



ZERO WASTE GUIDE

ACCOMMODATIONS



Reduce 

Reuse 

Recycle 

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We envision every person on the Coast reducing the amount of waste they send to landfills by 90% by the year 2060.

WE ENVISION
(Regional Sustainability Plan, see page 15)

ABOUT THIS GUIDE

If you own or manage a bed and breakfast or other accommodation facility, this guide will help you work towards becoming a 'zero waste' business, where waste is minimized, and reuse, composting and recycling are maximized. We've included steps for developing your own zero waste strategy, practical zero waste tips you can implement throughout your facility and gardens, local examples for inspiration, and resources and links for further information.

An eco-efficient business benefits from cost savings, customer loyalty and personal pride in leading the way to a sustainable future.

WHAT IS ZERO WASTE?

Zero waste is a goal that is both pragmatic and visionary, to guide people to emulate sustainable natural cycles, where all discarded materials are resources for others to use. Zero waste means designing and managing products and processes to reduce the volume and toxicity of waste and materials, conserve and recover all resources, and not burn or bury them.

Zero Waste International Alliance

Accommodation facilities can embody this goal by doing their part: choosing products that are designed to minimize waste and pollution, and through efficient use of products, water and energy in their operations. Individual actions have positive spin-off effects on the local economy and environment.

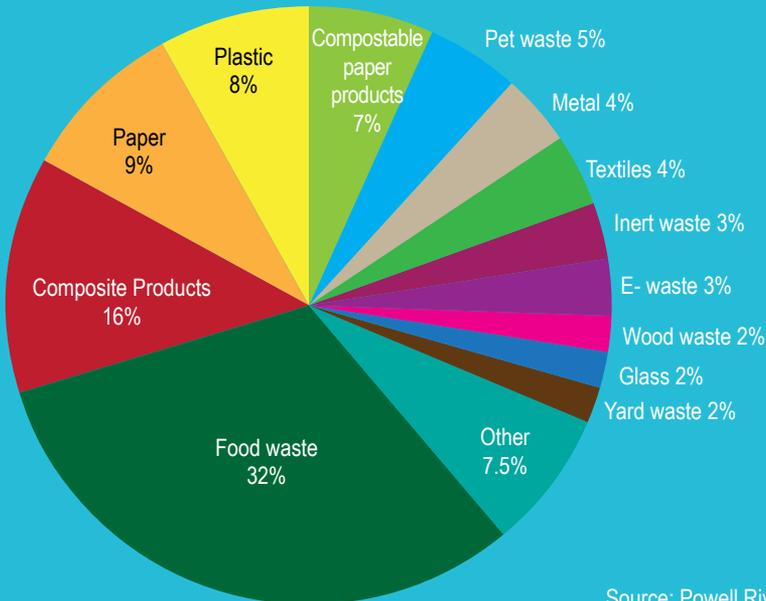


ZERO WASTE BENEFITS

Zero waste encourages continuous improvement, innovation and creativity—the tenets of any successful business. It calls for a life cycle review of products and business operations and ensures energy, water and material flows are operating as efficiently as possible. When fewer resources are used to deliver comparable or better services, costs are reduced, as are demands on the environment. Implementing zero waste into your business provides the following benefits:

- **Cost savings and eco-efficiency:** Reduction in garbage collection, disposal costs and utility bills. Quality products are more durable and need to be replaced less often.
- **Added brand value and customer loyalty:** Recognition by customers, staff and local media of the efforts a business makes to be socially and environmentally responsible.
- **A better understanding of your business operation:** As systems are put into place to measure, monitor and report on waste reduction and environmental performance, it becomes easier to identify and implement opportunities for further efficiencies.
- **Greenhouse gas emission reductions:** Reductions in energy use and emissions by diverting organic materials from the landfill, reducing transportation of material goods through their life cycle, and recycling materials into new products.
- **Reduced demand for virgin materials:** By sourcing products that are reused or made with recycled materials, your business helps minimize extraction of natural resources.
- **Pride in an environmentally friendly business:** Business owners can feel proud that they are reducing their impact on the environment.

What goes to a landfill?



