



## Community Clean-Up Program: Terms & Conditions

### Purpose

These Terms and Conditions outline the responsibilities of Community Associations and/or Resident Associations (Event Organizer) partnering with Waste & Recycling Services (WRS) to deliver Community Cleanup Events (Events). By signing, the Event Organizer agrees to provide a safe, well-managed event that supports efficient service delivery and protects the safety of volunteers, residents, and WRS staff.

The City reserves the right to modify, postpone, or cancel an Event if these Terms and Conditions are not met or if safety concerns arise.

### 1. Event Timing and Site Management

- If the Event is held on City-owned land that is not already leased to the Community Association, the Event Organizer must obtain a License of Occupation. A formal request for a License of Occupation can be requested through the intake form at [leasing.calgary.ca](http://leasing.calgary.ca)
- The City will provide packer truck service from 9:00 a.m. to 2:00 p.m. on the day of the Community Cleanup Event.
- Event Organizer must turn away all residents remaining in line after 2:00 p.m.
- Event Organizer must designate a site manager who must remain on site for the entire Event and act as the primary liaison between volunteers, the public, and City staff. The site manager must provide a mobile phone number to the City for day-of contact.

### 2. Volunteer Requirements

The Event Organizer must:

- Provide enough volunteers to have a safe event and cover all volunteer duties listed below for the full duration of the event, minimum of 5 volunteers are required.
- Ensure volunteers arrive at least 30 minutes before the event start time to support site setup and receive the safety briefing.
- Ensure volunteers assist with directing traffic, handling items, turning away prohibited materials.

- Ensure volunteers receive a safety briefing covering items not accepted, truck safety, and required Personal Protective Equipment (PPE).
- Understand that if fewer than five (5) volunteers are present for the full duration of the Event, City staff may suspend or cancel service for safety reasons. This will be considered when assessing eligibility for future Community Cleanup Events.

### **3. Safety Requirements**

- All safety instructions provided by City staff on the day of the Event are mandatory and supersede written materials if conditions change.
- Respectful behaviour is expected from the Event Organizer, its staff, volunteers and citizens. Any bullying or harassment will not be tolerated.
- Required PPE must be worn in unloading zones, including high visibility vest, gloves, sturdy closed-toe footwear and eye protection.
- All volunteers, residents, and vehicles must stay clear of the area directly behind City trucks when the truck is packing materials to minimize the potential of debris causing injury to people or damage to vehicles (see Supplemental Information attached).

### **4. Traffic Control and Permits**

- The Event Organizer is responsible for traffic control on the day of the Event and must follow City guidance, including information available at [Calgary.ca/roads](http://Calgary.ca/roads) and direction provided by City staff on the day of the Event.
- If vehicle line-ups extend beyond the Event site or into active roadways or parking lanes, additional permits and traffic control measures may be required. In these situations, the Event Organizer is responsible for obtaining the necessary approvals in advance.
- Where line-ups extend onto a roadway or into a parking lane, Street Use and Temporary No Parking Permits are required and can be obtained through [Calgary.ca/roads/permits/street-use](http://Calgary.ca/roads/permits/street-use).
- For Events where vehicle queues extend onto busy roadways, a Traffic Control Plan must be developed in coordination with The City of Calgary Mobility team.

For more information, visit [Calgary.ca/roads/permits](http://Calgary.ca/roads/permits) or call 311.

- If Event Organizer's volunteers are using personal vehicles for transporting waste to or from the Event, they must comply with the Tarping Bylaw (26M96).

## **5. Users and Materials Acceptance**

- Community Cleanups are available to all Calgarians for acceptable residential waste materials. Event Organizers cannot restrict access to the Events based on Community membership.
- Advertisements and Event signage must clearly list materials not accepted (see Supplemental Information attached).
- Items left after 2:00 p.m. are the responsibility of the Event Organizer. City cleanup after this time will be invoiced to the Event Organizer.
- If additional services are arranged (e.g. metal recycling, electronics recycling), the Event Organizer is responsible for contractor selection, supervision, and regulatory compliance. The City is not responsible for incidents related to these services.

## **6. Operational Requirements**

- The City will determine the number of trucks assigned for each Event.
- No fees can be charged to residents for using City packer trucks.
- The Event Organizer may charge residents only to recover costs from optional third-party services.

