



**ADMINISTRATIVE OFFICE**

19 Gregory Drive, Suite 204  
South Burlington, VT 05403

**EMAIL** info@cswd.net

**TEL** (802) 872-8100

**www.cswd.net**

**Chittenden Solid Waste District  
Executive Board Meeting  
Instructions for the Public- Remote Access**

Date: Monday, June 15, 2026  
Time: 5:00 p.m.  
Place: ZOOM Meeting Instructions

**IMPORTANT:**

CSWD will hold a hybrid Board of Commissioners Meeting. The virtual meeting is accessible by computer or phone. Members of the public, joining the meeting remotely, may join by clicking the link below. Following the meeting a recording will be available upon request.

**You are invited to a Zoom webinar!**

**Join from PC, Mac, iPad, or Android:**

<https://us02web.zoom.us/j/88055842481>

**Webinar ID:**

880 5584 2481

**Phone one-tap:**

+16465588656, 82206970838# US (New York)

+16469313860, 82206970838# US

**Join via audio:**

+1 646 558 8656 US (New York)

***For those without internet access, call 802-872-8100 ext. 247 and leave a message to register for the meeting. A call-in number will be provided to you prior to the meeting.***

Participants will be in listen only mode. Call in controls include: \*6 – toggle mute/unmute and \*9 to raise your hand.



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**CHITTENDEN SOLID WASTE DISTRICT  
EXECUTIVE BOARD MEETING  
REGULAR MEETING**

Date: Monday, June 15, 2026  
Time: 5:00 P.M.  
Place: Hybrid Meeting - ZOOM Meeting or In-Person at CSWD Administrative Office  
19 Gregory Drive, South Burlington

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**\*\*\* (E) Indicates Enclosures (D) Indicates Discussion Only**

- |  |             |
|--|-------------|
| 1. (E) Agenda                            | (5:00 p.m.) |
| 2. Public Comment Period                 | (5:01 p.m.) |
| 3. (E) Consent Agenda                    |             |
| • May 11, 2026, Minutes                  | (5:05 p.m.) |
| • May 18, 2026, Minutes                  |             |
| • May 28, 2026, Minutes                  |             |
| 4. (E) Draft Code of Conduct – Customers | (5:07 p.m.) |
| 5. Executive Session                     | (5:25 p.m.) |
| • Legal Matters                          |             |
| • Personnel                              |             |
| 6. Other Business                        | (6:25 p.m.) |
| 7. Adjourn                               | (6:30 p.m.) |

*Possible Action could occur on any agenda item, although not initially noted. If you need an accommodation, please call the CSWD at 872-8100 upon receipt of this notice. All times listed are an estimated start and duration.*



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**DRAFT**

**CHITTENDEN SOLID WASTE DISTRICT  
SPECIAL EXECUTIVE BOARD MEETING MINUTES  
CSWD Administrative Office & Via Zoom  
May 11, 2026 – 5:00 P.M.**

**EXECUTIVE BOARD PRESENT:** Paul Ruess, Paul Stabler, Alan Nye, Ken Spencer, Lee Perry

**BOARD MEMBERS PRESENT:** Lauren Eagan, Betsy Paret

**CSWD STAFF PRESENT:** Amy Jewell, Sarah Reeves, Steve Ellis - Legal Counsel,

**PUBLIC PRESENT:** Matthew O’Brien and Matthew Corwin from Guidepost

**AGENDA ITEMS:**

1. Call to Order Agenda
2. Public Comment Period
3. Executive Session
4. Other Business
5. Adjourn

**Paul Ruess called the meeting to order at 5:11 p.m.** (audio difficulties delayed start time of meeting)

**Agenda #1. Agenda** – no changes

**Agenda #2. Public Comment Period** – No members of the public were present.

**Agenda #3. Executive Session**

**KEN SPENCER made a motion, seconded by PAUL STABLER, to move that the Executive Board of Commissioners of the Chittenden Solid Waste District go into Executive Session to discuss legal matters, where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage and to permit authorized staff, other invited interested parties to be present for this session. Motion passed 5-0.**

**The board entered executive session at 5:15 p.m.**

**ALAN NYE made a motion, seconded by PAUL STABLER, to exit Executive Session. Motion passed 5-0.**

The Board exited Executive Session at 7:00 p.m. No action was taken during Executive Session.