HOW TO IMPLEMENT A ZERO WASTE STRATEGY

Opportunities for waste reduction are often hidden within inefficient processes. Looking at your business through the lens of zero waste invites you to explore how and why every single item comes in and goes out, and encourages a well-designed system. Here are ten suggested steps in developing a zero waste strategy:

- 1. Develop a Zero Waste Commitment.**
See the sample zero waste commitment on page 14.
- 2. Conduct a waste audit** to establish your existing waste production baseline.
- 3. Establish your annual water usage** and identify what changes you can make to reduce it.
- 4. Develop green purchasing guidelines** that include: buying products that are high quality, long lasting, reusable, repairable, recyclable, have recycled content, less packaging, are non toxic, and when possible, made locally.
- 5. Assess your transportation needs** and identify ways to use or promote alternatives and efficiencies like carpooling, public transit and cycling.
- 6. Develop an action plan** with incremental targets to move your business towards its zero waste goal.
- 7. Identify roles and responsibilities** for incorporating zero waste policies into your business.
- 8. Communicate expectations** to your staff, vendors and suppliers.
- 9. Measure and report on progress** to staff, guests and others.
- 10. Engage your guests** by explaining how they can contribute to a zero waste experience during their stay.



We protect our culture and the future of our environment by minimizing our consumption of resources and our contributions to the pollution of land, water and air.

WE ENVISION



ZERO WASTE SUCCESS STORY



Cottage Al Sole, Roberts Creek, BC

Cottage Al Sole has implemented a zero waste strategy throughout their entire property allowing them to save money, attract guests and give back to their environment. “We have reduced our garbage from one container per week to one container per month. This was accomplished by recycling all plastics, metal and paper and composting all kitchen waste. We also encourage all our guests to use the recycle containers provided for them.

We have reduced our annual Hydro bill by 30% overall. Turning off the breakers eliminates electricity usage when the cottage is not in use. As much as possible, clothing is dried outside or line dried, reducing use of the electric clothes dryer. The main house is heated primarily with a high efficiency wood burning stove.

As a small enterprise we do not have outside staff and therefore encourage our guests and vendors to help us work towards our zero waste goals. When guests arrive we give them a tour of the property and explain our beliefs and practices around sustainability. As a result we find that our guests use the recycle and compost system we have in place and are generally considerate and thoughtful about not wasting resources. In our cottage we also use environmentally friendly products from local suppliers.” Renee Switzer Guarino, Owner

ZERO WASTE TIPS

Once you have created your zero waste strategy you can begin to make changes room by room.



In the kitchen

- Use durable towels, tablecloths, napkins, dishes and glasses that are less likely to need replacing.
- Compost vegetable food scraps. Send other food scraps to a local composting facility, or install a food digester in the garden (e.g. Green Cone).
- When washing dishes by hand or dishwasher, do full loads to save water, soap and energy.
- If your guests have access to your kitchen, put the recycling and composting bins in a visible location with instructions on what items are acceptable.
- Use reusable coffee filters or unbleached disposable filters and compost them after use.
- Purchase organic and local food when possible at your local farmer's market or grocery store.
- Grow your own food to supplement the menus you offer guests. Engage your guests if they are interested.
- Purchase in bulk when you can.
- When buying a new dishwasher or refrigerator upgrade to ENERGY STAR labeled appliances. They will help you save money on your energy bill.
- Rinse fruit and vegetables in a bowl or pan instead of running water continuously. Reuse the rinse water for indoor and outdoor plant watering.
- Keep a jug of drinking water in the refrigerator instead of running the tap for cold water.
- Recycle your small appliances at a local depot (eg. blenders, toasters, microwaves)

Find locally grown food sources using the **GREEN BANNER** Local Food Directory.

Visit www.onestraw.ca for an electronic copy.



In the guest room



- Use durable towels, bedding, and furniture to increase their longevity.
- Place recycling and composting bins in each guest room with instructions on what items are acceptable.
- Use bulk dispensers for hand and body soap, shampoo, conditioner and lotion, as well as for coffee, cream, sugar and other bulk food items
- Provide in-room reusable glasses, dishes and cutlery.
- Offer reusable water bottles for sale.
- Provide pens and paper made of recycled materials.
- Place a directory of other green service providers in the area, such as spas that use natural products, restaurants that serve local food, or ecotourism companies that share your passion for the environment.

