way that they won’t easily tip over or get damaged.
- Stack a **maximum of 2 (two)** RecycFluo bulb boxes on top of each other to prevent lamp breakage.
- Do **NOT** stack material on top of the collection containers.
- The lamps should be handled by their bases, not the glass portion and should be set down gently in the boxes or collection containers.
- Ensure boxes are filled to capacity (to prevent breakage during transport) but do not overfill boxes
- Seal boxes with packing tape in preparation for ship-out. Ensure all seams are taped. (section 3.2).
- Any lamp that is broken must be cleaned up immediately using the spill procedure under the Clean-up Procedures.
- Do **NOT** tape bulbs or tubes together or use rubber bands!

### 3.4 Full Container Pick-up, Exchanges, and Organizing Transport

Full containers should **only** be collected by RecycFluo-approved partners. AEVITAS and Loomis work with RecycFluo to serve Retailer Collection Sites. Contact us if you have questions. **For every full container you return, one empty will be automatically sent back to you.**



#### Preparing Your Empty Box for Use

1. Look inside the empty box and immediately stick the return address label provided onto the outside of your box
2. Insert the plastic liner inside your assembled box



#### Organizing Pick-up of Full Boxes

1. Call Loomis at 1-855-256-6647 – **you will need your account # ready, if you do not have it, please contact RecycFluo.**
  - a. Choose option 1 (English) – Option 1 (Pick-ups) – Enter your complete telephone number (including area code), and press #.
  - b. You will be connected to a Loomis agent.

#### Ordering Additional Boxes

**For every full container you return, one empty will be automatically sent back to you.** If you encounter issues, contact AEVITAS at 514-637-3111.



- Plan ahead! Don't wait until you have no more empty boxes left before sending out your full ones! At a minimum, always have one empty box available.
- Carriers will NOT accept lamps which are not in RecycFluo-approved containers.
- **No additional return address labels can be sent to you.** In case of loss, you will need to contact AEVITAS to ask for a replacement box.

## Section 4: Clean-Up Procedure for Broken Lamps

---

### 4.1 Risks

Intact (unbroken) fluorescent lamps (CFLs and fluorescent tubes) and HID lamps pose no health risk. Mercury in fluorescent lamps is in vapour form and also with the phosphor powder which coats the inside of the light bulb. Broken lamps release the mercury, which can enter the body by absorption through the skin or by inhalation of the vapour.

HID lamps contain more mercury than fluorescent lamps (30 mg on average). The mercury is sealed in a sealed glass or quartz capsule (referred to as an "ampoule" or "arc tube") within the

lamp. If the capsule remains intact the mercury is contained. However if the ampoule is broken mercury will be released to the ground.

In both cases a careful and prompt cleanup of the spill by the designated worker will minimize exposure to the staff, customers and to the environment. **A mercury spill must be treated as a serious safety concern.** Staff should be trained in the management of broken lamps and the use of a spill kit.

## 4.2 Clean-Up Directions

If a mercury-containing lamp is broken, please follow the instructions below:

- Leave the room.
- Avoid stepping on broken glass.
- Turn down the thermostat; mercury forms fumes when heated.
- Ventilate the room for at least 15 minutes prior to starting clean-up by **opening windows and doors to the outdoors.**
- Refuse entry of any other person in the room before clean-up is completed.

These precautions should limit the amount of mercury vapour present in the room before you begin cleaning.

### Clean-up instructions for hard surfaces and/or carpets and mats

- Do NOT use a vacuum cleaner or broom to clean up the initial breakage, as this may spread the mercury vapour and dust throughout the area. In addition, mercury contamination may subsequently occur through vacuuming or sweeping.
- Wear disposable gloves to avoid direct contact with the mercury and to reduce the risk of cuts.
- Wear the supplied disposable mask.
- Remove or pick up the broken pieces with the two pieces of cardboard provided in the spill kit and place them in the resealable plastic bag.
- Use tape to pick up any remaining glass particles or powder.
  - Prepare several pieces of tape ahead of time to avoid contaminating the tape and to make cleaning easier.
  - Take a piece of tape and place it with the sticky side facing out.
  - Gently tap the contaminated area and repeat with a clean piece of tape until the contaminated area is covered with tape.
  - Then place the tape in the resealable plastic bag.
- Wipe the contaminated area with a damp paper towel, damp cloth, or damp wipe, to remove any remaining particles.
- Place the broken glass and all clean-up materials in the plastic bag and seal it to further minimize the release of mercury vapour.
- Once the clean-up effort is completed, place the sealed bags in a sturdy container (plastic container, glass jar etc.) and then place the container in a bulb box.
- Wash hands thoroughly after storing and disposing of waste.
- Label the container with the broken lamp(s) appropriately.