## **7. Advertising and Communications**

- Event Organizers must use City-provided communication materials (toolkit) or obtain approval before using custom materials to ensure accurate and consistent messaging.

## **8. Reimbursement**

- The City will reimburse up to \$300 for approved expenses (safety supplies, advertising, refreshments, traffic materials) for the approved Community Cleanup Event.
- Receipts must be submitted within 30 days of the event completion, submit to: [CommunityCleanups@calgary.ca](mailto:CommunityCleanups@calgary.ca)

## **9. Insurance and Liability**

- The Event Organizer agrees to carry a commercial general liability insurance for a minimum of \$2,000,000 that names The City of Calgary as additional insured for the 2026 Community Cleanup Event(s).
- The Event Organizer agrees to maintain the insurance coverage for the duration of the 2026 Community Cleanup Event(s), including any set-up and take-down dates.
- The Event Organizer agrees to be liable for and indemnify, defend and save harmless The City and all of its employees, officials, officers and authorized representatives from and

against any and all suits, actions, legal or administrative proceedings, claims, demands, damages, liabilities, interest, legal fees, costs and expenses of whatsoever kind or nature, including personal injury or death and damage or loss of any real or personal property arising out of or incidental to the 2026 Community Cleanup Event(s) or in any manner directly or indirectly caused, occasioned or contributed to in whole or in part, by reason of any wrongful act, error, omission, fault, or of anyone acting under the Event Organizer's direction or control or on its behalf in connection with or incidental to the 2026 Community Cleanup Event(s).

- The City shall not be liable for any loss or liability, or costs suffered by the Event Organizer, due to modification, termination or postponement of the 2026 Community Cleanup Event(s).
- The City of Calgary reserves the right to request proof of insurance, permits, or landowner approvals at any time prior to or during the Event. Failure to provide required documentation may result in cancellation of the Event.

#### **10. Required Documentation** (Required Prior to Event Confirmation)

Before receiving an event date, organizers must submit:

- Proposed site map
- Signed these Terms and Conditions
- Completed application form, including site manager contact information (Microsoft Form)

#### **Acknowledgement**

I acknowledge and agree to the above terms for the 2026 Community Cleanup Event(s).

Event Organizer Name (Printed)	Signature	Date
Witness (Printed)	Signature	Date

**Please scan a signed copy of this form and email it back to:**

Monika Mojelski, Community Cleanups Program Manager,  
[CommunityCleanups@calgary.ca](mailto:CommunityCleanups@calgary.ca)