In the bathroom/ laundry



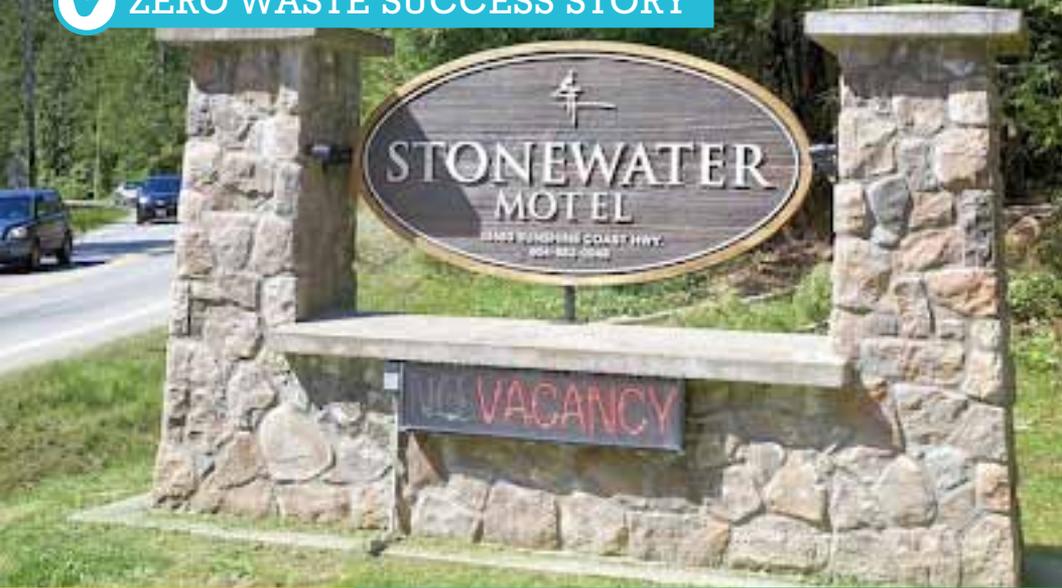
- Repair dripping faucets or noisy toilet leaks to save water, money and ensure a serene environment for your guests.
- Install low flow showerheads and ultra low flush toilets in all your bathrooms.
- Install an Energy Star fan—check LiveSmart BC for rebates of \$50 to \$100.
- Add a timer switch (e.g. 5 to 30 min.) to your fan to ensure it is used to control moisture levels, but not left on to waste energy.
- Replace the use of harsh chlorine bleach with hydrogen peroxide, a colour-safe and more environmentally benign choice.
- Use biodegradable and non-toxic cleaning products, now widely available; look for EcoLogo™ or Green Seal certifications.
- Save water and energy by only doing laundry or dishes when you have a full load.

Purchasing over-packaged material goods leads to unnecessary waste production. In turn, the waste generated pollutes our soils, air and waters and increases our greenhouse gas emissions. To be a more sustainable community, we need to strive for zero waste.

WE ENVISION



ZERO WASTE SUCCESS STORY



The Stonewater Motel, Madeira Park, BC

The Stonewater Motel has successfully implemented a zero waste plan in their laundry facility, resulting in improved efficiencies and a lot of money saved.

“We’ve reduced the amount of chemicals and detergents going into the ground. We have switched to using the SmartKlean Laundry Ball instead of detergent in all our laundry, accommodation and separate customer service. We are supplied, locally, with laundry balls and also sell them to laundry service clients. The financial savings are huge: the laundry ball is \$50 for approximately 365 loads compared to \$300 in detergent for approximately 80 loads. We also use vinegar/salt and natural stain remover instead of bleach, another savings.

We have also been able to increase our laundry service business to include animal blankets because we don’t use detergent. Another added benefit of not using chemicals is our accommodation’s linens and towels last much longer, which results in even more savings for us.”

Kimberley Foster, Manager

In the office



- Make double-sided copies whenever possible.
- Reuse envelopes or use two-way envelopes.
- Make scratch pads from used paper.
- Eliminate unnecessary forms or redesign them to fit on a half sheet.
- Save documents on a portable hard drive instead of making hard copies.
- Print drafts on paper already printed on one side.
- Use an electronic reservation system that does not encourage printing.
- Send invoices by email and encourage payment using PayPal or other online services.
- Send welcome packages and tourism information via email.
- Order supplies by voice mail or electronic mail.
- Order supplies in bulk to reduce excess packaging.
- Request to receive electronic copies of your bills and pay as many as possible online.
- Turn off your computer completely at night.
- Cell phone chargers, computer strips and almost anything that is plugged into an outlet will continue to draw power even when turned off. Unplug devices when not in use, or opt for energy efficient, current-sensing power strips.
- Use remanufactured office equipment.
- Use refilled printer cartridges or recycle your used printer cartridges.
- Take old electronics to a refurbishing or recycling depot.