**Agenda #4. Other Business** – No other business discussed.

**Agenda #5. Adjournment**

**PAUL STABLER made a motion, seconded by KEN SPENCER, to adjourn the meeting. Motion passed 5-0. The meeting was adjourned at 7:02 p.m.**

I agree that this is an original copy of minutes, and they have been approved by the Executive Board at the xx, meeting held in South Burlington.

\_\_\_\_\_ Amy Jewell, Secretary

**DRAFT**

**CHITTENDEN SOLID WASTE DISTRICT  
REGULAR EXECUTIVE BOARD MEETING MINUTES  
CSWD Administrative Office & Via Zoom  
May 18, 2026 – 5:00 P.M.**

**EXECUTIVE BOARD PRESENT:** Paul Ruess, Paul Stabler, Alan Nye, Lee Perry, Ken Spencer

**CSWD STAFF PRESENT:** Joey Cantania, Ethan Housman, Amy Jewel, Sarah Reeves

**PUBLIC PRESENT:** Sven Kvinlaug

**AGENDA ITEMS:**

1. Call to Order Agenda
2. Public Comment Period
3. Consent Agenda - April 13, 2026, Minutes
4. Public Hearing
  - a. Notice of Violation - The Pickled Perch
5. Executive Session
6. Other Business
7. Adjourn

**Paul Ruess called the meeting to order at 5:01p.m.**

**Agenda #1. Agenda** – Approved as presented.

**Agenda #2. Public Comment Period** – No members of the public were present.

**Agenda #3. Consent Agenda** – Approved as presented.

**Agenda #4. Public Hearing**

**a. Notice of Violation - The Pickled Perch**

**ALAN NYE made a motion, seconded by PAUL STABLER to open the public hearing. Motion passed 5-0.**

P. Ruess stated this hearing is on the notice of violation received by the Pickled Peach on May 1, 2026, for failure to comply with Chittenden Solid Waste District (CSWD) Management Ordinances to properly separate and divert food residuals. P. Ruess stated the Pickled Perch had requested the hearing after receiving the violation. E. Housman highlighted previous violations from 2025, and suspension in the services with Myers. Due to repeated noncompliance with ordinance requirements, both compliance and civil penalties are being recommended.

S. Kvinlaug stated that his other business is in New York and his financial information was hacked. He was unaware that the invoices for Myers services were not being paid and had lapsed. S. Kvinlaug stated that the services are currently prepaid through the end of the year. S. He has made changes to staffing since the notice of violation was received. E. Housman stated non-payment was the reason for suspension of services with Myers.

S. Kvinlaug stated once he found out the issue with the payment, he took appropriate action to get the new card information to Myers to reinstate services. Answering a question from K. Spencer, S. Kvinlaug said that the staff member previously responsible for food waste disposal is no longer with the restaurant and all staff are fully trained in the proper disposal procedures. Answering a question from L. Perry, S. Kvinlaug stated he is monitoring the restaurant personally to ensure daily compliance with proper food waste disposal. Answering a question from P. Stabler, E. Housman stated there has not been a follow-up visit at the Pickle Perch since the notice of violation on May 1, 2026.

P. Ruess stated, should the Board find that the Pickled Perch be in violation of Sections 3.8 and 3.9 of CSWD's Ordinance, the recommendation will be a of fine of Eight Hundred Dollars (\$800) for each violation for those two sections for a potential total of \$1,600 in civil penalties, as well as being required to provide a written declaration that the restaurant will adhere to the corrective action plan that S. Kvinlaug submitted on April 25, 2025, and to cooperate with all future CSWD efforts to confirm to the restaurants compliance.

