

Temporary Waste Management Service Changes Due to COVID-19

A Service Message to our Residents:

In an effort to protect the health and safety of Waste Management personnel during the current COVID-19 pandemic, Waste Management is temporarily providing Village of Deerfield residents with limited refuse and recycling services. Please refer to the below section, “Frequently Asked Questions”, for information on temporary service changes. Village of Deerfield and Waste Management staff appreciate our residents’ continued understanding and support during this time! The Village will continue to provide Waste Management updates on our various communications platforms, including the Village’s Facebook, website and e-blasts. Please continue to place your refuse and recycling containers at the curb by 7AM on the morning of your regular collection day. If you have additional questions, Village staff is available via phone Monday – Friday, 8AM – 4:30PM. Contact us at (847) 945-5000.

Frequently Asked Questions:

(1) Will my refuse/recycling still be collected on my regular collection day?

Yes. Waste Management will continue to service your property on your regular collection day. Residential properties north of Deerfield Road are serviced on Tuesday and residential properties south of Deerfield Road are serviced on Wednesday.

(2) Why is Waste Management servicing my street earlier than usual?

As usual, please continue to place your refuse and recycling containers at the curb by 7AM on the morning of your regular collection day. Residents become accustomed to Waste Management servicing their street at a particular time of the day. However, Waste Management does not have set route schedules and does not guarantee that your street will be serviced at a particular time on your collection day. As collection starts at 7AM, it is important to have your containers out at that time.

Additionally, in order to reduce drivers’ exposure to garbage during the current pandemic, Waste Management is increasing the number of crew members servicing the Deerfield area. As the goal is for the larger crew to service our area in less time, streets that are normally serviced in the afternoon will be serviced earlier. So, please ensure that your containers are out by 7AM to guarantee that you receive refuse/recycling services.

(3) Will my collection time be changed if my street is currently under construction?

Village Engineering staff are in constant communication with Waste Management about access restrictions on streets currently under construction. If Village staff determine that a street under construction needs to be serviced earlier than usual (prior to 7AM), all effected residents will receive notifications from the Village in the form of a personally delivered letter.

(4) Is Waste Management collecting extra items placed outside of the refuse / recycling containers?

No. Extra items placed outside of the refuse / recycling containers are not being collected at this time. This temporary collection limitation pertains to all items placed outside of the containers, including but not limited to extra garbage bags, broken down boxes, etc. This is to reduce the drivers' physical contact with potentially contaminated items.

(5) Is Waste Management collecting bulk items?

No. Bulk items are not being collected at this time. All large items that don't fit into the recycling/refuse containers are considered bulk items. This is to reduce the drivers' physical contact with potentially contaminated items.

(6) Can I assist Waste Management in loading bulk items onto the truck?

No. Waste Management cannot accept residents' assistance with loading bulk items onto the truck. This is due to the potential physical danger of this maneuver for both the drivers and residents. Additionally, the close contact required for such a maneuver would be contrary to current social distancing efforts.

(7) When will Waste Management services resume as normal?

At this time, Waste Management does not have a set date to resume normal refuse and recycling services. Waste Management is working with a professional team to closely monitor the effects of COVID-19 on our area and will continue to evaluate the necessity of the service limitations currently in place. The Village will continue to communicate Waste Management updates on our various communications platforms, including the Village's Facebook, Website and e-blasts.

(8) Are there alternative options to dispose of bulk items in the mean time?

Yes. Alternative options to dispose of bulk items include: (1) renting a dumpster; (2) purchasing a Bagster from Waste Management; or, contacting a light hauler such as 1-800-got-junk. Additionally, if you have extra storage space in your home, temporarily storing the item(s) until services resume as normal may be an option for you.

(9) Why were my neighbors' extra / bulk items collected, but not mine?

The collection of extra/bulk items that don't fit inside the containers is not a guarantee during this time. The driver may have assessed your neighbor's particular items as a lower risk to their personal health and safety. However, that decision was at the driver's personal discretion. But, Waste Management's temporary collection protocol is that the collection of extra/bulk items placed outside of your containers is not a collection standard at this time.