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COVID-19 Pandemic Emergency Requirements

The COVID-19 virus is the major topic of discussion in our offices and homes. You may be aware that our industry has been designated as an “essential services” industry. As such, we can continue to operate and collect your trash. We have determined there are additional steps we must now take to protect our employees. We are confident that the instructions from our Governor as well as instructions from experts throughout the country are critical to protecting each of us and flattening the curve.

Effective immediately, these are the steps we are taking to protect our drivers and tippers that collect your trash:

- 1) All trash must be properly bagged and contained inside a can. **No loose trash or bags on the ground will be collected.** Trash cans should have handles for safe collection. Clean recycling must be placed in the recycle container/bin. No loose cardboard or bags on the ground will be picked up.
- 2) We request no large or bulk items be placed at the curb at the present time. If you have an emergency pickup request, please contact our office at 502-935-1130. We plan to utilize special equipment that will not require any direct contact to collect a bulk item. There will be a special emergency charge if you must have bulk items collected. We strongly urge you to delay bulk item collection until further notice. This service must be scheduled. If anyone in your home has been in contact with a COVID-19 patient or if you have anyone in the home that has been sick please refrain from requesting an emergency bulk pickup.
- 3) No garage or basement cleanouts will be collected at this time.
- 4) The yard waste will be collected, but we will limit collection to 10 bags or less each week. Approved biodegradable bags will be accepted. All yard waste containers must be properly labeled.
- 5) We have been approved to mix materials in the same truck if circumstances warrant.
- 6) It is highly recommended that you wipe down the handles of your trash can to prevent any exposure.

This policy will be active and in place immediately until further notice.

Please remember that our employees are trying their very best to serve you during this extremely dangerous and difficult time. Help us prevent our employees from contracting the COVID-19 virus. Our prayers are with you, our community, state, and our country!