**PAUL STABLER made a motion, seconded by ALAN NYE, to enter into Executive Session to deliberate on the evidence which has been submitted in this notice of violation. Motion passed 5-0.**

**ALAN NYE made a motion, seconded by PAUL STABLER, to exit the Executive session. Motion passed 5-0.**

P. Ruess stated that the Executive Board finds that the Pickled Perch violated Sections 3.8 and 3.9 of CSWD's ordinance and that the Pickled Perch be fined \$500 for each of those violations for a total of \$1,000 in civil penalties. P. Ruess stated that the Pickled Perch will be required to provide a written declaration to the corrective action plan that S. Kvinlaug submitted on April 25, 2025, and must maintain an ongoing compliance with the ordinance and cooperate with all future CSWD efforts to confirm the restaurant's compliance. P. Ruess stated this plan requires participation in scheduled on-site review by CSWD staff and restaurant management of the corrective action plan and food waste and recycling programs within fifteen days of the receipt of the proposed order.

**PAUL STABLER made a motion, seconded by ALAN NYE, to close the Public Hearing session. Motion passed 5-0.**

#### **Agenda #5.Executive Session**

**KEN SPENCER made a motion, seconded by PAUL STABLER, to move that the Executive Board of Commissioners of the Chittenden Solid Waste District go into Executive Session to discuss legal matters , where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage and to permit authorized staff, other invited interested parties to be present for this session. Motion passed 5-0.**

**ALAN NYE made a motion, seconded by PAUL STABLER, to exit Executive Session. Motion passed 5-0.**

No action was taken during Executive Session.

#### **Agenda #6. Other Business**

None

#### **Agenda #7. Adjournment**

**PAUL STABLER made a motion, seconded ALAN NYE to adjourn the meeting. Motion passed 5-0. The meeting was adjourned at 5:50 p.m.**

I agree that this is an original copy of minutes, and they have been approved by the Executive Board at the , meeting held in South Burlington.

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Amy Jewell, Secretary

Respectfully submitted,  
Jamie Harrison  
Recording Secretary



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**DRAFT**

**CHITTENDEN SOLID WASTE DISTRICT  
SPECIAL EXECUTIVE BOARD MEETING MINUTES  
CSWD Administrative Office & Via Zoom  
May 28, 2026 – 5:00 P.M.**

**EXECUTIVE BOARD PRESENT:** Paul Ruess, Paul Stabler, Alan Nye, Ken Spencer, Lee Perry

**BOARD MEMBERS PRESENT:** Lauren Eagan, Betsy Paret

**CSWD STAFF PRESENT:** Amy Jewell, Sarah Reeves, Steve Ellis - Legal Counsel,

**PUBLIC PRESENT:** n/a

**AGENDA ITEMS:**

1. Call to Order Agenda
2. Public Comment Period
3. Executive Session
4. Other Business
5. Adjourn

**Paul Ruess called the meeting to order at 5:00 p.m.**

**Agenda #1. Agenda** – no changes

**Agenda #2. Public Comment Period** – No members of the public were present.

**Agenda #3. Executive Session**

**KEN SPENCER made a motion, seconded by ALAN NYE, to move that the Executive Board of Commissioners of the Chittenden Solid Waste District go into Executive Session to discuss confidential attorney client communications, where premature general public knowledge would clearly place the District, its member municipalities, and other public bodies or persons involved at a substantial disadvantage and to permit the District Executive Director and CSWD’s Attorney to be present for this session. Motion passed 5-0.**

The board entered executive session at 5:02 p.m.

**ALAN NYE made a motion, seconded by LEE PERRY, to exit Executive Session. Motion passed 5-0.**

The Board exited Executive Session at 6:09 p.m. No action was taken during Executive Session.

**Agenda #4. Other Business** – No other business discussed.

**Agenda #5. Adjournment**

**KEN SPENCER made a motion, seconded by LEE PERRY, to adjourn the meeting. Motion passed 5-0. The meeting was adjourned at 6:09 p.m.**

I agree that this is an original copy of minutes, and they have been approved by the Executive Board at the xx, meeting held in South Burlington.