Increasingly, the responsibility for managing waste in Canada is being transferred from local governments and taxpayers and onto the manufacturing industries producing the stuff that ends up as waste. This concept is known as Extended Producer Responsibility.

WE ENVISION

In the entire building



- Draft proof your facility for greater comfort and watch your energy bills decrease drastically.
- Add insulation in the attic and crawl space, which are relatively easy access points, to significantly cut heating costs.
- Install a programmable thermostat and set it for lower temperatures when you are out during the day or sleeping at night.
- Regularly maintain your heating equipment to increase energy efficiency, cost effectiveness and comfort, and replace with high efficiency units when needed.
- Install a ceiling fan to help keep you and your guests cool in the summer.
- Use blinds or drapes on your windows to improve insulation in winter and summer.
- Consider upgrading to energy efficient windows. Double-glazed, low E coating, and argon-filled in wood, vinyl, metal and fiberglass are now widely available.
- Install reusable heating, ventilation and air conditioning filters.
- Replace incandescent with compact fluorescent or LED lights ('warm light' 3000K have very comparable light levels).
- Invest in equipment that is high quality, durable and repairable.
- For old furniture that still has life, consider selling it or donating it to a local charity.
- Research whether you can sign up for green power from your utility company.
- Take your electronics, batteries, light bulbs and fixtures, paint, small appliances, smoke alarms and HVAC equipment to a local depot for recycling at their end of life. For more information, visit rbc.bc.ca or bcstewards.org.



Rooftop solar panel for heating hot water at SCRD Field Road office.

The District of Sechelt office, the public library and the SCRD Field Road office have their water heated by the sun, thanks to a new solar hot water system. A host of local residents and businesses have also taken advantage of incentive programs like SolarBC to install solar hot water systems on their homes. WE ENVISION /11

In the garden



- Choose a landscape design that is low maintenance, generates little waste, or even one that is edible!
- Plant native species that thrive in our environment and require less water and maintenance. For more details visit www.scrd.ca/Waterwise-Gardening.
- Eliminate exotic invasive species. Go to www.scrd.ca/Invasive-Species for more information.
- Use a mulching mower or adjust the height of your mower and leave grass clippings on the lawn.
- Compost excess grass clippings and leaves or send to a composting facility.
- Use compost as a topsoil amendment.
- Use a chipper and turn tree and shrub clippings into mulch.
- Install a programmable timer on your irrigation system to reduce water usage during the summer season.
- Install a rain water collection system and use it to water your garden.
- Create raised garden beds to grow your own food just about anywhere!
- If you allow pets in your facility, consider installing a pet waste composter. Visit <http://cityfarmer.org/petwaste.html> for more information.



Composting organic waste represents perhaps the single-largest opportunity to reduce waste going to landfills on the Coast.

WE ENVISION



ZERO WASTE SUCCESS STORY



Painted Boat Resort, Madeira Park, BC

The Painted Boat Resort is dedicated to their site-wide zero waste strategy, which required a small initial investment but has resulted in significant savings.

“The Restaurant has caught on to the Zero Waste program. We have decreased our waste removal by over half, completely eliminating a bin for the Restaurant. Roughly 74 to 100 yards of garbage eliminated. In the spring of 2012 we brought in an Organics and Recycling program, which eliminated sorting of recyclables by staff, and added an Organics program in the Restaurant and in all our Guest Villas. The initial investment was in purchasing new containers for organics, and separate bins for revenue recycling (bottles and cans) and recyclable materials.

Our success can be largely attributed to ensuring the involvement of our staff, contractors and guests. We were able to do this by providing our Guest Services and Restaurant staff training on the new program. We also worked with our contractors to help us establish possible waste reduction options. These discussions resulted in all sorting of recyclable products taken on by our contractor at their facility, and our landscaping contractor using our organics program for all landscaping waste, thereby reducing hauling to the landfill.

These and other efforts we are making towards zero waste have lead us to pursue our “Green Key” Certification!”

Ryan Schmidt, General Manager

Join the international movement of people committed to creating positive change, economic development opportunities and resilience by working towards the elimination of waste in all areas of our individual and collective lives. Zero Waste is a goal and a process requiring buy-in from individuals, communities, businesses and all levels of government.

