

# Getting Serious About Waste Diversion

## CASE STUDY: HEALTH CARE



UNIVERSALcare

### About UniversalCare

UniversalCare has extensive experience in operating Long Term Care and Retirement Homes. Founded in 2007 with a vision to improve care for seniors, UniversalCare has now grown to include 2089 residents residing at 17 residences across Ontario. Their mission is to be the best in health care and senior living experiences by providing an uncompromised commitment to excellence and leadership.

### Business Challenge

Since inception, UniversalCare's primary focus has been to provide compassionate and professional care for their residents by supporting their administrative and nursing teams and by going above and beyond industry standards in their homes.

To better manage their waste and recycling programs which included multiple invoices from many different vendors, UniversalCare recognized the benefit of working with a partner that could focus on streamlining the purchasing and management of these services.

In 2018, UniversalCare partnered with RecycleSmart to work towards efficiently managing their waste and recycling services with a managed services partner. RecycleSmart has worked with UniversalCare to streamline and improve their waste and recycling programs while adding new locations to the portfolio.

### How We Helped

- Streamlined Management of different vendors across the portfolio to achieve a more consistent level of service for all properties
- Providing consolidated invoices for each of the Homes and one point of contact through a dedicated RecycleSmart account manager
- Installing IOT container sensors to measure fill levels and ensure services are right sized for each property
- Providing monthly waste and recycling diversion reports as well as recommendations for improving diversion programs in different geographic areas



RecycleSmart has been helpful and effective in managing our multiple sites waste and recycling needs. When issues arise our account manager and the customer service team is quick to communicate and resolve the problem. Very happy with the service and dedication they provide to our company.

**Elisa Carbone**

Director of Corporate and Building Service  
UniversalCare Canada Inc.

### Results

- Streamlined and standardized program setup at 9 new locations over the past 2 years
- Greater efficiency of container usage using IOT container monitoring has controlled expenses
- Single point of contact for all Universal Care sites for customer service and invoicing

1 888 892 1796

[info@recycle-smart.com](mailto:info@recycle-smart.com)

[recycle-smart.com](http://recycle-smart.com)

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