

FAQs**1. When will I receive my 2023 Waste Collection Schedule in the mail?**

The 2023 Waste Collection Schedule is expected to be delivered to homes starting Thursday, Dec. 1, 2022. If you do not receive one by Tuesday, Jan. 3, please contact Service Vaughan by phone at 905-832-2281 or by email at service@vaughan.ca.

2. What should I do if I don't receive my printed Waste Collection Schedule by mail?

You can request a mailed copy of the 2023 Waste Collection Schedule by calling Service Vaughan at 905-832-2281 or emailing service@vaughan.ca. However, as the schedules are being sent through Canada Post, it may take a few weeks to arrive, so please wait until Tuesday, Jan. 3 before making this request to avoid a double mailout.

3. Why is the Waste Collection Schedule in a single-page format rather than a traditional multi-page booklet?

Through research using focus groups in 2021, City staff learned how citizens use their waste schedules and what information is most helpful. The 2023 Waste Collection Schedule was designed following the format of the 2022 Waste Collection Schedule and is more responsive and convenient for readers. It highlights the entire year on one page allowing residents to reference weekly and seasonal changes to their services quickly. For more information about the City's waste services or to download a digital copy of the 2023 Waste Collection Schedule, visit vaughan.ca/WasteCalendar.

4. Why has the City chosen to continue with a printed Waste Collection Schedule?

The City of Vaughan continues to serve residents who do not have internet access or prefer a printed schedule. In the future, the City will explore making waste collection information available mainly through the digital Waste Collection Schedule while still offering printed schedules at City facilities or through the mail by request. Additionally, the inclusion of QR codes linking to important waste information online helps reduce the size of the schedule.

5. How do I access my Waste Collection Schedule online?

The City provides a digital Waste Collection Schedule at vaughan.ca/WasteCalendar and PDF versions for download. The 2023 Waste Collection Schedule will be posted at vaughan.ca/WasteCalendar on Monday, Nov. 28, 2022.

6. How can I find out which zone I'm in and what day my collection is?

You can view your personalized waste schedule by visiting vaughan.ca/WasteCalendar and entering your street number and street name in the “Search Instructions” section. A personalized waste calendar will show the coloured zone (blue or yellow), and the day of the week your waste is collected. You can also download the free [Recycle Coach app](#) to view your schedule.

7. Can I receive notifications to remind me about my collection day?

Yes! Download the free [Recycle Coach app](#) and turn on notifications in the settings. You will receive a reminder the evening before your collection day that your waste materials can be placed at the curb, as well as details on which materials can be set out for collection.