

**ST. LAWRENCE COUNTY  
SOLID WASTE DEPARTMENT**

**Unloading Assistance Rules**

All able bodied persons using the transfer station are generally required to unload their own vehicles. However, assistance will be provided for unloading of heavier or bulky items and to all persons with a disability who are in need of assistance. This service will be provided at no charge under the following rules:

1. Customer must sign an “Unloading Assistance Agreement”, which will be kept on file with the St. Lawrence County Solid Waste Department. Customer will be provided a copy and should keep and display the unloading assistance permit agreement when requested by the Solid Waste Department.
2. Able bodied customers must request the assistance after exhausting all reasonable efforts to self unload.
3. Customer assumes full liability for any damage to the vehicle, or any of its parts, during the unloading assistance and the Solid Waste Department will not be financially responsible for such damage.
4. Unloading will only be performed from the rear of the vehicle.
5. The customer will be responsible for unloading, or removing from the transfer station any waste not removed by the Solid Waste Department employee.
6. Unloading assistance will be provided when and how the conditions of the tipping floor traffic permit. This means that the customer may be required to wait a reasonable period of time for assistance and may not unload in the same order or at the same location as unassisted customers.
7. The Solid Waste Department reserves the right to refuse unloading assistance in its sole discretion. Customer’s cooperation with this policy will enable the Solid Waste Department to continue offering unloading assistance to our customers at no cost to them. Except for persons with a disability, if there is a need to assist the same customer multiple times in a short period, we will require that the customer resolve the issue causing the frequent need for assistance. Failure to do so will result in a charge for each assisted unloading or refusal to allow the customer access to the transfer stations.

\_\_\_\_\_ Customer initial here

**ST. LAWRENCE COUNTY  
SOLID WASTE DEPARTMENT  
CANTON, NEW YORK 13617**

**UNLOADING ASSISTANCE AGREEMENT**

Company or  
Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

I, \_\_\_\_\_ individually or acting as owner or authorized representative of the above named Company do, hereby, acknowledge that I have read the rules of the St Lawrence County Solid Waste Department covering unloading assistance at the County's Transfer Stations. I, or the above named company for which I am acting, agree to abide by the regulations, the terms of which are incorporated by reference herein. If I am signing for a company, the company will inform its drivers of the terms of this agreement and authorize them to request the unloading assistance as they deem necessary. In consideration of the provision of unloading assistance, I or the company for which I sign agree to hold harmless and release St. Lawrence County and the St Lawrence County Solid Waste Department, and any acting on their behalf, from all liability for any damage to the customer's vehicle or any part thereof caused by the action of the St Lawrence County Solid Waste Department employee or equipment providing unloading assistance.

In consideration of the promises and agreements made herein by the customer, St. Lawrence County Solid Waste Department agrees to provide the unloading assistance as described in the regulations.

Print Customer's name \_\_\_\_\_

By: \_\_\_\_\_  
Authorized Signature / Title Date

St. Lawrence County Solid Waste Department

By: \_\_\_\_\_  
Date