**SOURCES :**

Health Canada <https://www.canada.ca/en/health-canada/services/health-risks-safety/radiation/everyday-things-emit-radiation/compact-flourescent-lamps.html>

Environment Canada <https://www.canada.ca/en/environment-climate-change/services/pollutants/mercury-environment/products-that-contain/fluorescent-lamps.html>

### 4.3 Spill Kit

The Program will supply you with a Spill Kit containing the following :

- Ziploc-style plastic bags
- Packing tape
- Index cards
- Disposable vinyl gloves
- Disposable masks

---

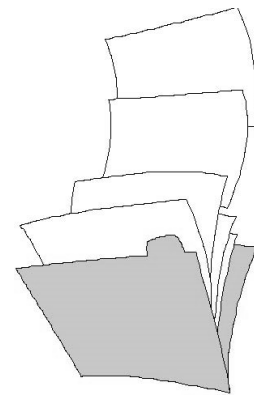
## Section 5: Record Keeping and Recording

### 5.1 Training

Collection sites are responsible for training their employees so they can safely and effectively perform the responsibilities outlined in this manual. The program is designed to be self-directed study, using this manual as a guideline.

#### Training Records

Ensure that documentation is kept showing that staff have been trained on the information contained in these Guidelines.



### 5.2 Reporting Incidents or Fines

The collection site will provide notice of the following to the program:

- Any incidents that required the assistance of first responders within 24 hours of the occurrence; and
- Any regulatory orders or fines within 48 hours of receiving such orders or fines.



RecycFluo  
35 De Lauzon, local 5, Boucherville, J4B 7R3  
Tel : +1 (888) 860-1654 (numéro sans frais)  
Fax : +1 (450) 906-4266  
Courriel : [assistance@recycfluo.ca](mailto:assistance@recycfluo.ca)

## Incident Reporting

To report an incident involving **5 or more broken fluorescent lamps** (CFLs and fluorescent tubes) or HID lamps, please use the form provided on the next and forward to Product Care / RecycFluo, as per the instructions on the form. Please keep this form blank and photocopy as needed (**Appendix C**).

## Section 6 : Health & Safety



The Health and Safety section of these Guidelines is a **supplement** to your facility's existing Occupational Health and Safety Manual and is not intended to replace any standards, acts or regulations required under Provincial or Federal legislation nor are these Guidelines intended to relieve the depot operator or workers of any obligations under this or other legislation.

The section only includes health and safety issues as they pertain to the RecycFluo Program and **NOT** the other services offered or activities conducted at your facility.



For further information on general health and safety issues, including accident prevention and procedures, consult your internal training documents or « la Commission des normes, de l'équité, de la Santé et de la Sécurité du Travail du Québec (CNESST) ».

### 6.1 Lifting Hazards

Moving boxes of lamps requires bending and lifting which can cause injury if done incorrectly. Simple precautions should be used as a means of prevention.



- When lifting, bring objects near to the body ; do not try to lift at arm's length.
- Bend your knees and keep your back straight.
- Only lift what you can manage safely ; ask for assistance if it is needed.

### 6.2 Mercury Hazards

While mercury is a highly toxic substance, only a very small amount is used in fluorescent lamps and HID lamps. **There is no risk to your health when the lamps are unbroken** but care needs to be taken if the lamps are broken. The best defense is to handle the lamps with care to avoid breakage. Should a lamp get broken, follow the **Clean-up Procedure** found in **Section 4**.

### 6.3 Broken Glass Hazards

The main risk with handling lamps is of getting cut with broken glass. As with the mercury hazard, preventing breakage is the most important way to avoid this. Should a lamp get broken, follow the ***Clean-up Procedure*** found in **Section 4**.

### 6.4 Safety Equipment

No safety equipment is required for the regular handling of intact light bulbs. The personal protective equipment (PPE) required to handle broken lamps is noted in the ***Clean-up Procedure*** found in **Section 4**.

---

## Section 7: Training

All collection site workers must understand the information provided in these Guidelines and provide a clear understanding of:

- The handling and management of lamps including but not limited to :
  - Potential hazards and risks associated with handling of lamps
  - Proper and safe handling of lamps
  - Ways to reduce risk
  - Safety and emergency procedures
- Spill/breakage cleanup procedures and management
- The operations training program and policies/procedures set by the program
- The identification of which products are accepted and not accepted by the program
- The completion of proper shipping documentation and record keeping

Newly hired employees must also be instructed on the information in these Guidelines before they are permitted to handle lamps.