## Supplemental Information

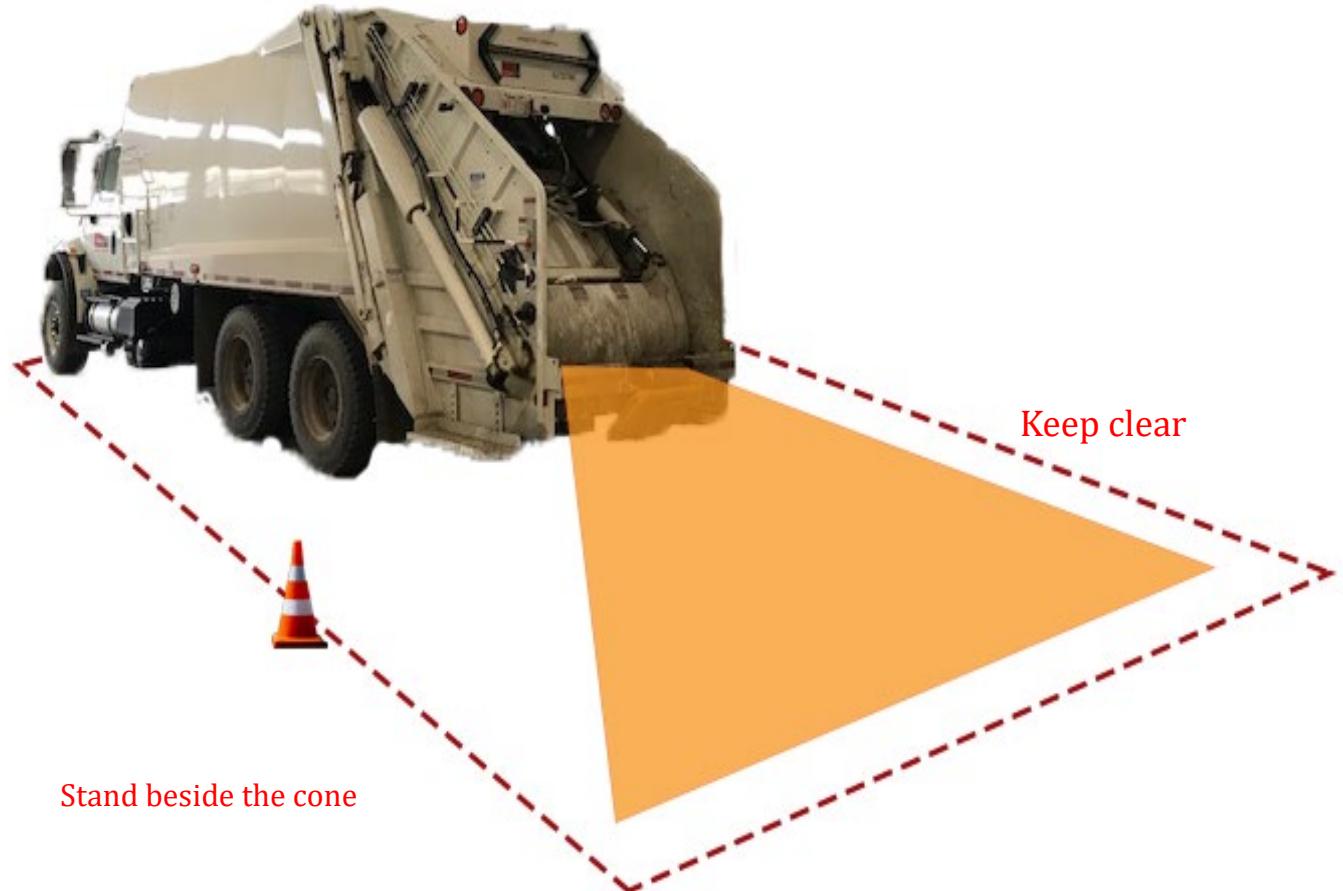
### Truck Safety Information

Getting as many residents through is a focus we support but **Safety is our first priority**

- When material is packed into the truck there is potential for items to break and cause flying debris as the material is packed into the truck.
- When the truck is packing materials all residents will be instructed to stay away from the rear of the vehicle to minimize the potential of debris causing injury to people or damage to vehicles.
  - Please make sure volunteers are aware of the safety concern and also stay back. City employees rely on volunteers to assist in keeping the work area safe for everyone
- City employees will not pack the truck if there is potential to injure citizens and volunteers.

### Truck Safety – for Volunteers and Residents

For the safety of residents and volunteers at community clean ups we require that when the truck is packing that all volunteers, residents and vehicles stay beside the cone to avoid any potential debris.



## **Unacceptable Items**

Not all items can be accepted at Community Cleanups as they cannot go in the garbage truck.

### **Garbage trucks will not accept:**

- Car batteries
- Electronics
- Small appliances
- Metal
- Barbeques
- Lawnmowers
- Glass (e.g. windowpanes, glass tabletops, etc.)
- Household appliances with freon (e.g. refrigerator, freezer)
- Microwaves
- Liquids (cooking oil)
- Household chemicals (e.g. gardening, cleaning and automobile chemicals)
- Household hazardous waste (e.g. propane tanks, paint)
- Railway ties
- Sod or dirt
- Commercial waste
- Organics/yard waste/green cart material
- Recyclables/blue cart material

Community Associations **may** bring in other vendors to receive items not accepted by City trucks. Household hazardous waste materials can be brought directly to a household hazardous waste drop-off location.

## **Acceptable Items**

- Non-donatable furniture (e.g. mattresses, sofas, chairs, desks, dressers, outdoor furniture etc.)
- Toilets, sinks and similar fixtures
- Cabinetry
- Broken recreational items (e.g. old treadmills)
- Lumber from old fences and decks
- Oversized non-donatable household items (e.g. broken blinds, grandfather clock, and taxidermy items)
- Carpet/Rugs
- Ceramics