\_\_\_\_\_ Amy Jewell, Secretary

## MEMORANDUM

**TO:** CSWD Board of Commissioners  
**FROM:** Amy Jewell, Administrative Director  
CSWD's Justice, Equity, Diversity, and Inclusion Committee (JEDI)  
**DATE:** June 11, 2026  
**RE:** Customer Code of Conduct Policy

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### **SYNOPSIS**

CSWD currently does not have a policy that outlines the expectation of customer behavior while using our facilities. Adopting a policy will establish clear boundaries and help to protect our staff from harassment. This policy will help to set expectations and to provide consistency when disruptive situations occur. We will continue to provide excellent service in our community, while ensuring a safe and respectful environment.

### **CURRENT SITUATION**

During annual Safety Trainings and HR Trainings CSWD has offered varying customer service trainings, including *De-escalation with Angry Customers*. We have reviewed difficult customer situations and broken them down into level 1, 2, and 3 to provide employees with a process and messaging to handle these difficult situations. Level 2 and 3 situations include a verbally aggressive, angry, and/or insulting customer, and Level 1 situations include physically aggressive or violent behavior. Level 2 and 3 are handled by our employees, or are referred to a manager. Level 1 results in calling 911. Thankfully, Level 1 situations are rare, although they have occurred. Unfortunately, we are seeing an uptick in negative customer behavior, which does seem to have increased following the pandemic.

CSWD's Hazardous Waste Supervisor Donny Curebanas first suggested a customer code of Conduct policy after experiencing several negative interactions with customers. This was discussed at our JEDI Committee where we continually address fostering a respectful and positive environment for all. Becky Johnston, CSWD's Data and Policy Analyst presented the attached Code of Conduct, which was sent to our management team and staff for review.

### **REQUEST**

This is brought to the Executive Board for review and comment, with the hopes of moving this to the June Full Board agenda for approval. The Code of Conduct will provide our customers with an understanding of the expected behavior while visiting our sites and the consequences when the policy is violated.

###



## **DRAFT - Customer Code of Conduct Policy**

### **Introduction**

At CSWD, we prioritize fostering a respectful and positive environment for both our team members and customers. Our success hinges on maintaining a culture of mutual respect, professionalism, and dignity in all interactions. This policy outlines the expected behavior of customers towards our team members to ensure a harmonious and productive relationship.

### **Expectations of Customer Behavior**

1. **Respect and Courtesy:** Customers are expected to treat all team members with respect and courtesy at all times. This includes refraining from using abusive, offensive, or discriminatory language and behavior.
2. **Professional Communication:** Customers are encouraged to communicate any concerns, feedback, or complaints in a constructive and professional manner. Disagreements or dissatisfaction should be expressed calmly and respectfully.
3. **Non-Discrimination:** Discrimination based on race, ethnicity, gender, age, religion, sexual orientation, disability, or any other characteristic protected by applicable law will not be tolerated. All customers must treat our team members fairly and without prejudice.
4. **Compliance with Policies:** Customers are required to comply with all CSWD policies, guidelines, and procedures during their interactions with team members.
5. **Physical and Verbal Conduct:** Any form of physical or verbal harassment, threats, intimidation, or coercion towards our team members is strictly prohibited.
6. **Resolving Disputes:** In the event of a disagreement or dispute, customers are encouraged to engage in constructive dialogue and seek resolution through appropriate channels provided by CSWD. Aggressive behavior or threats will not be tolerated.

### **Consequences of Violating the Policy**

Violation of this policy may result in various measures, including but not limited to:

1. **Warning:** Initial violations may result in a formal warning outlining the breach and requesting corrective action.

2. **Refusal of Service/No Trespass Notice:** Serious or repeated violations may lead to the suspension or termination of services provided to the customer.
3. **Legal Action:** In extreme cases involving severe misconduct or unlawful behavior, CSWD reserves the right to take legal action against the customer.

### **Reporting Violations**

Any team member who experiences or witnesses a violation of this policy should report it to their supervisor, human resources, or designated authority at CSWD. All reports will be treated with confidentiality to the extent permitted by law and addressed promptly and appropriately.

### **Conclusion**

At CSWD, we are committed to maintaining a supportive and respectful environment for our team members. We expect our customers to adhere to these guidelines to ensure positive interactions and productive relationships. By following this Customer Code of Conduct Policy, we aim to create a welcoming atmosphere that fosters mutual respect and professionalism.