ZERO WASTE COMMITMENT

In recognition of the following benefits:

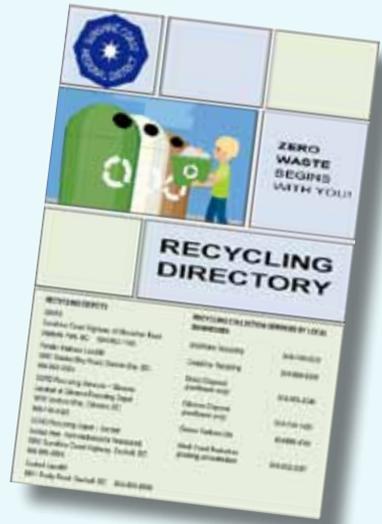
- Cost savings and eco-efficiency
- Added brand value and customer loyalty
- A better understanding of our business operation
- Innovation and creativity
- Reduced demand for virgin materials
- Economic development opportunities and employment generation in our local community
- Greenhouse gas emission reductions
- Pride in an environmentally friendly business

We at *(insert organization or company name, street address, town, BC)* hereby endorse Zero Waste goals and support the creation of a Zero Waste plan in order to eliminate waste and pollution resulting from the conventional disposal of resources to our common land, air and water environments.

RESOURCES AND LINKS

The SCRDR maintains a **RECYCLING DIRECTORY** to help guide you to various recycling services in the community. Visit www.scrd.ca/Recycling-Directory to get an online copy, or pick one up from the SCRDR Field Road office.

Looking for additional information on Zero Waste? www.scrd.ca/zero-waste



WE ENVISION is the Sunshine Coast's sustainability plan. It takes a look at Zero Waste and 12 other interconnected strategic directions that require our community's focus today and well into the future. Visit www.onecoast.ca for a copy. Also, check out the Zero Waste Management Plan at www.scrd.ca/Solid-Waste

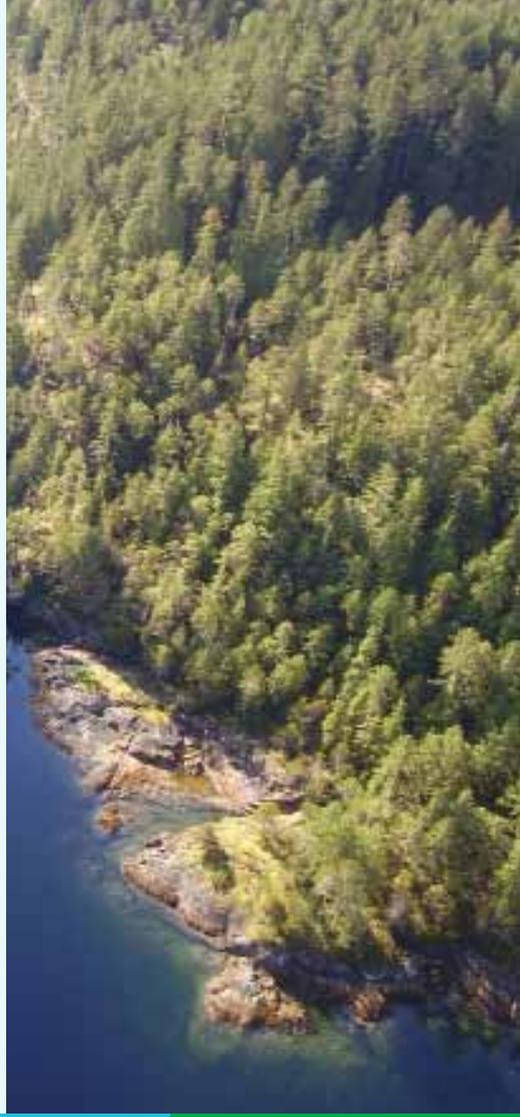


Wondering where to recycle a certain material? Search the Recycling Council of British Columbia's **RECYCLEPEDIA** at rbc.bc.ca/recyclepedia.

You can also contact their **HOTLINE** at 604-RECYCLE (732-9253) in the Lower Mainland or 1-800-667-4321 (rest of BC) or email at hotline@rbc.bc.ca.



The Sunshine Coast is a community of communities creating a sustainable way of life through a collaborative decision making process. We are committed to an enhanced natural context; local control over local resources; a vibrant economy; and an enriched cultural fabric.



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www.scrd.ca

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