Collection Site Operators should schedule **regular** training sessions with staff members who have emergency response responsibilities. This will help staff to regularly practice the correct response actions and be informed up to date on recommended response measures.



## Appendix A – Collection Site Standard

---

The RecycFluo Collection Site Standard defines the minimum requirements for business and organizations to become approved and operate as a collection site under Product Care's Québec RecycFluo Program. This standard intends to ensure that lamps are collected and handled in a manner that will adequately safeguard the environment and worker health and safety. It will also ensure that data is collected in order to track the materials. Product Care reserves the right to review and revise these standards on an on-going basis.

### Background

Fluorescent lamps (CFLs and fluorescent tubes) and HID lamps are commonly used in households and businesses and are considered safe under normal conditions of use. However, fluorescent lamps and HID lamps do contain a very small amount of mercury, which is a highly toxic substance. The risk to health and the environment only occurs if the lamp is broken. For this reason lamps should be handled with care and precautions taken to avoid breakage<sup>1</sup>.

### Disclaimer

The Collection Site Standard is not intended to reduce or absolve collection sites from the responsibility of compliance with any federal, provincial and/or municipal legislation and regulations applicable to the management of fluorescent lamps, or the business operation of the collection site. Nor is it intended to constitute or to provide legal advice. It is the responsibility of the collection site to be aware of and abide by all such legislation and regulations.

### General Requirements:

All Collection Sites shall :

1. Possess a valid business license and/or is an incorporated and/or an otherwise validly existing business or municipality under the laws of Québec in good standing and qualified to carry on business in Québec;
2. Comply with all applicable federal, provincial and/or municipal legislation and regulations including but not limited to:
  - Environmental Quality Act
  - Sustainable Development Act
  - Transportation of Dangerous Goods Regulations
  - Canada Occupational Health and Safety Regulations
  - Municipal zoning by-laws
  - Regulation on the recovery and reclamation of products by enterprises
3. Possess Comprehensive or Commercial General Liability Insurance including coverage for bodily injury, property damage, complete operations and contractual liability combined single limits of not less than \$2 million per occurrence, \$2 million general liability.

---

<sup>1</sup> Health Canada <https://www.canada.ca/en/health-canada/services/health-risks-safety/radiation/everyday-things-emit-radiation/compact-flourescent-lamps.html>

4. Possess and maintain in good standing workers compensation coverage as required under « la Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST) »;
5. Ensure that internal procedures comply with the Guidelines and that staff follow these procedures. The program will provide the Guidelines.

## Facility Requirements

The collection site shall:

1. Provide reasonable hours of operation for the collection of lamps
2. Provide personal service for customer drop off. Drop-off in supervised areas with mechanisms or systems in place to minimize breakage and drop-off of non-program material may be possible if the collection site assumes responsibility and liability for onsite activities. Unsupervised, self-service drop off is not permitted
3. Ensure the storage area has sufficient space for safe storage, is protected from weather, and the floor is constructed of impervious material such as concrete
4. Ensure that unauthorized access to the premises and storage area is prohibited or restricted through security measures
5. Ensure the storage area is not near sensitive areas such as drains
6. Have appropriate signage to inform consumers that it is a collection site and have program information available for the customer
7. Only accept program products as defined in the Guidelines
8. Not use onsite size reduction or processing equipment for lamps
9. Provide notice of any incidents that required the assistance of first responders within 24 hours of the occurrence. Provide notice of any regulatory orders or fines within 48 hours of receiving such orders or fines.
- 10. Not charge customers for the program service – this is a FREE service.**
11. Keep program materials segregated from any non-program products lamps that may be returned to the collection site as part of a separate service the site may offer. If the site chooses to offer a service for non-program products, the site assumes all liability associated with those materials.

## Occupational Health & Safety

All collection sites shall:

1. Comply with all applicable health and safety regulations, including but not limited to the Provincial Occupational Health and Safety Act.
2. Possess written procedures to systematically manage environmental, health and safety matters such as but not limited to accidents, fires and spills
3. Implement and maintain proper lamp handling and safe housekeeping procedures to ensure minimal risk of breakage
4. Provide adequate training for all employees to ensure safe and proper handling of lamps
5. Document health and safety training

6. Provide and enforce correct use of required personal protection equipment
7. Implement spill/breakage cleanup procedure when needed and maintain equipment/supplies according to depot manual
8. Implement and maintain an emergency response plan

## **Training**

All collection sites shall ensure that all staff are trained in:

1. The handling and management of lamps including but not limited to:
2. Potential hazards and risks associated with handling of lamps
  - Proper and safe handling of lamps
  - Ways to reduce risk
  - Safety and emergency procedures
  - Emergency response plan
3. Spill/breakage cleanup procedures and management
4. The operations training program and policies/procedures set by the program
5. The identification of which products are accepted and not accepted by the program
6. The completion of proper shipping documentation and record keeping
7. All such training is documented.

## **Record Keeping**

Maintain all records and documentation including applicable manifests, bills of lading, waste records, training records, and other data as required for a minimum of 2 (two) years


## Appendix B – Accepted Products

### B.1 Accepted and Non-Accepted Product List

The program includes the mercury-containing lamps below:

- |  |  |
|--|--|
| <b>1</b> Fluorescent Tubes - Straight / Linear | <b>4</b> Compact Fluorescent Lights (CFL)                                      |
| <b>2</b> Fluorescent Tubes - Curved / Circular | <b>5</b> UHP Lamps with Mercury Arc  |
| <b>3</b> UV and Germicidal Lamps               | <b>6</b> High Intensity discharge (HID), High Pressure Sodium (HPS) and others |

**!** Product NOT accepted:  
Light fixtures, ballasts, halogen, LED, incandescent, low pressure sodium (LPS), Christmas lights, liquid mercury

Look for the Hg logo to confirm the lamp contains mercury: 

#### **1** Fluorescent Tubes - Straight / Linear



#### **2** Fluorescent Tubes - Curved / Circular



#### **3** UV and Germicidal Lamps



4

Compact Fluorescent Lights (CFL)



5

UHP Lamps with Mercury Arc



6

High Intensity Discharge (HID) and others



!

Products NOT accepted:

Light fixtures, ballasts, halogen, LED, incandescent, low pressure sodium (LPS), Christmas lights, liquid mercury



# Light identification guide

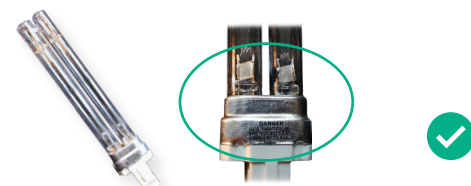
## TUBES

### Fluorescents



- The letter "F" is visible on tube's base
- Always made of glass, but can be covered in a plastic film
- The base is metal, and can be green, blue or silver

### Germicidal/UV



- Can have one to four pins
- Can contain an inner glass tube

### LED



- A band of diodes runs along the length of the tube
- LED is written on the tube
- Generally, the tube and base are plastic, but the base can sometimes be metal

## BULBS

### CFL



- Spiral or U-shaped tube made of glass
- Mostly white, but can exist in different colours

### LED



- The light is emitted from a diode or an electronic card

### Incandescent & Halogen



- Contains a metal filament, which may be encased in a second glass tube

## HID AND OTHERS

### High-Pressure Sodium, Ultra High Performance (UHP) & Metal Arc



- Contains a secondary glass tube inside the bulb
- Handle with caution!

### Low Pressure Sodium



- The inner glass tube is U-shaped
- When lit, shines an orange/yellow hue

Check the base of the light to determine if it contains mercury:

ACCEPTED



NOT ACCEPTED



Related products which are not accepted: ballasts and fixtures

## Appendix C - Incident Report Form

Depot Name \_\_\_\_\_

Depot Address \_\_\_\_\_

Telephone Number ( ) - EXT # \_\_\_\_\_

Date of Incident (DD/MM/YY) \_\_\_\_\_ Time of Incident (24hr clock) \_\_\_\_\_

**# and types of broken lamps**

CFLs [ ] Five (5) [ ] Six (6) to nine (9) [ ] 10+ [ ] Box dropped

Tubes [ ] Five (5) [ ] Six (6) to nine (9) [ ] 10+ [ ] Box dropped

Other [ ] Five (5) [ ] Six (6) to nine (9) [ ] 10+ [ ] Box dropped

***If the box dropped and resulted in broken glass, please answer the following questions:***

Did any broken glass spill onto the floor? [ ] Yes [ ] No

Did the box drop during: [ ] Packing [ ] In-store movement [ ] Shipping

***Please describe the incident (use additional paper if needed):***

\_\_\_\_\_  
\_\_\_\_\_

Was staff wearing protective gear to clean up? [ ] Yes [ ] No

Was anyone injured? [ ] Yes [ ] No

***If yes, please send a copy of this form and the specific CNESST form to the CNESST.***

What are your suggestions to help prevent this type of incident from happening in the future?

Please complete the information and fax or mail (and other forms if applicable) to

**RecycFluo**

**Fax : 1-450-906-4266 / Email : assistance@recycfluo.ca**

Employee Name \_\_\_\_\_ Signature \_\_\_\_\_

Manager Name \_\_\_\_\_ Signature \_\_\_\_\_